

**HAWAII COMMUNITY COLLEGE
ANNUAL UNIT
PROGRAM REVIEW**

**The Learning Center & Hale Kea
Advancement and Testing Center**

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2007-2008 School Year

I. Narrative and Analysis of Data

a. Statement on the mission or purpose of the program, including the target student population:

The mission of The Learning Center and the Hale Kea Advancement and Testing Center as an academic support program for the college needs to be a responsive one which supports the college's mission and its academic programs. TLC and HKATC seek to provide services that support and enhance academic development for the college community. These services focus on academic support for an "open door" institution, providing initial student assessment, access to technology, support for successful learning, and testing services.

The Learning Center (TLC) is an academic support program of Hawaii Community College which is a shared service with University of Hawaii at Hilo. Over the years, TLC has maintained its strong ties to instruction, providing faculty with an extension to their classroom and providing academic support college-wide. Its basic role of supporting faculty and students in reading, writing, math, and ESL continues to be the focus which provides a firm academic foundation for all students. During Summer 07, The Learning Center relocated to its temporary facility in the Campus Center. Space limitation required down sizing and limiting services. Also, the location being out of the main stream contributed to the drop in student usage. Typically, TLC total student contact hours would be approximately 33,000 for the year. In 2007-2008 total contacts were down by half.

TLC services include:

- Tutoring – Reading Lab, ESL Lab, Math, Writing, Content Subjects, Learning Skills, computer assistance
- Academic resources in the form of instructional materials, computers/programs for instructional purposes
- A multi-media classroom
- General study/with computers
- Make-up testing (not available '07 –'08)
- Clearinghouse for community request for tutors (unadvertised)

The **Hale Kea Advancement and Testing Center** (HKATC) focuses on testing services, coordinating the use of an electronic classroom, and provides an independent study center with computers on the Manono Campus. For the 2007-2008 year, Hale Kea Center experienced significant increases in usage as shown in the data charts. Total student contacts were up by 33%, # of unduplicated students were up by 40%, # of HawCC students were up 44%, # of UHH students were up 49%, distance testing was up 19%, placement testing # up by 19%, make-up testing up by 67%, PearsonVue up by 23%, and computer/internet usage was up by 37%.

HKATC services include:

- HawCC Placement Testing
- ACT Testing Center Administrator
- PearsonVue Testing Administrator
- Distance Education test proctoring
- General study/computer lab
- Tutoring (by faculty using the lab for office hours)
- Electronic classroom for instruction and college use.

For the year 2007-08, both TLC and HKATC recorded 4,353 HawCC students and 445 UHH students. The two centers combined recorded a total of 41,997 student contacts. Total student contacts are down from 50,837 last year (which was a record high) due to the temporary relocation of TLC to Campus Center. There were some significant changes in the number of student contacts that reflect this odd year. Decrease in tutoring/general lab usage contacts were due to the temporary relocation of TLC. Since last year, there were notable decreases in the overall total (TLC/HKATC combined) contacts which reflected the following: 42% UHH students, 67% make-up testing (none at TLC), 23% Reading, 39% Writing, 17% Math, 52% ESL, and 29% computer usage. Increases this year came mainly from the # of unduplicated students (27%) and testing services at Hale Kea. The number of PearsonVue tests administered increased by 23%, Distance tests 31%, and Placement tests 19%. Overall, there is a steady increase in demand for test proctoring services.

In 2007-2008, Tutoring and Testing units system-wide agreed upon common data elements and student learning outcomes for tutoring and testing. This agreed upon template, after administrative approval system-wide, may be used as part of TLC/HKATC program review for next year. Fall 2008 data will be used by some campuses.

Tutoring: System agreed upon SLOs:

- 1) Students will pass their tutored course at the same rate as or higher than non-tutored students.
 - For this outcome, we need to correlate # of tutoring sessions with course grades
- 2) Students will re-enroll (persistence) at the same rate as or higher than non-tutored students.
 - For this outcome, we are checking to see if students re-enroll the following semester not necessarily looking for students to re-enroll in the next math or English class

Testing: System agreed upon questions for Testing Centers:

- 1) The Testing Center staff is friendly and helpful.
- 2) The hours at the Testing Center meet my needs.
- 3) The atmosphere at the Testing Center is conducive to testing.
- 4) The services at the Testing Center are satisfactory.

TLC and HKATC	TLC	HKATC	2007- 2008 Totals
Office Assistants/Tutors	28	4	32
Faculty Coordinator	1		1
Assigned Faculty (9 contact hours)	4		4
Ed. Spec.	1*	2	3
Support Staff Office Manager	1		1
Total personnel	35	6	41
Statistics			Total
# of Student Contacts	15,391	26,606	41,997
# of Students Unduplicated	1,212	4,655	5,867
# of HawCC Students	921	3,432	4,353
# of UHH Students	290	155	445
# of non-HawCC/UHH Students	1	907	908
# of Faculty	N/A	161	161
Distance tests	N/A	783	783
Placement tests	N/A	2,143	2,143
Make up tests	N/A 07-08 (3)	265	268
ACT	N/A	42	42
PearsonVue	N/A	100	100
General Study	2,454	7,850	10,304
Reading	5,836	129	5,965
Writing	588	743	1,331
Math	366	2,267	2,633
ESL	3,079	1	3,080
Courses	72	428	500
Computer Internet,e-mail, word processing	2,793	11,455	14,248

*Starting in Fall 2006, an English Tutor joined the professional staff on a casual appointment at TLC. This position was created to also support efforts at the Honokaa site as necessary. The creation of the English Tutor position starting in October 2006 has been a tremendous help in stabilizing the Center's tutorial services. Since TLC relies heavily on student employees, this position provided continuity/backup and coverage for reading, writing, and ESL labs. This permanent position was filled on September 15, 2008.

**duplication of individual students may occur between Centers.

***Placement Test contact numbers reflect only sessions recorded at HKATC. These numbers do not reflect test administered at West Hawaii (approx. 300) or Waiakea High

School COMPASS Project (approx. 200) per year. Also, one recorded session may include up to three separate subject tests.

Student & Faculty Evaluations of TLC& HKATC

Satisfaction based student and faculty evaluations were used to provide the Centers with student/faculty perceptions regarding service and if we were fulfilling our mission and meeting our program goals. The following chart highlights questions that provide the data specific to efficiency and effectiveness regarding the Center’s main goals and the campus’ emphasis on technology. Positive student evaluations and general comments indicated that a high percentage of students felt that both Centers provided quality services that met their needs. One significant change can be seen in Hale Kea’s rating of testing environment, “free from distractions.” This rating went from 100% satisfied in Fall 2007 to 63% in Fall 2008. This clearly shows the impact of demand exceeding facilities. During high demand times students were asked if they mind testing in the general lab area rather than the testing room. Hale Kea will be adjusting their physical setting to accommodate additional seats in the testing room in 2009.

TLC Student Evaluations	Fall 2007	Fall 2006
# of Evaluations	135	216
#10 TLC overall Rating*	91%	94%
#6 Studying at the Center helps me improve my overall performance as a student*	85%	86%
#7 TLC help build learner independence*	83%	87%
#8 recognize importance of technology*	76%	82%
#9 Make-up testing provided at a convenient time and location*	N/A 07-08	80%

*agree to strongly agree student rating

Hale Kea Student Evaluations (Areas)	Fall 2007	Fall 2006
# of Evaluations	100 lab/100 placement	103 lab/70 placement
#1 HKATC overall Rating* (Computer/Study Area)	97%	94%
#3 Access to computers/study area helps my overall performance* (Computer/Study Area)	94%	94%
#2 Testing services are at a convenient time and location*(DE, Make-up testing)	97%	97%
#3 Testing environment free of distractions*(DE, Make-up testing)	63%	100%
#1 Availability of convenient appointments* (placement testing)	97%	96%
#5 Staff helpful and informative regarding* COMPASS scores and HawCC (placement testing)	98%	100%

*agree to strongly agree student rating

Faculty Evaluations of TLC & HKATC

For Fall 2007, few faculty evaluations were received for TLC. Generally, TLC faculty evaluations are good, but only a small number are received. HKATC faculty evaluations/general comments, although low in the number collected, are very good which seems to indicate that the facility and services meet these faculty expectations on the Manono Campus. More needs to be done to get faculty input for both TLC and HKATC.

TLC Faculty Evaluations	Fall 2007	Fall 2006
# of Evaluations	4	N/A
#1 TLC overall Rating*	100%	N/A
#2 Expectations met for tutoring*	100%	N/A
#5 Tutor Effectiveness*	100%	N/A

Hale Kea Faculty Evaluations	Fall 2007	Fall 2006
# of Evaluations	7	7
#1 HKATC overall Rating* (Computer/Study Area)	100%	100%
#3 Computer/study area are available* (Computer/Study Area)	71%	86%
#1 Up to date technology (electronic classroom)	100%	75%
#4 Room available when needed (electronic classroom)	100%	100%
#2 Testing services are at a convenient time and location (DE, Make-up testing)	100%	100%
#4 Testing environment ensures security/integrity (DE, Make-up testing)	100%	100%
#1 Staff is helpful and informative regarding service (overall)	100%	100%
#2 My overall rating (overall)	100%	100%

*agree to strongly agree student rating

b. Information on external factors affecting the program:

- The Learning Center and the Hale Kea Advancement and Testing Center are dynamic entities whose main purpose is to support instruction. Thus, goals affect us directly. The Centers need to be flexible enough to provide support with resources available.
- UH System has mandated campuses to proctor distance education tests. Over the years, TLC has supported the direction of system-wide initiatives. The demand for these services fluctuates depending on courses/programs offered, but there is a definite upward trend. In 2007 – 2008, Hale Kea proctored 783 tests, an increase of 31% over last year. This service has required a significant amount of resources to proctor tests, coordinate and handle specialized instructions. UHH has hired a Distance Learning Coordinator who has been coordinating with Hale Kea staff to provide additional testing options. Under UHH, the Honokaa Center will now be available for test proctoring. In the future, the UHH Distance Learning Coordinator will also

look into supplementing Hale Kea's testing schedule by offering other times on the UHH campus.

- Administering UHCC COMPASS placement test is an external factor which requires uniform policies and procedures across the system. Also, the demand for the use of COMPASS has been increasing beyond placement into our English and math classes. With new initiatives to establish a smoother transition for high school students to attend college, high schools are asking to use COMPASS as an early prediction indicator for college readiness. The VCAA has approved the idea of early testing of 11th graders but the high schools will need to be responsible for the cost of the units. But aside from the cost of the tests, other administrative, technical resources need to be considered too. Also, related to COMPASS testing, HawCC will soon be in compliance with the UH policy of not requiring Social Security numbers for COMPASS identification. Hale Kea Center Manager and the WH Learning Center Manager will generate Banner ID numbers for people who would not normally fill out an application prior to applying to the College.
 - As a certified ACT and PearsonVue test center, community needs have a direct impact on our resources to provide services. ACT pays us testing fees. PearsonVue is mainly a value added service for the community. For both testing services there is a high demand for technical assistance and maintenance of software and equipment. Because of the high demand for mandatory UH test proctoring services, ACT testing will be terminated (Nov. 08) and PearsonVue will now become a private testing center. This change will allow us to focus on the increasing demands for distance education test proctoring, placement testing, and make-up testing.
 - The demand for services at TLC is an external factor which has been a challenge. Space has been a constant issue. The addition of the Distance Reading Lab has provided alternative online service for students and faculty. With the increasing use of educational technology and online instruction, TLC will need to support faculty in this area. A professional staff with an educational technology background would be necessary.
- c. Required external measures, if applicable (e.g.) Nursing Cert.:**
- CRLA Tutor Certification Training.
 - The HKATC and test administrators need to be certified by ACT and PearsonVue to qualify as a Testing Center.

II. Update or Create Your Action Plan including Budget Request with Justification, if needed.

Unit Goals/Plans

Based upon the Centers' mission, alignment to the College's mission, the ADP and the program determine SLO's, the following goals and plans will continue through the 2008 - 2009 year.

- 1) Continue to support instruction with instructional materials, tutors, educational technology, and facilities including Achieving the Dream initiatives.
- 2) Review testing services for the college and community.
- 3) Review policies and procedures, facilities, and other resources necessary to support distance education.
- 4) Explore obtaining 100% college funding for the second Hale Kea professional staff and also additional funds and student assistants.
- 5) Explore funding for a position to support educational technology and curriculum development.
- 6) Incorporate system data elements and SLOs for tutoring and testing.

Action Plan

Action Plan Tasks	Year	Responsible Party
<ul style="list-style-type: none"> • Work with instruction regarding educational resource for remedial and developmental education 	2008-2009	TLC Coordinator
<ul style="list-style-type: none"> • Keep abreast of technology and educational resources 	2008 +	TLC Coordinator
<ul style="list-style-type: none"> • Review support for distance education 	2008 - 2009	Hale Kea Center Manager/TLC Coordinator
<ul style="list-style-type: none"> • Explore establishment of 100% college funded position for the second professional staff at Hale Kea 	2008 - 2009	TLC Coordinator
<ul style="list-style-type: none"> • Review overall testing services 	2008 - 2009	Hale Kea Center Manager/TLC Coordinator
<ul style="list-style-type: none"> • Explore the need for a position to support educational technology and curriculum development 	2008 - 2009	TLC Coordinator
<ul style="list-style-type: none"> • Incorporate system developed SLO's for tutoring and testing 	2008 -2009	TLC Coordinator/Hale Kea Center Manager

TABLES

- 1) Budget Requests
- 2) Data Chart

BUDGET REQUESTS

Describe Item	Biennium Request – 1 st Yr. 2008	Biennium Request – 2 nd Yr. 2009	Reallocation of Funds and/or Positions	X Amt. Line Item
111 Computers TLC/HKATC	\$88,800			
HKATC APT 25% general funds	\$9,588 per year			
TLC position for Ed. Tech/Curr. Dev	\$36,000			
Base Budget increase for tutors/assistants and supplies	\$9,000	\$10,000		
Equipment replacement cost from inventory	\$7,000	\$6,700		

Data Chart

HILO TLC/HKATC	2006-2007	TLC 06-07 <i>07-08</i>	Hale Kea 06-07 <i>07-08</i>	2007-2008
Facilities/Equipment	Total			Total
# of Centers	2	1	1	2
# of Computers	111	36	75	111
# of Printers	7	3	4	7
# Copiers	2	1	1	2
Statistics	Total			Total
# of Student Contacts	50,837	32,979 <i>15,391</i>	17,858 <i>26,606</i>	41,997
# of Students Unduplicated	4,912	2,110 <i>1,212</i>	2,802 <i>4,655</i>	5,867
# of HawCC Students	3,388	1432 <i>921</i>	1,956 <i>3,432</i>	4,353
# of UHH Students	765	685 <i>290</i>	80 <i>155</i>	445
# of non-HawCC/UHH Students	786	20 <i>1</i>	766 <i>907</i>	908
# Faculty	166	N/A	166 <i>161</i>	161
Distance tests	545	N/A	545 <i>783</i>	783
Placement test	1,755	N/A	1,755 <i>2,143</i>	2,143
Make up tests	812	698 <i>3</i>	114 <i>265</i>	268
ACT	56	N/A	56 <i>42</i>	42
PearsonVue	67	N/A	67 <i>100</i>	100
General Study	11,273	7,026 <i>2,454</i>	4,247 <i>7,850</i>	10,304
Reading	7,743	7,572 <i>5,836</i>	171 <i>129</i>	5,965
Writing	2,165	1,203 <i>588</i>	962 <i>743</i>	1,331
Math	3,170	938 <i>366</i>	2,232 <i>2,267</i>	2,633
ESL	5,238	5235 <i>3079</i>	3 <i>1</i>	3,080
Courses	528	91 <i>72</i>	437 <i>428</i>	500
Computer Internet, e-mail, word processing	17,280	9,978 <i>98</i>	7,302 <i>11,455</i>	11,553
Budget	Total			Total
General Funds	\$71,240*			\$51,240
UHH FWS	7,000			7,500
HawCC FWS	7,623			\$4806
Supplies	22,273**			\$20,000
Total funds	\$108,136			\$83,546

*\$20,000 – one time general fund allotment for student help, base is \$51,240

** \$2,273 – one time Annual Program Review, base is \$20,000

Bold face/Italics – 2007 – 2008 statistics in comparison to 2006 - 2007