**University of Hawaii Maui College – Hana Education Center**

Annual Instructional Program Review, AY 2015-2016

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**Introduction**

*The UHMC Hana Education Center is a satellite campus of University of Hawaii Maui College (UHMC) and offers distance Ed Classes for the residents of East Maui since 1987, population approximately 1,300 (2010 census). It is conveniently located in the heart of town and occupies two classrooms in the Hana Community Center aka the Old Hana School building. Classes are produced via the University of Hawaii HITS (two way closed circuit TV) system, cable television, the internet, and “live” onsite. By utilizing the technologically advanced HITS system, students are able to participate in courses taught throughout the UH system, including those leading to advanced degrees.*

**1. Quantitative Indicators** - Table 1 – Summative Data

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| --- | --- | --- | --- | --- | --- | --- |
| **Demand Indicators** | **AY11-12** | **AY 12-13** | **AY 13-14** | **AY14-15** | **AY15-16** | **AY16-17** |
| *Unduplicated Student Enrollment*  *Fall*  *Spring* | 38  28 | 30  12 | 21  25 | 23  7 | 26  20 | 22  37 |
| *Full-time equivalent (FTE) Enrollment*  *Fall*  *Spring* | 13.5  7.5 | 10.5  3.75 | 6.2  8.5 | 4.5  1.5 | 4  3 | 1  1 |
| *Student Semester Hours (SSH)*  *Fall*  *Spring* | 162  90 | 126  45 | 74  102 | 54  18 |  | 62  116 |
| *Total Number of Classes Taught – Live*  *Fall*  *Spring* | 1  1 | 1  0 | 2  3 | 3  0 | 1 | 2  4 |
| *Total Number of Classes Taught – Distance*  *Fall*  *Spring* | 14  11 | 11  7 | 10  12 | 12  4 | 5  6 | 4  5 |
| *Percent Native Hawaiian Students*  *Fall*  *Spring* | 87%  75% | 47%  58% | 57%  56% | 60%  57% | 85%  85% | 87%  89% |

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| **Efficiency Indicators** | **AY11-12** | **AY 12-13** | **AY 13-14** | **AY14-15** | **AY15-16** | **AY16-17** |
| *Average Class Size – Distance classes*  *Fall*  *Spring* | *2.7*  *2.5* | *3.5*  *2.8* | *2.3*  *3.9* | *1.9*  *1.7* |  | *2.0*  *2.2* |
| *Faculty Student Ratio*  *Fall*  *Spring* | *1:19*  *1:16* | *1:12*  *0:0* | *1:8*  *2:11* | *2:15*  *0:0* | *2:44*  *2:10* | *2:22*  *2:37* |

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| --- | --- | --- | --- | --- | --- | --- |
| **Effectiveness Indicators** | **AY11-12** | **AY 12-13** | **AY 13-14** | **AY14-15** | **AY15-16** | **AY16-17** |
| *Successful Completion*  *(C or Higher)*  *Fall*  *Spring* | *34*  *16* | *22*  *7* | *19*  *21* | *14*  *5* | *12*  *10* | *20*  *35* |
| *Persistence (Fall to Spring)* | *24* | *16\** | *15\** | *5\** | *12\** |  |
| *Undup Associated Degrees Awarded* | *2* | *3* | *4* | *0* | *1* | *2* |
| *Undup Certificates Awarded* | *2* | *1* | *1* | *0* | *0* | *0* |
| *Undup Master Degrees Awarded* | *0* | *1* | *1* | *0* | *0* | *0* |

*\*included in this total is the number of students who transferred to UHWO, UHM, UHH and KCC*

II. Analysis

1. Which PLO is being assessed? How is it being assessed (which course(s) is being used to assess the PLO)?

The UH Maui College Outreach sites at Hana, Lahaina, and on Molokai and Lanai have agreed on the following common Program Learning Outcome (PLO):

***Outreach centers will strive to duplicate the quality educational experience provided at the main UH Maui College campus so the students in our communities will receive the instruction and support they need to be successful in college.***

The PLO will be assessed through a set of program goals listed aligned with the UHMC Strategic Plan in

Table 2 – Formative Student Learning Outcomes and Program Goals

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Student Learning Outcomes (SLO) and/or Program Goals | Examples of  Achievement Indicators within each SLO | Mapping SLO to  Activity, Course, Project, or other Initiative | Assessment Tool and  Methods of Utilization | Analyzing Results | Plan and  Implementation |
| Program Goal: Achieve a shared institutional culture that makes student learning and success the responsibility of all    SLO (1): Increase awareness of UHMC services to Hana Ed Students  SLO(2): Application and Registration process to be seamless | >Maintain open communication between student and UHMC  >Serve as liaison and advocate between UH Maui College (UHMC) and students and Hana Community    >Use various methods of advertisement of UHMC information via Newspaper, Facebook & Signs,  >As a liaison of UHMC,  \* Student Services department, fosters efficient processing of UHMC application and assist with other services such as \*Financial Aid,  \* EOC,  \* Health Center  \*Academic Advising,  \*Placement Tests  >Provide direction of post application processes  \*Username  \*UH Systems  \*Star Registration  \*Tuition Payments | >Initiate and maintain the connection between STUDENT and UHMC DEPTS. reps. to assist with requirements in enrollment process  >The continued posting of changes in the scheduled time of Hana Ed Center and other Maui College events, deadlines and student services.  >Maintain rapport with departments, in order to expedite forms and required documents till completion  >Process application upon receipt and assist student  >Schedule minimum 2x /yr. Academic Advisor visits to Hana Ed Center for current students and community  >Assist with tuition payment as needed | >View Data from Ed Center Sign in Sheet for services received.  >Use Date sheet to ID the dept. in student services used.  >Survey of how student find out about UHMC Hana Ed Center events.    >UHMC Applications Process Survey  from Students on their experience and what kind of assistance needed with :  1) Application process  *1a) Getting Username*  2)Academic  Advising  3)Financial Aid  4)Placement Exam  5)Using of MYUH | >Created a spread sheet of the data from Ed Center Sign in Sheet to determine  1) # of students  2) service provided  3)Workshop or Fairs of Personnel from Maui College main Campus  a)Scholarships  b)FAFSA  c)Academic Counseling  d)College Fairs  >Achieve goal of processing applications upon receipt  >Decifer the data of survey to either provide more college services and or information on the needed services.  >Advocate for opportunities that allow the distant learning students to have same student services at the Main campus | >Increase visit bUHMC departments into HEC at least 2 per semester, to provide more face-to-face meetings to provide accessibility for distant learning students  >Continue the clear and updated information to the student population through various media  >Continue to process UHMC applications process promptly  >Continue to serve as liaison between HEC and UHMC student services by advocating for student service fairs or workshop at least 2x/ yr  >Continue to provide assistance and information to navigate the MyUH services |
| Program Goals:  Provide Testing and Proctoring Services  SLO: Placement in ENG & MATH sections and able to complete exams and quizzes in a proctored environment | >Provide the service of an official UHMC Test Proctoring site for UHMC classes and the UH system  >Constant contact with DL instructors to ensure procedures of proctor test till disposal  >Administer accuplacer placement tests for Math and English courses for the incoming students from Hana High School and community    >Advocate the use of Accuplacer Study Guide  >Assist with providing payment transactions | >Offer test proctoring for all UHMC HEC and UH students to include DL, Internet and Cable classes originating at other campuses  >Proctor as it states on proctor sheet  >Encourage early placement testing for new students  >Offer study guides and resources for placement exam  to ensure student success    >The ability to collect money for placements  transaction | >Maintain a Log of students that took a proctored test administered  >Maintain log of instructors procedures of test till disposal  >Log students that excepted placements study guide  >Track test results by semester to look at data to improve students score by encouraging  \*Practice Tests  >Observe the transactions made with in the current receipt book | > Advocated for students success by providing an Testing Service for UH systems for the rural community of Hana.  >Maintain a seamless liaisons to initiate services for UH system to proctor tests from instructor to student.  >Support ongoing communication with Hana High School counselor for early placement  >Study guide success has been beneficial to students end result  >Maintain receipt book for payment  transaction | >Continue to post placement testing schedule on community bulletin boards  >Continue the service of proctoring Test for for all UHMC HEC and UH students to include DL, Internet and Cable classes originating at other campuses  >Continue partnerships with Hana HS student the accuplacer placement tests  > Cont. to advocate Study guides for both Math and Eng.  >Maintain the ability to collect payments for placement test |
| Program Goal: To increase the number of certificates and degrees awarded  SLO: Build personal confidence, intellectual growth and workforce capacity | >Provide Academic Advising early for student to understand Academic Plan  and prevent unnecessary classes  >Provide students with important information so student become familiar and capable to navigate the UH services independently  > Advocate for use of STAR GPS to keep students updated on Academic Plan.    >Provide tutoring opportunities for DL students | >Advocate for classes that will provide short term certificate opportunities  >STAR GPS Tracking  >Added academic advising opportunities and avenues  >  >Encourage Peer tutoring on a face to face between DL students and Maui College main campus students. | >Track graduation applications with assistance of Academic Advisor  > Track students progress of persistence from one semester to the next.  >Track students with potential to be peer tutors | >In 2015-2016 there were 1 total certificates and degrees awarded to HEC students, HEC have doubled their goal of 2 per AY    >The opportunities as student supports is great in HEC | >Certificates and degrees will be maintained at equal to or greater than 2 per AY  >Create COHORTS  groups  >Request (1) Academic Advisor position for HEC  > |
| Program Goal: Support county and state (and local) economy, workforce development and improved access to lifetime education for all by building partnerships within the UH system and with public and private educational, government, business (and nonprofit) institutions  SLO: Strengthen the socio-economic status of East Maui resident through education, degree programs, OCET and also employment opportunities | >Build and sustain partnerships that will benefit students, and provide training opportunities for employees and community in general by creating and maintaining rapport with UH systems, businesses, churches, clubs, etc.  >Socio-Economically status of the community shall improve through education and degree programs available for community which in turns strengthens the businesses and organizations that these students work for. | >HEC is a member of the Hana Community Partners. This is an organization loosely comprised of East Maui non-profits, businesses and individuals, dedicated to improving circumstances in Hana  >Collaborative efforts with organizations and or businesses that provide tuition waivers to employees and or need for trained employees  >E | >Track ‘drop-in’ visits per semester  >Track employer educational needs, and how UHMC-HEC can help to enhance employment opportunities | >Contacted HR Director at Travaasa Hotel (largest employer in Hana), “What can UHMC do for their company to enhance employees skill levels | >It is difficult with only (1) FT Coordinator, to leave the HEC and visit businesses:  >Request additional PT or FT assistant  >Continue to reach out to community sectors via post signs,telephone, email, and fax to evaluate |
| Program Goal: To be actively involved in UHMC Kahului, UH System  SLO: Benefactor of updated UHMC HEC services | >Insure that the HEC is aware of current vision, trends and programs of UH Maui College  >Provide the HEC students opportunities to get involved in UHMC events that will benefit students academic or extracurricular involvement.  >Insure that the HEC is connected with UH system in appropriate ways to keep system updated | >Participate in Department Chairs meetings, Academic Senate, Convocations, etc.  >Serve on committees when invited  >Participate in ITV, UH/EC and other system-wide groups.  Familiarity with rules & regulations and faculty training | >Track meeting attendance  >Post different UHMC contest and workshops that HEC students participate in.  >Participated in 3 or more events for faculty and staff gathering at UHMC.  >Survey of the participation of Workshop or fair at UHMC that staff or faculty attended. | >Staff attends Prof Dev sessions for internal procedures, program review skills, mission and vision planning and more  >HEC provide opportunity to bridge the gap of HEC students and UHMC through participation | >HEC is actively involved with UHMC through various scheduled meetings  >HEC to continue to be involved necessary to incorporate update information at the Ed Center to insure students receive equal educational experience |
| Program Goal: To increase the number of High School graduates applying to UHMC  SLO: Increase awareness of program options in Hana for High School | >Continue to work with Hana High School students, parents, teachers through various projects, programs and partnerships  >Nurture contact between HEC & Hana High School counselors and administration on UHMC programs  >Maintained a connection with various UHMC Early Admit programs e.g. - Mu’o A’e, Gear- up, and Running start  >Advertise the College Workshops and Fairs for student and family information | >Remain in contact with HS counselor and UHMC RS counselor  >Provide Hana High School Students more face to face opportunities to complete application and other required documents  >Advertise to the community via various methods of media  >Maintain and update the various options for program assitance for HS Students e.g. Mu’o A’e, Gear Up etc. | >Spring Applications data  >Collect Data on the HS Student registration and  >Method: Continue tracking the number of Hana graduates applying to UHMC  >Track High School graduates applying to other colleges  >Log the Number of HS Students registered | >Gear Up, Mu’o A’e and Ho’okui (dual credit) Program for eligible High School Juniors & Seniors  >Track HS Students that attend financial aid and scholarship Workshops and or College Fairs which provide students information on UH Maui College | >Target: Maintain (2) graduates at equal or greater than (2) per semester  >Result: We have maintained (2+) graduates since 2010, moving toward increase by 2016  >Continue to provide encouragement, motivation and positive affirmation necessary to raise student self-esteem before we are able to meet our goal to increase the number of High School graduates enrolled at UHMC and HEC |
| Program Goal: Maintain upper division classes  SLO: Understanding program options and transfer opportunities and requirements | > UHMC-HEC students with associate degrees continue either on the Bachelors at UHMC or choose to transfer within the UH system or other for Bachelor or Master degrees institutions  >A Transfer fair with different higher level UH Colleges  >Continued the connection with DL liaison of different UH College e.g. UH Hilo and Manoa that is available at Maui College | >Coordinate academic advising for UHMC students with respective institutions  >Allow students to initiate the connection between HEC and respected College to accommodate class  >Advocate for Student Transfer Fair 1 x a year to bring more options for transferring students  >Make connections between HEC Students and UHMC Liaisons of UH University and 4-yr colleges | >Track HEC student who are interested in UH College Tranfer Fair  >Track HEC students who enroll at respective UH institutions  >Logged the students that attended the Transfer Fair  >Survey HEC student to collect data on the prospective schools of choice w/i UH systerm | >Had an upper level class for a Master's Degree Student with UH Hilo  >Maintained the connection with UHMC to offer the Transfer Fair Symposium for Transferring Students  >Networked with the UH Manoa Liaisons who provided some insight to UH Manoa DL Degrees | >Increase the number of Hana students enrolled in upper division programming will be equal to or greater than 1 per semester  >There will be increased awareness of upper division degree and transfer options to fit need of interest of HEC students  >Continue the Student Transfer Fair with UHMC for our Transferring Students of HEC |

1. Describe the assessment tools or methods used to analyze the outcome. See ***Table 2*** above
2. Describe summative evidence (attach rubric) See ***Table 1*** above
3. Discuss result of assessment evidence See ***Table 2*** above
4. What have you discovered about student learning?

In 2016-2017 the HEC program focused on the following goal: To achieve a shared institutional culture that makes student learning and success the responsibility of all.

We have identified this goals achievements when students have the understanding and knowledge to navigate the UHMC student services due to the services that HEC provides. Students becomes more confident and comfortable with Hana Education Center and familiar with UH Maui College in order to complete, the admission and registration process. Students are encouraged to participate and foster active dialogue in the realms that is familiar and unfamiliar in the UHMC system especially the classes in SKY, HITS and LIVE classes, .

Also, the greatest contribution that Hana Ed Center can contribute to student success is to offer highly personalized service.

1. Provide Specific Testing services that is approved by UH System e.g. proctor Test from classes of UH system and Math and English placement test
2. Provide the Face-to-Face assistance to initiate application, registration and enrollment.

The UH Maui College, Hana Outreach Program Advisory Committee meeting once this year have been a challenge. The Advisory Committee have not received a copy of last year’s Comprehensive Program Review to review and to get their input and to specifically discuss student learning at the next scheduled meeting.

1. Discuss the changes made in curriculum or pedagogy to improve student learning and the results of those changes.

No significant curricular changes have taken place since the last review.

1. List your program strengths and weaknesses (in relation to Program Goals and SLOs).

Strengths:

* HEC have developed a strong lecturer base in HWST, and the High School Programs of ENG and MATH, to prepare for upcoming utilization of these programs.
* Participation in the various Scholarship AHA every semester has helped students and staff to better assist students with FAFSA applications and scholarships.
* Live class fill rates have remained in the high 60% percentile which illustrates the efficiency of meeting our students’ interests and demands for specific courses.
* Skybridge class fill rates is a also high 60% percentile which demonstrates the interest in high level education and potential committed degree seekers
* The HEC STAFF serves as a ‘go between’ regarding instructor/student, at the instructor’s request due to the nature of HITS, Cable and Internet courses (instructor not in same physical location as student). It is the importance of the supported staff at HEC are crucial element in the success of distance learning in a rural community like Hana. The limited HEC staffing serves skybridge classes from 9am - 9pm.
* Small rural communities interact in a manner that is quite different from a more populated or mainstream area. The Ed Center interactions are unique as well. It is not uncommon for prospective students to visit the home of the Coordinator to discuss classes nor is it uncommon for the Coordinator to be approached outside of the Ed Center for registration or payment of tuition. The key is to use flexibility in these situations which supports the seamless flow of information from UHMC to members of the community.
* HEC working relationship with the UHMC parent campus and other UH campuses are major strengths. Representatives from Academic Advising, Financial Aid, OEM, Computing Services, Liko A’e, Kuina, Kahikina O Kala, EOC, O&M and Media Center technicians make regular visits to HEC to assist in any way necessary for the benefit of our HEC students. HEC’s connection with representatives on other UH campuses help to assure smooth transfer transitions for students. All of these relationships greatly strengthen the Hana’s connection to the institution as a whole.
* Outreach services provided in AY 15-16:
  + Offered use of computer lab to Fall 2016: 269 student/residents and Spring 2017: 298 students/residents
  + Administered placement tests: Fall 2016: 15, Spring 2016: 14
  + Performed test proctoring: Fall 2016: 25, Spring 2017: 28
  + Scholarship AHA – was scheduled Nov. 28, 2016
  + Provided academic advising in Hana: Fall 2016: 4 and Spring 2017: 4
  + Registration: Fall 2015: 27 Spring 2016: 31
  + FAFSA assistance: Fall 2015: 7 Spring 2016: 12
* 85% of UHMC HEC’s enrollment is of Hawaiian ancestry
* New Coordinator started in Jan. 2016

Weaknesses:

* Hana High School has been identified as Early Admit Students partnering with present grants like Gear Up School, Running Start and Mu’o A’e. Eligible High Students are able to utilize these services to get a head start into high level educational credits
  + The Application process for these High School students seems to still need to be solidified.
  + The procedure to admit students in the 9th and 10 grade is being addressed
    - Recommendation from whom (college personnel and or High School Teacher recommendations before acceptance of student into college classes.
  + Many of our Running Start students do not have a college mindset regarding time management and study skills.
    - Reason for recommendations for students in the 9th and 10th grade
* HEC has a couple students over the past few years graduated; however, we are seeing a pick up replacement rate of incoming new program seekers.
* We have lecturers to teach LIVE math and Eng. classes in Hana; however, finding a minimum of 10 people from a pool of less than 2,000 residents (estimated population) is not easy.
* Limited staffing for community outreach –Fall 2016, the HEC staffing consisted of 1 FT APT (for the first half of the semester) and a casual hire with limited hours 19 per pay period. Spring 2016 HEC welcomes a new APT who started in Jan. 2016
* There is a need for expanded onsite academic advising. An excellent main campus academic advisor tries to visits the HEC at least once a year and is highly rated by students. Nevertheless, there is a need for a more regular academic advising presence.
* With the increase in student interest it will eventually boil down to the NEED to expand the center to allow classrooms for 2 live classes simultaneously that can accommodate 10 - 24 students at a time

III. Action Plan

a. Describe planned changes (pedagogy, curriculum) to improve learning.

HEC’s action plan is to focus on one Program Goal and its Student Learning Outcome (SLO) per academic year. In 2017-2018 our focus will be to increase student success by achieving a shared institutional culture that makes student learning and success the responsibility of all.

Some of the strategies we are working on include: 1) Insure that the educational experience for the Hana student, though different in delivery and texture, is equal to the educational experience of all UHMC students, 2) Continue our Mu’o A’e and create more partnership which enhances opportunities for early admit students from Hana School, and to get staff, students and community involved together to work toward achieving success, 3) Continue process of providing upper level degree programs through UH HITS activity, 4) Investigate methods of offering study skill, computer literacy opportunities to students, 5) Add one LIVE class per each semester, 6) Continue to be of service to offer our students assistance with enrollment, registration, FA, FAFSA process with ALOHA.

1. Describe how your assessment supports your current program goals and/or influence future planning.

This assessment provides many current strategies that appear to be effective in adding value to the students’ overall educational experience. However, there are areas where improvements can be made.

In our strategic planning efforts, we aligned our program goals with those of the main campus to ensure we are contributing to the overall demographic of UH Maui College.

IV. Resource Implications

a. Provide detailed description, including itemized costs, or additional resources required to implement change.

**Institutionalized Distance Education Support, (1.0 APT Instruction and Student Support (PBA) $34,282):**

For most of the year, the HEC has had 1.0 FTE who is responsible for providing on-site student support for all DE classes via HITS and Internet. This staff position also serves as liaison to the Computing Center, Media Center, Academic Advising, Instructor and student, Financial Aid and provides administration and processing of placement tests, proctors quizzes and exams as scheduled by instructor, maintains materials and equipment along with participates in UHMC meetings as scheduled. When students are enrolled in night classes, the work day is 8:30am – 9 pm. This situation is a priority and critically urgent for the program and staff well-being. This added 1.0 APT academic support position would be assigned clerical/media/computer functions. This position will assist students, staff and faculty at the HEC along with the HEC (APT) Coordinator. In addition, the presence of an APT position at night could provide a safer environment for students and lecturers due to a buddy system when locking up in the absence of security personnel.

**Institutionalized Distance Education Support (1.0 Academic Counseling Support, approx. $55,344)**

There is a need for expanded onsite academic advising. This position will provide a range of counseling services including academic advising, college transfer support, career counseling, and referrals to much needed campus and community resources. An excellent main campus academic advisor is diligent in making certain she visit the Hana Ed Center a minimum of once a year, and these visits are highly rated by students. Hence, there is a need for a more regular academic advising presence.

Beginning in 2008-9, UHMC counseling department Program Reviews identified the need for an additional counselor position to service students at the Hana Ed Center. The review notes the importance of analyzing the needs and capabilities of students and the availability of internal and external resources.

This position will develop the needed presence of Student Affairs support services at the Hana Education Center.

DESCRIPTION

Mission and Vision for UH Maui College, Hana Education Center

Mission

To insure that UHMC Hana Education Center provide affordable, high quality credit and non-credit educational opportunities to a diverse community of lifelong learners.

Vision

Hana Ed Center to be a world-class college that meets current and emerging Maui County education and training needs through innovative, high quality programs offered in stimulating learning environments for the residents of East Maui.

Hana Education Center’s 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.

SLOs

1. List program learning outcomes – see **Table 2** for a list of Program Goals and SLOs
2. Program map (course alignment grid) N/A
3. Assessment plan (grid showing plan for assessment focusing on different student learning outcomes(s) each year

|  |  |
| --- | --- |
| Assessment Plan | Progress |
| Provide ongoing support HEC students; Registration, FAFSA, FA, Academic Advising, increase number of certificates/degrees earned per AY, and maintain upper division classes | -Number of students received degrees/certificates increased from 2 to 4  -Number of students that enrolled into UHMC classes currently successfully navigated through Registration process increased from 22 to 37 |
| Continue and increase partnership like the Mu’o A’e Program (grant funded, for Native Hawaiian High School juniors and seniors) to enhance opportunities for early admit students | -Currently working with HS counselor and Hana’s Mu’o A’e and Running Start students to investigate methods of offering study skills and time management class/training/session to HS students with focus on encouraging the students overall educational success |
| Continue to add a LIVE class each semester | -Offer one HWN/ HWST course per semester, in preparation for the 2-yr degree in HWST |
|  |  |

Summary

HEC staff will continue to provide personalized service to insure a positive educational experience for all students.

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HEC staff will continue to work with our High School counselor to boost Mu’o A’e and Running Start students to increase enrollment and ensure the success in the first experience of college.

HEC remain very hopeful, that even with our current economic situation that the state and UH is facing, HEC will receive additional staffing to include a 1.0 APT and 1.0 Academic Advisor