

ANNUAL

REPORT OF PROGRAM DATA

2023



UNIVERSITY of HAWAI'I
HAWAI'I
COMMUNITY COLLEGE

July 1, 2022 through June 30, 2023

Pāalamanui Library and Learning Center

1. Program or Unit Mission

Program or Unit Mission or Purpose Statement

From the Catalog:

The Library and Learning Center at Pālanui 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 Pālanui 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

Pālanui 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.

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 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. 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 other unit/service outcomes were assessed in 2022-2023.

3. Analysis of the Program/Unit

The LLC has tracked several items as an indicators of student use. 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 Pālanuanui 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 Pālanuanui 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.

4. Action Plan

The LLC staff consists of three individuals, an educational specialist, a student support specialist, and a librarian. They have met throughout the year and most recently in Fall 2023 semester 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 been with the programs that continued to meet on campus during Covid, 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:

1. Reconnecting with instructors before the beginning of the Spring 2024 semester. Do outreach early.

- a. 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.
 - b. 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.
2. Reestablish on site student peer mentors and/or tutors based at Pālanuanui. 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 to everyone again, we want 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 limit of students 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) As of this writing, faculty member Tanya Dean has identified a student who would like to assist her students in her English classes and we are in the process of hiring her for Spring 2024. We will be soliciting additional recruits from other instructors.
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 last year, we found that more items were retrieved from the public library level collection than from the academic collection.
 - a. Investigate the current literature about this. Are we alone in this idea?
 - b. Communicate with instructors honestly about this. Do they actually require students to cite information to support their work? What are their thoughts about references student provide? Do they include any instruction of their own on the topic? Can we assist?
 - c. We have an information literacy unit in Laulima that has been used by some English and psychology instructors in the past. It has been updated every summer but is it time to retire it? It is based on a similar unit used by UH Hilo. Check with Lari Anne Au and see if she is still using it with HawCC classes based in Hilo.
4. AI in the form of ChatGPT has now arrived on the scene in a big way. 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?
 - a. 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.

5. 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.
6. Continue to query if an accurate method of figuring out the actual Pālamanui FTE has been successful. Though it may be a moot point with so many classes now offered online and a student can be from literally anywhere and be registered in a class, the question of how many students are served by this campus continues to be a metric that is asked about for various reasons.

5. Resource Implications

Special Resource Requests not included in operating “B” budget *

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

Palamanui Library and Learning Center Usage 2017-2023							
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					
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		EBSCO E Book usage	194	Academic Collection	31	
					Public Library Collection	163	
Full-text articles/Ebooks, Videos Retrieved*							
	Retrievals		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	33,298		14,833				
2022-2023	32,773		15,093				
* For all HawCC users because the proxy server maintained by UH Hilo cannot specify Palamanui only users. Usage includes all EBSCO databases but not all databases accessible to HawCC users.							
Test Proctoring - Palamanui Library and Learning Center							
Year		HawCC on site classes	DE classes on campus	Remotely	Other UH Colleges	Out of System	
2017-2018		111	527		361	5	
2018-2019		203	580		258	25	
2019-2020		220	400		228	15	
2020=2021		0	560	181	2	0	
2021-2022		0	374	139	0	0	
2022-2023		0	223	148	0	0	

Placement Testing -		Palamanui Library and Learning Center						
	Accuplacer on Campus	Accuplacer in high schools						
Year								
2017-2018	371	42						
2018-2019	282	61						
2019-2020	233	12						
2020=2021	46	0						
2021-2022	22	0						
2022-2023	4	0						
Note: the UHCC system has encouraged the Use of Ed Ready. HawCC home campus users to be determined via a UHCC contract report?								