**Program Review – UHMC Lahaina Education Center 2016 – 2017**

**Quantitative Indicators**

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| **Demand Indicators** | **AY**  **12 - 13** | **AY**  **13 - 14** | **AY**  **14 - 15** | **AY**  **15-16** | **AY**  **16-17** |
| Unduplicated Student  Fall HITS/Live  Fall Cable/WWW  Spring HITS/Live  Spring Cable/WWW | 92  not avail.  87  not avail. | 82  not avail.  64  not avail. | 86  not avail.  74  not avail. | 98  not avail.  79  not avail. | 39  78  35  85 |
| Total # of Live Classes  Fall Spring | 3  4 | 2  2 | 2  2 | 1  1 | 1  1 |
| Total # of computer lab usages  Fall Spring | 438  396 | 537  506 | 550  506 | 562  640 | 418  396 |
| Total # of Placement Tests administered \*  Fall Spring | 87  49 | 58  45 | 65  81 | 35  29 | 23  18 |
| Total # DL Tests (non-HITS or Live) Proctored  Fall Spring | 87  54 | 94  54 | 89  116 | 96  122 | 126  119 |
| Total % of student meetings with Academic Advisor (% of students who had a mtg onsite) Fall Spring | 8%  9% | 6%  9% | 7%  6% | 5%  6% | 0%  0% |

\* as of 16-17, the Accuplacer Tests were used, and tracked differently than Compass.

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| **Efficiency Indicators** | **AY**  **12 - 13** | **AY**  **13-14** | **AY**  **14-15** | **AY**  **15-16** | **AY**  **16-17** |
| Average # of students per HITS class  Fall Spring | 4.07  3.74 | 3.43  3.0 | 2.54  2.36 | 2.39  2.40 | 2.25  2.94 |
| Fill Rate for Live Classes  Fall Spring | 90%  61% | 75%  66% | 77%  87% | 41%  28% | 19%  32% |

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| **Effectiveness Indicators** | **AY**  **12 - 13** | **AY**  **13 - 14** | **AY**  **14 - 15** | **AY**  **15-16** | **AY**  **16-17** |
| Completed w/C or better  Fall Spring | 74%  Not avail | 72%  57% | 78%  84% | 84%  84% | 71%  83% |
| Persisted to next semester  Fall Spring | 70%  72% | 77%  68% | 69%  78% | 70%  78% | tba  tba |
| Rental income received  Academic Year | $1470 | $1020 | $50 | $0 | $180 |

**Analysis of Program**

*The UHMC Lahaina Education Center is a 2800 sq. ft. facility comprised of a lecture classroom, conference room, 12 station computer lab, reception/office area and an 800 sq ft HITS-dedicated classroom with state-of-the-art electronic technology. The Center receives approximately 15 HITS (closed circuit TV system) courses per semester. It has been in existence for eleven years.*

Predictably, the trend of increased use of our proctoring services has continued to rise, due to the increased number of internet-based courses that are now available. However, two statistics are surprising:

1. the number of instances of computer lab use has dropped

2. When analyzing the computer lab usage for Fall 2016, 50% of the students using our computer lab were also taking classes at the Lahaina Ed Center, but 50% of the students were ONLY taking classes at the main campus or online.

The assumption for statistic #1 is that nearly all students now have computers or tablets as well as internet access, so coming to the Center isn’t as crucial.

The assumption for statistic #2 appears to be three-fold. First of all, the traffic between West Maui (where the Lahaina Ed Center is located) and Kahului (main campus) has been plagued with many problems, and it often takes at least twice the time to make what should be a 40-minute drive. Secondly, the housing situation on Maui is such that many people who work in Lahaina cannot afford housing nearby, so often live in a different part of the island. Therefore, we have UHMC students request test proctoring at the Lahaina Ed Center, even though they do not live on this side. A third factor is the location. Although the Lahaina Ed Center is very conveniently located on the west side, it’s on a side street and not easily seen. Therefore, many UHMC students and potential students were not aware that it was available for their use. During the summer of 2016, we specifically worked to bring the Center into the community’s awareness, via social media, visits to local businesses and short, frequent article in the Lahaina News. This was the target of the 2015-2016 program year (see PLO section)

Not surprisingly, as our student base of internet class registrants grow, our HITS/Live class students shrink. So we are not losing or gaining, but changing.

For the upcoming academic year, we’ve stepped away from live classes, as they have not been netting enough students to justify holding them.

We are, however, looking into other options, such as:

* live tutoring
* moving to a web-based platform such as ZOOM
* positioning the Lahaina Education Center more as a satellite to the main campus than as a free standing campus

***Program Learning Outcome***

Interpreting the concept of Learning Outcomes for a UH System Outreach Center is a bit of a conundrum, as there is no precedent. Therefore, in 2011, the four UHMC Outreach Coordinators chose a common Program Learning Outcome, which continues through this review period:

***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 and beyond.***

The Lahaina Education Center has approached this PLO by addressing five areas:

* 1. Academic success of Lahaina Ed Center students
  2. Student Services
  3. Testing/proctoring services
  4. Relevance to the West Maui community
  5. Alignment with Maui College and the UH System

For the upcoming Academic Year, we will focus on

“Alignment with Maui College and the UH System”

Over the past two academic years the college has changed, procedurally, quite a bit. This coming year The Lahaina Ed Center will focus on not only making certain we are in sync with these changes, but also that the system is in sync with the needs of the West Maui students.

**Resource Implications:**

* Last year we learned that the cords for our four overhead projectors were not in compliance with UH guidelines. As of October 2017, two projectors have been remedied, and two remain. Both Administrative Services and Information Services are aware of this, and are actively working to correct it.
* Staffing continues to be an issue for the Lahaina Ed Center. Our student assistant budget has increased, and we are able to supplement that budget with funds from room rentals. Our problem now, however, is lack of qualified candidates. In 2017-2018, we will work with our internal UHMC campus resources as well as the community, to identify appropriate student assistant or tutoring candidates. So the lack of resources, in this case, is personnel, rather than funds.
* However, one staffing issue that comes up periodically is that the Assistant Coordinator is paid .75 through G funds and .25 as overload. If this position could be converted to 1.0 G funds, the college would save paying fringe benefits on the .25. This is not a lot of money, but worth mentioning.
* The Lahaina Education Center is 11 years old and has begun to show signs of aging. Three of our AC units have been replaced, and two more are over a decade old. We have requested (and are receiving) quarterly maintenance on these units, to keep them functional as long as possible. Eventually, the Center will need repainted, but not during the upcoming academic year, or even the following.

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