

UH MAUI COLLEGE  
UNIVERSITY OF HAWAII CENTER  
2006-2011 COMPREHENSIVE PROGRAM REVIEW

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**UH MAUI COLLEGE  
UNIVERSITY OF HAWAII CENTER  
2006-11 COMPREHENSIVE PROGRAM REVIEW**

**I. INTRODUCTION**

**A. Background, Mission, and Vision**

**UH Center Background**

The University of Hawai'i Center (UH Center) at UH Maui College is a Board of Regents instituted program that facilitates intercampus cooperation and serves as a receive site for bachelor's and graduate degrees (see Center website at: [uctrmaui.hawaii.edu](http://uctrmaui.hawaii.edu)).

The Center does not confer credits or degrees, but brokers agreements for the delivery of accredited bachelor's and graduate programs to Maui County sites. After commitments are obtained, the UH Center provides local support services to sustain students in these programs. The conceptual flow of students through the Center is illustrated in figure 1, the UH Center Pathways Flowchart.

**UH Center Mission**

***The mission of the UH Center is to provide Maui County residents access to a selection of bachelor's and graduate degrees.***

**UH Center Vision**

The UH Center vision is to enrich the lives of Maui County residents by offering local access to bachelor's and graduate degrees that increase the educational capital of the state. It is the aim of the Center to increase program participation and degree completion by students, particularly low-income and those from underserved regions (UH Strategic Outcome #2). We strive for programs offerings that:

- are reasonable in cost and accessible county-wide,
- are comparable in quality to UH on-campus programs,
- use innovative delivery methods and a curricular design geared toward meeting the needs of non-traditional students, and
- build inter-institutional partnerships comparable to University Centers across the nation (see Appendix B in 2001-2006 Comprehensive Program Review).

**Figure 1. UH Center Degree Pathways Flowchart**  
(Adapted from page 4 of "MCC 2006-07 Getting Started" Brochure)

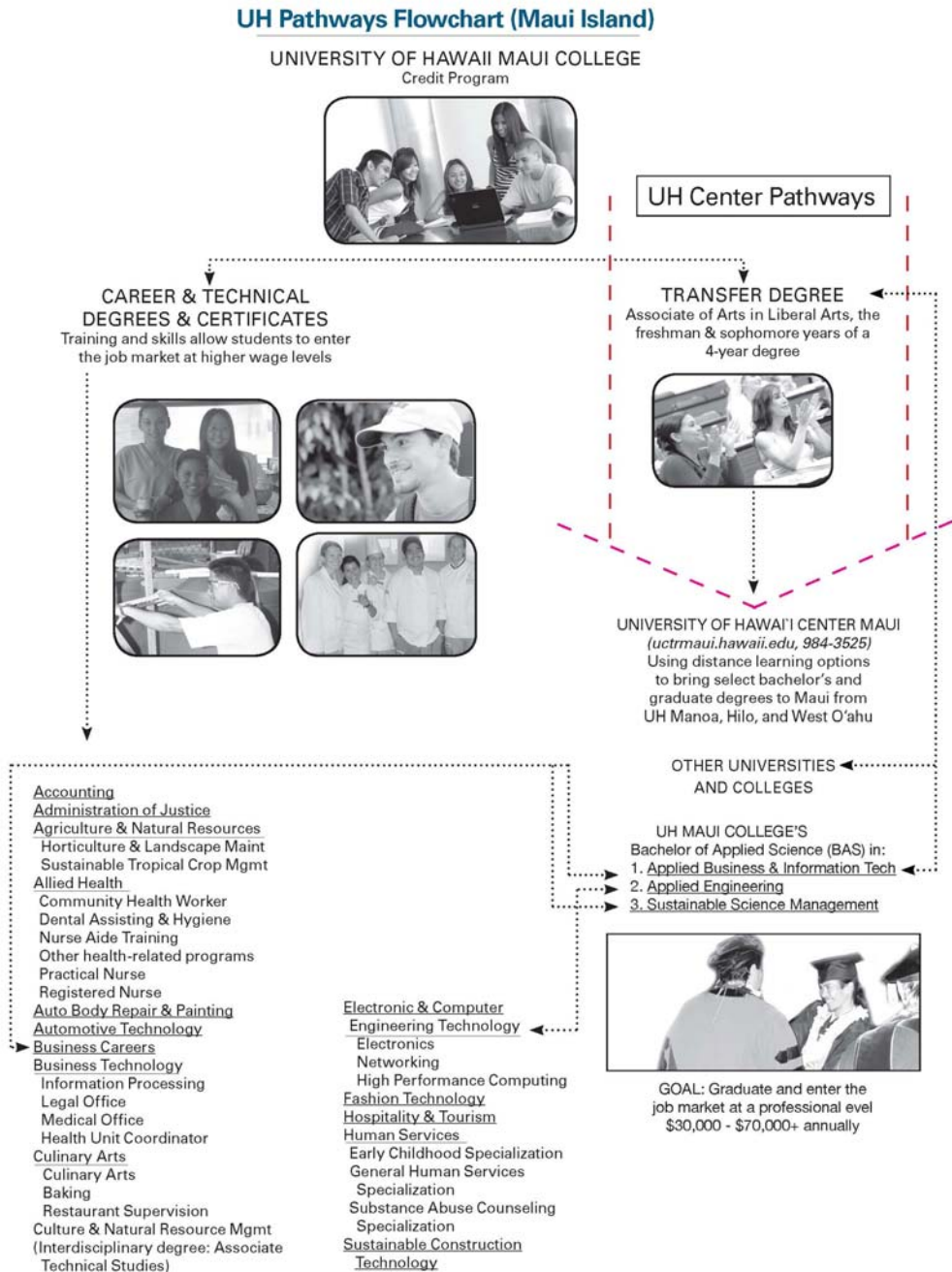


Table 1 below is an updated listing of the **35 UH programs** -- fourteen bachelor's programs, nine post-baccalaureate certificate programs, and twelve master's programs – currently facilitated by the UH Center. **Annually, an average of 73 Maui county residents have earned bachelor's and graduate credentials** from UH Center facilitated programs since 2006.

**Table 1. UH Center Facilitated Degree Programs**

REV 9/24/11 Distance Education Degrees and Certificates Available on Maui	Weblinks	UH Campus	Cohort or Open	Spring Sem'12	Fall Sem'12
<b>BUSINESS</b>					
BA, Business Admin, Accounting (ACC)	<a href="http://westoahu.hawaii.edu/accounting">http://westoahu.hawaii.edu/accounting</a>	West O'ahu	Open	Application Due	Application Due
BA, Business Admin, General Business Admin (GBUS)	<a href="http://westoahu.hawaii.edu/genbusad">http://westoahu.hawaii.edu/genbusad</a>	West O'ahu	Open	12/1/11	8/1/12
BA, Business Admin, Marketing (MKT)	<a href="http://westoahu.hawaii.edu/marketing">http://westoahu.hawaii.edu/marketing</a>	West O'ahu	Open	12/1/11	8/1/12
MBA, Master of Business Admin	<a href="http://shidler.hawaii.edu/Default.aspx?tabid=282">http://shidler.hawaii.edu/Default.aspx?tabid=282</a>	Manoa	Cohort	Fall Only	5/1/2012
MHRM, Master of Human Resource Management	<a href="http://shidler.hawaii.edu/Default.aspx?tabid=290">http://shidler.hawaii.edu/Default.aspx?tabid=290</a>	Manoa	Cohort	Fall Only	6/1/2012
Graduate Certificate in Professional Accounting	<a href="http://shidler.hawaii.edu/Default.aspx?tabid=837">http://shidler.hawaii.edu/Default.aspx?tabid=837</a>	Manoa	Cohort	Fall Only	4/16/12
<b>EDUCATION</b>					
BA, Social Sciences, Early Childhood Education (ECED)	<a href="http://westoahu.hawaii.edu/early_childhood2">http://westoahu.hawaii.edu/early_childhood2</a>	West O'ahu	Open	12/1/11	8/1/12
BEd, Elementary Education	<a href="http://www.coe.hawaii.edu/te/bed-elementary">http://www.coe.hawaii.edu/te/bed-elementary</a>	Manoa	Cohort	12/1/11	3/1/2012
MA, Indigenous Language and Culture Education	<a href="http://www.olelo.hawaii.edu/khuok/ma_hoonaaawao.php">http://www.olelo.hawaii.edu/khuok/ma_hoonaaawao.php</a>	Hilo	Cohort	Fall Only	2/1/2012
MA, Music Education	<a href="http://www.hawaii.edu/uhmusic/degrees/MA_MusEd_Online.htm">http://www.hawaii.edu/uhmusic/degrees/MA_MusEd_Online.htm</a>	Manoa	Open	N/A	1/15/2012
MEd, Curriculum Studies, Middle Level Emphasis	<a href="http://www.coe.hawaii.edu/cs/mlmed">http://www.coe.hawaii.edu/cs/mlmed</a>	Manoa	Cohort	Fall Only	3/1/2012
MEd, Educational Technology	<a href="http://www.coe.hawaii.edu/etec/med/online">http://www.coe.hawaii.edu/etec/med/online</a>	Manoa	Cohort	N/A	2/1/2012
MEd, Special Education	<a href="http://www.coe.hawaii.edu/sped/med">http://www.coe.hawaii.edu/sped/med</a>	Manoa	Cohort	10/1/11	3/1/2012
Kahuawaila Indigenous Teacher Education	<a href="http://www.olelo.hawaii.edu/kwo/index.php">http://www.olelo.hawaii.edu/kwo/index.php</a>	Hilo	Cohort	Fall Only	2/1/12
Post-Bacc Certificate in Secondary Education (PBCSE)	<a href="http://www.coe.hawaii.edu/te/pbcse">http://www.coe.hawaii.edu/te/pbcse</a>	Manoa	Cohort	9/1/11	3/1/12
Post-Bacc Certificate in Special Education (PBCSE)	<a href="http://www.coe.hawaii.edu/sped/postbacc">http://www.coe.hawaii.edu/sped/postbacc</a>	Manoa	Cohort	9/1/11	3/1/2012
<b>HOSPITALITY INDUSTRY</b>					
Certificate, Travel Industry Mgmt, Hotel & Resort Mgmt (TIM)	<a href="http://www.tim.hawaii.edu/default.aspx">http://www.tim.hawaii.edu/default.aspx</a>	Manoa	Open	10/1/11	5/1/12
<b>INFORMATION AND COMPUTER SCIENCES</b>					
MLISC, Master of Library & Information Science	<a href="http://www.ics.hawaii.edu/academics/graduate-programs/mlisc-in-lis">http://www.ics.hawaii.edu/academics/graduate-programs/mlisc-in-lis</a>	Manoa	Open	11/1/11	4/1/12
MS, Information & Computer Sciences	<a href="http://www.ics.hawaii.edu/academics/graduate-programs/m-s-in-ics">http://www.ics.hawaii.edu/academics/graduate-programs/m-s-in-ics</a>	Manoa	Open	9/1/11	2/1/12
Grad Cert, Telecommunication & Info Resource Mgmt (TIRM)	<a href="http://departments/stuz/tirm/tirm.htm">departments/stuz/tirm/tirm.htm</a>	Manoa	Cohort	10/1/11	1-May
<b>MEDICAL and HEALTH CARE</b>					
RN to BSN, Nursing	<a href="http://www.uhh.hawaii.edu/academic/dl/">http://www.uhh.hawaii.edu/academic/dl/</a>	Hilo	Cohort	Fall Only	1/15/2012
MS, Nursing	<a href="http://www.nursing.hawaii.edu/ms-in-nursing.html">http://www.nursing.hawaii.edu/ms-in-nursing.html</a>	Manoa	Cohort	Fall Only	4/1/2012
MS, Rehabilitation Counseling	<a href="http://www.coe.hawaii.edu/krs/masters/rehab">http://www.coe.hawaii.edu/krs/masters/rehab</a>	Manoa	Cohort	Fall Only	3/1/12
Certificate, Health Care Admin	<a href="http://westoahu.hawaii.edu/certhealthadmin">http://westoahu.hawaii.edu/certhealthadmin</a>	West O'ahu	Open	12/1/10	8/1/12
<b>PUBLIC ADMINISTRATION</b>					
BA, Public Admin, Disaster Prep & Emergency Mgmt(DPEM)	<a href="http://westoahu.hawaii.edu/disasterprep">http://westoahu.hawaii.edu/disasterprep</a>	West O'ahu	Open	12/1/11	8/1/12
BA, Public Admin, General Public Admin (PUBG)	<a href="http://westoahu.hawaii.edu/genpubadmin">http://westoahu.hawaii.edu/genpubadmin</a>	West O'ahu	Open	12/1/11	8/1/12
BA, Public Admin, Health Care Admin (HCAD)	<a href="http://westoahu.hawaii.edu/healthcare">http://westoahu.hawaii.edu/healthcare</a>	West O'ahu	Open	12/1/11	8/1/12
BA, Public Admin, Justice Admin (JAD)	<a href="http://westoahu.hawaii.edu/justadmin">http://westoahu.hawaii.edu/justadmin</a>	West O'ahu	Open	12/1/11	8/1/12
Certificate, Disaster Preparedness & Emergency Mgmt (CDPEM)	<a href="http://westoahu.hawaii.edu/cerdisasterprep">http://westoahu.hawaii.edu/cerdisasterprep</a>	West O'ahu	Open	12/1/11	8/1/12
<b>SOCIAL RELATIONS / HUMAN SERVICES</b>					
BA, Interdisciplinary Studies, Human Relations in Orgs (BAIS)	<a href="http://hawaii.edu/is/">http://hawaii.edu/is/</a>	Manoa	Open	10/1/11	5/1/2012
BA, Psychology (subject to space availability)	<a href="http://www.uhh.hawaii.edu/academic/dl/">http://www.uhh.hawaii.edu/academic/dl/</a>	Hilo	Open	12/1/11	7/1/12
BA, Social Sciences, Applied Track (BASS)	<a href="http://westoahu.hawaii.edu/appliedtrack">http://westoahu.hawaii.edu/appliedtrack</a>	West O'ahu	Open	12/1/11	8/1/12
BA, Social Sciences, Political Science (POLS)	<a href="http://westoahu.hawaii.edu/polscience">http://westoahu.hawaii.edu/polscience</a>	West O'ahu	Open	12/1/11	8/1/12
MSW, Master in Social Work	<a href="http://www.hawaii.edu/sswork/de/">http://www.hawaii.edu/sswork/de/</a>	Manoa	Cohort	Fall Only	12/15/2011
Certificate, Substance Abuse and Addictions Studies (CSAAS)	<a href="http://westoahu.hawaii.edu/certsabuse">http://westoahu.hawaii.edu/certsabuse</a>	West O'ahu	Open	12/1/11	8/1/12

The UH Educational Centers are components of an emerging systemwide learning network supported by Board of Regents (BOR) policy, the UH System, UH-MC, and UH-CC strategic plans, and continuing advancements in information and communication technologies. The Centers are representative of the functional and organizational changes the system and campuses are evolving through in order to meet statewide needs and adapt to the new communication technologies.

The UH Center is also the institutional unit responsible for facilitating cooperation and partnering with external bachelor's and graduate programs. In addition to its needs assessment and planning responsibilities, the Center provides a broad range of support services (e.g., local point-of-contact; classroom scheduling; publicity and recruitment; library, proctoring, Web, and videoconferencing services).

**B. UH Center Administration, Faculty, and Staff**

The UH Center is comprised of 3.00 FTE core staff consisting of the director, a secretary, and one full-time Administrative, Professional and Technical (APT) support position. APT hiring freezes have hampered program improvement in the areas of data reporting and analysis, as well as our web-based communication interfaces.

The Center also funds 2.50 FTE support positions that are located in their functional units. These positions include a librarian, counselor, quarter-time Molokai APT support position, and proctors trained by the UH-MC Learning Center.

**Table 2. UH Center Faculty and Staff**

<b>Name</b>	<b>Title/Rank/FTE</b>	<b>UH Center Service</b>	<b>Credentials and Qualifications</b>
<b>Core Staff:</b>			
Karen Muraoka	Director, M05, 1.00 FTE	14 years	BA, MBA; 27 years UH service
Liane Koga	Secretary, SR14, 1.00 FTE	4.5 years	AS, BS; 20 years UH service
Nancy Ooki	APT Support, PBB, 1.00 FTE**	1 month	BA, MA; 4 years UH service
<b>Distributed Staff:</b>			
Lillian Mangum	Librarian, C3C11, 1.00 FTE	19 years	BA, MLIS; 19 years UH service
Colleen Shishido	Counselor, C2C11, 1.00 FTE	13 years	BA, MA; 17 years UH service
Sue Hasegawa	Molokai APT Support, PBA, 0.25 FTE	5 years	BA, MLIS
Learning Center Proctor Pool	Hourly, 0.25 FTE	Casual Hires	AA minimum

\*\*Subject to hiring freeze through December 2010.

### C. Program Learning Outcomes (PLOs)

UH Center PLOs were developed in terms of prospective students having the awareness and knowledge to contact the UH Center for:

- information on what programs are available at a particular location,
- advising services,
- assistance with applying for a program and registering for classes, and
- assistance with needs for library, testing, and other support services.

In addition, once students are admitted into a program and enrolled in courses, the PLOs focus on student enrollment and graduation measures:

- the number of high-demand degrees offered through the Center,
- the number of classified, unduplicated students headcount, and
- the number of graduates per academic year.

UH Center goals, objectives, and proposed PLOs for the 2006-2011 comprehensive review period are listed in Table 3 below. However, with on-going systemwide strategic plan outcome discussions, Banner SIS changes, and discussions regarding assessment objectives, definitional challenges, and metrics, the UH Center Director and staff are re-evaluating the relevance and feasibility of the additional metrics indicated in Table 3. Remote-site relevant metrics for student retention, satisfaction, and completion are under discussion. Also under discussion are graduate and employer satisfaction metrics (e.g., did we bring in the right program whose graduates will be needed by local employers?).

Our UH Center Collaboration Group discussions for the academic year 2008-2009 resulted in the implementation of a "Contacts Report" to track the number of inquiries handled by our group. The 2010-11 report in the appendix reflects a total of 2,653 inquiries handled by our group.

**Table 3. UH-MC Strategic Plan Goals and Objectives and Their Relationship to UH Center Goals, Action Strategies, and SLOs**

UH-MC Strategic Plan Goals and Objectives	UH Center Goals	UH Center Action Strategies	UH Center Program Learning Outcomes (SLOs)	2009-10 UH Center Progress
<b>Goal 2: A Learning, Applied Research, and Service Network</b>				
Objective 2.1.5: Maximize opportunities for students to enroll and transfer among campuses in order to achieve their educational objectives in a timely manner.	Continue offering bachelor's and graduate degrees at Kahului campus; extend offerings to UH-MC outreach sites.	Coordinate with UH-MC VCAA Office, UH-MC Ed Center Coordinators, UH Center Directors, and sending campus representatives to support program delivery to Kahului campus and UH-MC outreach sites.	Average number of <b>graduates per year</b> will increase.  UH Center <b>unduplicated headcount</b> enrollment will increase.	Number of academic year (AY) <b>2010-11 graduates totaled 93 the average number of graduates increased by 14%</b> from previous comprehensive review period.  AY <b>2010-11 average headcount of 315 increased by 3%</b> from the previous year.  <b>Average headcount increased by 19%</b> from previous comprehensive review period.
	Improve UH-MC transfer rate into UH Center programs.	Coordinate with UH-MC VCAA Office to make available a 2-3 year schedule of	Number of <b>students transferring</b> into UH Center brokered programs will	MS Access database report was replaced with a SARS report in which the UH-MC Counseling Department has documented the



		<p>lower division offerings aligned with upper division entrance and prerequisite requirements.</p> <p>Work with faculty, counselors, and support services staff to identify and track UH Center pre-majors and increase the number of students receiving lower division advising support in preparation for transfer into UH Center Programs.</p> <p>See also objective 1.1.6 below.</p>	<p>increase.</p> <p>Number of UH-MC <b>transfer credentials awarded</b> (i.e., AA/AS/AAS) will increase.</p> <p>Number of <b>students transferring into UH Center programs</b> will increase. Retention of pre-major students will increase.</p> <p>See also objective 1.1.6 below.</p>	<p>individuals interested in UH Center programs seen by their staff.</p> <p>UH-MC <b>Counseling Department</b> reported that they advised 237 prospective UH Center students, an 82% increase from last year.</p> <p>UH-MC Distance <b>Librarian</b> reports 21 presentations were made for UHH, UH Manoa, and UHWO students.</p> <p><b>Number of contacts increased by 35% from 1,966 in 2009-10 to 2,653 in 2010-11</b> (see appendix).</p>
	Increase awareness of UH Center program offerings and optimize enrollment.	Increase marketing, advertising, and needs assessment activities.	<p>Number of public <b>inquiries for program information</b> will increase.</p> <p>Number of <b>intake database records</b> will increase.</p>	<p><b>Developed new print media templates</b> to visually brand UH Center and update content (postcard mailer, flyer, newspaper ads, email announcement shell).</p>

Objective 2.1.7: Cooperate as appropriate, with other higher education institutions to provide high quality educational services to the county and to the state through such programs as the UH Center.	Continue planning and logistical support services for delivery of high-demand programs: Business, Education/Teacher Certification, Computer Science, Natural Resources, Social Work.	Continue to work with sending program representatives, UH Center Directors, UH-MC VCAA Office and Outreach Center Coordinators, and UH Systemwide representatives and advisory groups, to plan new and return program delivery.  Obtain commitments for new programs and the return of high-demand programs.	Number of <b>degree programs offered</b> on a multi-year schedule will stabilize and increase.  Number of <b>programs offered on a predictable, cyclical basis</b> will increase.	<b>High-demand programs (BA Business Admn, MBA, Teacher Certification, MSW) continue on a cyclical basis through 2013.</b>  <b>MSW offered at Hana Education Center for the first time.</b>  UH Center facilitated a new <b>external degree partnership program</b> agreement for a BS in General Agriculture between Oregon State University and UH-MC.  Molokai Center sustaining bachelor's, post-baccalaureate and graduate students.
<b>Goal 1: Educational Effectiveness and Success</b>				
Objective 1.1.6: Expand student support, including counseling and academic support services, at Hana, Molokai, and Lanai Education Centers.	Routinize scheduling of lower division prerequisites, recruiting, advising, and support services activities in support of students in bachelor's and graduate programs.	Coordinate with UH-MC VCAA Office, UH-MC Education Center Coordinators, academic support and student services support staff, and sending campus representatives to provide continuing upper division and	<b>Survey results</b> will indicate an increase in the number of prospective students who are able to: 1) contact UH Center and UH-MC Education Centers and learn what programs are available at a	Graduate learner and support services assessment survey completed.

		graduate level recruiting and support services at outreach sites.  Create and administer scheduling and support services assessment survey.	particular site; 2) understand how to obtain advising, apply for a program, register for classes; and 3) know whom to contact for library, testing, and other support services.	A survey of UHC program graduates from 2007-2011 revealed suggestions for more visibility and access. Overall, there was a general satisfaction with program offerings and support services. (see appendix).
Objective 1.3.2: Implement educational program review, assessment, and learning outcomes to evaluate and improve student learning.	Implement program review and assessment activities.  Expand data reporting and enrollment management activities.	Comprehensive program review scheduled for the period AY 2007-11. Conduct annual reviews thereafter.  Work with Banner SIS staff, UH-MC Institutional Researcher, UH-MC Student Services staff, and sending campus representatives to develop student tracking (i.e., completion) reports.	UH Center <b>degree offerings and support services will be adjusted</b> based on program review recommendations.  UH Center <b>services and planning activities</b> are adjusted based on enrollment and tracking reports.	Programs offered stabilized at <b>35 UH programs</b> -- 14 bachelor's programs, 9 post-baccalaureate certificate programs, and 12 master's programs.  <b>See "Contacts Report" in appendix</b>

## II. QUANTITATIVE INDICATORS FOR ANNUAL REVIEW

### A. Occupational Demand

1. Table 4 below is our 10/31/2011 analysis of the 2008-18 Ten-year Projection for Fastest Growing Occupations in Maui County (source: State of Hawaii Department of Labor and Industrial Relations [www.hiwi.org](http://www.hiwi.org)). It illustrates that the majority of job opening trends identified in the previous comprehensive program review still stand. Demand for business, education, health care, social services, and teacher certification credentialing programs continues. These are largely career-related workforce credentialing programs.

The listing of UH Center facilitated degrees in the “Relevant UH Center Degree Offerings” column indicates that the UH Center offers access to most of the four-year and graduate degree programs needed by Maui County residents to meet educational requirements for jobs requiring bachelor’s or higher preparation. Where UH Center does not offer a degree for a particular occupation, UH-MC or another UH campus likely offers a qualifying credential.

### Table 4: Maui County's Top 21 Fastest Growing Occupations

(Source: Hawaii State DLIR Research and Statistics Office 2008-18 Projections)

	Occupation Title	Average Annual Growth Rates	Est.Year through Proj. Year	Relevant UH Center Degree Offerings
1	Personal & Home Care Aides	8.7%	2008-2018	RN to BSN, Nursing; MS, Nursing; Certificate, Health Care Admin
2	Cargo & Freight Agents	5.0%	2008-2018	
3	Pharmacy Technicians	4.0%	2008-2018	
4	Social & Community Service Managers	3.0%	2008-2018	BA, Public Admin, General Public Admin; MSW, Master in Social Work; BA, Public Admin, Health Care Admin
5	Compliance Officers, Ex. Agr., Const., Hlth & Sfty, & Trans.	2.8%	2008-2018	BA, Public Admin, Health Care Admin; BA, Public Admin, General Public Admin; BA, Business Admin, Accounting;
6	Self-Enrichment Education Teachers	2.8%	2008-2018	BA, Social Sciences, Applied Track; MA, Music Education
7	Medical & Clinical Laboratory Technicians	2.7%	2008-2018	
8	Social & Human Service Assistants	2.7%	2008-2018	Certificate, Substance Abuse and Addictions Studies; BA, Psychology; BA, Public Admin, Justice Admin
9	Captains, Mates, & Pilots of Water Vessels	2.5%	2008-2018	
10	Registered Nurses	2.4%	2008-2018	RN to BSN, Nursing; MS, Nursing
11	Nursing Aides, Orderlies, & Attendants	2.3%	2008-2018	
12	Medical Assistants	2.0%	2008-2018	Certificate, Health Care Admin
13	Fire Fighters	2.0%	2008-2018	

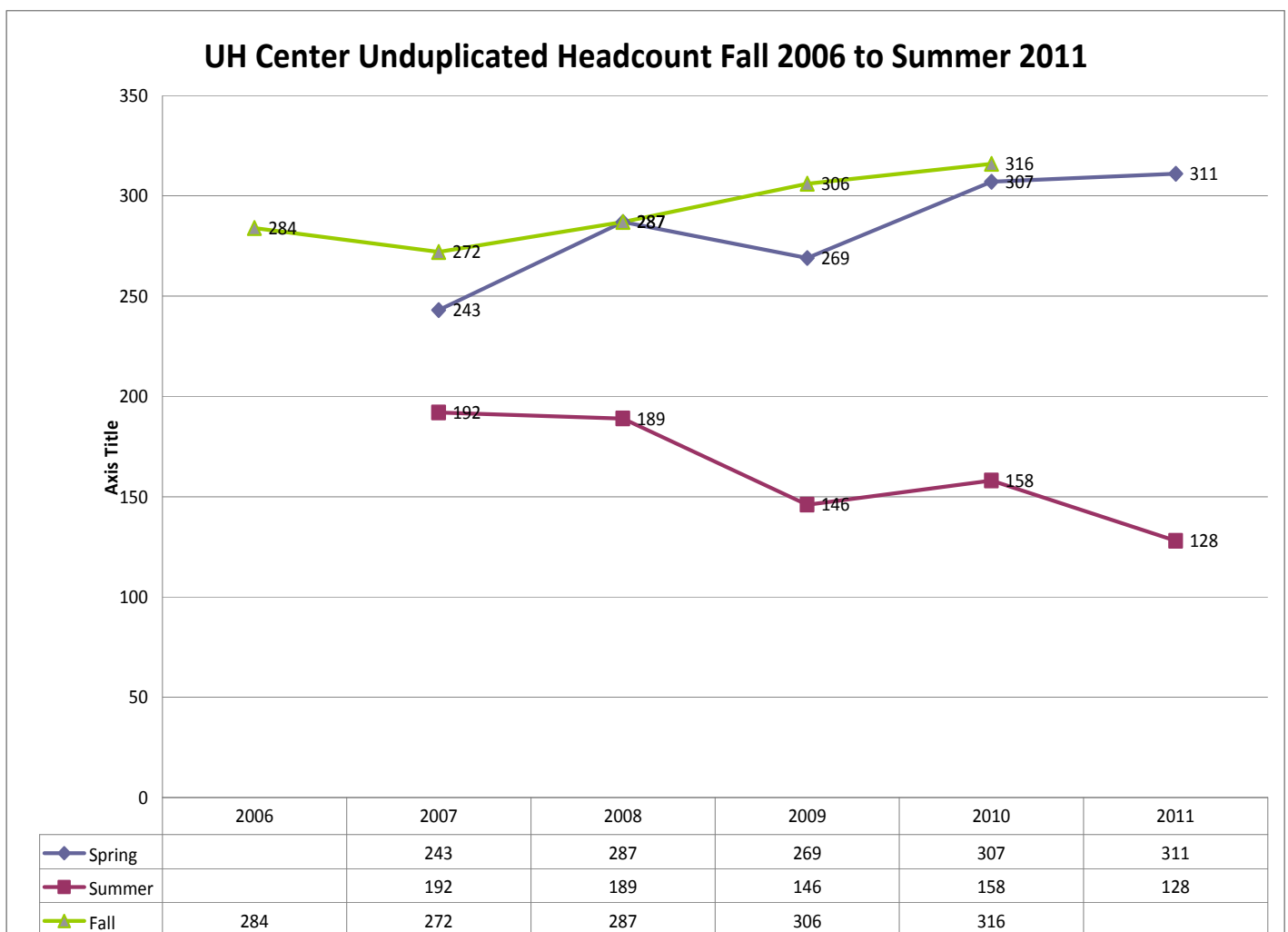
14	Customer Service Representatives	2.0%	2008-2018	
15	Elementary School Teachers, Exc Special Ed	2.0%	2008-2018	BEd, Elementary Education; MEd, Special Education
16	Child Care Workers	2.0%	2008-2018	BA, Social Sciences, Early Childhood Education
17	Licensed Practical & Licensed Vocational Nurses	1.9%	2008-2018	RN to BSN, Nursing
18	Vocational Educ Teachers, Postsecondary	1.9%	2008-2018	Post-Bacc Certificate in Secondary Education; MEd, Educational Technology
19	Heating, A/C, & Refrigeration Mech & Installers	1.9%	2008-2018	
20	Bus Drivers, School	1.9%	2008-2018	
21	Taxi Drivers & Chauffeurs	1.9%	2008-2018	

C. Metrics for the Comprehensive Review Period 2006-11

1. Number of Classified, Unduplicated Student Headcount

The trend has been an increase of about 19% in headcount during the review period (with the exception of Summer.)

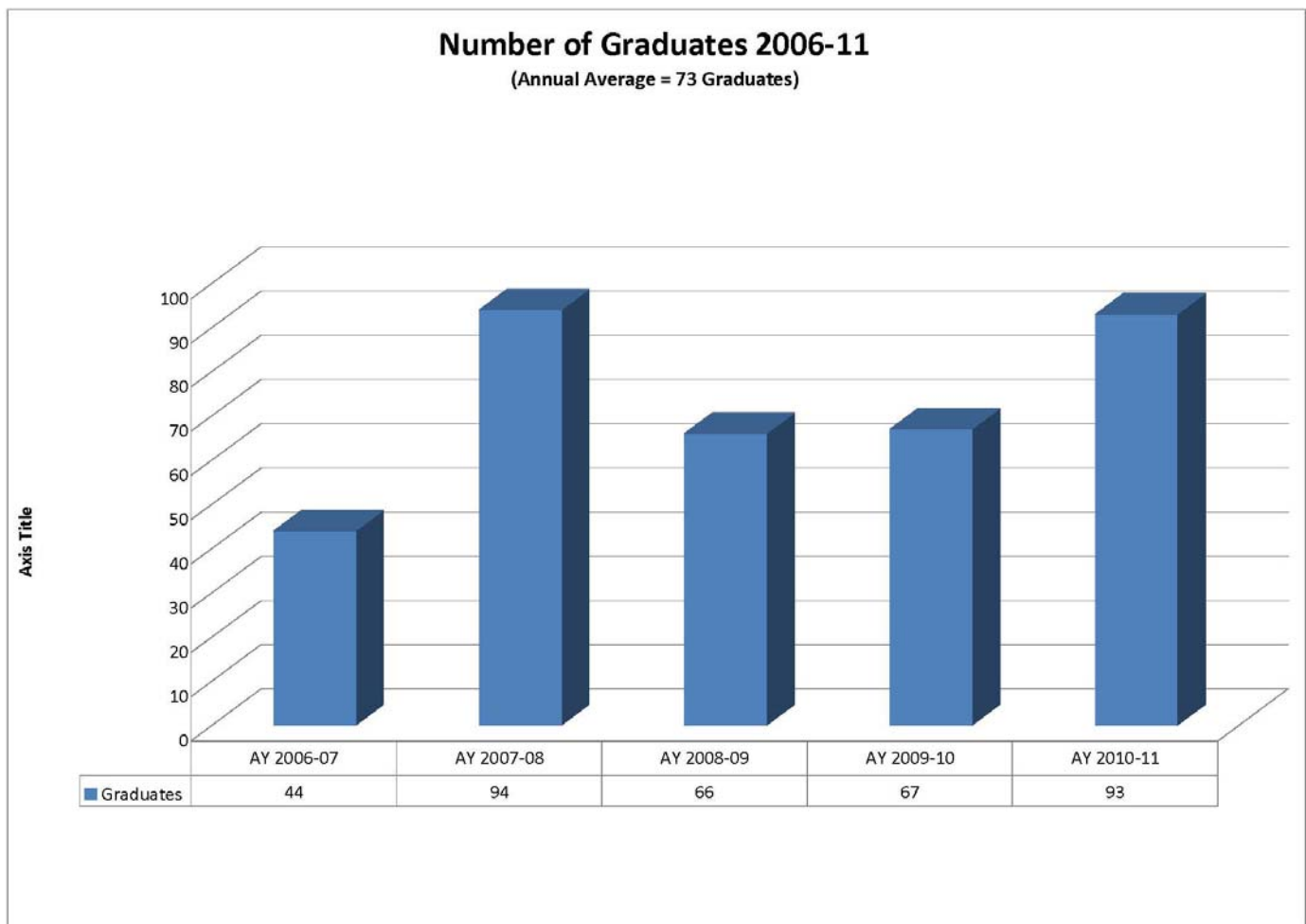
**Figure 2. UH Center Enrollment Trend Fall 2006 through Summer 2011**



2. Number of Degrees and Certificates Awarded

**Annual average number of graduates increased by 14% from the beginning of the review period to the end.**

**Table 5. UH Center Number of Graduates 2006-11**





### III. Analysis of Program

#### A. Significant Program Actions

The two APT half-time positions were vacant for two years and the hiring freeze was lifted in December 2010. At that time, the two half-time positions were combined into one full-time position.

##### 1. APT Positions Vacancies

The APT position was permanently filled in June 2011. Up until that point, we relied on student assistants and casual hires which did not provide the same level of expertise and stability in staffing. However, now that the position has been filled we expect that recruiting, marketing, and pre-admissions student support services will improve.

##### 2. Marketing and Branding Activities

We continued to produce UH Center print materials (see appendix for examples) during the 2010-2011 year. Less funding from the UH System OVPPAP was available as the original budget was reduced by 50% and the remainder was repurposed towards the development of an on-line Calculus III course targeted towards pre-engineering students.

For the 2011-12 year, these activities will continue:

- social media presence (e.g., Facebook page)
- web and newspaper advertising (e.g., Maui News)
- informational meetings and community events
- recruiting tables
- print brochure and flyer distributions

##### 3. Equipment Replacement and Technical Support Services

Computer replacements were continued for PCs beyond economical repair in Laulima 108 increasing the classroom seat capacity in that room. The last row of broken PCs was replaced and all PCs had memory upgrades.

A Help Desk, a need identified in the 2006-07, 2007-08, 2008-09, 2009-10 program reviews, is now available on a limited basis for UH Center students as early evening and weekend walk-in notebook and laptop support.

The MRTC videoconferencing control room is in need of upgrade to restore “sending” capability. The most recent HITS2 upgrade left the facility without “send” functionality.

4. Intercampus Partnerships

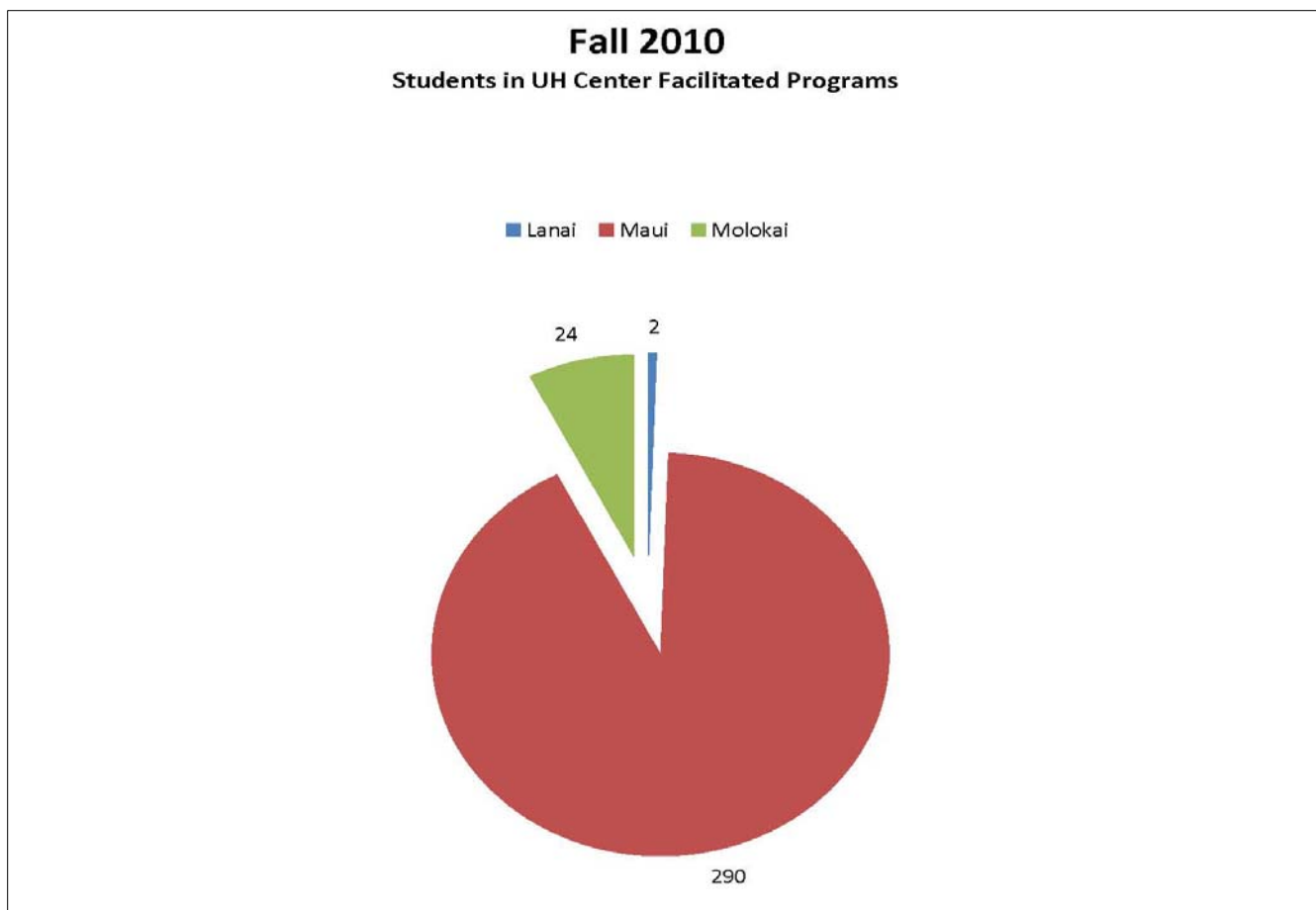
A degree partnership agreement with Oregon State University, which had been in discussion since 2007, was signed in Spring 2010. The UH Center is the facilitator for the BS in General Agriculture program. Implementation is underway with four students currently interested in that program.

B. Strengths and Weaknesses

1. Strength: Providing Access to Locally Unavailable Programs

The UH Center, Maui, continues to lead the UH system in terms of the numbers of program facilitated (35 programs), the numbers of continuing students served and the numbers of credentials awarded.

Synergies between the UH Center and the UH-MC Education Centers have improved. The Hana Education Center now supports students in the MSW program. The Lanai Education Center has assisted with helping a few of their residents earn teaching credentials. The Molokai Education Center enjoys continued success moving students who complete bachelor’s programs into master’s and post-baccalaureate certificate programs.



2. Weakness: Brand Recognition

Gains have been made and work continues on marketing and branding activities as described in section A.2. However, our survey revealed that we do not have strong brand recognition yet.

IV. ACTION PLAN

A. Plans for 2011-12

For the 2011-12 academic year, the primary UH Center goals are to:

- Continue planning, support services, and marketing/recruitment activities and working with UH-MC Education Center coordinators.
- Train new APT staff.

- Replace our webpage with an interactive blog platform like Wordpress.
- Develop new video streaming marketing segments for UH Center website.
- Continue working with counseling department to improve the student transfer rate into UH Center facilitated programs.
- Continue replacement of outdated equipment and equipment beyond economical repair (e.g., MRTC Control Room).
- Continue working with UH System offices to obtain systemwide access to data regarding distance learning students at our site to improve our tracking and student support efforts.
- Explore adult experiential learning credits and the best practices associated with that evaluative process.

B. Budget for 2011-12

Basic operational support activities, marketing, recruitment, and urgent equipment replacement activities are planned and budgeted for the 2011-12 year.

# APPENDIX A

## Spring 2011 UH Center Commencement Documents

# SPRING 2011 COMMENCEMENT LISTING

## STUDENTS HONORED

### MASTER OF BUSINESS ADMINISTRATION (MĀNOA)

•Cherilyn Faylogna •Robert Judge  
•Chancy S. Hopper Bo Bryan M. Mckuin  
Grant Nakama

### MASTER OF EDUCATION, EDUCATIONAL TECHNOLOGY (MĀNOA)

•Renee K. Adams •Nikki Kinoshita  
•Catherine Aki •Tia K. Mayberry  
•Gail Arakaki •Dain A. Shimabuku  
•Stacie A. Fernandez •Timothy Alan Stewart II  
•Juli Umetsu

### MASTER OF EDUCATION, SPECIAL EDUCATION (MĀNOA)

•Luana Baker Scott O'Brien  
•Catherine Marie Davis •Amanda Rake  
•Zhorein Airan Magliba •Taryn Ripani  
•Galicinao •Barbara Rolph  
Theresa Marzan •Chantel Seguritan  
•John Van Plantinga

### MASTER OF INFORMATION & COMPUTER SCIENCE (MĀNOA)

•Jennifer Tom

### MASTER OF LIBRARY & INFORMATION SCIENCE (MĀNOA)

•Elaine Y. Aotaki •Elizabeth Knight  
•Dean Louie

### MASTER OF SOCIAL WORK (MĀNOA)

•Vicki Boswell Nicole Galindo  
•Vincent Cannella •Lynn A. Garcia  
•Monica Choe •Nyree Kang

\*Cumulative grade point average of 3.5 or higher as of Fall 2010  
•Beta Gamma Sigma – National Business Honor Society  
•Beta Phi Mu – International Library & Information Studies Honor Society  
•Mu Kappa Tau – National Marketing Honor Society  
•Phi Alpha Nu Sigma – Social Work Honor Society  
•Phi Theta Kappa International Honor Society, UHMC Phi Sigma Chapter  
•Pi Lambda Theta – National Education Honor Society

## UNIVERSITY OF HAWAII CENTER

Presents a Ceremony Honoring  
University of Hawai'i Graduation Candidates

Maui Beach Hotel  
Elleair Rainbow Ballroom  
Friday, May 13, 2011, 5:30 p.m.

## PROCESSIONAL

### WELCOME

Ms. Karen Muraoka, Director  
UNIVERSITY OF HAWAII CENTER, MAUI

### INTRODUCTIONS

Dr. Clyde Sakamoto, Chancellor  
UNIVERSITY OF HAWAII MAUI COLLEGE

### SPEAKER

Ms. Pamela Tumpap, President  
MAUI CHAMBER OF COMMERCE

## GRADUATION CANDIDATES' ADDRESSES

Kailana Flores, Bachelor of Science, Nursing  
Kristan Walsh, Bachelor of Arts, Business Administration  
Lehua Gardanier, Bachelor of Education, Elementary Education  
Zhorein Galicinao, Master of Education, Special Education  
Elizabeth Knight, Master of Library & Information Science

## SYMBOLIC CONFERRING OF DEGREES

### CLOSING

### RECESSIONAL

## STUDENTS HONORED

### BACHELOR OF ARTS, PSYCHOLOGY (HILO)

Shayanne Pinheiro  
Patsy Pitts  
Gina Rumbaoa

### BACHELOR OF SCIENCE, NURSING (HILO)

Kailana Coreen Flores  
Jaime-Lynn Kaneshiro  
Luisa Ogawa  
Kerith Pocock

### BACHELOR OF ARTS, BUSINESS ADMINISTRATION (WEST O'AHU)

•Juan Li Marisa Taketa  
Jaime Lynn Ku'uleialoha Shyleen Inouye  
Lynch James Marinaro  
•Clarissa Massarra Santos Tabitha Pupuhi  
•Kristan M. Walsh

### BACHELOR OF ARTS, PUBLIC ADMINISTRATION (WEST O'AHU)

•Kai Y. Sarmiento

### BACHELOR OF ARTS, SOCIAL SCIENCES (WEST O'AHU)

Sanya D. Fujiwara (Carol-Ann) Malia Ota  
•Suzzana Goodwin Filiga Piliati  
Peter Kaina Kelli-Ann K. Sato  
•Tiffany Kesaji-Murakami Kawaiula Kamaile  
•Debra Mapel Janelle N. Torricer  
Michelle Mendes Teresa Marie-Gannon Shurilla

\*Cumulative grade point average of 3.5 or higher as of Fall 2010  
•Beta Gamma Sigma – National Business Honor Society  
•Beta Phi Mu – International Library & Information Studies Honor Society  
•Mu Kappa Tau – National Marketing Honor Society  
•Phi Alpha Nu Sigma – Social Work Honor Society  
•Phi Theta Kappa International Honor Society, UHMC Phi Sigma Chapter  
•Pi Lambda Theta – National Education Honor Society

## STUDENTS HONORED

### BACHELOR OF ARTS, INTERDISCIPLINARY STUDIES (MĀNOA)

Kainoa A.Y. Correa •Summer Mance  
•Maile Davis •Marceline Olson  
Josephine D. Del Castillo •Sari L. Shore  
Mary Jane Garcia •Ronald Smith

### BACHELOR OF EDUCATION, ELEMENTARY (MĀNOA)

•Yvette A. Broyles Jasmyn Ke'ala Kaiwi  
•Leilani K. Ellis Kaleka M. Kukahiko  
Lehua Gardanier •Kathleen Layaoen  
•Jaydon Isobe •Ashley (Kaliko) Lewis  
•Melody Zeitler

### POST-BACCALAUREATE CERTIFICATE, SECONDARY EDUCATION (MĀNOA)

•Jessica Rachel Virginia •Lia M. Krieg  
Bloomfield •Timothy Lloyd  
•Paul M. DeLauretis •Megan Terry  
•Krystle Dunn •Jason Ward  
•Jaylon Hansen •Maki Wims

### POST-BACCALAUREATE CERTIFICATE, SPECIAL EDUCATION (MĀNOA)

•Benjamin E. Callahan •Diosa Hussey  
•Amber Stluka

### CERTIFICATE IN DISASTER PREPAREDNESS & EMERGENCY MANAGEMENT (WEST O'AHU)

•Keanukapulani Kikuchi

### CERTIFICATE IN SUBSTANCE ABUSE & ADDICTION STUDIES (WEST O'AHU)

Kelli-Ann K. Sato

\*Cumulative grade point average of 3.5 or higher as of Fall 2010  
•Beta Gamma Sigma – National Business Honor Society  
•Beta Phi Mu – International Library & Information Studies Honor Society  
•Mu Kappa Tau – National Marketing Honor Society  
•Phi Alpha Nu Sigma – Social Work Honor Society  
•Phi Theta Kappa International Honor Society, UHMC Phi Sigma Chapter  
•Pi Lambda Theta – National Education Honor Society

## COMMENCEMENT PHOTOS

Graduation Candidates



Graduation Candidates



Graduation Candidates



After Ceremony Congratulations





# APPENDIX B

## Other Supporting Documents

# UH Center Contacts Report

		Student Contacts AY 2010-2011									
AY 2010-2011		YTD	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
<b>UHMC</b>		<b>136</b>	<b>3</b>	<b>2</b>	<b>12</b>	<b>27</b>	<b>9</b>	<b>8</b>	<b>42</b>	<b>11</b>	<b>6</b>
<b>UHH</b>		<b>191</b>	<b>5</b>	<b>43</b>	<b>42</b>	<b>8</b>	<b>16</b>	<b>11</b>	<b>15</b>	<b>9</b>	<b>20</b>
Bachelor's		<b>180</b>	<b>5</b>	<b>41</b>	<b>39</b>	<b>7</b>	<b>16</b>	<b>11</b>	<b>15</b>	<b>7</b>	<b>18</b>
	Psychology	<b>82</b>	<b>3</b>	<b>6</b>	<b>14</b>	<b>1</b>	<b>11</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>12</b>
	Nursing	<b>98</b>	<b>2</b>	<b>35</b>	<b>25</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>8</b>	<b>1</b>	<b>6</b>
Master's		<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>
	Indig Language	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>
Certificates		<b>5</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	DL-STEPS	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Kahuawaiola	<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>UHWO</b>		<b>401</b>	<b>44</b>	<b>61</b>	<b>45</b>	<b>14</b>	<b>34</b>	<b>18</b>	<b>31</b>	<b>36</b>	<b>51</b>
Bachelor's		<b>384</b>	<b>44</b>	<b>54</b>	<b>45</b>	<b>14</b>	<b>30</b>	<b>18</b>	<b>31</b>	<b>33</b>	<b>49</b>
	Bus Admin	<b>100</b>	<b>6</b>	<b>15</b>	<b>14</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>11</b>	<b>13</b>	<b>13</b>
	Accounting	<b>62</b>	<b>6</b>	<b>15</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>8</b>	<b>3</b>	<b>8</b>
	Marketing	<b>12</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
	Pub Ad, General	<b>11</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Pub Ad, Health	<b>47</b>	<b>1</b>	<b>4</b>	<b>11</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>12</b>
	Pub Ad, Justice	<b>20</b>	<b>7</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Pub Ad, Dis Prep	<b>40</b>	<b>14</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>4</b>
	Soc Sci, Applied	<b>50</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>7</b>	<b>4</b>	<b>9</b>	<b>3</b>	<b>8</b>
	Soc Sci, Early Child	<b>25</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>2</b>
	Soc Sci, Political	<b>17</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>
Certificates		<b>17</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>2</b>
	Disaster Prep	<b>6</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
	Health Care Admin	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Substance Abuse	<b>11</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>
<b>UH MANOA</b>		<b>1794</b>	<b>90</b>	<b>172</b>	<b>165</b>	<b>127</b>	<b>135</b>	<b>73</b>	<b>142</b>	<b>134</b>	<b>186</b>
Bachelor's		<b>942</b>	<b>49</b>	<b>63</b>	<b>86</b>	<b>65</b>	<b>82</b>	<b>31</b>	<b>79</b>	<b>90</b>	<b>118</b>
	Elementary Educ	<b>766</b>	<b>34</b>	<b>50</b>	<b>60</b>	<b>53</b>	<b>75</b>	<b>25</b>	<b>79</b>	<b>66</b>	<b>92</b>
	Interdisc Studies	<b>176</b>	<b>15</b>	<b>13</b>	<b>26</b>	<b>12</b>	<b>7</b>	<b>6</b>	<b>0</b>	<b>24</b>	<b>26</b>
Master's		<b>157</b>	<b>12</b>	<b>13</b>	<b>26</b>	<b>12</b>	<b>13</b>	<b>11</b>	<b>13</b>	<b>10</b>	<b>12</b>
	Accounting	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>
	Bus Admin	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>3</b>
	Rehab Counseling	<b>5</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Curriculum Studies	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Ed Admin	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>
	Ed Tech	<b>24</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>0</b>
	Special Education	<b>28</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>
	Human Res Mgmt	<b>14</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>6</b>
	Lib/Info Sci	<b>6</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
	Info & Comp Sci	<b>6</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
	Nursing	<b>12</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>2</b>
	Social Work	<b>44</b>	<b>7</b>	<b>5</b>	<b>16</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>
Certificates		<b>695</b>	<b>29</b>	<b>96</b>	<b>53</b>	<b>50</b>	<b>40</b>	<b>31</b>	<b>50</b>	<b>34</b>	<b>56</b>
	Post-Bacc, Secondary	<b>388</b>	<b>18</b>	<b>60</b>	<b>36</b>	<b>35</b>	<b>22</b>	<b>21</b>	<b>26</b>	<b>17</b>	<b>33</b>
	Post-Bacc, Special Ed	<b>305</b>	<b>11</b>	<b>36</b>	<b>17</b>	<b>15</b>	<b>18</b>	<b>10</b>	<b>24</b>	<b>16</b>	<b>23</b>
	Telecom/Info Res Mgmt	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Travel Industry Mgmt	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>OTHER</b>		<b>131</b>	<b>5</b>	<b>9</b>	<b>15</b>	<b>14</b>	<b>14</b>	<b>6</b>	<b>29</b>	<b>16</b>	<b>8</b>
<b>TOTAL</b>		<b>2653</b>	<b>147</b>	<b>287</b>	<b>279</b>	<b>190</b>	<b>208</b>	<b>116</b>	<b>259</b>	<b>206</b>	<b>271</b>


## UH Center Maui News Ads


(16 week Ad Series in *The Maui News* and *The Maui Scene* – two example ads follow)

*A Higher Education Is Closer Than You Think*

Find us on Facebook!  
[www.facebook.com/uhcentermaui](http://www.facebook.com/uhcentermaui)

- Four-year and graduate degrees
- Expand career and job options



 **UNIVERSITY CENTER, MAUI**  
A UNIVERSITY of HAWAII\* EDUCATION CENTER

Kahului (808) 984-3525 • Kihei (808) 875-5979 • [uctrmaui.hawaii.edu](http://uctrmaui.hawaii.edu)

*Degree Preparation Workshop*

**UH Hilo and UH West O'ahu  
Distance Learning Programs**

September 15, 2011, 6:00 p.m.  
Laulima Room 107  
(UH Maui College Campus)

Bachelor's in Accounting, Disaster Preparedness, Early Childhood, Health Care Administration, Marketing, Nursing, Psychology

Find us on Facebook!  
[www.facebook.com/uhcentermaui](http://www.facebook.com/uhcentermaui)



 **UNIVERSITY CENTER, MAUI**  
A UNIVERSITY of HAWAII\* EDUCATION CENTER

Kahului (808) 984-3525 • Kihei (808) 875-5979 • [uctrmaui.hawaii.edu](http://uctrmaui.hawaii.edu)

## (Breakdown of 5-Year Graduate Satisfaction Survey Respondent Demographics)

2007-2011 Graduate Survey Breakdown						
Sorted by Year						
Year	Degree	Campus	Last	First	ID	ct
2007 Total						14
2008 Total						24
2009 Total						24
2010 Total						17
2011 Total						21
						100
Sorted by Degree						
Year	Degree	Campus	Last	First	ID	ct
	BABA-BUS Total					11
	BAIS-ORGS Total					12
	BA-PSY Total					3
	BASS-APP Total					16
	BEd-EL Total					16
	BEd-SECOND Total					1
	BS-NURS Total					1
	CERT-SUBSTANCE Total					1
	MEd-CURR Total					4
	MEd-SPED Total					4
	MEd-TECH Total					9
	MHRM Total					3
	MLISC Total					1
	MS-ICS Total					1
	MS-NIMBA Total					5
	MSW Total					3
	PBCert-SECOND Total					7
	PBCert-SPED Total					2
						100
Sorted by Campus						
Year	Degree	Campus	Last	First	ID	ct
		UHH Total				6
		UHM Total				66
		UHWO Total				28
						100

**1. Why did you decide to return to college and earn a degree? Please select one answer from the following choices:**

I needed the degree to keep my job	1	1%
I needed the degree to get a job	17	22%
I needed the degree for a job promotion	8	10%
I wanted to earn a degree for personal reasons	36	46%
Other, please specify	17	22%
<b>Total</b>	<b>79</b>	<b>100%</b>

**2. Why was the outreach and distance learning degree format important to you? Please select one answer from the following choices:**

I have a job and could not leave the island to go to school elsewhere	32	41%
I have a family and could not leave the island to go to school elsewhere	30	38%
I could not afford to go to school elsewhere	11	14%
The convenience of outreach and distance learning programs was important to me	29	37%
Other, please specify	9	11%

Data for this question will be corrected due to error in allowing respondent multiple choices rather than one choice.

**3. How did the degree you earned via outreach and distance learning make a difference in your life? Please select one from the following choices:**

I was able to keep my job	3	4%
I was promoted	12	15%
I got a new job	27	34%
The degree made no difference for me	11	14%
Other, please specify:	26	33%
<b>Total</b>	<b>79</b>	<b>100%</b>

**4. On a scale of 1 through 6, with 1 being the poorest score and 6 being the highest score, how would you rate the quality of the degree program you completed?**

6	30	38%
5	35	44%
4	10	13%
3	3	4%
2	0	0%
1	1	1%
<b>Total</b>	79	100%

**5. How satisfied were you with the local on-island support services you received from the University Center or local Education Center? These support services include counseling and advising, videoconferencing and proctoring services, library services and the local commencement ceremony.**

Very satisfied	39	49%
Satisfied	28	35%
Dissatisfied	1	1%
Very dissatisfied	1	1%
Other, please specify	10	13%
<b>Total</b>	79	100%