

APPENDIX A

GOALS OF THE LEARNING CENTER

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

APPENDIX C

TO: Suzette Robinson
FROM: Bev Lashley, Debbie Winkler, and Pat Adams
DATE: April 28, 2005
SUBJECT: Team I accomplishments for Fall 2004 and Spring 2005

Strategic Plan Action Strategy Team I met and communicated by email a number of times during the past year. Since the well-being of the campus is such an important issue, the committee plans to continue its work throughout the 2005-06 academic year.

In carrying out its activities, Team I often partners with other campus groups with similar goals, including the Wo Learning Champions, Staff Development, and Carl Perkins Professional Development Teams. A listing of the year's accomplishments follows:

FALL 2004 ACTIVITIES

1. In October 2004, a Professional Development and Wellness Interest Survey was created to learn more about faculty and staff members' needs and interests in professional development, health, and wellness-related activities. The Business Office and Personnel Office staff completed the survey, so workshops could be planned to fit their needs.
2. On November 12, 2004, the Wo Learning Champions, Strategic Plan Action Strategy Team I, Staff Development, and Carl Perkins Professional Development teams co-sponsored professional development/wellness workshops for the Business Office, Personnel Office, and mailroom staff. Ten staff members, one administrator, and one faculty member attended the Managing Priorities and yoga workshops. Evaluations of the workshops were excellent.

Spring 2005 ACTIVITIES

1. On February 25, 2005, the Wo Learning Champions, Strategic Plan Action Strategy Team I, Staff Development, and Carl Perkins Professional Development teams co-sponsored a workshop by Gwen Fujie, Wo Learning Champions Distinguished Lecturer for Spring 2005. The workshop, "Resolving Conflict with Tongue Fu," helped faculty and staff learn about a step-by-step process for turning hostility into harmony and aggravation into aloha. After the presentation, lunch and door prizes were provided.

2. On March 4, 2005, the Wo Learning Champions, Strategic Plan Action Strategy Team I, Staff Development, and Carl Perkins Professional Development teams organized and prepared morning refreshments for the Excellence in Education day. In addition, team members donated door prizes for the event.
3. On March 18, 2005, the Office of the State Director for Career and Technical Education, the Carl Perkins Professional Development Committee, the Wo Learning Champions, Strategic Plan Action Strategy Team I, and Staff Development Committee sponsored a workshop by Dolores "Dee" Grayson on "Student Achievement Grounded in Equity." Supportive teaching behaviors and barriers to student success related to curriculum content was presented and discussed. Workshop participants received Dee's publication, *Student Achievement Grounded in Equity*. Morning and lunch refreshments as well as door prizes were also provided to participants.

APPENDIX D

TLC USAGE REPORT Fall 2004-Spring 2005

Major	# of Students
Auto Body Repair and Painting	9
Accounting	76
Agricultural Careers	17
Administration of Justice	12
Automotive Technology	13
Building Maintenance	4
Business Technology	21
Business Careers	81
Carpentry Technology	5
Community Health Worker	3
Computer Technology	8
Culinary Arts	51
Dental Assisting	25
Drafting Technology	4
ECET	49
Fashion Technology	12
Hotel Operations	41
Human Services	50
Liberal Arts	719
Nursing Career Ladder	237
Office Administration and Technology	27
Other UH Community College	21
Sustainable Technology	2
UH Hilo	9
UH Manoa	35
UH West Oahu	17
Undeclared	66
VITEC	<u>16</u>
TOTAL	1,630

APPENDIX E

TLC STUDENT ASSISTANT/TUTOR TRAINING TOPICS Fall 2004/Spring 2005

Customer Service—Walette Pellegrino

Tutoring Techniques and Strategies

Tutoring Basic Computer Skills

TLC Materials and Equipment

Testing Policies and Procedures

Proofreading Skills

Round Table—English Faculty

Working with Special Needs Students—Shane Payba

Learning Styles

Grammar Review

Working with Difficult People—Robyn Klein

Troubleshooting Computer Problems

Writing the Research Paper

Helping Students with Study Skills

APPENDIX H

TLC EVALUATIONS FALL 2004 & SPRING 2005

The Learning Center Evaluation
Fall 2004

Comments:

- I would like to see The Learning Center open for more hours. (Monday and Wednesday mornings would have been helpful.) Also, it would be great if “Keyboarding Pro” was available in The Learning Center. Thank you for your help.
- There is a wonderful atmosphere here of help and support and I really appreciate all that the TLC does and all the staff – couldn’t have done it without you! Mahalo and God bless you all!
- Everyone is very nice, especially Julie, Jackie, Ian, and Kiro.
- The guy I think his name is Mafi “he’s awesome”
- Thank you for longer hours at the end of semester. Thank you to Jackie P. for assisting with LEO case study! Also Julie and Ryan for helping with my disc and preventive measures, and Ian, Christy, and Mafi for excellent help.
- Sometimes I would like to have longer hours that The Learning Center should stay open for.
- I like TLC, because it provides a large, quiet place to study and to work on, without the rigidity of a place such as the Library.
- The Learning Center is a major asset to MCC students and campus.
- Need more weekend hours!
- Need more evening hours!
- Need more AM hours.
- Helped me pass my classes.
- Thank you for all your assistance and smiling faces.
- Too much cell phone and talking in the Lab!

- I think if there were more hours available in the evening time throughout the week and weekends it would be more convenient for those of us who work days and graveyard shifts.
- I would like Saturdays in summer. Computers need to be cleaned and serviced.
- A good place to be. I feel success.
- You all should be opened on Sundays-sometimes! It's good but could have more lively music and entertainment [like] soft reggae.
- Need more opening time and more tutors.
- Please increase your hours and open 8:00am – 7:00pm M-F and continue hours on Saturdays!! It would be great to have same hours daily.
- Good job!
- Wonderful, helpful tutors!
- It's a good place but needs a CD burner and music downloads.
- Thanks
- The equipment requires better maintenance as there are problems between Business Lab Equipment and the TLC. Sometimes the computer lab assistants lacked knowledge (which is to be expected) but there lacks uniformity in the systems, some having "administrative" locks, some not causing trouble. I think "Pharos" is blatant and flagrant profiteering at the student's expense. I think you should be ashamed of yourself, for whatever the hell that's worth.
- Good Job!
- Continued cell phone use and loud talking in the computer labs make it difficult to do work or write but that is not the fault of the TLC staff. But if there is a way to enforce the no cell phone rules, that would be a great addition.
- Mahalo, for giving me the chance to excel.
- Doing much better in classes thanks to TLC!
- Lisi has been very helpful and very friendly!!! Look forward to seeing her next semester.

- I found the TLC very helpful, I appreciate the help and kind services received when at the Learning Center. Thanks for the access and availability for services provided. Mahalo.
- Should make extra hours and tutors. Recommend extend TLC room facilities.
- I am very satisfied and convenient for everyone conducive to all students in a learning environment.

The Learning Center Evaluations
Spring 2005

Question #13: How could TLC improve its services?

- Keeping on doing a good JOB.
- No comment but good.
- More hours
- More computers
- Add some "BOSE" speakers in Blue & Main Room; hook up to a radio or CD player to get some good vibes.
- Have more and better computers
- They're great!
- Computers are very slow.
- Have more hours
- More hours. Open later at night.
- Make sure phones are being answered.
- I think possible extending its hours and possibly private rooms to study.
- More hours (open to students)
- If possible, have more time with tutors.
- More computers
- Have more tutors with help in other areas (subjects) besides Math & Eng.
- More tutors in different subjects.
- More computers.
- Should have more computers
- More hours on Sunday
- You could open on Sundays! And maybe even at 7:30 am instead of 8 am.
- Upgrade computers
- New computers and extra space
- Be open weekends and Tuesdays.
- It is very helpful
- More hours
- Open full day (more hours)
- Longer hours
- More night hours
- Don't know
- Open earlier
- I am a very satisfied student.

Question #14: What do you like about TLC?

- Computer are good, staff is cool and helpful
- Friendly and helpful staff
- Everything
- I like that I can come in expecting a helpful and polite staff and a proper place to study. I like that the TLC offers a sufficient amount of desks and chairs to do both individual and group work.
- A place to study, the tutoring service was awesome
- Helpful and patient staff
- The staff
- Good service
- It's quiet and there's people to help you
- Good environment
- The service/help that staff provide
- The helpful staff
- Everything. Reading, staff, computer
- The computers are better, faster, and no problems
- Nice people and AIR CONDITIONING!
- Quiet learning and study environment with computer and printing access
- Everything
- Chicks
- The enormous wonderful help from the tutors, they have been so helpful in helping me to learn. Provided quality help as always. The use of computers to do homework and the compass test is very, very helpful. Thank you for all your help. You guys are the best! Keep up the great work.
- The tutors who are very patient with us students learning the material for the first time.
- My writing skills are so much better thanks to the TLC staff.
- Everything. Convenience. Friendly atmosphere.
- Cool, quiet, people and staff are helpful and very polite.
- I like that they are always willing to help us and they show understanding and kindness when we come in
- I like the staff, environment, and location (close to the restrooms and parking lot.)
- Hours and service
- I like it how the Learning Center is very statistic and friendly for students who want to be part of this learning center
- Quiet, clean, a/c, Jose
- The friendly and helpful staff
- Friendly staff
- I feel good about myself when I come in here.
- Friendly staff
- Quiet, helpful and good service for the student

- The friendly service
- Staff very helpful
- It helps me improve my reading comprehension. Good job.
- Helpfulness of staff
- The staff
- Air conditioning
- Nice staff
- It's not too cold, staff are helpful, hours of operation are very convenient.
- The friendliness about the staff