



University of Hawaii West O`ahu  
Division of Student Affairs

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## NO`EAU CENTER 2013-2014 ASSESSMENT

### MISSION

The No`eau Center provides academic support for all UHWO students and community members through testing services that include placement testing, retesting, and proctoring ; one-on-one, group, and online tutoring in all course subjects by specially trained UHWO students; and academic success workshops covering topics such as time management skills, study tips, and scholarly and career writing. We offer innovative, best practice student services to increase access, retention, and academic success for UHWO students, especially Native Hawaiian, Filipino, Pacific Islander and other underserved student populations. The Center promotes life-long learning by assisting students at all levels of ability to gain the skills necessary to learn effectively, confidently and independently in a collaborative learning environment.

### GOALS

- Provide quality student centered support services.
- Provide appropriate placement for coursework.
- Provide test proctoring for online and in-person testing.
- Provide accurate and timely accommodations for students with disabilities.
- Improve UHWO course retention with subject tutoring.
- Improve persistence and graduation success of UHWO students.
- Train, mentor, develop No`eau student leaders to best serve No`eau clientele and to foster skills that transfer to academic and career success.

### DASHBOARD DATA

#### Program Data

- 835 students used the testing center in Summer 2013. Of those, 695 students used the walk-in testing lab.
- 522 students completed the math COMPASS placement in Summer 2013. Of those students, 36% placed at Math 100 and above and 64% placed below the 100 level. 170 students retook the math placement.
- 394 students completed the English COMPASS placement in Summer 2013. Of those students, 58% placed at ENG 100 and 42% placed below 100. 95 students retook the English placement.
- ----- number of students attended six COMPASS Prep workshops that were offered in Summer 2013.
- Of those that attended the workshops, ---- % placed into the 100 level coursework.
- 20 tutors were hired, trained, and continue to be mentored as leaders and facilitators of learning at the Center.

- The Center tutors had 870 appointments during the first 9 weeks of the Fall 2013 semester (Aug 26-Oct 27), tutoring heavily in writing, math, and statistics but also in Accounting, Economics, Sociology, Psychology, Anthropology, and English.
- 12 academic success workshops were offered in Fall 2013 semester with an average of 12 students attending each session.

## POINTS OF PRIDE

- More than five-fold increase in square footage of the No'eau Center's physical space from 450 sq. ft. to 2424 sq. ft. due to move from the Pearl City campus to the Kapolei campus.
- Fall 2010 to Fall 2013 data show that Users of the No'eau Center have (statistically) significant higher cumulative GPAs than Non-Users. The difference in high school GPAs of the two groups was insignificant.
- Fall 2010 to Fall 2013 data indicate promise of lower drop, higher retention, and higher graduation rates of Users of the No'eau Center than Non-Users respectively, ( drop=27% vs. 33%; retention=19% vs. 16%; and graduation=54% vs. 52%).
- For the first time in Summer 2013 the Center provided placement testing for over 200 high school early admit students.
- Developed partnerships with faculty and Student Affairs/Services that helped to increase awareness of No'eau Center services.
- Successful grant proposals: Title III - \$72,000 for tutors; ARRA-BTOP – 28 computers for open use; UHWO Student Activity Board - \$1,200 for program events.

## ASSESSMENT ACTIVITIES 2013-2014

### Program Objective 1

By Spring 2014, at least 90% of all students who use the No'eau Center services will have received quality student centered support services.

#### Methods and Measures

- Encourage students who use No'eau Center services to take the online satisfaction survey.
- Administer and collect surveys after each workshop presentation.
- Analyze the data from the online surveys and workshop surveys.

#### Findings

Will collect in Spring 2013-Fall 2013 and assess in Spring 2014.

#### Conclusions /Status

## **Program Objective 2**

By Spring 2014, at least 90% of all students who use the No'eau Center testing services will have appropriate placement for coursework.

### Methods and Measures

- Administer the COMPASS placement tests to students.
- Score the tests and report placement.
- Follow up to verify course completion.

### Findings

Will collect in Spring 2013-Fall 2013 and assess in Spring 2014.

### Conclusions / Status

## **Program Objective 3**

By Spring 2014, at least 90% of all students with disabilities who use the No'eau Center testing services will be provided with appropriate and timely accommodations.

### Methods and Measures

- Provide requested service(s) from faculty and students to accommodate disabled students.
- Analyze Center's usage logs to check if faculty and student requests for testing services for disabled students were fulfilled.
- Analyze data from student satisfaction survey filled out by disabled student who use the testing services.

### Findings

### Conclusions / Status

## **Program Objective 4**

By Spring 2014, at least 80% of all students who use the No'eau Center tutoring services will receive a passing grade, D or better in coursework that they received tutoring in.

### Methods and Measures

- Keep record of all the students who receive tutoring in Spring 2014. (Tutor Notes – student, what subject, how many tutor sessions, tutor, how long each session. )
- At the end of the semester verify students' grades in the courses they were tutored in. Use Course Completion (STAR batch report).

### Findings

### Conclusions / Status

#### **Program Objective 5**

By Spring 2014, at least 70% of all students who use the No'eau Center tutoring services will have higher persistence and graduation rates than students who have not used No'eau Center tutoring services.

### Methods and Measures

- Request data on retention and graduation rates of Users and Non-Users of No'eau Center from the Institutional Research Office.
- STAR batch reports

### Findings

### Conclusions / Status

#### **Student Learning Outcome 1**

By Spring 2014, at least 90% of all No'eau student leaders will be trained and mentored to best serve No'eau clientele and to foster skills that transfer toward their academic and career success.

### Methods and Measures

- Develop training evaluation surveys to measure effectiveness of training.
- Conduct training for No'eau student leader participants.
- Administer training evaluation surveys to No'eau student leader participants.
- Analyze the training evaluation surveys.
- Retrieve data on No'eau student leader participants' GPA and persistence rates.

### Findings

### Conclusions / Status

#### **PLANS FOR THE UPCOMING YEAR**

- Assemble committee to study and advocate for No'eau Center resource needs – personnel, space, equipment, etc.
- Expand tutor training opportunities for student tutors. This may include a one credit leadership training course.
- Compile needs assessment data to support grants proposal writing for No'eau Center.
- Continue to review and assess the efficiency and efficacy of No'eau Center services.

## ATTACHMENTS

No'eau Center Attachment A: Student Satisfaction Survey

No'eau Center Attachment B:

No'eau Center Attachment C: