

**MAUI COMMUNITY COLLEGE
THE LEARNING CENTER
ANNUAL ASSESSMENT 2008-2009**

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, 1,898 students spent 43,780 hours in The Learning Center from fall 2008 through summer 2009. This is an increase of 581 students or 44% from the previous year.

TLC USAGE REPORT

Major	# of Students	Hours
ABIT	48	595
Auto Body Repair and Painting	9	217
Accounting	61	1,058
Agricultural Careers	11	352
Administration of Justice	21	642
Automotive Technology	19	185
Building Maintenance	2	25
Business Technology	45	894
Business Careers	73	1282
Carpentry Technology	4	171
Culinary Arts	121	4,172
Dental Assisting/Dental Hygiene	46	711
Drafting Technology	2	72
ECET	48	1,588
Fashion Technology	20	528
Hotel Operations	23	565
Human Services	75	1,549
Liberal Arts	717	14,340
Marine Option Program	4	26
Nursing Career Ladder/Pre-Nursing	389	10,892
Other	37	1,572
Sustainable Technology	27	640
UH Hilo	5	62
UH Manoa	46	781
UH West Oahu	22	528
Undeclared	13	153
VITEC	10	180
TOTAL	1898	43,780

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 2008-09 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 2008, three student assistants were hired to open TLC on Sundays, and one TLC professional staff member worked the first two 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, 74% 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 Career and Technical Education 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 keep 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 22 study skills presentations for automotive, culinary arts, dental assisting, dental hygiene, human services, Ku'ina, nursing, science, and Kamehameha Schools Maui campus students. In addition, 33 study skills workshops were held in The Learning Center during the academic year, two of which were video streamed and placed on TLC's website for easy student access. (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, during the past year professional staff members have conducted 48 learning center orientations and tours for classes across the campus.

Study Skills Workshops

- Eliminating Bad Reading Habits
- How to Navigate Laulima
- How to Read a Textbook
- How to Study
- Library and Information Strategies
- Listening and Note Taking
- Motivation
- Procrastination
- Preparing for the COMPASS Test
- Research Strategies for the Online World
- Resume Writing
- Successful Reading Strategies
- 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, Laulima, 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 fall 2007, 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 complaints 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

This past year, approximately 2,700 COMPASS subtests were administered in each of the three areas—reading, writing, and math. This is 500 more subtests or a 23% increase in each area from previous years. 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. In addition, TLC staff set up ten MCC applicants to take COMPASS Internet in states across the nation.

September 2008-August 2009

MATH	Percentage	Total
Math 1	53%	1412
Math 22, 50, or 50H	24%	655
Math 23	7%	190
Math 25	3%	60
Math 25,100, 107,111, or 115	3%	76
Math 100, 103, 107, 111, or 115	5%	145
Math 135	2%	62
Math 140 or 203	1%	18
Math 205	2%	66
		2684

READING	Percentage	Total
English 15	13%	336
English 21	34%	922
English 102	53%	1447
		2705

WRITING	Percentage	Total
English 15	17%	458
English 19	13%	338
English 22	28%	776
English 100	42%	1132
		2704

COMPASS Internet was launched in spring 2007. As TLC staff utilized COMPASS Internet and learned to troubleshoot problems encountered, the next step was to install COMPASS Internet in Maui County high schools and in 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	Hana Education Center
King Kekaulike High School	Lahaina Education Center
Lahainaluna High School	Lanai Education Center
Lanai High School	Molokai Education Center
Maui High School	

When a high school remote site is ready to test, TLC staff is contacted and the test site is “activated.” Once testing is completed, the high school test site is “locked,” ensuring test security. Education center remote sites remain activated 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 COMPASS writing placement level reevaluated. During the past year, TLC staff members administered 166 challenge tests, a 32% increase from the previous year.

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 1,391 MCC exams, a 23% increase from the previous year.

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, 150 appointments were scheduled in TLC’s quiet testing room, a 38% 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 per hour is charged. During the 2008-09 academic year, TLC staff administered 157 tests to community members, a 20% increase from the previous year. Furthermore, The Learning Center is now an ACT Certified Testing Center, servicing community members who require certification for specific vocations.

TESTS ADMINISTERED 2008-09

	Fall 2008	Spring 2009	Summer 2009	Total
MCC Tests	596	696	99	1,391
Community Proctoring	63	57	37	157

5. *Distance Learning Services:*

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

TLC's Online Writing Lab is a service for MCC and UH Center students. A total of 206 papers were submitted online during the past year. Individual feedback indicates that students appreciate tutor suggestions and value the convenience of the service. (See Appendix D--MCC Online Writing Lab Student Comments)

MCC began using SMARTHINKING, an online tutoring service, during the 2008-09 academic year in conjunction with The Learning Center's face-to-face tutorial program and Online Writing Lab. SMARTHINKING provides academic assistance in writing, statistics, mathematics, accounting, economics, introductory finance, general chemistry, organic chemistry, physics, biology, introduction to human anatomy and physiology, and Spanish.

In academic year 2008-09, The Learning Center administered 1,261 distance learning exams.

Distance Learning Tests

Community College	Fall 2008	Spring 2009	Summer 2009
Hawaii CC	0	14	0
Honolulu CC	43	31	9
Kapiolani CC	136	170	131
Kauai CC	0	0	0
Leeward CC	3	14	21
Maui CC	264	286	10
UH HILO	12	0	14
UH Manoa	5	1	1
UHWO	39	50	3
Windward	4	0	0
Total	506	566	189

III. ACADEMIC SUPPORT SYSTEMWIDE MEASURES

Tutoring Data

A. Demand

1. Campus Enrollment (FTE): 1,892
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.

B. Efficiency

3. The Learning Center Staff:

Debbie Hasegawa Winkler, Academic Support, APT (Band B), 29 years, B.Ed., TLC Acting Director since January 2002, oversees all aspects of TLC operation

Melissa Yoshioka, Instructional and Student Support, APT (Band A), 3 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 (15 hrs/wk), 2 years, 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), 4 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 (7 hrs/wk), 5 years, A.S. ECET, B.A.S. ABIT, coordinates TLC computer services

Jackie Perry, APT (Band A) part-time casual (7 hrs/wk), 13 years, MSW, provides professional tutoring on Saturdays

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

4. Tutor paid hours: 1878 hours (general and Perkins funds)
5. Number of students tutored (unduplicated): 887
6. Tutor contact hours: 1640
7. Usage—tutor contact hours/tutor paid hours: 87%
8. Tutoring budget: \$27,012 (general and Perkins funds)

C. Outcomes

9. 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 228 students from the fall 2008 semester shows that 83% of these students passed all of their classes with a “C or better,” and a sample population of 200 from the spring 2009 semester shows that 80% of these students passed with a “C or better” compared to 74.9% 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 2008 sample population (228), 90% reenrolled in spring 2009, and of the spring 2009 sample population (200), 78% reenrolled in fall 2009 compared to 69.1% of the MCC general campus population.

Testing Data

A. Demand

1. Campus Enrollment (FTE): 1,892

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 (15 hrs/wk), 2 years, 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), 4 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 (7 hrs/wk), 5 years, A.S. ECET, B.A.S. ABIT, coordinates TLC computer services

Jackie Perry, APT (Band A) part-time casual (7 hrs/wk), 13 years, MSW, provides professional tutoring on Saturdays

4. Student help hours per week: 52 hrs/wk (receptionists/test monitors)
5. Number of placement tests administered per year:
8093 COMPASS subtests in reading, writing, and math; 3 UHWO statistics tests; 5 placement tests for other colleges
6. Number of Distance Learning tests administered per year: 1,418
7. Number of local campus tests proctored per year: 1,391
8. Testing seats per student (number of testing desks in the testing center divided by #1): $32/1892=.017$
9. Testing Budget/College Budget (include personnel, equipment, and supplies): \$37,000

C. Outcomes

10. 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. According to sign-in data, 581 or 44% more students utilized The Learning Center's services this past year. Furthermore, students spent 68% more hours in TLC than in previous years. This could be partly due to the closing of the library during the fall 2008 semester.

Testing requests have continued to increase. COMPASS testing increased by 23%, MCC exam proctoring increased by 23%, English challenge testing increased by 32%, and community proctoring increased by 20% this past year. In addition, Maui high schools across the island continue to offer COMPASS testing on their campuses.

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.

SMARTHINKING was successfully implemented this past year, and in fall 2008, 230 students utilized the online tutoring service. Of this total, 216 or 94% of the students passed the class in which they were tutored and 197 or 86% returned in spring 2009. In spring 2009, 213 students used SMARTHINKING. Of this total, 194 or 91% of the students passed the class in which they were tutored, 166 or 78% registered for fall 2009, and 63 or 30% received a degree or certificate from MCC.

Moreover, while the library building was being renovated, the MCC Library circulation desk was relocated to TLC, adding much collaboration and collegiality between the staff

Challenges

For roughly 6-½ years, The Learning Center has been 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; the MCC Online Writing Lab, and SMARTHINKING—and we still have only two full-time positions as we did in 1980. Moreover, the TLC has experienced significant growth: overall usage has increase from 1,108 in 2006/07 to 1,898 in 2008/09, or by 42%; students seeking tutoring has increased from 621 in 2006/07 to 887 in 2008/09, or by 42%; test proctoring services (MCC, Community and Distance Learning) have increased by from 1,314 in 2006/07 to 1,737 in 2008/09, or by 24%; the number of students taking COMPASS placement tests (Math, Reading and Writing) have increase from 2,107 n 2006/07 to 2,705 in 2008/09, or by 22%; and Study skills workshop requests have increased by 55% in the past three years. With four casual hires working 39 hours a week, TLC staff lacks stability, continuity, and commitment for The Learning Center’s rapid growth. Furthermore, for the next two years, APTs will be given paid vacation four work days preceding Christmas, four work days preceding New Year’s Day, and four work days during spring break. Without TLC’s Director position (faculty), The Learning Center may need to close during these critical times when applicants need to take COMPASS and students need to complete exams and projects. In February 2008, The Learning Center’s Comprehensive Program Review Team stated the following:

The review team commends the dedication of TLC staff in achieving high quality services in spite of limited staffing and resources, but also acknowledges that the health of this dynamic program is in jeopardy. After closely reviewing the program, we urge decision makers to provide sufficient support to sustain this program’s vital role in the educational aspirations of so many of our students.

Henceforth, we strongly urge that TLC’s Director (faculty) position be restored to ensure The Learning Center’s success in providing students at all levels with cutting edge, high quality academic support services to help students gain the skills needed 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 and phones ring unanswered.

Furthermore, computers in TLC's main computer room were replaced in fall 2007, and the best of the old computers were placed in TLC's testing room to replace even older equipment. With COMPASS and distance learning testing taking place 7 days a week, these old, slow computers need to be replaced. A request for new computers for the testing room will be sent to the Technical Fee Committee.

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 as well as the multitude of testing requests from other campuses in the UH the 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. If TLC's Director position is restored, the Testing Coordinator will be able to focus on testing services.

Although TLC will continue to coordinate hours with the Ka Lama 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:*

- ❖ Prepare an MCC Academic Senate resolution for TLC's Director position
- ❖ Request Technical Fee funds to purchase new computers for TLC's testing room
- ❖ Train new 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
- ❖ Continue to seek funding for SMARTHINKING
- ❖ Collect data each semester to evaluate The Learning Center's effectiveness
- ❖ Acquire a copier for student usage
- ❖ Continue to solicit TLC evaluations diligently

APPENDIX A

TLC Sunday Survey

Fall 2008 – Spring 2009

Total Surveys: 105

Gender:

Male	Female
33	72

MAJORS:											
Accounting	Automotive	Business	BUSN TECH	Culinary Arts	Dental	Early Childhood Education	Hawaiian Studies	Hospitality & Tourism	HSER	Liberal Arts	Nursing
5	2	15	4	9	7	4	2	6	8	25	18

Where do you live?

Dorms	Kahului	Kihei	Lahaina	Upcountry	Wailuku
6	27	9	3	21	34

I am a student in:

Day Classes	Night Classes	Distance Learning Classes
68	23	16

What TLC services do you use?

Computers	Study Area	Testing	Tutoring
59	66	31	43

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

- I don't own a computer so it is beneficial to keep my grades up. Just about every class is now computer interactive please stay OPEN on Sundays.
- I don't have the computer programs I need at home and I work during the week. So I can only do my homework on weekends.
- Can complete work for school. I have work on Friday's and Saturday's so Sunday is my study day.
- Yes, I have been able to do my work on time in a timely manner.
- Very well. Having enough time to complete my work.
- Allows me a quiet place to use the computer when my kids are home.
- Last minute and final research – quiet place to work with large table to accommodate books – research material – workbooks – study material & research documents all in one sitting.
- Helps a lot having large table areas for homework & projects, plus computers if you need to do comp work or go online. Good help for questions!
- I love that TLC is open on Sundays because there is a place to go and study on Sundays instead of at home where there is so many distractions!!!! Also as a nursing student, I need Sundays to study & finish clinical papers! => Mahalo for opening on Sundays!!!!
- This is the only day I have an open schedule to come here.
- Big time. I have no place @ home to study thus this is the best ever.
- By using the computer and having a quiet place to work.
- Doing homework or studying for tests on weekend.
- Helps me get my homework done after church.
- If offers me an area to do my studies in a semi-quiet area.
- I could not do it if TLC was closed on Sundays!!
- Because I work until 4:30, being one of the few days TLC is open until 7pm. I can come in to watch classes that I need to see. ESP since I have most of my tests on Monday.
- Quiet places to study.
- Very helpful! Use projection systems for practicing personal group presentations!
- Yes, and thank you very much.
- I work throughout the week so Saturdays and Sundays are important for me to get my work done.
- I am able to meet with my classmates and review for our exams.
- Quiet place to study.
- I am able to complete any work not being interrupted. I feel like I can study harder here than home.
- Researching my work.
- I feel that I am very productive with my school work since I've been coming to the TLC
- tutors always available to be there to help me
- Big HELP!
- I have homework and project completed on time. It's a great place to hold meetings

- No computer at home, helping me A LOT! MAHALO
 - I have a place to study on the weekends sometimes studying at home doesn't work out for me
 - I am able to come and use the wireless internet and print
 - I am off work on Sunday, after church, I can get my homework on your computers done
 - It's quiet so I can get homework done
 - Giving me a perfect area to study and do my work where most places are closed
 - Help if you need either on math/English and you can take test here on the weekend if your teacher lets you.
 - It helps big time especially for parents
 - I was able to complete some required assignments
 - Get more homework done!
 - Sunday schedule is very helpful. Please continue the TLC on Sunday
 - I am able to get assistance regarding my homework. Able to complete my online work. Most important having someone there to guide and help me
 - It's a great alternate than trying to study at home which has too many distractions. Also close to bus routes so can take bus home when done studying.
 - HUGELY I would not have done as much or as well as I want if not for the help I've received at the TLC
 - It allows me to do homework where it's quiet and not so crowded and loud
 - It really assists me a lot, for my distance learning courses because it is less crowded and quiet on sundays and it fits my schedule better than some weekdays.
- THANK YOU
- Lot's especially computer works
 - If not for Sundays I would never be able to succeeded in college. I get hands on assistance or help from computers to various homework or studies
 - I have been very impressed by the TLC staff- they have been extremely helpful
 - It is very comforting to know help is always near. I don't have a computer at home
 - Definitely. Only day I have to study
 - More time to study and complete all works
 - This is the only day I can finish up my school work
 - Tutors are available at anytime
 - More study time! Yay! Great help in math
 - Has helped me study, even if I don't sign up 4 a tutor I can still ask them for help
 - Yes, its given me a chance to use computers in a quieter environment
 - Just started, great service – please stay open
 - It's good to have a place to go to when you really need to concentrate on your work 😊
 - Has help me complete a lot, going to school & working. Sunday is my only day off and can't get anything done being at home so I like to come to the TLC to do everything I need to get done. I really like having TLC open on Sundays.

Additional comments:

- Very helpful!
- I love having you open on Sunday. I think that Monday would be great to be open at 8:00 AM and stay open late on Thursdays. It is necessary to have odd hrs. For those of us who do not have a computer so that we may do our homework assignments. Much Mahalo.
- Please support TLC. Sunday opening is very useful to students.
- Keep up the good work.
- The whole staff is great!
- Very convenient and I appreciate it =).
- Very helpful!!
- I am very happy with Sunday because I work in the morning and then I have a chance to come in TLC to complete my homework.
- GREAT, Mahalo!
- I love the TLC!
- Love having the TLc open on Sundays – Helps a lot when maintaining study intense course loads.
- Keep Sunday and Saturday open!!!
- By being open on Sundays I have time to catch up on all assignments in my classes and stay ahead.
- Thank you!!
- I am glad they are open on Sunday.
- Please keep TLC open on Sunday!! Very beneficial for us!!!
- Awesome staff
- The learning center ROCKS!
- Excellent help and very friendly people here! MAHALO
- Please upload Microsoft notepad into computers. Thank you
- Open early on Sundays
- TLC is DA BEST!
- Fox automated door
- Joshua – English tutor is excellent
- More hours
- TLC people ROCK
- Leighton was great

APPENDIX B



STUDY SKILLS WORKSHOPS FALL 2008

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 Strategies

Thursday, September 4 th	10:30 – 11:00am	Melissa Yoshioka
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Do you say to yourself, "I'm so busy and I still can't seem to get everything done?" Organizing and managing time is an essential element to success. This workshop will help you examine how you spend your time and how you might be able to become more efficient in your role as a student.

New!!

Basic Computer Skills

Monday, September 8 th	9:00 – 10:00am	Nancy Chambers
Wednesday, September 10 th	3:00 – 4:00pm	Nancy Chambers

This workshop is intended for beginning computer users. You will learn the basics of Microsoft Word, how to search the internet, and how to send an email attachment.

Listening and Note Taking

Monday, September 8 th	10:30 – 11:00am	Melissa Yoshioka
Thursday, September 11 th	3:00 – 3:30pm	Nancy Chambers

Listening and good note taking skills are keys to studying. This workshop will provide you with ways to enhance your listening and will show you how to take and use your notes effectively.

New!!

Successful Reading Strategies

Tuesday, September 15 th	3:00 – 4:00 pm	Vinnie Linares
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Learn how to review, read, and study your textbook to become a more effective reader and assist you in our college courses.

New!!

Procrastination

Thursday, September 18 th	3:00 – 4:00pm	Lynn Yankowski
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ATTENTION PROCRASTINATORS!

You know who you are, but do you really like what you do? If you don't, **PLAN EARLY** to attend this workshop. Dr. Yankowski will explain to you about procrastination. Why you do it? Why are you addicted to it? How you overcome issues of procrastination.

New!!

Eliminating Bad Reading Habits

Tuesday, September 23rd

3:00 – 4:00pm

Vinnie Linares

Adults often read like children. This workshop will help you become an efficient adult reader.

Tips and Hints for Taking an Exam

Monday, September 29th

10:30 – 11:00am

Nancy Chambers

Thursday, October 2nd

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.

New!!

Money Management for Students

Thursday, November 6th

3:00 – 4:00pm

Cynthia Foreman

Are you having trouble managing your money? This workshop will give you a realistic view on how to budget your money and the cost effectiveness of the choices you make. Come learn the dangers of credit cards and how to have more money in your pocket.

New!!

Writing a Research Paper

Saturday, November 15th

11:00 – 11:30am

Jackie Perry

Saturday, November 22nd

1:00 – 1:30pm

Jackie Perry

Learn skills needed to write a research paper. This workshop will focus on choosing an effective topic, getting organized, researching, and producing an academic paper. The tips for an effective paper will save you time and make the process of writing rewarding.



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, October 6th

10:30 – 11:00am

Ellen Peterson

Thursday, October 9th

3:00 – 3:30pm

Ellen Peterson

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

Research Strategies for the Online World

Monday, October 6th

11:00 – 11:30am

Ellen Peterson

Thursday, October 9th

3:30 – 4:00pm

Ellen Peterson

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

Study Skills Workshops

Spring 2009

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.

How to Navigate Laulima

New!!

Thursday, January 15th

3:00 – 3:30pm

Tuesday, January 20th

9:00 – 9:30am

Monday, January 26th

12:00 – 12:30pm

Do you need to use Laulima for your classes? If you're having trouble figuring it out, this hands-on workshop will help you become more comfortable navigating the tools of Laulima so you can be successful in your classes.



Time Management Strategies

Thursday, January 22nd

3:00 – 4:00pm

Do you say to yourself, "I'm so busy and I still can't seem to get everything done?" Organizing and managing time is an essential element to success. This workshop will help you examine how you spend your time and how you might be able to become more efficient in your role as a student.

Basic Computer Skills

Thursday, January 22nd

9:00 – 10:00am

Tuesday, January 27th

3:00 – 4:00pm

This workshop is intended for beginning computer users. You will learn the basics of Microsoft Word, how to search the internet, and how to send an email attachment.

Listening and Note Taking

Monday, January 26th

11:00 – 11:30am

Thursday, January 29th

3:00 – 3:30pm

Listening and good note taking skills are keys to studying. This workshop will provide you with ways to enhance your listening skills and will teach you how to take and use your notes effectively.

Tips and Hints for Taking an Exam

Monday, February 23rd

11:00 – 11:30am

Thursday, February 26th

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.

Writing a Research Paper

Saturday, March 14th

1:00 – 1:30pm

Thursday, March 19th

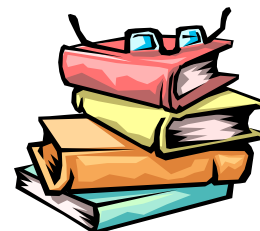
5:30 – 6:30pm

Learn skills needed to write a research paper. This workshop will focus on choosing an effective topic, getting organized, researching, and producing an academic paper. The tips for an effective paper will save you time and make the process of writing rewarding.

New!!

Reading Skills Series

Location to be announced. Presented by Vinnie Linares.



Eliminating Bad Reading Habits

Tuesday, February 3rd

3:00 – 4:00pm

Adults often read like children. This workshop will help you become an efficient adult reader.

Successful Reading Strategies

Tuesday, February 10th

3:00 – 4:00 pm

Learn how to review, read, and study your textbook to become a more effective reader and assist you in your college courses.



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. This workshop series is presented by Ellen Peterson.

Library & Information Strategies

Monday, March 16th

3:00 – 3:30pm

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

Research Strategies for the Online World

Thursday, March 19th

3:00 – 3:30pm

When should I use a website for my assignment? How can I tell if a website is legitimate? 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 2008-Spring 2009

Workshop Title		Rating				
		Best 5	4	3	2	Worst 1
Effective Note Taking	This workshop provided useful information.	67%	33%	0%	0%	0%
	I will use the information when taking notes.	67%	0%	33%	0%	0%
	I will attend another study skills workshop offered at The Learning Center.	100%	0%	0%	0%	0%
Eliminating Bad Reading Habits	This workshop provided useful information.	67%	33%	0%	0%	0%
	I will the information when reading my textbook.	67%	33%	0%	0%	0%
	I will attend another study skills workshop offered at The Learning Center.	100%	0%	0%	0%	0%
How to Navigate Laulima	This workshop provided useful information.	60%	40%	0%	0%	0%
	I will the information to help use Laulima.	60%	40%	0%	0%	0%
	I will attend another study skills workshop offered at The Learning Center.	100%	0%	0%	0%	0%

Workshop Title		Rating				
		Best 5	4	3	2	Worst 1
Library & Information Strategies	This workshop provided useful information.	67%	0%	33%	0%	0%
	I will use the information when writing a research paper.	100%	0%	0%	0%	0%
	I will attend another study skills workshop offered at The Learning Center.	100%	0%	0%	0%	0%
Listening and Note Taking	This workshop provided useful information.	67%	33%	0%	0%	0%
	I will use the information when taking notes in class.	67%	0%	33%	0%	0%
	I will attend another study skills workshop offered at The Learning Center.	100%	0%	0%	0%	0%
Research Strategies for the Online World	This workshop provided useful information.	67%	33%	0%	0%	0%
	I will use the information when doing online research.	100%	0%	0%	0%	0%
	I will attend another study skills workshop offered at The Learning Center.	67%	0%	33%	0%	0%

Workshop Title		Rating				
		Best 5	4	3	2	Worst 1
Successful Reading Strategies	This workshop provided useful information.	100%	0%	0%	0%	0%
	I will use the information when reading my textbook.	100%	0%	0%	0%	0%
	I will attend another study skills workshop offered at The Learning Center.	100%	0%	0%	0%	0%
Time Management	This workshop provided useful information.	57%	29%	0%	14%	0%
	I will use at least one new idea to help me with my time management.	57%	43%	0%	0%	0%
	I will attend another study skills workshop offered at The Learning Center.	71%	29%	0%	0%	0%
Tips & Hints for Taking a Test	This workshop provided useful information.	100%	0%	0%	0%	0%
	I will use the information when taking a test.	100%	0%	0%	0%	0%
	I will attend another study skills workshop offered at The Learning Center.	86%	0%	14%	0%	0%
Writing a Research Paper	This workshop provided useful information.	100%	0%	0%	0%	0%
	I will use the information when writing a research paper.	100%	0%	0%	0%	0%
	I will attend another study skills workshop offered at The Learning Center.	100%	0%	0%	0%	0%

TLC Study Skills Workshop Comments:

Time Management

- Nice; Give out the study skills workshop flyers to all teachers, so teachers can tell students. And the students can come to the seminar.
- Also, & well pass the info on to students.
- VERY INTERESTING, AND LEARNED ABOUT MUCH FREE TIME I HAVE.
- Useful information I know I'll need for the semester.
- Was really interesting how much hours I waste, and now I realize I need to use these hours to study.

Effective Note Taking

- Sweet
- It will help me
- This was very fun and I really enjoyed it
- Thanks... very helpful

Eliminating Bad Reading Habits

- Good knowledge for my bad reading habits.
- Great tips
- Glad I came

How to Navigate Lualaba

- I've learned a lot!
- I REALLY LIKE THAT WORKSHOP. I LIKE MORE THAN THE LAST ONE FROM LAST SEMESTER.
- Great! Got all my questions Answered =)
- Great information

Library & Information Strategies

- The Google information was very useful for me because I use Google a lot
- I DID LEARN SOMETHING THAT I NEVER KNOW ABOUT. NICE ONE...

Research Strategies for the Online World

- I've learned that going on to google is faster when you to research and everything. I've liked her speeches and it's very clear.
- The instructor taught me many new things on how to search the web. I never knew it had someone wide variety of sites to search.

Successful Reading Strategies

- I am learning some very good strategies; I use it in my biology class
- Good job and I have learned to stop bad habits.
- I actually like his speeches. It talks about reading bad habit and I'm probably going start doing this way.
- Vincent Linares is the best instructor I know. He made good points-of-view. I learned a lot. I walk away knowing more than I did when I walked in.
- Great! I need this.

Tips & Hints on Taking a Test

- These Workshops are very helpful. I wish they were offered more often =)
- Great information and very resourceful.
- Very very essential. I would totally use this new skill.

Writing a Research Paper

- It was a good guest speaker! I've really learned a lot and I'll use it for future and/or when times comes.
- More students should take advantage of these resources. I know I do.

APPENDIX D

MCC Online Writing Lab

Student Comments

- Thank you so much for the advice, I edited it and added a lot so it makes more sense.
- I have made some revisions & hopefully it is a little more focused than before.
- Thank you I appreciate it!
- Thank you very much. Your suggestions are very helpful to improve my paper.
- Hope you like it and once again, thank you!
- Thank you....thank you....thank you!
- Thank you very much for the feedback I will use your suggestions to make revisions.
- Thank you for helping me.
- I really appreciate the info you gave me on my last essay it helped alot!!!
- Thanks for looking @ paper
- Once again, thank you for your kokua.
- Thank you so much for your input. I have read them and will make the appropriate revisions. I will also remember these pointers in my future writings. I appreciate you taking the time out and giving me valuable tips. What I do regret is not coming here before I submitted my final draft. I will resubmit it. Professor Linares will probably think I'm crazy, but at least he'll get a cleaner essay from me. Thanks to you, of course. Once again, thank you!
- Thank you very much for your feedback, I will definately use them to make revisions.
- Mahalo Nui!
- Thank you Krissy!
- Thanks so much for your help!!!
- Thank you for your comments. I made even more changes than you suggested and look forward to your next comments.
- I went ahead and made changes according to your suggestions.....is it better????
- thank-you so much for your patience
- Thank you for your feedback. I really appreciated and I will take in consideration to fix and add more organization in my paper. Thank you again.
- Thank you for your help with the suggestion. It had helped me to improve my paper alot more.
- Thank you for being honest and I also feel that I need to be me when I write a paper and not to impress the teacher with using other vocab's to sound good.
- Thank you so much!!!!
- Thank you so much for your response to my essay. ^_^
- Hope this revision is okay...Please let me know if there is more I need to do...thx for your input.
- Thank You Krissy for the feedback. It is very much appreciated.
- Aloha and thank you for the help

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 answer:

Yes No

Did The Learning Center's services help you remain in school? _____

Did The Learning Center's tutors help you pass a class? _____

Did The Learning Center's services help you register for the next semester? _____

If you are getting ready to graduate in the coming year, did TLC services help you achieve your academic goals? _____

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 and programs in The Learning Center were useful.

____ 4. The staff was helpful.

____ 5. COMPASS placement testing services were satisfactory.

____ 6. Distance Learning and make-up testing services were satisfactory.

____ 7. The Online Writing Lab was a useful resource.

____ 8. Overall, I am satisfied with my experience in The Learning Center.

____ 9. I would use TLC again.

10. How could TLC improve its services?

11. 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 2008-2009

	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.	61%	30%	6%	1%	1%	1%
2. The Learning Center's hours of operation were convenient for me.	59%	17%	15%	5%	2%	2%
3. The computer equipment and programs in The Learning Center was useful.	70%	20%	6%	1%	0%	3%
4. The staff was helpful.	72%	22%	4%	1%	1%	0%
5. COMPASS placement testing services were satisfactory.	55%	23%	9%	1%	0%	12%
6. Distance Learning and make-up testing services were satisfactory.	49%	20%	8%	2%	0%	21%
7. The Online Writing Lab was a useful resource.	42%	20%	7%	2%	0%	29%
8. Overall, I am satisfied with my experience in The Learning Center.	69%	23%	6%	0%	1%	1%
9. I would use TLC again.	73%	10%	15%	1%	0%	1%

	Yes	No
Did The Learning Center's services help you remain in school?	90%	10%
Did The Learning Center's tutors help you pass a class?	75%	25%
If you are ready to graduate in the coming year, did TLC services help you achieve your academic goal?	64%	36 %

Evaluation Comments

How could TLC improve its services?

- It's great! Everyone is nice and helpful
- The services are good as is.
- Don't change a thing.
- Free printing
- More natural lighting (windows)
- Extended hours
- Very nice, kind people
- New chairs in computer room and more small headphones
- Adjust hours of operation to more hours
- Keep up the good work
- I love studying in the TLC
- Please open until 7:00p.m. everyday
- More people in the desk helping
- They are doing well how they are now!
- Keep up the good, helpful, friendly service!!!
- Write down directions for certain computers
- Fix the automated door
- I like it a lot
- It's doing good for me right now
- If more tables were available for studying, sometimes it gets crowded
- Open later at night
- If some resources could be checked out similar to library services that would be convenient
- Air conditioning
- They're very awesome
- Let us talk, How we going to learn if we cannot talk.
- I say over all they are doing it all excellently
- Possibly add more comfortable seating arrangements
- Purchase a copy machine and upgrade computers
- Having a Microbiology tutor would be great!!!!

- No comments, for TLC are highly excellent as it stands
- Would not be necessary for my use. Overall already very good!
- TLC is doing a great job
- Maybe more tutors to help. Sometimes short staffed. You need more front desk help
- Larger building to provide more work space i.e. more desks, computers, etc.
- Longer hours
- It would be nice to have another room where it is just absolutely quiet and no group discussions, just a good place to study/ and quiet
- I see it as being great already
- All the staff at the learning center has been great
- By having more structured, consistent times to study
- Everything up to par
- Open earlier + close later
- There's nothing to improve in the TLC
- Nice people, very kind
- Great job
- Provide a couple to 3-4 private computer sessions for online students
- More hours!
- Get a computer program that teaches you how to type
- Provide the small rooms for quiet study
- More studying area (private)
- Services are good.
- By continuing its excellence in helping the students

What do you like about TLC?

- It's quiet and the staff greets you with a smile
- Good place to get homework and projects done
- Computer + programs + hours
- Open Sundays!
- I like all the technology offered here
- It's a peaceful place to get stuff done
- How computers are there to use, a cool place to study
- I am able to use the computers and print documents when I need to
- The strategies of making my time useful and giving me a room with computers to work on
- Their new carpet and how they rearrange the desks
- It helpful, patient and attentive to me and my questions
- The staff are cool, hours are fairly convenient, staff are willing to help, a/c feels good
- More helpful + sometimes quiet but still people are doing their things and some are just talking, everything is good except: avoid using cell phones inside TLC
- Free services
- It's appropriate environment to study. Computer equipment is useful
- Staff is great!! Snacks & coffee is friendly and welcoming
- I like the amount of space provided, computers & peace & quiet
- Thank you TLC for opening the facility @ a later time. I am a full time worker and the only time I can catch up with my class is after work. Really appreciate you.
- It's a good place to study
- I like how there's enough computers to work on & its peaceful/quiet here
- Hours, multiple computers
- Comfortable atmosphere
- Resources and staff are excellent, but need more hours!
- Friendly staff. A place to go to study. The only place actually.
- Staff very helpful. The workers are easy to talk to and ask for help
- Three tutors were most helpful and Director was very nice always.
- Atmosphere is fabulous, very quiet
- A/C and cubicles to study in

- Study atmosphere that works for me
- Quiet environment for learning
- The checkin system is easy to use
- The people are nice and they are able to help when you need it!
- Good study environment
- Good, friendly, helpful people working here, much nicer employees than Kalama computer lab
- Hours are more flexible now. Open on weekends
- It is convenient and easy to use, it's a good place to study away from distractions
- It's open on Saturdays
- Being open on the weekend
- Everything! Just want to say how grateful I am that you are available for students. I needed and will need more tutoring for upcoming classes. What a blessing we can come in a set the help we need to pass our classes thank you for being here aloha
- I like the Sunday and Saturday hours very much. Access to the nonpharos printing at the front desk helped a lot too. Thank you for your service
- It's availability, friendly and very helpful staff "I LOVE IT"
- The people are willing to help you. No matter what young or old
- I like their tutors and their computer lab.
- I would not have been able to get this far in my continuing education without TLC facilities and help ALOHA!
- Wonderful study center, complimentary services and ideal
- I can get work done and have plenty of access to any academic service I might need
- The tutors are friendly
- I like Keali'i. He is a tutor who has a wide range of education and is very patient
- That is a quiet and a calm setting to be in
- All staff their so patient and positive also very talented and hard workers and devoted
- Comfortable, clean, fairly decent hours, courteous staff
- Tutors are knowledgeable in subjects that I need help in major mucho mahalos

Additional Comments:

- I have been coming every Sunday + Monday here to do my exams/homework. I am very fortunate to have helpful staff that is willing to help me with any questions I have. Thank you TLC staff for your excellent work.
- This week I tried the Smarthinking program for writing and biology. I was blown away with this wonderful program. It was so helpful. I feel lucky to have been able to use the service. I live in country, 2 hour drive to MCC, so to come down for a tutor is much effort for me. Thank you! Thank you! Thank you!
- I want to thank Chris for doing his job above and beyond. I needed to watch my class Math 115 + the DVD wasn't available; he went running to the media center to get it for me. Thank you Chris, you made my stressful day a good one. Now I am prepared to take my test. Thank you again.
- Keali'i is doing an excellent job as a tutor he is very intelligent and a good asset to the TLC
- All personnel in TLC are very nice!
- I have a computer at home, but no printer I check my email and do homework on these computers. I write me papers at home and print them at school. The TLC makes school assignments, homework, studying very convenient!
- Background music wouldn't hurt. Classical.
- I know that have a safe environment here on campus where getting things done are marvelous. I must say staff is very unique in everything they do. Personally if the staffs or students have hard times getting the answer they will get someone who does know the answer to your problems. Staff is incredible excellent they go out of their own way to help everyone. PLS. keep up the good work STAFF n STUDENTS