

**MAUI COMMUNITY COLLEGE
THE LEARNING CENTER
ANNUAL ASSESSMENT 2007-2008**

I. OVERVIEW OF THE PROGRAM

A. *Mission and Vision of the College:*

Maui Community College is a learning-centered institution that provides affordable, high quality credit and non-credit educational opportunities to a diverse community of lifelong learners.

We envision a world-class college that meets current and emerging Maui County education and training needs through innovative, high quality programs offered in stimulating environments. The College mission, goals, and actions will be guided by the Native Hawaiian reverence for the ahupua`a, a practice of sustaining and sharing diverse but finite resources for the benefit of all.

B. *Mission and Vision of The Learning Center:*

The Learning Center at Maui Community College (MCC) provides students at all levels with academic support services to help them become successful, independent learners and reach their educational goals. To attain our mission, tutorial assistance; one-on-one, group, and online writing assistance; study skills instruction; testing services; computer laboratories; e-mail and Internet access; and computer-assisted instructional programs are provided to our diverse student population.

We envision a one-stop facility where students will receive cutting edge, high quality support services in a student-centered environment, helping students gain the skills needed to meet the rigors of their educational program and to embrace the challenges of an ever-changing world.

The Learning Center contributes to the mission and vision of Maui Community College by providing high quality academic support services in a stimulating environment for our diverse student population.

The goals of The Learning Center are the following:

- ❖ To help students enhance their skills in reading, writing, math, and study skills
- ❖ To provide tutorial services in content area courses
- ❖ To help students become independent learners
- ❖ To provide students with computer equipment and software needed to complete their coursework and broaden their learning experience
- ❖ To assist students with basic computer skills
- ❖ To provide placement, make-up, and distance learning testing services as well as community proctoring services
- ❖ To support faculty in meeting student learning outcomes
- ❖ To provide a user-friendly study environment conducive to learning and thinking
- ❖ To anticipate the academic support needs of our students
- ❖ To encourage professional development

II. DESCRIPTION OF PROGRAM

A. **TLC Services:**

The Learning Center's services can be divided into five areas: tutorial support, study skills presentations, computer services, testing services, and distance learning services. According to sign-in data, 1,317 students spent 26,095 hours in The Learning Center from fall 2007 through summer 2008. This is an increase of over 200 students from the previous year. Although the sign-in process has improved, when TLC staff is too busy to remind students, some continue to enter the facility without signing in.

TLC USAGE REPORT

Major	# of Students	Hours
Auto Body Repair and Painting	5	30
Accounting	44	582
Agricultural Careers	7	126
Administration of Justice	12	258
Automotive Technology	19	170
Building Maintenance	1	21
Business Technology	14	111
Business Careers	67	907
Carpentry Technology	2	10
Culinary Arts	86	2,101
Dental Assisting	14	145
Drafting Technology	2	10
ECET	18	330
Fashion Technology	7	31
Hotel Operations	19	731
Human Services	50	856
Liberal Arts	523	10,081
Marine Option Program	2	10
Nursing Career Ladder/Pre-Nursing	276	7,659
Office Administration and Technology	2	46
Other	35	489
Sustainable Technology	4	48
UH Hilo	3	12
UH Manoa	19	218
UH West Oahu	20	468
Undeclared	56	482
VITEC	9	162
Welding	1	1
TOTAL	1317	26,095

Over the years many students have requested that The Learning Center open on Sundays, especially since today's students are "juggling" increased work schedules, diverse class schedules, and family commitments. According to TLC evaluations, Sunday would be an ideal day for students to utilize computers, meet with tutors, finish homework and projects, and work in study groups. With limited funds, TLC has been able to operate 46 hours per week, including two evenings and Saturday. For this reason, Perkins funds were requested for fiscal year 2007-08 to open TLC on Sundays with tutors available to assist Career and Technical Education (CTE) students, giving these students the opportunity to complete their coursework, remain in college, and attain their educational goals.

In fall 2007, The Learning Center's Sunday opening was piloted. Three student assistants were hired to operate the facility, and one TLC staff member worked the first four Sundays to train the student assistants, to ensure that procedures were followed, and to resolve any safety issues that arose. Of the students who filled out a TLC Sunday Survey, 70% were CTE students. (See Appendix A—TLC Sunday Survey)

1. *Tutorial Support:*

- ❖ Reading, writing, math, and study skills
 - *professional staff and peer tutors
 - *one-on-one or small group
 - *individualized program to work on specific skills
 - assess students' skills, create program of study, monitor progress, posttest (professional staff)
- ❖ Content area tutoring upon staff availability
- ❖ Hawaiian, Japanese, and Spanish languages
- ❖ Proofreading assistance
 - *peer tutors and professional staff
 - *one-on-one 25-minute appointments
 - *brainstorming session
 - *suggestions for improvement (thesis statement, support, organization, transitions, grammar and mechanics, etc.)
 - *grammar tidbits and reference materials
 - *extended tutoring time for special needs students

In addition to supporting Sunday hours, Perkins funding was also requested to provide supplemental tutorial and study skills services to Culinary Arts and Automotive Technology students. The peer tutors worked with students individually and in small

groups in their CTE classrooms and were available 15 hours per week in The Learning Center for additional tutoring and to help these students access TLC software.

Peer tutors are trained every two weeks to help them improve their academic skills and to keep them abreast of tutoring strategies and techniques. The following are topics covered in tutor and student assistant training sessions over the past year:

Active Listening	Self Evaluations
Building Teamwork	Sexual Harassment
Computer Troubleshooting	Special Needs Computer/Skill Building Programs
Cultural Sensitivity	Thesis/Topic Sentences
Customer Service	Time Management
Dealing with the Difficult Student	Tips for Establishing a Positive Tutorial Relationship
Developing a Positive Work Attitude	Tutor Pre-semester Training
English Instructors Roundtable	Tutor Training Evaluations
Grammar Review	Tutoring On the Online Writing Lab
How to Write a Summary	Tutoring Resources and Equipment
Plagiarism and Citations	Tutoring Strategies
Prioritizing Tasks/Effective Use of Time	Work Ethics
Proofreading Guidelines	Work Styles
Questioning Techniques	Working with ESL Students
Research Papers and Documenting Sources	Working with Special Needs Students

The Learning Center works closely with the Allied Health Department's nursing and dental assisting students, providing initial screening and pre-enrollment tutoring to help students meet program prerequisites. After students are accepted into the Nursing program, they are referred to TLC if their initial National League for Nursing (NLN) Pre-nursing Exam verbal and/or math scores are below 35. These "high risk" students are required to do 40 hours of English and/or math preparatory work in TLC before starting the Nursing program. TLC professional staff members assess students' skills, create individual programs of study, and monitor students' progress. Once these and other students begin the Nursing or Dental Assisting program, study skills workshops are offered as well as individual and group tutoring to promote success and retention of first-year nursing and dental assisting students. Accordingly, The National League for Nursing Accrediting Commission identified The Learning Center as one of the strengths in nursing Student Support Services.

2. Study Skills Presentations and TLC Orientations

- ❖ Study skill presentations in classrooms or for special programs
- ❖ TLC orientations in classrooms or in TLC (services, facility tour)

Over the past year, MCC faculty and staff have requested 32 study skills presentations for automotive, culinary arts, dental assisting, human services, Ku'ina, nursing, science, and Kamehameha Schools Maui campus students. In addition, 32 study skills workshops were held in The Learning Center during the academic year. (See Appendix B—TLC Study Skills Workshop Series and Appendix C—The Learning Center Study Skills Workshop Evaluations)

Furthermore, to provide students and instructors with information about TLC services, professional staff members have conducted 49 learning center orientations and tours for classes across the campus during the past year.

Study Skills Workshops

- Becoming an Active Reader
- How to Read a Textbook
- How to Study
- Motivation
- Preparing for the COMPASS Test
- Resume Writing
- Speed Reading
- Stress Management
- Taking an Essay Exam
- Taking Classroom Notes
- Test Anxiety
- Test Taking Skills
- The Research Paper
- Time Management
- Writing a Scholarship Essay

3. Computer Labs: 40 computers

- ❖ Assistance from student assistants and professional staff
- ❖ Word processing, e-mail, Internet searches, Lailima, MyUH Portal, online registration
- ❖ CAI programs (*PLATO*, *SkillsBank*, *Word Attack*, *Spell It*, *Ultimate Speed Reader*, etc.)
- ❖ Scanner, CD burner, zip drive
- ❖ Special needs computer w/printer and scanner
 - *Jaws (reads text on screen)
 - *Zoomtext (enlarges text)
 - *Kurzweil 3000 (reads text from scanner)

- *Dragon Naturally Speaking (types from oral speech)
- *Inspiration (organizes text)

During the first three weeks of each semester, students require extra assistance with basic computer skills (word processing, e-mail, Internet searches) and accessing Laulima and MyUH Portal. For this reason, during this time TLC professional staff and peer tutors are available in both computer rooms to guide students through the sometimes arduous and frustrating process of learning how to manipulate a computer and utilize the required software to complete their coursework. For computer-based developmental studies in reading comprehension, writing, grammar and mechanics, vocabulary building, spelling, and basic and intermediate mathematics, software programs such as *PLATO*, *SkillsBank4*, *Word Attack*, *Ultimate Speed Reader*, and *Spell It* continue to be highly utilized in TLC. Additionally, with a wireless access point installed, staff members have observed an increased usage of laptops in TLC.

In the past year, 25 Dell computers and 2 iMacs were purchased with funds from the MCC Student Technology Fee. These computers replaced old, slow equipment, which were a constant source of complaint from students. The best of the old computers were placed in TLC's testing room to replace even older equipment.

4. *Testing Services:*

- ❖ COMPASS placement testing
 - *walk-in
 - *ability to benefit
 - *high school group testing
 - *COMPASS study guide and text resources
- ❖ English permission test
- ❖ MCC tests/Make-up exams
- ❖ Community proctoring services
- ❖ ACT Certified Testing Center

Annually, over 2,000 COMPASS subtests are administered in each of the three areas—reading, writing, and math. Depending on the time of the semester, three to five TLC computers are reserved for walk-in testing. UHCC system applicants can take the COMPASS tests whenever TLC is open, as long as a testing computer is available.

September 2007-August 2008

MATH	Percentage	Total
Math 1	51%	1125
Math 22 or 50	24%	518
Math 23	7%	152
Math 25	3%	58
Math 100, 107,111,112, or 115	3%	70
Math 27, 100, 107, 111,112 or 115	6%	129
Math 135	3%	65
Math 140 or 203	0%	7
Math 205	3%	76
		2200

READING	Percentage	Total
English 90v	13%	279
English 21	34%	767
English 102	53%	1180
		2226

WRITING	Percentage	Total
English 90v	16%	365
English 19	13%	279
English 22	28%	610
English 100	43%	954
		2208

COMPASS Internet was launched in spring 2007. As TLC staff utilized COMPASS Internet and learned to troubleshoot some of the problems encountered, the next step was to install COMPASS in Maui County high schools and MCC Education Centers. Beginning in fall 2007, TLC staff members traveled to various sites to install COMPASS and train proctors. Presently, the following “remote sites” have COMPASS Internet:

Baldwin High School	Lahaina Education Center
Lahainaluna High School	Lanai Education Center
Lanai High School	King Kekaulike High School
Maui High School	

When a high school remote site is ready to test, TLC staff is contacted and the test site is “unlocked.” Once testing is

completed, the high school test site is “locked,” ensuring test security. Education center remote sites remain unlocked since testing occurs on a continuous basis.

The Learning Center also administers “challenge tests” for the MCC English Department. Challenge tests are for MCC students who would like to have their writing placement level reevaluated. During the past year, TLC staff members administered 126 challenge tests.

MCC exams are proctored in The Learning Center for two reasons: the instructor is not available to administer the exam or students have missed an in-class exam and are given permission by their instructors to take the exam in The Learning Center. In the last academic year, TLC administered 1133 MCC exams.

The Learning Center works closely with Lisa Deneen, Disabilities Coordinator, to provide testing accommodations to students with disabilities. Services include reading tests aloud to students, extended testing time, and providing a quiet, distraction free testing environment . In the past year, 109 appointments were scheduled in TLC’s testing room, a 65% increase from the previous year.

Another testing service is community proctoring for students who are enrolled at other universities and colleges and need to take their exams at a college testing facility. A system-wide proctoring fee of \$25/hour is administered 131 tests to community members, a 30% increase from the previous year. This increase is mainly due to The Learning Center becoming an ACT Certified Testing Center, servicing community members who require certification for specific vocations.

TESTS ADMINISTERED 2007-08

	Fall 2007	Spring 2008	Summer 2008	Total
MCC Tests	479	520	134	1,133
Community Proctoring	43	48	40	131

5. Distance Learning Services:

- ❖ On-line Writing Lab (OWL) <http://www.maui.hawaii.edu/tlc>
*papers may be submitted anytime, and a response will be posted within 24 hours, except when submitted on Saturday evening
- ❖ Distance learning testing

TLC's Online Writing Lab has become a highly utilized service for MCC and UH Center students. An average of 200 papers were submitted online during the fall and spring semesters. Individual feedback indicates that students appreciate tutor suggestions and value the convenience of the service. (See Appendix D--MCC Online Writing Lab Student Comments)

In academic year 2007-08, The Learning Center administered 1622 distance learning exams, a 110% increase from the previous year.

Distance Learning Tests

Community College	Fall 2006	Spring 2007	Summer 2007
Hawaii CC	0	0	0
Honolulu CC	26	14	8
Kapiolani CC	426	381	38
Kauai CC	0	1	0
Leeward CC	0	12	16
Maui CC	200	352	22
UH HILO	0	0	1
UH Manoa	7	0	0
UHWO	73	25	10
Windward	7	4	0
Total	738	789	95

III. ACADEMIC SUPPORT SYSTEMWIDE MEASURES

Tutoring Data

A. Demand

1. Campus Enrollment (FTE): 1,651

B. Efficiency

2. Hours of operation per week: 52 hours/7 days a week

Monday & Thursday	10:00 a.m.-7:00 p.m.
Tuesday & Thursday	8:00 a.m.-4:00 p.m.
Friday	12:00-5:00 p.m.
Saturday	10:00 a.m.-5:00 p.m.
Sunday	1:00-7:00 p.m.

Each semester TLC coordinates its hours of operation with the Ka Lama Computer Center and the MCC Library.

3. The Learning Center Staff:

Debbie Hasegawa Winkler, Academic Support, APT (Band B), 28 years, B.Ed., TLC Acting Director since January 2002, oversees all aspects of TLC operation

Melissa Yoshioka, Instructional and Student Support, APT (Band A), 2 ½ years, M.Ed, coordinates TLC tutorial and study skills services and assists in the coordination of testing services

Nancy Chambers, APT (Band A) part-time casual (16 hrs/wk), 1 Year, M.Ed, provides professional tutoring and assists in the coordination of TLC tutorial, study skills, and testing services

Krissy Garcia, APT (Band A) part-time casual (10 hrs/wk), 3 ½ years, A.S. ECET, B.A.S. ABIT, coordinates the MCC Online Writing Lab and assists in the coordination of TLC computer services

Ryan Garcia, APT (Band A) part-time casual (12 hrs/wk), 4 years, A.S. ECET, B.A.S. ABIT, coordinates TLC computer services

Jackie Perry, APT (Band A) part-time casual (7 hrs/wk), 12 years, MSW, provides professional tutoring on Saturdays

Peer Tutors, (9) English, math, accounting, history, Japanese, microbiology, physics, Spanish, study skills and other content areas

4. Tutor paid hours: 54 hrs/wk (general and Perkins funds)
5. Number of students tutored (unduplicated): 714
6. Tutor contact hours: 1567 (appointments are 30 minutes—total appointments: 3134)
7. Tutoring budget: \$16,000 (general and Perkins funds)

C. Outcomes

8. Student Learning Outcomes Measurement

- a. Students will pass their tutored course at the same rate as or higher than non-tutored students:

Of the total students tutored, a sample population of 139 students from the fall 2007 semester shows that 79% of these students passed all of their classes with a “C or better” compared to 73.3% of the MCC general campus population. A sample population of 244 students tutored in spring 2008 shows that 78% of these students passed with a “C or better” compared to 74.1% of the MCC general campus population.

- b. Students will reenroll (persistence) at the same rate as or higher than non-tutored students:

Of the fall 2007 sample population (139), 85% reenrolled in spring 2008 compared to 67.4% of the MCC general campus population. Of the spring 2008 sample population (244), 82.4% reenrolled in fall 2008 compared to 57.9% of the MCC general campus population.

Testing Data

A. Demand

1. Campus Enrollment (FTE): 1,651

B. Efficiency

2. Hours of operation per week: 52 hours/7 days a week

Monday & Thursday	10:00 a.m.-7:00 p.m.
Tuesday & Thursday	8:00 a.m.-4:00 p.m.
Friday	12:00-5:00 p.m.
Saturday	10:00 a.m.-5:00 p.m.
Sunday	1:00-7:00 p.m.

Each semester TLC coordinates its hours of operation with the Ka Lama Computer Center and the MCC Library.

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Nancy Chambers, APT (Band A) part-time casual (16 hrs/wk), 1 Year, M.Ed, provides professional tutoring and assists in the coordination of TLC tutorial, study skills, and testing services

Krissy Garcia, APT (Band A) part-time casual (10 hrs/wk), 3 ½ years, A.S. ECET, B.A.S. ABIT, coordinates the MCC Online Writing Lab and assists in the coordination of TLC computer services

Ryan Garcia, APT (Band A) part-time casual (12 hrs/wk), 4 years, A.S. ECET, B.A.S. ABIT, coordinates TLC computer services

Jackie Perry, APT (Band A) part-time casual (7 hrs/wk), 12 years, MSW, provides professional tutoring on Saturdays

4. Student help hours per week: 55 hrs/wk (receptionists/test monitors)
5. Number of COMPASS tests administered: over 2200 in each subtest—reading, writing, and math
6. Number of Distance Learning tests: 1,622
- 6a. Number of community tests proctored: 131
7. Local campus tests proctored: 1,259
8. Testing Budget: \$12,000 (receptionists/test monitors)

C. Outcomes

9. Satisfaction Measurements: (See Appendix E—The Learning Center Evaluation)

IV. ANALYSIS OF PROGRAM

A. *Summary Statement:*

Strengths

The Learning Center has had a very productive year. With funding from a Carl Perkins grant, tutors were sent to Career and Technical Education (CTE) classrooms, and more tutors were available in TLC to work with CTE students. In addition, with Perkins funds The Learning Center was able to open on Sundays, and according to TLC's Sunday Survey, students were very appreciative of the expanded hours, helping them to complete their coursework and remain in school. Furthermore, during the past year TLC offered 29 more study skills workshops, and student evaluations of these workshops and of TLC services were extremely positive. While the library building has been under renovation, the MCC Library circulation desk was relocated to TLC, adding much collaboration and collegiality between the staff. Maui high schools across the island began to offer COMPASS testing on their campuses, and TLC testing requests have continued to increase. MCC Student Technology Fees purchased 25 Dell computers and 2 iMacs for The Learning Center, and new carpets were installed in TLC in July, eliminating a moldy smell in the facility and alleviating student and faculty complaints. Finally, TLC staff rearranged the main tutoring room to create a larger and quieter testing area for students.

Challenges

For almost 4 ½ years, The Learning Center was run by one full-time professional staff member (APT) who continues to serve as TLC Acting Director and MCC Testing Coordinator. Fortunately, in April 2006 the new TLC remedial support position (APT) was filled, alleviating the abundant requests across the campus for study skills presentations and providing increased professional tutoring for our students. This position pushed TLC staff count back up to two full-time positions. In addition, The Learning Center employs four part-time casual hire APTs to coordinate computer services and the MCC Online Writing Lab as well as to provide professional tutoring on Saturdays. With this in mind, in 1980 the "Learning Lab" was an English Department tutoring facility with two full-time APTs. Services included professional and peer English tutoring, study skills workshops, and CTBS English placement testing. Today, TLC services include English, math, and content area tutoring; study skills workshops in classrooms, on other campuses, and in TLC; extensive computer lab services; MCC testing and make-up testing services; English challenge testing; distance learning testing; community proctoring; and the MCC Online Writing Lab—and we still have only two

full-time positions as we did in 1980. Moreover, tutorial appointments have increased by 300% in the last four years. Study skills workshop requests have increased by 55% in the past two years. Testing services requests have increased by 25%, distance learning testing has increased by 110%, and community proctoring has increased by 30% in the past year. With four casual hires working 45 hours a week, TLC staff lacks stability, continuity, and commitment for The Learning Center's rapid growth. For all these reasons, the TLC Director position must be restored to ensure the facility's success in providing students at all levels with cutting edge, high quality academic support services to help students gain the skills needed to meet the rigors of their educational program and to reach their educational goals.

In addition, with 68% of student assistant monies spent on student receptionists, who answer questions asked by students and faculty at the reception counter, pass out and proctor exams, place students on COMPASS and retrieve scores, answer the phone and take messages, and type and copy materials, peer tutor funds are also limited. Student evaluations clearly indicate that more tutors are needed, especially since one of our goals is to provide tutorial services in the content areas, which was limited to staff on hand.

Computer services are an essential part of our students' education, especially with the increase of technology in the classroom and the growth of distance learning classes. To assist students with basic computer skills and course software, funding is needed for computer assistants and an IT Specialist to train staff, provide COMPASS and distance learning testing support, repair broken computers, upkeep hardware and peripherals, load computer software in TLC, and install COMPASS software in the high schools. Currently, the student receptionist, tutor (if one is on duty and available), or professional staff member on duty provides assistance to students in both computer rooms. Consequently, staff members are at times unavailable at the reception counter, phones ring unanswered, and students enter the facility without signing in, resulting in inaccurate student usage data.

TLC testing statistics show a tremendous demand for testing services on our campus. Staffing is always a problem, especially with the increase of distance learning testing since this involves receiving, processing, copying, administering, proctoring, collecting, recording, faxing or mailing, and filing the tests. On the positive side, TLC staff members have honed their multi-tasking skills, but we must ensure that testing integrity is not breached while we attempt to service hundreds of students, especially with their use of sophisticated equipment such as cell phones and PDAs. As testing requests will only increase, MCC needs a full-time testing position to coordinate all of the testing needs of

the campus and the UH system. In addition, basic testing statistics have fallen to the wayside until such time it is needed for reports such as the program review. The testing coordinator would be able to produce current testing statistics that could be used for reports and future grants.

Furthermore, professional staff currently spends valuable time on clerical work and supervision of the reception area. New student assistants constantly need to be trained in reception duties and testing procedures (answering the phone, taking messages, copying and faxing distance learning tests, etc.). For this reason, a full-time clerk position is needed to serve both the KaLama Computer Center and The Learning Center, so TLC professional staff can spend their time working with students, presenting study skills workshops and TLC orientations, testing, serving on campus and system-wide committees, participating in professional development, and completing administrative duties, such as program reviews.

Although TLC will continue to coordinate hours with the KaLama Computer Center and the MCC Library, with additional professional staff and student assistants, TLC would also be able to expand its hours of operation to meet the growing needs and varying schedules of our students. With a dedicated staff, TLC will continue to serve our diverse student population in the most innovative way possible and anticipate the expanding needs of our students and faculty.

B. *Plans for next year:*

- ❖ Complete the installation of COMPASS Internet at Maui County high schools and MCC Education Centers
- ❖ Train COMPASS proctors at each remote site
- ❖ Implement COMPASS retesting fee project for students who would like to retest before the two-month wait period
- ❖ Continue to seek funding to support additional student assistants and tutors
- ❖ Collect data each semester to evaluate The Learning Center's effectiveness
- ❖ Acquire a copier for student usage
- ❖ Continue to work on a more dependable check-in system, so data is more reflective of actual student usage

- ❖ Continue to solicit TLC evaluations more diligently

C. *Budget for next year:*

In addition to our annual budget, to meet our program goals, the following is requested:

❖ TLC Director (Instructor—11 months)	\$55,000
❖ Testing Coordinator (APT Band B)	\$43,000
❖ IT Specialist (APT Band A)	\$37,000
❖ Additional student assistant/tutor funds to accommodate increase in tutorial appointments, increased demand for testing services, increased requests for computer assistance, and an increase in minimum wage	\$ 8,000
❖ Clerk Typist (SR-8, share full-time clerk the KaLama Computer Center)	\$25,000
❖ Updated CAI Software	<u>\$ 5,000</u>
TOTAL	\$173,000

APPENDIX A

TLC Sunday Survey

Fall 2007 – Spring 2008

Total Surveys: 127

Gender:

Male	Female
37	90

MAJORS:	Accounting	Agriculture	A J	Business	BUSN TECH	Culinary Arts	Early Childhood Education (EC EDU)	Geography (UH)	Hospitality & Tourism	HSERV	Liberal Arts	Masters of Human Resources & Management (MHRM)	Medical Assistant I
	5	1	1	15	2	8	1	1	3	20	26	2	1

Nursing	Undecided
31	6

Where do you live?

Dorms	Kahului	Kihei	Lahaina	Upcountry	Wailuku
5	40	8	3	19	44

I am a student in:

Day Classes	Night Classes	Distance Learning Classes
92	48	17

What TLC services do you use?

Computers	Study Area	Testing	Tutoring
124	99	26	42

By opening on Sundays, how has TLC assisted you in completing your coursework?

- If not for the TLC being open on Sunday I would be in a hardship because I work (like most) Monday to Fridays and most Saturdays. I need time to take my tests, and the resources the TLC offers. I stay every Sunday from 2-8 because I need the time. I don't know what we'd do without the TLC being open on Sundays. It's (to be honest) the best days to be there. It's quiet and mellow, but everyone is here with their study groups and getting a lot of work done. I hope it doesn't ever end!
- Enormously - It has provided a great place for me to meet my study group to prepare for exams, and a great place to read textbooks as family is noisy at home and no library is open on Sundays!
- Yes, and it has been helpful for being open on Sundays.
- Gives me a place I can study at with minimal disturbance. Able to use computers and internet access for clinical work and after class work.
- Studying at the TLC helps me to focus, the tutors guide me with assignments due on Monday & my home computer is free, while I use the TLC computers.
- I have a test every Sunday, so it's so good. I cannot use at home.
- A place to meet for study group.
- Allows me to finish up and prepare for the upcoming week!
- Yes, it would have been nice to have it open 10 - 6 or 10 - 4 rather than 2 - 8pm.
- Extremely helpful since library is closed. * Need a photo copier *
- So very much because, its my only day off from school and work and I can complete the weeks homework assignments.
- Sunday evening is prime studying time. The TLC allows us to meet in groups to study. It Rocks!
- As a 7th Day Adventist, it gives me a chance to utilize the computers that I would otherwise not have access to either at home or on campus... It is frankly a lifesaver for me right now.
- My students consistently gather for small group study & review. This time is most convenient.
- Prepares me for Test. Helps me finish papers due next day.
- It's really help me a lot because I don't have computer at home so this is the only place that I can do my homework on Sundays. The workers are helpful too.
- Very helpful! More time for me to get work done!
- It's the perfect day to do homework. I love the A/C compared to at the dorms.
- Great! Tests online due by Monday.
- Able to arrange test-taking times with instructors and convenient to my schedule. Relaxed, quiet environment, perfect for study groups. More mellow compare to weekdays. Lots of students are free, so good to gather up and study together. Convenient hours, helpful staff, refreshments.
- Helps me by getting alone what I was not able to at home.
- Actually, they help me a lot for what I need specially the computer area.

- The use of a Sunday study Area where I have enough table space for extensive study work is awesome. The other big plus is that there are computers to use staff assistance and help and it is close to home. I would much rather study here on Sunday than at my apartment.
- They were excellent!
- I have a full time job so the extended hours on Sundays really makes a difference to me. I would not get many assignments done without it.
- This gives me more of an opportunity to get the help I need for my homework.
- Review and prep for tests; last day changed to essays, projects, and reports on computer and printing; checking emails; great place to study.
- They have helped me a lot by helping me with my term paper and finding the mistakes that I have made.
- My computer is on the blink – thanks for being open on Sundays. Hooray!
- Great for tests and exams! Quiet & convenient.
- Excellent place to finish homework assignments, last minute word use on papers, and I like to prep my chapter note handouts for next week's History class. I have to manipulate them so I have room for notes.
- Without it and with my full-time job, I'd never pass BUSN 150!
- It really helped. I got to get my work done.
- Gives me one extra day (Saturday) to study for a test; a quiet room to study and use computers.
- It was a big relief to know that it was opened on Sunday to take my test.
- Helps me get last – minute work done & have more time to use the labs. Thanks you!
- It has helped me a lot due to my school & work schedule. I am able to save time to do my work because TLC opens until 8:00 pm.
- I feel that it is more important that the TLC be open consistently Mon – Fri 0900 – 1700.
- Helped in a very, very, big way! It has helped since library is closed on Sundays.
- I'm very happy that we TLC open on Sunday, because I can bring my paper work and have the tutor read and suggest. Justin Carpio been so helpful. English is my second language. He really help me a lot.
- Keeps me on track in a big way!
- It great, if they weren't open I would have no access to a computer and the tutoring is great.
- Very much. Very busy schedule.
- Good place to study and use computers.
- It has given me an opportunity to finalize a lot of projects that needed last minute fine tuning.
- Completed astronomy assignment including going online and printing out Hubble telescope photos and information.
- Two photos go with the current assignment and two are for binder slip covers or reports. Thank you for being open on Sunday!

- It is definitely a plus, because I until 12 pm and the TLC helps me complete homework because I don't have a computer at home. Plus the TLC staff is very friendly and helpful.
- Allowed access to a computer when I have the most focused time for school work.
- I don't have internet at home so this gives me online access outside of class.
- Definitely, sure. Opening on Sundays is really helpful.
- I don't have a computer at home so there you have it. 😊.
- Everything the TLC provides is everything I need to do school work. Honestly without it I probably would stay at home and watch TV.
- Access to unavailable textbook.
- Time for focused study, study group, computer access.
- It's awesome that it's available on Sunday.
- Big save!!!
- This helped a lot because this is the only time I have on the weekends. I would come here after work, which is around 5:30.
- I don't own a computer to do my work.
- Internet use, power point available
- Study group, quiet study time and computer use. Home is too distracting.
- Area to study for exams on Monday and allows use of computers to write papers.
- Allows me to study. Gives me a quiet place to review and study more efficiently.
- Being able to print my papers. Since Sundays are my only day off, it's great to have a place that enables me to study with a computer.
- It has allowed me to meet my deadlines.
- Very, very, very, very much. It's a must have every Sundays.
- Yes, very much.
- Most definitely. It's the only way we're able to get our homework done. There's usually four or five of us that come together every Sunday.
- By letting me use the computer. Guiding me when I'm lost.
- I got to finish a few assignments on the computer and printing all my papers. Very convenient for me.
- Sort of... the power is out.
- Without TLC, I'm not able to finish my work...
- Allows me to finish before next week begins.
- It has given me the time, to do my homework and use the computer, I don't have one.
- So very much because it gives me another day extra during the week that gives me more time to do and fulfill my homework for each class that I can't do during weekdays because I work, and other days I don't have time to finish up.
- I have class at nine in the morning on Mondays. The TLC helps me get prepared for it.
- I am able to come in on the weekends and do my homework. It's less crowded sometimes which frees up the good computers.
- Being able to come in on Sundays is important because I have a hard time working school work into my schedule.

- Work and transportation needs, makes it great for me to come to school whenever I can fit it in, on Sundays and all days.
- Very much, extra time to finish assignments for per week/to do. Otherwise, I would have to do on days after work which make me tired to want to go to TLC since I walk to school.
- Very much, because it is my only day to catch up. Other day I would work and would be too tired to come in to continue to finish assignments that could or might also be done on weekdays.
- Very important in relation to my schedule.
- I get finish my homework.
- Since I work during the week, it's great to have a place to study other than home... really helps.
- Yes, I just wish it was earlier and longer, well I work during the week, so anytime is a good time.
- Yes. Always willing to help, always friendly.
- Yes, cuz I can use a computer if needed.
- I work Monday through Friday. I can only come in on Saturday and Sunday.
- Gives me another opportunity to study, do homework, send in homework over the computer, and access to the web when my laptop is down.
- As a student I do get my work done, thanks.
- Excellent.
- Great I need more hours.
- Gives me a place to study in a quite area! A place to print and computer help.
- Yes. Very helpful.
- Enables me to check e-mails for immigration correspondence plus check USCIS web site for latest updates. Also to update resume.
- Well, it's an extra day that is easier to work into my husbands schedule, so he can watch baby, and I can study.
- Thanks!
- Yes. Very convenient.
- It's awesome having this place open on the weekends. Much Mahalo! =)
- Can study for tests w/ friends.
- Provides the best kind tutors. It really helped a lot because by coming here, I could really focus and concentrate on my studies with out any distractions.
- Tutors and computers that work.
- Yes. Only time I can come to TLC.
- Yes. They go beyond helping.
- It has been very convenient!
- I work on weekdays so I have time to finish m work on weekends.
- Allows me to catch-up on my work because I don't have a computer. It's helped me out a lot.
- Helps me review/revise/edit homework for the week ahead.

Additional comments:

- Please have a photo copy machine for students to use. The library is not always accessible & open. ☺
- Only certain computers have the Adobe CS software and those computers do not have flatbed scanners. The TLC needs to offer at least one computer that has both. Transferring files into Adobe from Microsoft Office programs degrades quality and is not acceptable. We need to be able to scan directly into Photoshop or Illustrator. Thank you.
- You need a copy machine that students can use.
- Excellent 'above & beyond' staff. Shannon & Melissa are very, very, nice.
- Photo copier needed * & * extended hours *
- Please keep TLC open on Sundays it saves me time and gives me more time to complete homework assignments
- Thank you for being so helpful & patient with my questions as I am new to, and have resisted computers for some time. I'm glad to be learning how to use them, even though for me it is not at all second nature to think this way. So! That is why I so appreciate all of the student staff and of course, Melissa and Debbie's cheerful patience.
- Please continue to keep The Learning Center OPEN on Sundays – Thanks you. Staff here is awesome!
- It is a good thing that the The Learning Center is open on Sundays, because students might need help before they attend their Monday morning class.
- I like the services that TLC offers.
- It is great to close at 7pm however hours would be useful if TLC was open earlier like at 10am but still close at 7pm.
- This should also be for Saturdays too.
- The entire staff at the TLC is top notch. They're always willing to assist some of us that need a little extra, too. Thanks!
- Maui Bus has a 9 pm bus to upcountry, so luckily I can take night classes and save money on gas. However, this is not so if someone lived in Paia/Haiku, Kihei, or Lahaina. Student government should lobby Maui County for bus service. Also, a 9:15 pm or 9:30 pm bus would be better so students don't have to leave night classes early (most night classes go till 9 pm) to catch the 9 pm bus upcountry.
- Thank you, thank you, thank you!
- P.S you guys have good snacks.
- Workers are awesome, keep up the great job.
- Extend hours! That would be awesome!
- Would prefer open til 8 pm.
- Please have solutions manual for ACCT 124 available.
- Thank you so much for sacrificing your time on weekends for students! I'm really grateful for your consideration, TLC!
- TGF TLC (thank god for the learning center)
- Stay open later.

- Thank you so much for your consideration and dedication. You are really really appreciated more than you know!!
- Many people wait for the TLC to open on Sunday, can you consider extending Sunday hours from the a.m. -7 pm. Sunday is also a deadline day for online courses, so if someone needs to do a lot of work for a deadline, six hours is not that long. Tuesday and Wednesday should open to 7:00.
- You guys are so appreciated!! Thank you for your consideration and dedication!!
- Thank you.
- There has been no A/C for the past three days, Friday, Saturday, and today Sunday. Very hot! And uncomfortable!
- It would be great if you were open on Friday night or Saturday night.



APPENDIX B

Fall 2007 TLC Study Skills Workshop Series

These workshops are designed to provide students with the skills and attitudes necessary for academic success. All MCC students are encouraged to attend. Workshops are held at TLC.

Time Management and Procrastination

Tuesday, September 4th 10:30 - 11:00am
Thursday, September 6th 3:00 - 3:30pm

Have you ever suddenly realized that you have a major exam in two days or that your five-page research paper is due at 8:00am the next morning? Organizing and managing time is an essential element to success. This workshop will give you an opportunity to look at your current time commitments and discover how to efficiently control your time, prioritize your activities, and plan ahead.

Note Taking

Monday, September 10th 10:30 - 11:00am
Thursday, September 13th 3:00 - 3:30pm

Good note taking is a key to studying and can lead to fewer headaches during study periods and exams. This workshop will provide practical tips on what to do before, during, and after a lecture. You'll also get some tips on figuring out what's important and what's not.

How to Read your Textbook more Effectively and Efficiently

Monday, September 17th 10:30 - 11:00am
Thursday, September 20th 3:00 - 3:30pm

When you know how to read a textbook, you are able to comprehend and remember what you read. In this workshop you will learn to use reading techniques that increase your ability to identify and retain important textbook material and how to comprehend difficult reading assignments.

Tips and Hints for Taking an Exam

Monday, September 24th 10:30 – 11:00am
Thursday, September 27th 3:00 – 3:30pm



To do your best on a test, you must know your subject content, and you must have a strategy for taking the test that allows you to “show” what you “know.” In this workshop you will learn practical tips to use during your exams.

Search Smarter, Not Harder

This two-session workshop series is intended as an introduction to successful research strategies for planning your research and finding the best information resources for your assignment.

Presented by Ellen Petterson.

Library & Information Strategies

Monday, October 15th 10:30 – 11:00am

Thursday, October 18th 3:00 – 3:30pm

Library & Information Strategies offers an introduction to the concepts of research planning and search strategies, in addition to the effective use of print and online research tools.

Research Strategies for the Online World

Monday, October 22nd 10:30 – 11:00am

Thursday, October 25th 3:00 – 3:30pm

When should I use a website for my assignment? How can I tell if a website is legit? How can I search the Internet better and faster? Find the answers to these questions and more in this session designed to familiarize you with website evaluation and offer you Internet research tips & tricks.



Writing an Effective Resume and Cover Letter

When applying for a job or preparing for a job fair, an effective resume and cover letter are essential to making a first impression and getting that job. This workshop will help you identify what to include on your resume and cover letter, and how to write it and format it effectively.

The workshop will be followed by hands-on assistance with the instructor.

Presented by Sunny Cabello.

Monday, November 5th 10:30 – 11:30am

Tuesday, November 6th 2:30 – 3:30pm





SPRING 2008

Study Skills Workshop Series



These workshops are designed to provide students with the skills and attitudes necessary for academic success. All workshops are free and open to all MCC students. Workshops are held at TLC with various guest speakers.

Time Management and Procrastination

Monday, January 28 10:30 – 11:00am

Melissa Yoshioka

Thursday, January 31 3:00 – 3:30pm

Nancy Chambers

Do you say to yourself, "I'm so busy but I still can't seem to get everything done?"

Organizing and managing time is an essential element to success. This workshop will help you get organized and discover how to manage your time by taking responsibility for *yourself and your choices*.

Taking Better Classroom Notes

Monday, February 4 10:30 – 11:00am

Melissa Yoshioka

Thursday, February 7 3:00 – 3:30pm

Elisabeth Armstrong

Good note taking is a key to studying and can lead to fewer headaches during study periods and exams. This workshop will provide ways to enhance your note taking skills and show you how to effectively use your notes afterwards without writing down every word you hear.

How to Read your Textbook more Effectively and Efficiently

Monday, February 11 10:30 – 11:00am

Melissa Yoshioka

Thursday, February 14 3:00 – 3:30pm

Laura Lees

When you know how to read a textbook, you are able to comprehend and remember what you read. In this workshop you will learn to use reading techniques that increase your ability to identify and retain important textbook material and how to comprehend difficult reading assignments.

Mid-Semester Motivation: Are you still having FUN in your classes?

Thursday, February 28 3:00 – 4:00pm

Lynn Yankowski

If you are having fun and want more or you're not having fun, come to a workshop on motivating yourself for success. This workshop will offer ways to successfully overcome the obstacles to success. You owe it to yourself to have fun!

Gain Self-Awareness for College Success

Thursday, April 17 3:00 – 4:00pm

Jackie Perry

Though our unconscious scripts are invisible, we can see their negative influence on our academic goals. This workshop will help identify negative self-talk and teach ways to change their patterns.

Writing an Effective Resume

Tuesday, April 8	2:00 – 3:00pm	Sunny Cabello
Saturday, April 12	1:00 – 2:00pm	Sunny Cabello
Thursday, May 1	3:00 – 4:00pm	Sunny Cabello

When applying for a job or preparing for a job fair, an effective resume and cover letter are essential to making a first impression and getting that job. This workshop will help you identify what to include on your resume and cover letter, and how to write it and format it effectively.

Tips and Hints for Taking an Exam

Monday, April 21	10:30 – 11:00am	Nancy Chambers
Thursday, April 24	3:00 – 3:30pm	Melissa Yoshioka

To do your best on a test you must know your subject content, and you must have a strategy for taking the test that allows you to “show” what you “know.” In this workshop you will learn practical tips to use during your exams.



Search Smarter, Not Harder

This two-session workshop series is intended as an introduction to successful research strategies for planning your research and finding the best information resources for your assignment.

Library & Information Strategies

Monday, March 31	10:30 – 11:00am	Ellen Peterson
Thursday, April 3	3:00 – 3:30pm	Ellen Peterson

Library & Information Strategies offers an introduction to the concepts of research planning and search strategies, in addition to the effective use of print and online research tools.

Research Strategies for the Online World

Monday, April 7	10:30 – 11:00am	Ellen Peterson
Thursday, April 10	3:00 – 3:30pm	Ellen Peterson

When should I use a website for my assignment? How can I tell if a website is legit? How can I search the Internet better and faster. Find the answers to these questions and more.

APPENDIX C

The Learning Center Study Skills Workshop Evaluations Fall 2007-Spring 2008

Workshop Title		Rating				
		Best 5	4	3	2	Worst 1
Time Management & Procrastination	This workshop provided useful information.	13	3	0	0	0
		81%	19%	0%	0%	0%
	I will use at least one idea to help me with my time management.	15	1	0	0	0
		94%	6%	0%	0%	0%
	I will attend another study skills workshop offered at The Learning Center.	11	4	1	0	0
		68%	25%	7%	0%	0%
Effective Note Taking	This workshop provided useful information.	11	2	0	0	0
		85%	15%	0%	0%	0%
	I will use the information when taking notes.	12	1	0	0	0
		92%	8%	0%	0%	0%
	I will attend another study skills workshop offered at The Learning Center.	10	3	0	0	0
		77%	23%	0%	0%	0%
Tips & Hints for Taking a Test	This workshop provided useful information.	25	2	0	0	0
		93%	7%	0%	0%	0%
	I will use the information when taking a test.	25	1	1	0	0
		92%	4%	4%	0%	0%
	I will attend another study skills workshop offered at The Learning Center.	22	4	1	0	0
		82%	14%	4%	0%	0%

Workshop Title		Rating				
		Best 5	4	3	2	Worst 1
Library Information & Research Strategies	This workshop provided useful information.	11	1	0	0	0
		92%	8%	0%	0%	0%
	I will use the information when writing a research essay.	11	1	0	0	0
		92%	8%	0%	0%	0%
	I will attend another study skills workshop offered at The Learning Center.	11	0	1	0	0
		92%	0%	8%	0%	0%
Mid Semester Motivation	This workshop provided useful information.	22	4	0	0	0
		85%	15%	0%	0%	0%
	I will use at least one new idea to help me stay motivated.	21	5	0	0	0
		81%	19%	0%	0%	0%
	I will attend another study skills workshop offered at The Learning Center.	16	3	6	0	1
		61%	12%	23%	0%	4%
How to Read a Textbook	This workshop provided useful information.	14	2	0	0	0
		88%	12%	0%	0%	0%
	I will use the information when reading my textbook.	8	8	0	0	0
		50%	50%	0%	0%	0%
	I will attend another study skills workshop offered at The Learning Center.	8	8	0	0	0
		50%	50%	0%	0%	0%

Workshop Title		Rating				
		Best 5	4	3	2	Worst 1
Study Keys for Nursing	This workshop provided useful information.	19	5	1	0	0
		76%	20%	4%	0%	0%
	I will use this information while I am in the Nursing Program.	23	2	0	0	0
		92%	8%	0%	0%	0%
	I will attend another study skills workshop offered at The Learning Center.	19	4	1	1	0
		76%	16%	4%	4%	0%
Writing an Effective Resume	This workshop provided useful information.	12	1	0	0	0
		92%	8%	0%	0%	0%
	I will use this information when writing a resume.	11	2	0	0	0
		85%	15%	0%	0%	0%
	I will attend another study skills workshop offered at The Learning Center.	12	1	0	0	0
		92%	8%	0%	4%	0%

TLC Study Skills Workshop Comments:

Time Management & Procrastination

- Perhaps it is enough time but a schedule that is so erratic for life circumstances; tends to make me focus on school activities and not be balanced in life skill care.
- Thank you!
- Very informative and easily understood.
- It was very useful information. I think it will help me.
- I thought this lesson was very helpful.
- Thanks
- Keep up the great work. Our time is your time.
- Thank you
- I would like to attach another but I've heard so many already. Each of them are good.
- Really liked the calendars
- I am glad to take the opportunity to come to the workshop today.
- Thanks for the snacks
- Mahalo for the Kokua.

Effective Note Taking

- I came to TLC for different reason and saw the workshop, look very interesting so jumped in late, andn liked it. Hope to attend on from start to finish
- VERY INFORMATIVE EASILY UNDERSTOOD
- It was very useful information. I think it will help me.
- I thought this lesson was very helpful
- Thank you! ☺
- I really like the workshops! Its very helpful ☺!
- Great Job Melissa! Thank you!
- Good Tips
- Perhaps showing how to breakdown notes. Like ex: outline
- She was great! Thank you so much Aloha
- Mahalo

Tips and Hints for Taking a Test

- Mahalo!
- I am glad to take the apportunity to come to the workshop today.
- Thank you so much for all the resources that are available I am takingall of what I learn and will transfer and teach my children to help with college.
- Mahalo for the kokua.
- I would attend the next one, but I have a previous commitment.
- Thanks for the info. I found it to be knowledgable. Mahalo.

- I love these workshop.
- Melissa has very helpful her tips are great especially the circle or star for the hard question then go back after. Mahalo.
- Good information ☺
- Thanks a bunch!!
- Thank you!
- It was very helpful skills workshop ☺.
- This information will refresh my memory about/during test taking. This is helpful tips
- The workshops are really helpful to us students. We have trouble with approaching things and it helps with advice
- Great Tips!
- Valuable learning
- Very helpful information!
- Great & informative, enthusiastic presenter ☺
- Great!
- I do not have problems at taking tests, but this workshop helped me give useful ideas
- Thank you
- Great workshop – I like the MASTER TEST TAKING STRATEGIES Handout.
- Good Tips
- I didn't know, or think I needed help in strategy but (ADHD & dyslexia) your points seem like they will help me focus better! Thanx
- I found the multiple choice one was very good. If you have to make a guess choose (C). I will do that on my next exam. This was a great workshop. Thank you ☺

Mid-Semester Motivation

- Great/Excellent speech!
- FUN!!!
- I came for the extra credit, but I stayed for the lecture.
- Velly good and motavatory!
- This workshop was very helpful ☺.
- Thankz! This workshop actually got me motivated ☺...
- Epic.
- Excellent!!
- It was fun and great to hear something about motivation! ☺
 - Motivating –
- BIZZARE!
- Thank you!
- Always fun to hear what he says
- I like the food.
- Lyn was awesome and I can't wait for the next one.

- You are the perfect person to get people motivated.
- Excellent!
- GREAT!
- Thank you!

How to Read a Textbook

- Great!
- I am going to do the speed reading & not just highlight. Thanks!
- Very informative!!!
- Wow! Now I will use the textbooks more precisely.
- Thank you for the valuable information.
- I wish I would have been able to attend both sessions last week. I will be attending the session next Monday.
- Thank you, thank you! I love it, thanks for being social and interactive.
- Thank you for your useful information. I will definitely read my text differently after this workshop. P.S. Thanks for the food.
- Mahalo Melissa.
- Great information presented in a friendly, professional manner in a short time.
- This workshop w/reading textbook, etc. was really good. Laura Lees knew how to tell the info. Very well.
- I was surprised how much I could learn in 30 minutes.
- Very formative. Laura was really helpful. Liked the work shop.
- Very good
- Very helpful
- I learned good tips I've never heard before.

Study Keys for Nursing

- Very helpful information
- Very informative
- Good quick tips
- Awesome! Very helpful! Will use
- Thanks Melissa! This was very helpful!
- Thanks
- Melissa was very helpful. Very beneficial
- Very helpful.
- I'll use some of these ideas
- This information was really helpful!
- I appreciate the encouragement and advice
- Mahalo!
- Great!

Library & Information Strategies

- Super useful, should be mandatory
- Very good information
- The workshop was very helpful. I just would like it to be longer, I think ½ hour is not enough time. Mahalo!
- I really gained a lot from this workshop, because i was just researching without knowing the full process of it!
- Explained quite a bit in 30 min. Thanks
- This was a great review for me. I'm sure I will be able to apply this ovrkshop to my current classes. Everything was new last year, so some of the info was little overwhelming. The review plugs in the holes. Great job, Thank you

Writing an Effective Resume

- This was an excellent presentation very informatable. The only constructive suggestion would be to a larger font on the overhead so it is easier to read.
- Excellent. Very useful.
- I really liked this presentation – I thought it taught very practical things – very useful!
- All the informacion included in the presentation was very useful. Thanks!
- Very informative Excellent presentation Style!
- I've attended two workshops and have applied all knowledge received. These have made me aware of key "ideas" I feel are important in continuing my education and my life.
- Very informative. I enjoyed it
- The presenter was very friendly, specific, and easy to talk to
- Great information – Excellent handouts w/example – should be very helpful. Action verbs sheet – Great handout – sometime it hard to think of the right word to professionally express related information. Thank you!!

APPENDIX D

MCC Online Writing Lab

Student Comments

- Thanks for your suggestions! They really helped me revise my essay.
- Thank-you very much for looking at my essay on your off day. I know how valuable a college student's personal time is.
- Thank you so much for reviewing my essay and yes those suggestions will deffinatly help me with my paper. Thanks again!
- Thank you so much Krissy! You're suggestions are awesome! I really appreciate your help!
- I know I'm repeating myself, but I just can't say it enough - Thank you, thank you, thank you!
- :) P.S. I'll send them to you again once I've revised them!
- Thank you again for your continued help, I really appreciate it!
- I would like to say "Thank you!" for this help that you provide to students!
- Thank you so much for your help Krissy!
- Thank you so much Krissy, I'll work on it & resubmit it.
- Thank you!!!
- Thank you, Krissy, for reviewing my paper. I'll make sure to utilize your suggestions!
- Thank you so much for your help Krissy!
- Thank you for the time to look at it.
- Wow, such quick response...thanks Nancy.
- Thank you Krissy! I was having a difficult time, because Professor Linares wanted a separate paragraph for each candidate, portraying their veiws on the four issues. But, you gave me a great idea. I needed more comparison and contrast in there.
- Thank you Krissy
- Thanks for all the comments they were really helpfull!
- Thank you Mellisa. I will fix it and then I'll resubmitt it for further advice.
- Thank you Jackie for your review of my paper. I will touch it up a little to see if I can make it just a bit better.
- Thank you Nancy for helping me out. I turned in my paper this afternoon... so I can't wait to see the results. Thanks again!
- Thanks, Krissy, Good advice.
- Thanks Krissy! I'll re-sumbit soon.
- Thanks for reviewing my essay and giving me some very useful feedback.
- Thank you Melissa
- Thank you for all your advices!
- This is my paper after correction were made. Thanks for your feedback.
- Thank you Krissy.
- Mahalo
- Thank you so much for the help.

- That helps a lot. I can work on the corrections in about an hour or so.
- Thanks. I'll work on it.
- THANKS FOR THE INPUT WILL CHANGE THE THINGS NEEDED TO CHANGE
- Thanks for the reply.
- Thank-you for your time on reviewing my papers. I really appreciate it a whole lot...
- Thank you for your advices. I will fix the mistakes and I will make an appointment at the LATC.
- Thanks Krissy! It was getting to the point where I couldn't even tell if the essay made sense so it was really helpful to have someone else have a look at it.
- Mahalo for taking your time. I will take up your suggestions and work them to better my essay.
- Thank you very much. I will try to make it better. Peace Out!

APPENDIX E

The Learning Center Evaluation

Date _____

Mahalo for filling out this evaluation. Your honest appraisal of TLC will allow us to provide the best services possible.

Check all that apply to you now. I am a student in: _____ What is your major? _____
_____ Day classes. # of Credits: _____
_____ Night classes. # of Credits: _____ Gender: M F Age: _____
_____ Distance Learning courses # of Credits: _____

How many hrs. per week do you use TLC? _____ Is English your first language? _____

Please rate the following:

5 = Excellent **4 = Very Good** **3 = Good** **2 = Fair** **1 = Poor** **0 = N/A**

____ 1. The Learning Center provided an appropriate environment in which to study.

____ 2. The Learning Center's hours of operation were convenient for me.

____ 3. The computer equipment in The Learning Center was useful.

____ 4. Computer programs I needed were available.

____ 5. The reception staff was helpful.

____ 6. The tutor(s) met my academic needs.

____ 7. The computer lab assistants were helpful.

____ 8. COMPASS placement testing services were satisfactory.

____ 9. Distance Learning and make-up testing services were satisfactory.

____ 10. The Online Writing Lab was a useful resource.

____ 11. I found The Learning Center's website informative.

____ 12. Overall, I am satisfied with my experience in The Learning Center.

____ 13. I would use TLC again.

14. How could TLC improve its services?

15. What do you like about TLC?

Write comments you might have about TLC on the back of this sheet. Thank You!

THE LEARNING CENTER EVALUATION 2007-08

	5 Excellent	4 Very Good	3 Good	2 Fair	1 Poor	0 N/A
1. The Learning Center provided an appropriate environment in which to study.	75%	20%	0%	0%	2%	3%
2. The Learning Center's hours of operation were convenient for me.	65%	17%	10%	5%	0%	3%
3. The computer equipment in The Learning Center was useful.	67%	20%	5%	3%	2%	3%
4. Computer programs I needed were available.	70%	14%	5%	2%	2%	7%
5. The reception staff was helpful.	83%	11%	5%	0%	0%	1%
6. The tutor(s) met my academic needs.	57%	6%	3%	0%	0%	34%
7. The computer lab assistants were helpful.	73%	9%	4%	0%	1%	13%
8. COMPASS placement testing services were satisfactory.	52%	10%	8%	2%	1%	27%
9. Distance Learning and make-up testing services were satisfactory.	46%	11%	6%	2%	1%	34%
10. The Online Writing Lab was a useful resource.	39%	11%	2%	0%	1%	47%
11. I found The Learning Center's website informative.	47%	16%	4%	1%	0%	32%
12. Overall, I am satisfied with my experience in The Learning Center.	78%	13%	6%	1%	1%	1%
13. I would use TLC again.	90%	5%	3%	0%	1%	1%

14. How could TLC improve its services?

- There isn't much more it needs
- No need.
- People studying should be a little quieter
- I think that is good and I don't see anything to change yet.
- Open earlier on Fridays
- Couldn't be any better.
- Newer Computers
- Everything's excellent
- Get rid of the moldy smell
- Please install Japanese Language System!
- Get new keyboards and make Tuesday a longer day.
- I think TLC improves computers in TLC. Sometimes, I can't use computers.
- Expand hours
- Overall the services provided are great. No comments for improvement.
- Wish TLC could be open after I'm done w/ work and night but I understand that this is a community college and our limitations.
- Continue with its progress. Keep it going Nancy, Justin, etc.
- Keep it open more as it is.
- Please make videos of past classes (HITS) watchable.
- Noise.
- None...100% good ^_^
- More resourceful books.
- Great services, just need more access to XP uses.
- Impressive.
- Sometimes conversations of larger study groups get a little louder than just discussion of school work.
- Open at 8AM daily!
- Cut some slack on test takers.
- I know it would be really difficult but later hours would be great! ^_^
- None
- Sometimes it's noisy.
- At times I need to know how to e-mail to teacher and couple other ways to use the computer but suggest that they have information sheets to pick out and use to help me (those others) instead of always asking a tutor or other etc.
- I was satisfied with their services.
- Open hours more, especially Fridays.
- The spell check on that computer doesn't give suggestions – it's not really useful
- We need a xerox machine
- Not sure
- Renovation is needed
- The people are helpful... TLC=perfect study place! No improvements
- We need a copy machine
- More computers that work!! And print!

- Nothing. Their great and friendly
- Better hours.
- At the moment there isn't any student lounge. I really appreciate snacks they put out. If they could accommodate us further by allowing us to use microware & regrigetators & healthy vending machine.
- None
- More smiles
- Open hours of operation, especially Fridays.
- Longer hours on Friday.
- Let us play Half-Life 2 on your computers.
- Keep it - great progress
- Get a Xerox machine for TLC students
- It's good, I should use it more often
- Maybe longer hours
- To be open maybe on Friday or Saturday night
- It's quite satisfactory
- Just maintain it
- Better keyboards
- Expand hours in am and pm. Library too cold, cafeteria too loud. Outside too much construction.
- Free food.
- The compass test especially the math portion is evaluated on 10 questions. It is an unfair, inaccurate placement test.
- Upgrading the computer with old versions and new versions.
- More tutors and should be longer
- Just keep it as it is.
- By opening from like 9-5
- None.
- None needed.
- Maintain it.
- The only possible improvement would be to open earlier on all days of the week.
- Longer hours and more electrical outlets for ppl with laptops
- More computers
- Maintain and keep it going
- Keep it their great progress
- Nothing to improve.
- Get a copy machine for students!

What do you like about TLC?

- Availability of computers and great study area
- Everything
- Atmosphere (ambiance), staff, state of the art computers
- It's good, but need longer hours
- Quietness

- Helpful, friendly, relaxed, good chairs and lighting, AC, evening hours
- Everything, convenient, the hours open is great, the people here are very resouceful if I require their service
- Nice people! Efficient! Sweet!
- Mrs. Perry
- Great place to study and get help. Great staff.
- Sundays!
- You don't have to make an appointment
- A+ already
- I can get help if I need it
- There is a great place for me to study & study with otthers
- Everything
- The comfortable environment
- The nice & helpful staff. Quiet environment
- Perfect place for group studying & discussions
- Staf, availability of computers
- Good study area where discussions are allowed. It is cool, have access to WebCT and friendly staff
- The speration between study section & computer lab
- Playing Half-Life 2 on your computer while not looking.
- It's easy, convenient, and helpful
- The services and hours
- All staffs are helpful.
- Friendly staff, great computers.
- Everything, convenience
- Everything
- Atmosphere ready and able staff to help, computers.
- A lot of room to study and great computers =)!
- People are nice, helpful, and funny.
- Everything. If all my classes were in here I would rock
- Everything, they do well here even the providing of computers
- I like it way more than the library. TLC is much more helpful and I never felt annoyed by being here like I did in the library.
- They help out a lot my favorite place to work on campus.
- I like the staff, and tutoring at TLC.
- The tutors are friendly and help you achieve.
- Not too cold, Blocked desks, Comfortable environment nice staff
- Excellent environment for study, resources, etc.
- Enjoy studying environment and computers available: (Basically everything I need to study is right here! Thank you ^_^
- Great place to get info
- The staff and people.
- That I can come here before class starts and work on homework from Baldwin
- The comfortable study environment ^_^
- Everything (most tutors are all great)

- Everything, everyone It's a great place to be.
- They're helpful, it's convenient (sorry. That's spelled wrong) but the TLC rocks. Keep it up .
- I can study in peace and with little interrupting.
- Smiles ^ _ ^
- Useful.
- Computers and study lounge.
- Perfect place for group studying & discussions
- Overall I am very satisfied maybe Saturday could start earlier and end at 5 just a thought.
- Everything, convenience, everything except doesn't have a Xerox machine
- Anything
- Everything – Computer, large table for homework, assistance from staff, convenience, WEEKEND USE!!
- The free tutoring.
- The computers are great and the printing system.
- Everything, convenience, everything except doesn't have a Xerox machine
- It has a good environment
- The friendly people that are always there to help
- Computers.
- It is a great place to do my school work at.
- Staff is wonderful.
- The help that they provide.
- Friendly people.
- Useful, especially for distant learning courses.
- Staff is very helpful and friendly.
- Everything. It's very convenient because its open in the evenings. It works with my work schedule.
- Friendly staff and availability.
- Everyone's very friendly and helpful.
- Friendly people.
- More tutors in other subjects besides English & math.
- Get a copy machine and hire more people like Nancy and Justin.
- Everything!
- Everything except no copy machine
- How easy it was to use all the resources; computers, tutors, ect.
- It provide a good environment to study and do work.
- EXCELLENT STAFF!

Other comments:

- Thank you TLC Staff!!
- Reception staff was helpful – “Awesome! Wonderful! Fabulous! Kind! Prompt!
- I will use TLC again!
- Computer programs I needed were available – Mathlab, Itunes