

UHMC THE LEARNING CENTER 2009-2010

I. ACADEMIC SUPPORT SYSTEMWIDE MEASURES

Tutoring Data

A. Demand

1. Campus Enrollment (FTE): 2421 (fall 2009) and 2351 (spring 2010)
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	12:00-6:00 p.m.

Each semester TLC coordinates its hours of operation with the KaLama Computer Center and the UHMC Library.

B. Efficiency

3. The Learning Center Staff:

Debbie Hasegawa Winkler, Academic Support, APT (Band B), 30 years, B.Ed., TLC Assistant Director and Testing Coordinator

Melissa Yoshioka, Instructional and Student Support, APT (Band A), 4½ 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 (13 hrs/wk), 3 years, M.Ed, provides professional tutoring and assists in the coordination of TLC tutorial, study skills, and testing services

Jackie Perry, APT (Band A) part-time casual (7 hrs/wk), 14 years, MSW, provides professional tutoring on Saturdays

Peer Tutors, (11) English, math, accounting, biology, economics, history, Japanese, microbiology, physics, Spanish, study skills and other content areas

4. Tutor paid hours: 2225 hours (general and Perkins funds)
5. Number of students tutored (unduplicated): 449 (fall 2009) and 549 (spring 2010)
6. Tutor contact hours: 1984
7. Usage—tutor contact hours/tutor paid hours: 89%
8. Tutoring budget: \$24,030 (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 449 students tutored in fall 2009, 84.2% passed their classes with a “C or better” compared to 73.6% of the UHMC general campus population. Of the 549 students tutored in spring 2010, 83.4% passed their classes with a “C or better,” compared to 70.5% of the UHMC general campus population.

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

Of the 449 students tutored in fall 2009, 80% reenrolled in spring 2010 compared to 74.3% of the UHMC general campus population. Of the 549 students tutored in spring 2010, 70% reenrolled in fall 2010 compared to 63.3% of the UHMC general campus population.

Testing Data

A. Demand

1. Campus Enrollment (FTE): 2421 (fall 2009) and 2351 (spring 2010)

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	12:00-6:00 p.m.

Each semester TLC coordinates its hours of operation with the KaLama Computer Center and the UHMC Library.

3. The Learning Center Staff:

Debbie Hasegawa Winkler, Academic Support, APT (Band B), 30 years, B.Ed., TLC Assistant Director and Testing Coordinator

Melissa Yoshioka, Instructional and Student Support, APT (Band A), 4 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 (13hrs/wk), 3 years, M.Ed, provides professional tutoring and assists in the coordination of TLC tutorial, study skills, and testing services

Jackie Perry, APT (Band A) part-time casual (7 hrs/wk), 14 years, MSW, provides professional tutoring on Saturdays

4. Student help hours per week: 60 hrs/wk (receptionists/test monitors)
5. Number of placement tests administered per year:
8843 COMPASS subtests in reading, writing, and math; 4 UHWO statistics tests; 6 placement tests for other colleges
6. Number of Distance Learning tests administered per year: 1,683

7. Number of local campus tests proctored per year: 2,021
8. Testing seats per student (number of testing desks in the testing center divided by #1): $32/2421=.013$ (fall 2009) and $32/2351=.014$ (spring 2010)
9. Testing Budget/College Budget (include personnel, equipment, and supplies): \$42,300

B. Outcomes

10. Satisfaction Measurements:

The Learning Center Evaluation – Fall 2009 – Spring 2010

	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.	65%	19%	10%	3%	2%	1%
2. The Learning Center's hours of operation were convenient for me.	54%	21%	15%	7%	2%	1%
3. The computer equipment in The Learning Center was useful.	69%	19%	7%	2%	1%	2%
4. The staff was helpful.	69%	20%	10%	1%	0%	0%
5. COMPASS placement testing services were satisfactory.	53%	21%	8%	1%	0%	17%
6. Distance Learning and make-up testing services were satisfactory.	36%	20%	5%	1%	0%	38%
7. The Online Writing Lab was a useful resource.	39%	12%	7%	1%	0%	41%
8. Overall, I am satisfied with my experience in The Learning Center.	65%	23%	8%	1%	1%	2%
9. I would use TLC again.	84%	13%	2%	0%	0%	1%

TLC has reached all of its goals for the 2009-10 academic 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