

# 2024 COMPREHENSIVE Unit Report of Program Data Pālanuanui Library and Learning Center



## 1. Program or Unit Mission

From the Catalog:

The Library and Learning Center at Pālanuanui houses a small on-site collection of books and DVDs, along with access to thousands of books and periodical articles in electronic format. The staff offers formal and informal computer literacy and research instruction, reference services, and help in obtaining research materials from other UH campus libraries. Free academic tutoring is available to Hawai'i Community College students as well as test proctoring for UH system classes. Placement testing is offered year-round.

Program or Unit Mission or Purpose Statement:

The Library and Learning Center promotes student success by providing internet access, placement and course test proctoring options, a way to connect with tutors, help with finding and using information, and access to the entire University of Hawai'i system virtual library collection.

What is the target student or service population?

It serves the students, faculty, and staff of Hawaii Community College who reside on the West side of Hawaii Island. As a University of Hawaii Board of Regents designated Center, it also serves any student residing in West Hawaii who is enrolled in classes or programs offered through distance education modalities from any of the University of Hawaii system colleges or universities.

## 2. Program Student Learning Outcomes or Unit/Service Outcomes

### Pālanuanui Library and Learning Center Library Unit Service/Unit Outcomes

As a combined library and learning center, our unit service/unit outcomes mirror those of the units charged with providing similar service on the Hilo side of the island.

#### Library Services:

1. The student will evaluate information and its sources critically (UHCC common SLO)
2. The library will provide an introduction on how to find and evaluate information (HawCC General Education Learning Outcomes 3 and 4)
3. The library will provide access to resource materials

#### Learning Center Services Outcomes

1. Provides tutoring/academic support services to promote student success
2. Provides testing and academic support services to promote student success
3. Provides computer access for students.

## 3. Analysis of the Program/Unit

We have had the same outcomes for the past several years. In the past an annual student and instructor satisfaction survey designed by UHCC libraries was done every April. However, when the drastic changes in instructor and student contact were brought about

by the Covid -19 crisis in March 2020, this practice was suspended. Deemed an essential service, the Pāalamanui LLC remained open with normal hours throughout the next few years, though access was limited to those who met the stringent requirements for permission to be on campus. In Summer 2024, UHCC members of the UH Library Council were asked to review the data collected for the Annual ARPD report. The group's revision is due to the UH system in December 2024. As of this writing, it looks like the common annual survey is being discontinued in favor of each library designing their own assessment tool. Other assessment efforts in the past included working with individual instructors to review the effects of information research instruction on the quality of resources listed in assignments and papers. As most classes went into online mode and most instructors rarely came in person to campus, these efforts were also suspended. No unit/service outcomes were assessed in 2023-2024. But the LLC has tracked several items as indicators of student use and effectiveness. The attachment includes usage data for the last 6 years for the following items:

- The use of licensed electronic information resources (journal articles and E books)
- The circulation of physical items, information literacy instructional sessions
- Test proctoring sessions and placement testing

The data collected, with the exception of the use of electronic information resources, shows a decline in use. In fact, no formal information literacy instruction sessions were held at Pāalamanui last year. Much of this could be explained by the Covid related changes in instruction mode and the lack of students coming to campus. As might be assumed with most students doing their assignments from home, the exception to this is the use of electronic information resources. The number of searches and items actually retrieved continues to increase. It should be noted that the electronic resources usage statistics reported reflect the use by all HawCC affiliate users, not just Pāalamanui based users. This is because the UH Hilo Mookini Library, via a longstanding MOU, manages database access for the college by using a separate proxy server that records the affiliation but not the location of the user. It should also be noted that due to the differences in various database contract agreements, Mookini Library is not always able to split out Hawaii Community College users from UH-Hilo users. For instance, for Encyclopedia Britannica, we cannot capture how many times our students used it in a year.

Going forward, a better picture of resources and services to all Hawaii CC students in the areas of library resources and services, test proctoring, and tutor/mentoring would be more accurate if Pāalamanui information could be combined with the services of the UH Hilo Mookini Library and the Hilo based Hawaii Community College Testing center and the Manono Learning Center. The usage data for electronic articles and books is already a figure that reflects use by any Hawaii CC student no matter their location. But as it is now, the data collected and reported for test proctoring and tutoring is done separately for Pāalamanui and the Hilo based operations.

#### **4. Action Plan**

The Pāalamanui LLC staff consists of three individuals, an educational specialist, a student support specialist, and a librarian. They meet periodically throughout the year to discuss

how to move forward with reengaging instructors and students now that the college is making an effort to reintroduce in person classes to the campus. For the past few years our contacts and relationships have mostly been with the programs that have continued to meet on campus during Covid and beyond, namely science labs, culinary, and nursing. As an action plan, we have identified a recurring theme that we will concentrate upon in the coming years. The theme is how do we reconnect with instructors and students to make our resources and services relevant in the current teaching and learning environment?

The plan includes:

**Library Related Goals** (All support **Ka'ika'i Haumāna** Develop successful students for a better future)

1. Reconnect with instructors before the beginning of each semester. Remind them of our presence on campus and offer to come to their classes in person or virtually to meet their students and explain how we can help them throughout the semester.

2. Offer individualized information research sessions that are tailored to a specific class or assignment. We have had some success in the past with this approach with some science and psychology classes.

3. Revisit information literacy. What does it mean for our students, what is the appropriate level for our community college level students, what do they really need? Previous assessment efforts with members of the English faculty have shown us that even with instruction about information source credibility, students more often will take the quickest and easiest path to using sources to support their assignments and presentations. We have suspected that students shy away from more academic resources, even though they have access to a plethora of full text databases, because they are written at a higher level than what they are ready for. We think it might be unrealistic to expect a student attempting their first 100 level class to be able to digest articles or Ebooks aimed at upper division, graduate, and professional level individuals. In fact, an interesting finding when we looked at the EBSCO Ebook collection usage for 2022-2023, we found that more items were retrieved from the public library level collection than from the academic collection. During Spring 2025, investigate the current literature about this. Are we alone in this idea? Communicate with instructors honestly about this. Do they actually require students to cite information to support their work? What are their thoughts about references students provide? Do they include any instruction of their own on the topic? Can we assist? Some recent feedback from our main science instructor disagrees and thinks that her students can grasp upper-level articles given enough time and guidance.

4. Redesign our information literacy unit in Laulima in Spring 2025. It has been updated every summer but now must be retired due to the switch from Laulima to Lamakū which will go live in January 2025. The last time it was used was Fall 2024 by an English instructor who uses it with her class as an introduction to gathering resources for their main English 100 paper. It is based on a similar unit used by UH Hilo. We have checked with the librarians at UH Mookini Library and they have redesigned their unit, which is offered as a part of their instructional outreach to Hawaii Community classes, to a Lamakū

based product. We plan to borrow their Lamakū based unit and adapt it slightly to fit the environment at Pāalamanui so that our Pāalamanui based classes will receive the same benefit that those who take Hilo based classes get. The main difference will be that we do not have the large print-based collection that Mookini offers so we stress use of electronic collections.

5. AI or Artificial Intelligence has now arrived on the scene in a big way. Definition of ChatGPT from Wikipedia: a large language model-based chatbot developed by OpenAI and launched on November 30, 2022, that enables users to refine and steer a conversation towards a desired length, format, style, level of detail, and language. There are now so many generative AI options, including some recommended by the UH system IT department. In 2025 we will investigate its uses regarding gathering credible information. How will our college instructors adopt its uses in many possible ways to enhance learning? What will its impact be on the development of critical thinking ?

6. The student will evaluate information and its sources critically (UHCC common SLO) Look for ways to actually do this with the cooperation and input of our instructors. In the context of the changes in instruction that the pivot to mostly online classes has brought, how do we do that effectively. How to we measure that?

**Test Proctoring Goals** (Most support **Ka'ika'i Haumāna** Develop successful students for a better future)

1. Continue to offer onsite test proctoring for Hawaii Community College and other UH system students as needed. Though instructors have been encouraged to use other methods of measuring student progress, classes where students need to demonstrate mastery of a skill or knowledge base do better if they are frequently assessed. For Pāalamanui that means science labs, culinary students, and nursing students.

2. Continue to offer assistance to new and current students in the use of EdReady. The use of Accuplacer as the most used English and Math class placement tool has been superseded by alternative placement methods and the increased encouragement to use the free product EdReady. EdReady already has a specific portal for each UH community college set up and scores can go easily into the registration system. EdReady has an open-ended learning and practice pathway feature that allows students a chance to improve their placement scores by reviewing and practicing the elements that their first test revealed as their weak spots.

3. Continue to develop the capability to offer the community an option to take various certification tests locally. We have been investigating this and applying to test proctoring site qualification for the past few years. We are now working with the ASE to qualify for automotive certification testing that would permit our recent program graduates and people already working in the field to test in Kona rather than having to drive to Hilo or fly to another island. As of this writing the ASE staff is asking the Prometric company who controls the testing to allow us to qualify as a Prometric Satellite Testing Center even

though there are some requirements, like closed camera test monitoring, that we cannot currently meet. (Ka'ika'i Noi'i Diversify Economy))

4. As long as the UH system still contracts with Accuplacer, continue to offer Accuplacer testing as long as it is still needed for ESL student placement, federal veteran program beneficiaries and specific program admission requirements.

**Tutoring and Peer Mentoring Goals** ( All support **Ka'ika'i Haumāna** Develop successful students for a better future)

1. Reestablish on site student peer mentors and/or tutors based at Pāalamanui. Our recent usage numbers have been too small to track (i.e., fewer than ten students a semester), But we know that offering tutoring access and peer mentoring is important to student success. During Covid restrictions tutors were hired and managed for the most part through the Learning Center in Hilo. Since tutoring was done remotely through Zoom, this was the best option available. Now that the campus is open and a few more classes are beginning to be offered in person, we are trying to recruit new student peer mentors and tutors that are based in West Hawaii and available for both in person and remote help. Our biggest challenge is the limited student pool based in Kona who would be a good fit and want to work for student employment wages (though the base rate is much more attractive than it was a few years ago). During the school year 2023-2024 we were able to recruit only one English/Writing Tutor. She could not return for Fall 2024 but another former peer mentor was able to return to assist an art instructor in his in person and zoom classes. The math and science instructors keep trying to recruit suitable tutors and peer mentors for their areas. But for the last two years we have had no success in these efforts to hire students to fill these positions. They express interest in the positions but don't actually apply for them, citing time and distance from campus as reasons they decide not to apply for the positions. In the meantime, we will continue to refer Pāalamanui side students to the tutoring options offered through the main Hilo side Learning Center.

**5. Resource Implications**

**Special Resource Requests not included in your operating "B" budget**

I am NOT requesting additional resources for my program/unit.

I AM requesting additional resource(s) for my program/unit.

Total number of items being requested: 3 (4 items max.)

1. **Item Description: Task chairs for computer users Average Cost \$150.**

✓ **Justification: The computer workstation task chairs in the computer lab, testing room, and main study area are several years old and several are broken or listing to one side. They are uncomfortable to sit on for any length of time, and students often must search around for a chair that they can use while taking a test or studying.**

✓ **Alignment to the [Ka'ao Ka'ika'i Strategic Plan AY2023 - AY2029](#):**

**Ka'ika'i Haumāna** Develop successful students for a better future.

**Ka'ika'i Kauhale** Build and Maintain the Wellbeing of the College Kauhale

<b>Equipment</b>	Fall 2025	Quantity: 30 Cost per unit \$150.	Total Cost (with S&H, tax) \$4725 Source Office Max	On Inventory List: No
------------------	-----------	--------------------------------------	--	--------------------------

**2. Item Description: Noise cancelling ear muffs Average cost \$16**

✓ **Justification:** The computer lab, testing room, and main study area have minimal soundproofing. Students taking tests in the lab or the testing room can hear activity at the staff desks or in the main room. Students trying to study by themselves in the main room can be distracted by the small study groups that often form around the two large tables.

✓ **Alignment to the [Ka'ao Ka'ika'i Strategic Plan AY2023 - AY2029:](#)**  
**Ka'ika'i Haumāna** Develop successful students for a better future .  
**Ka'ika'i Kauhale** Build and Maintain the Wellbeing of the College Kauhale

<b>Equipment</b>	Fall 2025	Quantity / Number of Units 10; Cost per unit \$16,	Total Cost (with S&H, tax)\$168. Source Various Options	On Inventory List: No
------------------	-----------	--	---	--------------------------

**3. Item Description: 2 Portable Acoustic Tabletop Dividers. Average cost \$348.**

✓ **Justification:** The computer lab, testing room, and main study area have minimal soundproofing. Students taking tests in the lab or the testing room can hear activity at the staff desks or in the main room. These portable units can be set up quickly for sensitive students or used in the future to meet the spacing requirements of community members taking the ASE certification exams.

✓ **Alignment to the [Ka'ao Ka'ika'i Strategic Plan AY2023 - AY2029:](#)**  
**Ka'ika'i Haumāna** Develop successful students for a better future .  
**Ka'ika'i Kauhale** Build and Maintain the Wellbeing of the College Kauhale  
**Ka'ika'i Oihana** Meet Hawai'i Island's workforce needs of today and tomorrow.

<b>Equipment</b>	Fall 2025	Quantity: 3 Cost per unit \$348.	Total Cost (with S&H, tax) \$730.8 Source Versare.com. Shipping extra	On Inventory List: No
------------------	-----------	-------------------------------------	--	--------------------------

Palamanui Library and Learning Center Usage 2017-2024							
Class Instruction Sessions - Palamanui							
Year	Sessions	Participants					
2017-2018	12	188					
2018-2019	5	97					
2019-2020	9	167					
2020=2021	4	55					
2021-2022	1	20					
2022-2023	0	0					
2023-2024	0	0					
Hawaii CC Physical Items Circulated - Palamanui Library Only							
Year	Items						
2017-2018	400						
2018-2019	435						
2019-2020	385						
2020=2021	55						
2021-2022	62						
2022-2023	11						
2023-2024	5						
Ebsco E Book Usage -All HawCC. Vendor was able to specify HawCC usage starting in 2022							
2022-2023	193 Total	Academic Collection	33				
		Public Library Collection	163				
2023-2024	437 Total	Academic Collection	420				
		Public/Misc	17				
Full-text articles/Ebooks, Videos Retrieved*							
	Retrieval s		Accessed				
2017-2018	17,172		10,936				
2018-2019	21,450		9,943				
2019-2020	23,656*		na				
2020-2021	25,689*		na				
2021-2022	24,611*	33,298*	14,833				
2022-2023	32,773*		15,093				
2023-2024	57,167*		27,869				

\* For all HawCC users because the proxy server maintained by UH Hilo cannot specify Palamanui only users. Usage includes all EBSCO databases, Science Direct, Newsbank, and Gale. Ebooks Other database use cannot be separated from UHH usage.

--	--	--	--	--	--	--	--