

**University Center West Hawai'i
ANNUAL UNIT REVIEW 2011-12**

I: Narrative and Analysis of Data

Mission:

University Centers were established by the Board of Regents to establish a permanent University presence in communities that otherwise lack access to programs offered on University campuses. Their primary purpose is instructional, with some related student support. The University Center, West Hawai'i (UCWH) also serves as a secondary campus for Hawai'i Community College (Hawai'iCC). As such, the University Center seeks to fulfill the Hawai'iCC mission, expanding it to include students enrolled in upper division courses offered via distance technology by the University System.

The merits of adopting a distinct mission for the University Center and seeking board approval were discussed in 2011, ending with a decision to hold off doing so until construction starts on the Palamanui Campus.

Services:

The UCWH provides students of Hawaii Community College with services typical of a small campus. It operates a library, learning center, testing center, and counseling center, provides academic support services, accepts and processes applications, accepts student payments, processes purchasing documents, handles human resources paperwork and maintains facilities.

The UCWH provides outreach services to West Hawaii secondary schools and communities. These include informational sessions on programs available through Hawai'i Community College as well as upper division courses and programs from the UH system four-year schools. The UCWH also provides typing and 10-key certification for the county, state and local employers.

The UCWH works with other University Centers and Educational Centers to provide higher level educational programs that are needed by the community. It supports these students and programs by providing required technology and services. Student support services include media/technical support, clerical support, pre-advising, library services, and test proctoring. Program support includes media, technical and clerical support, promotion of programs, and facilitation of on-site visits by coordinators, counselors and instructors.

Clientele:

The UCWH's clientele is basically anyone interested in higher education. The focus is typically West Hawaii area residents.

Analysis of Data:

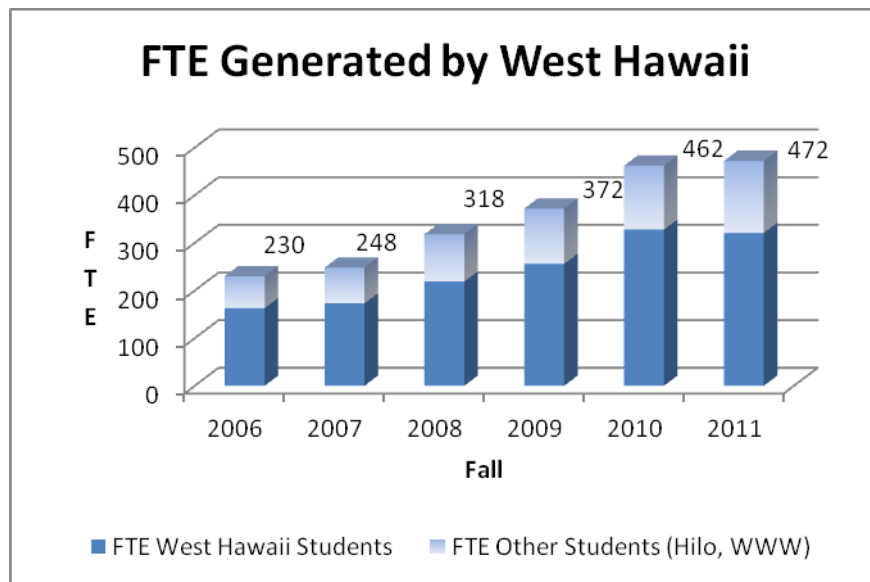
The University System does not have a set policy on the use of the site code in banner and does not provide enrollment numbers for University Centers. This has been discussed at University Center Director meetings and with Hawai'i Community College

administration. Numbers reported in this report are not official, meaning data may not be exact but it is reasonably accurate. It is derived from Banner Reports, STAR and a variety of other sources.

Demand

Data indicates that there is a growing demand for higher education opportunities in West Hawaii for both associate and upper division degrees and certificates.

Hawai'iCC: Student FTE enrollment of West Hawaii was 321 for fall 2011; this was a drop of 7 FTE from fall 2010. FTE enrollment of other students, defined as those registering for classes with a CRN for Hilo or WWW was 151 for fall 2011, an increase of 17 students. The following shows the significant increase in the number of community college students touched by the Kealahou campus since 2006.



Upper Division Programs: The number of students enrolled in upper division programs from fall 2010 to fall 2011 decreased by 12 students, from 167 to 155. The majority of programs had immaterial changes in enrollment, with more programs showing small increases than decreases. The program with the largest decrease was the UH Manoa Master of Education Special Education (SPED-MEd) degree. This program experienced a drop in enrollment in 2011 when it no longer qualified graduates for teacher licensure. Of the 23 students reported in the program fall 2010, all but 2 graduated either spring or summer 2011. Details by program are provided in the Appendix, Table 1.

Efficiency

Data for class offerings and average class size indicates the UCWH is operating efficiently. Average class size has remained relatively the same in the last few years while the number of classes has increased annually by an average of 16%. In fall 2006, 95 classes were offered with an average class size of 11. In fall 2011, 174 classes were offered with an average class size of 14. Maintaining, even increasing class size in

conjunction with increased numbers of classes is noteworthy since classes added are often video conference classes from Hilo with an average West Hawai‘i enrollment of 4 students. In comparison, average enrollment, for classes with the instructor based in West Hawaii, has averaged 18-19 students for the last several years.

Effectiveness

The number of degrees and certificates awarded via the UCWH has increased steadily over the last few years. The 152 degrees/certificates awarded spring 2012 was an increase of 44 (41%) over the previous spring. The increase of 44, was the result of the number of Hawai‘iCC degrees/certificates awarded increasing by 42 and upper division degrees/certificates increasing by 2. Details are provided in Tables 2 and 3 in the Appendix.

II: Unit Outcomes and Assessment

Unit Outcomes:

The following are the unit outcomes adopted for the UCWH.

1. The UCWH offers high value, effective, meaningful, relevant bachelor, master and professional educational courses and certificate/degree opportunities.
2. The UCWH, through Hawai‘i Community College, offers high value, effective, meaningful, relevant *transfer level* tertiary (post-secondary) college courses and academic programs to the West Hawaii Community.
3. The UCWH, through Hawai‘i Community College, offers high value, effective, meaningful, relevant *workforce development* educational opportunities to the West Hawaii Community.

Assessment:

Fall 2011, the UCWH staff developed a survey that was administered to Hawai‘i Community College students attending classes on the West Hawai‘i campus. The objective was to assess the students’ satisfaction level with their educational experience, i.e. how do they evaluate their educational experience and to provide staff with insight about the students populating the campus, i.e. what opportunities available on campus are they taking advantage of.

The paper and pencil survey was administered to 101 students late November 2011. Key findings follow:

- The majority (58.76%) of students were very satisfied with their educational experience. Another 26.8% of students were somewhat satisfied with their experience, 12% were indifferent and 2% were somewhat dissatisfied. No one was very dissatisfied.
- New student orientation was considered time well spent by 54%. It was not attended by 41%. Four (4%) students attended orientation but judged they did not learn anything new and 1% expressed no opinion regarding new student orientation.
- In the area of advising, 68% sought recommendations from college personnel (counselor, faculty, professional staff) when selecting classes for the current term.

Family and friends recommendations were followed by 7% and 25% made selections on their own.

- In regards to retention, 95% of students were planning on continuing and 3% had finished their program of study. One student (1%) was undecided, 2% were taking the semester off and 2% had not registered because there were no courses of interest being offered.
- Written in comments made by students indicate the two major issues are: (1) the lack of water fountains around campus and (2) the desire for more programs and courses.

The actions shown below have occurred since fall 2011, when the survey was administered.

- Mandatory orientation for new students was implemented and orientation materials revised starting fall 2012.
- Providing water fountains and/or other options for students:
 - With the opening of a student study area in building 5, students have access to a sink where they can fill water bottles.
 - The landlord for building 2 installed a vending machine that offers students water and various other bottled drinks.
 - The Flo Water vendor responsible for the reusable water bottle refill stations at UH Manoa was contacted in hopes of having a machine installed in West Hawaii. The vendor reported that they were revamping their machines and did not have any older models available. They agreed to contact us when they have stations ready to deploy.
- Desire for more programs and courses
 - The number of courses available to students in West Hawai'i has increased.
 - The Associates of Arts Hawaiian Studies program has been added.
 - Marketing and advising efforts to make students aware of the courses and programs available are being implemented.
 - Ways to make it easier for West Hawai'i students to identify courses offered in West Hawai'i have been explored but no solution identified.
 - The Associates of Science Natural Science degree is being developed; the initial offering is projected for fall 2013.

Fall 2012 a survey was conducted of students enrolled in the upper division distance learning programs offered by the University system. The survey is still in progress. Results will be tabulated December 2012.

III. Action Plan

Report on action plan for 2011-12.

Action Plan 2011-12	Actions Taken
1. Assess outcomes. <i>Budget request: none.</i>	Completed
2. Seek additional funding to rent space and hire personnel to accommodate the influx of testing of online students projected to occur as online classes require at least one proctored test per semester; Online students have averaged 755 per semester over the last three years. <i>Budget request: Space, \$12,000; Personnel, \$17,305 (.5 FTE APT Band A)</i>	a. Additional space has been rented and is being utilized for a video conference classroom, conference room with video conference capability, two offices, and student study area.
3. Improve communication, internally and with Hilo. <i>Budget request: none.</i>	The designation of Kate Sims as “lead faculty in West Hawaii” effective fall 2011 has improved communication.
4. Involve more faculty in advising (not counseling) of students. <i>Budget request: none.</i>	An open advising session, preceded by a short training session, was held by faculty 8/16/2012. More comprehensive training was conducted by Student Services on 11/2/2012. West Hawaii faculty were assigned students to advise (approximately 36 students per full time faculty) starting Oct 2012.
5. Investigate if/how West Hawaii students can be tracked in banner. <i>Budget request: none.</i>	The Administration Team discussed the need for tracking West Hawaii students and determined that the determination of who qualifies as a West Hawaii student depends on the situation; consequently, they decided standards for compiling West Hawaii student counts were not currently needed.
6. Monitor applicant numbers for University Center programs. <i>Budget request: combined with #8</i>	The University Center Directors are working with Joanne Itano on developing ways to identify students enrolled in upper division offerings. This is a problem state wide. No new funds were awarded or expended.
7. Convert Mobile Compass testing to internet version of Compass. A position designated for Mobile Compass does not currently exist. A casual hire funded by Federal monies has been used but is no longer available. Tests administered in the last year by Mobile Compass totaled 778; of the students tested 539 or 69% enrolled in the UH System; of the 539 there were 116 running start students <i>Budget request:</i>	The conversion of Mobile Compass to Internet version did not occur; technology to make this happen could not be cost justified. Test administered via mobile compass totaled 734 for the period Aug 2011 – May 2012. A part-time casual hire was funded by Instruction to operate mobile compass; her appointment ended June 2012. Funds approved and expended: \$10,841.65 approximately.

<i>Personnel, \$17,305 (.5 FTE APT Band A)</i>	
8. Develop an academic plan for West Hawaii. <i>Budget Request: Casual Hire, \$12,730.</i>	Dr. Jay Siegel was hired via Chancellor Yamane's office to develop the Hawai'i Community College-Palamanui 2013-2015 Academic Master Plan. Expected completion is late spring 2013. Funds were expended through the Chancellor's office.
9. Maintain a safe and clean campus. This requires additional janitorial service. <i>Budget request: Personnel, \$16,620 (.5 FTE)</i>	A second part-time janitorial position was approved for a period in Dec 2011 – Mar 2012. This position took over for Marvin Mederios, our 1.FTE janitor, while he was on medical leave and then assisted him for a period after his return. We were required to terminate this position in Mar. Estimate of funds expended: \$5,542.
10. Improve media support for students and instructional faculty; This requires additional personnel since the number of media classrooms has doubled, the complexity of technology has increased with HITS 3 and the number of classes have increased on average 18% annually for the last three years. <i>Budget request: Personnel, \$36,985 (Two .5 FTE Media Specialist)</i>	A .5 FTE position was approved and recruited for spring/summer 2012. Position started Aug 2012. The casual hire that had filled this position for multiple years was terminated at this time. Funds approved: \$19,458.
11. Support construction of Palamanui campus Phase I and seek funds to develop Phase 2. <i>Budget request: \$400,000 for planning and design</i>	In 2012, the legislature appropriated \$7.5 million in general obligation bonds to be used in conjunction with \$9.6 million in private funds to construct phases 1A and 1B. Initially, the \$7.5 million was to be used for Phase 2. With the cost of Phase IA/1B significantly higher than estimated, Phase 2 does not seem to be feasible at this time.
12. Provide student services to increasing enrollments. Convert the .5 FTE federally funded counselor to general funds and increase her to 1.0 FTE; plus admissions and records needs a 1.0 FTE. <i>Budget request: Personnel, \$59,592 (1.0 FTE Faculty/Counselor) and \$34,610 (1.0 FTE APT Band A)</i>	Hawai'i Life Styles using Title III funds is hiring a transfer counselor for West Hawaii. Anticipated start date is fall 2012. No new funds were awarded or expended.

Action Plan for 2012-13

Action Plan 2012-13	Budget Request (Annual Amount)
1. Assess outcomes.	No cost
2. Provide professional development opportunities in West Hawaii to increase faculty awareness and consider how a unified approach to dealing with common student issues can positively impact student retention and success	Staff development funds, \$500
3. Reactivate the Speakers series implemented by Kathy Damon, providing opportunities for students, faculty and the community to be exposed to pertinent topics and events through presentations by accomplished and knowledgeable individuals.	External funds, \$10,000
4. Hold annual open house to introduce new students and their families to college faculty and staff	Refreshments, \$500
5. Support Dr. Jay Siegel in the development of the Hawai'i Community College-Palamanui 2013-2015 Academic Master Plan	No cost
6. Support construction of the Palamanui Campus and plan for the move of all programs and services	No cost
7. Identify and seek approval to add a workforce related certificate and/or degree to the offerings available from the West Hawaii campus	No cost
8. Identify and implement ways to reach constituents, increasing awareness of higher education opportunities in West Hawaii	Marketing funds, \$3,000
9. Maintain a safe and clean campus. With additional space, increases in class offerings, mandatory LWOP days and the new Nursing Lab and Resource Center, which requires both grounds and facility maintenance, additional help is needed to insure the campus is safe and clean throughout the day.	Personnel: .5 FTE General Laborer I, \$16,463 annual
10. Operation of an ESL/English lab; ESL classes are generally not offered in West Hawaii due to low enrollment; the lab is a way to service ESL students who enroll in developmental level English classes	Personnel: overload based on 10 hours per week, 16 weeks per semester; \$9,210 annual
11. Hire a lab coordinator to oversee the Biology Lab; the number of labs offered has increased from 3 labs in 2006 to 7 labs in fall 2011(similar increases have occurred in spring) increasing the need to have someone coordinate lab purchases, inventory, policies and procedures	Personnel: overload based on 5 hours per week, 16 weeks per semester; \$4,605 annual

IV. Data Chart

	<i>Fall 2009</i>	<i>Fall 2010</i>	<i>Fall 2011</i>
<i>Demand</i>			
<i>Community College Students:</i>			
FTE West Hawaii Students	256	328	321
FTE Other Students enrolled in Classes originating from West Hawai'i	116	134	151
<i>Total Community College FTE Generated</i>	372	462	472
<i>Upper Division Distance Students</i>			
UH Manoa Distant Students (Table 1 in Appendix)	111	137	121
UH West Oahu Distant Students (Table 1 in Appendix)	14	14	17
UH Hilo Distance Students (Table 1 in Appendix)	11	16	17
<i>Total Upper Division Distance Students (unduplicated)</i>	136	167	155
	<i>Fall 2009</i>	<i>Fall 2010</i>	<i>Fall 2011</i>
<i>Efficiency</i>			
Number of Hawai'iCC classes offered from West Hawai'i	101	113	123
Number of Hawai'iCC classes offered from Hilo	30	50	51
<i>Total Hawai'iCC classes with West Hawai'i students</i>	131	163	174
Average class size Hawai'i classes offered via West Hawai'i	18	19	18
Average class size of WH enrollment in Hilo classes	4	4	4
<i>Average class size overall</i>	15	15	14
	<i>Spring 2010</i>	<i>Spring 2011</i>	<i>Spring 2012</i>
<i>Effectiveness</i>			
<i>Certificates & Degrees Awarded</i>			
Hawai'i CC (Table 2 in Appendix)	57	66	108
University of Hawai'i Manoa (Table 3 in Appendix)	13	34	29
University of Hawai'i West Oahu (Table 3 in Appendix)	7	5	10
University of Hawai'i Hilo (Table 3 in Appendix)	6	3	5
<i>Total Certificates and Degrees</i>	83	108	152

APPENDIX

University Center West Hawaii Annual Program Review

Table 1:

Students enrolled in Upper Division Classes listed by Degree/Certificate:

<i>Degree/Certificate Program</i>	<i>University</i>	<i>Fall 2009</i>	<i>Fall 2010</i>	<i>Fall 2011</i>
Bachelor of Education Elementary Ed	Manoa	4	4	4
Graduate Certificate in Professional Accounting Program	Manoa		2	1
Post Baccalaureate Certificate in Secondary Education	Manoa	11	7	8
Post Baccalaureate Certificate in Special Ed	Manoa	5	19	22
Master of Accounting	Manoa	1	Discontinued	Discontinued
Master of Business Administration Distance Learning Executive MBA	Manoa	3	3	Off year
Master of Education Counseling & Guidance Rehabilitation Counselor Education	Manoa	2	Discontinued	Discontinued
Master of Education Curriculum Studies Middle Level Emphasis	Manoa	5	4	3
Master of Education Early Childhood Ed	Manoa	2	1	1
Master of Education Educational Administration	Manoa	4		2
Master of Education Educational Foundations Private School Leadership	Manoa	3	1	4
Master of Education Education Technology	Manoa	5	6	5
Master of Education Special Education	Manoa	18	27	2
Master of Human Resource Management	Manoa	6	8	8
Master of Library & Information Science	Manoa	1	4	3
Master of Science Kinesiology and Rehabilitation Science Online Hybrid	Manoa		4	2
Master of Science Nursing	Manoa	9	9	9
Master of Social Work	Manoa	24	23	27
Doctor of Philosophy Nursing Online	Manoa	2	5	5
Special College of Ed	Manoa	4	10	13
Miscellaneous	Manoa	2		2
Total UH Manoa Students		111	137	121
Bachelor of Arts Business Administration	West Oahu	2	5	9
Bachelor of Arts Social Science	West Oahu	4	3	4
Bachelor of Arts Early Childhood Education	West Oahu	2		2
Certificate in Health Care Administration	West Oahu	4	3	1
Certificate in Substance Abuse and Addiction Studies	West Oahu	2	3	1
Total UH West Oahu students		14	14	17

<i>Degree/Certificate Program</i>	<i>University</i>	<i>Fall 2009</i>	<i>Fall 2010</i>	<i>Fall 2011</i>
Bachelor of Arts Psychology	UH Hilo	10	13	15
Post Baccalaureate Certificate in Secondary English	UH Hilo		2	2
Bachelor of Science Nursing	UH Hilo	1	1	
<i>Total UH Hilo students</i>		11	16	17
<i>TOTAL Upper Division Students</i>		136	167	155

Table 2:

Hawai'i Community College Degrees and Certificates Awarded

<i>Program</i>	<i>Degree/Certificate</i>	<i>Spring 2010</i>	<i>Spring 2011</i>	<i>Spring 2012</i>
Liberal Arts	AA	36	28	59
Nursing	AS (RN)	7	7	6
Culinary Arts (food service)	AAS	2	7	6
	CA	2		7
	CC	5	12	14
Hotel Operations	AAS		2	
	CA			1
	CC		1	1
Early Childhood	AS	4	1	
	CA		1	1
	CC		2	1
Environmental Science	ASC			
Hawai'i Life Styles	ASC		1	3
	AAS			1
Human Services	CC	1		2
Substance Abuse Counseling	CC		2	4
Tropical Forest Eco & Agro	AS			2
	CA		2	
<i>Hawai'i Community College Degrees & Certificates Total</i>		57	66	108

Table 3:

Upper Division Degrees and Certificates Awarded

<i>College/Program</i>	<i>Degree/Certificate</i>	<i>Spring 2010</i>	<i>Spring 2011</i>	<i>Spring 2012</i>
Manoa – Education	BA Elementary Ed		4	2
Manoa – Education	Master of Ed Special Education		20	4
Manoa – Education	Post baccalaureate Certificate in Secondary Education	5	8	8
Manoa – Education	Post Baccalaureate Certificate in Special Education		2	15
Manoa – Education	Master of Ed Education Technology	2		
Manoa	Master of Human Resource Management	4		
Manoa	Master of Social Work	2		
<i>Total UH Manoa</i>		13	34	29
UH Hilo – Psychology	BA	6	2	3
UH Hilo – Nursing/RNC	BS		1	
UH Hilo – English	Post Baccalaureate Certificate in Secondary English			2
<i>Total UH Hilo</i>		6	3	5
West Oahu – Business	BA			5
West Oahu – ECE	BA	2		
West Oahu – Health Care Adm	Certificate	2	2	1
West Oahu – Social Sciences	BA	3	1	3
West Oahu – Substance Abuse	Certificate		2	1
<i>Total UH West Oahu</i>		7	5	10
<i>Upper Division Degrees & Certificates Total</i>		26	42	44