**Part II: Analysis of Program**

***Testing***

The Learning Center (TLC) offered a range of testing services including college placement, proctored exams for UHMC students (distance learning, make up, and disability accommodated exams), proctored exams for non UHMC students, community proctoring, and administration of state and national certification exams. TLC staff collaborated with disability services and other student development and instructional areas including counseling/advising, admissions, grant programs, and instructional departments in support of the various student assessment needs across the campus. Throughout the year, TLC strived to maintain high quality testing services and standards. Exam records were stored in secured file cabinets accessible only by TLC personnel.

TLC proctored 9,133 tests during the 2014-2015 school-year. This number is down slightly from the previous three years, and reflects the enrollment decreases the College has seen during the past three years.

As indicated in the above chart, The Learning Center realized growth in UH Distance Learning and Community Proctoring. Distance Learning increased from 1908 to 2076 and Community Proctoring increased from 915 to 1291. During 2014-2015, TLC continued to provide proctoring services for ATI (Nurse Education), Automotive Service Excellence (ASE), and Pearson Vue, and became a testing facility for Praxis, Castle Worldwide, and Ergometrics.

TLC was open for testing 6 days a week. For most of the 2014-2015, the center had two 1.0 FTE staff positions (one funded through grant money), a .5 FTE Director position, and student assistants. The testing center is within TLC which provides tutoring and other learning support services. TLC staff including student assistants shared duties for maintaining learning support and testing. In fall 2014, the testing center increased seating capacity from 16 to 40 for students taking online computer based exams, and from 10 to 12 seats for students taking paper and pencil exams. TLC uses money collected from community proctoring to purchase new computers for its testing center. TLC also purchased and installed a camera system in its testing center to increase test security. Aside from community proctoring, all testing was provided on a walk in basis. Overall data from TLC satisfaction survey indicated that 100% of respondents felt the testing services were very good or excellent.

***Learning Center***

*Tutoring*

The Learning Center (TLC) provided technological resources, tutoring, learning strategy workshops, supplemental instruction, and a study area for UHMC students. In 2014-2015, 2,305 students (unduplicated) utilized the services in the TLC which was open 6 days a week.

Since the incarnation of TLC, the peer tutoring program

has been one of the primary functions; although, TLC is

not the only program on campus that provides tutoring.

Within the budget, TLC tried to offer tutoring for every

subject area requested. To become a peer tutor, a

student must have gotten a faculty referral, received

an A or B grade in the subject, and participated in pre

tutor training and weekly in-service training sessions.

Tutoring sessions were 30 minutes in length and

required an appointment. TLC tutors provided

994 tutorial sessions during the 2014-2015 school-year.

In addition to providing face to face tutoring,

the College also provided access to online tutoring

services through Brainfuse. Online tutoring, has become a crucial part of TLC services by providing support for distance learners as well as those who cannot come to TLC during its hours of operation. Additionally, it helps us to provide tutoring for some courses that we have struggled to find peer tutors for in the past. Brainfuse provided 2763 tutorial sessions during the 2014-2015 school-year.

Lastly, TLC is partnering with the developmental math and English faculty to provide tutoring within the classroom; this has helped us to provide crucial support to basic skills students who have been difficult to reach in the past. In 2014-2015 school-year, 1371 students received tutoring through in-class tutoring.

On a recent TLC survey, 96% of respondents perceived that tutoring helped to improve their grade, and 95% of respondents felt online tutoring was helpful. On the 2014 CCSSE, 73% of respondents indicated that tutoring was an important service that the College provides. 39% indicated that they frequently used tutoring services, and 51.5% indicated they were satisfied with the tutoring services. 30.2% indicated that they rarely or never used tutoring which suggests the TLC needs to continue to focus on marketing learning support services and integrating learning support into courses, but that number decreased from 47% on the 2012 CCSSE which indicates improvement.

*Orientation and Learning Strategy Workshops*

It is important to introduce TLC to as many students as possible. To this end, TLC staff provide20 minute orientations to classes including developmental English, Culinary, ENG 100, Psychology and Social Sciences. TLC also sent a short online orientation video describing our services directly to UHMC students through MySuccess (Starfish).

The TLC also offered Learning Strategy Workshops including note taking, effective study strategies, test taking, time management, staying motivated, an stop procrastinating. TLC faculty and staff provided these workshops in the TLC and in classes upon request from an instructor. Workshops delivered in class are tailored to meet the needs of the students and discipline, for example, test taking for automotive students or study methods for a psychology class.

Based on workshop evaluations, 95% or more of respondents indicated that very useful strategies were introduced in the workshops and that they were very likely to use the strategies in their courses.

TLC recognizes that many students cannot come to the TLC for workshops due to their busy schedules during the 2014-2015 school-year, TLC faculty and staff designed some online study skill workshops that are available anytime from anyplace. The workshops are accessible online at <http://maui.hawaii.edu/tlc/learning-resources>

TLC also provided face to face grammar workshops during the 2014-2015 school-year. 100% of attendees reported that the workshops contained useful information and were likely to use the information and tips from the workshop.

TLC provides access to online self-paced, self-directed courses (EdReady Math, LASSI Modules, MyFoundations Lab) for students to brush-up on their reading, writing, grammar, math and study skills. These interactive courses provide individualized instruction and practice activities based on an initial diagnostic test. During the 2014-2015 school-year, 108 students signed up and completed the initial diagnostic. Of these, 62 or 57% completed their individualized program, and improved their post assessment scores.

*Computer Lab and Study Area*

During the 2014-2015 school-year, the TLC’s computer lab had 20 computers (both Mac and PCs). Students also had access to laptops (35) that can be used within TLC. TLC also provides access to a scanner, printer, and copier. The TLC staff provided impromptu tutoring sessions on basic computer usage, Laulima, and STAR since many students were using computers, the UH course management and academic planning systems for the first time. TLC works with the IT department to ensure the computer software is up to date and relevant to the courses taught during the fall and spring semesters. TLC also uses the money collected from community proctoring to upgrade computers and purchase supplemental study materials and programs.

In the past year, the TLC provided an inviting place to study both individually and in small groups. Many faculty had textbooks and other resources on reserve at the TLC for students to access. The TLC also provided a quiet room that students could reserve so they could test or study in a distraction free environment. Overall, the TLC’s staff and student assistants were and are its greatest strength. They worked hard to create a friendly and welcoming place where students felt comfortable using the resources and seeking help.

2014 CCSSE data indicated that 55.8% of respondents were utilizing the TLC lab or other skills labs on campus, and 81.2% indicated that the skill labs on campus were important for their education.

**Part III Action Plan**

***Testing***

TLC continues to focus on the quality of test administration as it follows post-secondary testing center standards and guidelines. The following action plan articulates how the TLC testing center plans to move forward over the next year.

|  |  |  |
| --- | --- | --- |
| **Activity** | **Person(s) Responsible** | **Timeframe** |
| Hire 1.0 FTE Placement Specialist to process multiple measures placement system. | Director TLC | Completed August 2016 |
| Modify testing center hours to maintain test security while accommodating UHMC students | Testing Coordinator and TLC Director | Completed by August 2015 |
| Increase number of industry certification tests proctored by 2 | Testing Coordinator and TLC Director | Completed by May 2016 |
| Explore purchasing/using a lockdown browser option to help prevent cheating. | Testing Coordinator and TLC Director | Completed by May 2016 |
| Continue to Implement National College Testing Association Standards and Guidelines for Post -Secondary test centers | Testing Coordinator and TLC Director | Ongoing |

***The Learning Center***

The TLC offers tutoring, learning strategy workshops, computers, printing, and study area access 6 days a week. Increasing usage of the TLCs resources including tutoring remains the primary focus, as well as, providing professional development for staff, so they can keep abreast of effective practices and changing pedagogy. The following action plan articulates how the TLC plans to move forward.

|  |  |  |
| --- | --- | --- |
| **Activity** | **Person(s) Responsible** | **Timeframe** |
| Develop stronger partnerships with instructional and student services faculty to integrate TLC services into course requirements and early alert systems. | TLC Director | Ongoing |
| Implement a tutor certification program that identifies standards and benchmarks for tutoring programs. | Tutoring/Technology Coordinator and TLC Director | Curriculum developed by May 2016 |
| Continue to expand Online Learning Strategy Workshop offerings. | TLC Director and Tutoring/Technology Coordinator | Ongoing |
| Increase number of students utilizing TLC resources | TLC Director | Ongoing |
| Continue to offer face to face, in class and online tutoring options for UHMC students | Tutoring/Technology Coordinator and TLC Director | Ongoing |

***Professional Development***

As part of the College’s overall vision for addressing professional development for the faculty and staff, The Learning Center is becoming the Teaching and Learning Center. As part of this redesign TLC will be tasked with providing professional development opportunities for all campus employees. A 1.0 FTE faculty position is being moved to TLC to coordinate this component, and a college wide advisory board has been established to design a comprehensive professional development plan.

|  |  |  |
| --- | --- | --- |
| **Activity** | **Person(s) Responsible** | **Timeframe** |
| Develop and begin to implement comprehensive professional development plan. | PD Coordinator | May 2016 |

**Part IV: Resource Implications**

***Testing***

The TLC’s testing center’s usage is increasing, and as such, continued funding for trained proctors and test security is imperative. TLC also needs monies to replace old computers and upgrade software so we are compatible with UHMC courses. Additionally, the College is adopting a new multiple measures placement system which require collection, verification and inputting of measures into Banner to ensure efficient registration for first time students.

***The Learning Center***

TLC provides necessary resources and learning support for UHMC students. As previously discussed, TLC provides tutoring (at TLC, in-class, and online), learning strategy workshops, computers, and study areas. TLC is also requesting funds to pay for online tutoring which costs about $35,000 per year. Online tutoring is currently not budgeted, but more UHMC students use online tutoring than other method of tutoring.

***Professional Development***

This new component of TLC will provide professional development opportunities for all faculty and staff. TLC is requesting $45,000 to cover supplies, student help, and travel for system professional development meetings, and stipends for lecturers to attend trainings.

*New Budgetary Items (not currently in TLC budget)*

|  |  |
| --- | --- |
| **Item** | **Cost** |
| Online Tutoring | $40,000 |
| Professional Development | $40,000 |
| Enhanced tutoring/ peer led study groups for dev ed and 100 level math and Eng courses and specialized ESL tutors | $70,00 (added to base) |