## Section A – Operating Data

1. Please enter the number of students that your program has served over the previous three years.

| Year | Fall | Spring | Total |
|------|------|--------|-------|
| 2012-2013 | 109286 | 71722 | 181008 |
| 2013-2014 | 108956 | 71586 | 180341 |
| 2014-2015 | 95951 | 80241 | 176192 |

2. Is the number of students served by your program increasing, decreasing, or remaining constant?

   Remaining Constant

3. Describe the reason(s) for this trend (600 characters max).

The Learning Center (Beach) serves a fairly consistent number of students from year to year since the majority of the computers (approx. 300) are reserved for classroom use. Only 72 computers are available for drop-in student use. The number of students served by the LC could increase by adding additional drop-in computers, increasing hours of operation, and adding support staff. As part of this year's program review, the LRC Division is requesting a task force be formed to study space utilization in the LRC.

4. Enter the number of students from each demographic group that your program served in the 2014-2015 academic year.

| Race/Ethnicity | Number of Students Served in 2014-2015 |
|----------------|----------------------------------------|
| Asian | N/A |
| Black | N/A |
| Hispanic | N/A |
| Native Amer | N/A |
| Pacific Islander | N/A |
| Two or More Races | N/A |
| Unknown | N/A |
| White | N/A |
| **Gender** | Number of Students Served in 2014-2015 |
| Female | N/A |
| Male | N/A |

5. Are you able to increase the number of students your program serves and/or serve more students from underrepresented groups?

   Yes

If yes, please create an initiative in Section F that describes how your program will do this, and what resources, if any, are necessary to achieve it.

6. If no, please describe why your program is unable to do this (600 characters max).

**Section B – Services Offered**

Please describe the type of services that your program offers.

| Service Offered (100 characters max) | Offered Face to Face (Day) | Offered Face to Face (Evening) | Offered Online | % of Total Students Served who Used this Service in the Past Year |
|---|---|---|---|---|
| Classrooms for English, EAC, Foreign Lang., and Nursing. | Yes | Yes | N/A | 60.00% |
| Open access computer lab; printing, scanning & copying. | Yes | Yes | N/A | 30.00% |
| Orientation and exam host for distance education classes. | Yes | Yes | N/A | 5.00% |
| Site for CSULB MS in Social Work program on Saturdays. | Yes | Yes | N/A | 5.00% |
| | - Select - | - Select - | - Select - | % |
| | - Select - | - Select - | - Select - | % |
| | - Select - | - Select - | - Select - | % |

1. Are you able to improve the quantity or quality of services that your program offers?
   Yes

   If yes, please create an initiative in Section F that describes how your program will do this, and what resources, if any, are necessary to achieve it.

2.  If no, please describe why your program is unable to do this (600 characters max).

[blank box]

### Section C – Service Unit Outcomes

Please enter the following SUO information for your program.

| Service Unit Outcome | Date/Semester of Most Recent Assessment | Brief Description of Assessment Results | Changes Made as Result of Assessment | Date/Semester of Next Assessment |
|---|---|---|---|---|
| Students will be able to identify the Learning Center as a place for utilizing computers with specialized software as a resource for academic use. | N/A | N/A | N/A | Spring 2016 |
| Students will find the Learning Center equipment, software, and facility adequate to meet their educational needs. | Spring 2014 | 96% of students surveyed use the lab to complete class assignments. 94% of students surveyed found the computers in good working order. | Expanded operating hours, upgraded equipment, and added printer. | Spring 2016 |
| Faculty will find the Learning Center equipment, software, and facility satisfactory to meet their instructional needs. | N/A | N/A | N/A | Spring 2016 |

1.  How does your program facilitate the achievement of the college's institutional student learning outcomes or institutional service unit outcomes? (600 characters max)

The Learning Center (Beach) supports ISUO-1 to  facilitate a positive learning environment for students.  This goal is achieved by providing instructional support through technology to several academic disciplines and open access computers. The facility includes 367 computers, two "smart" pull-out classrooms, online resources, and subject specific software to support instruction and enhance student learning.

2. How many department/program meetings have you held in the previous year in which SUO's have been discussed?
   4 meetings

3. Are you able to improve the service unit outcomes for your program (i.e. number of SUO's assessed, adherence to rotational plan, improved SUO assessment results, etc.)?
   Yes

   If yes, please create an initiative in Section F that describes how your program will do this, and what resources, if any, are necessary to achieve it.

4. If no, please describe why your program is unable to do this (600 characters max).

## Section D – Program Staffing
Please enter the following staffing information.

| Type | Headcount | FTE |
|---|---|---|
| Full-Time Non-Instructional Faculty | 0 | 0 |
| Adjunct Non-Instructional Faculty | 0 | 0 |
| Classified Staff | 2 | 1.4 |
| Unclassified Staff | 1 | .6 |

1. Describe any changes in the staffing levels in your program over the past three years, and if applicable, describe how these changes have impacted your program (600 characters max).

Previous budget cuts reduced LC staff from two full time ILT-2 positions to one full-time ILT-1. The 40% ILT-II position was moved from Santa Paula to the LC so the Beach could stay open during the evening. To bridge the staffing gap, IDS faculty were hired. However, in Fall 2015 the IDS program was relocated to the tutoring center. Currently a 60% provisional and the VCSP library assistant are bridging the gap. It is absolutely critical that the ILT-2 positions be restored to the LC & VSCP or quality of services will continue to erode and expansion of services will not be possible.

**Section E - Previous Year Initiatives**

| Program | Funding Category | Initiative ID | Initiative Title | Initiative Description | Cost | Grants/ Categorical | College Funds | Program Priority | Division Priority | Committee Priority | College Priority | Funded | Status | Outcome |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| LC | Computer | LC 1401 | 225 computers, 2 scanners, 2 laptops | Complete computer replenish at Beach & Santa Paula | 300,000 | | - | H | H | H | H | Yes | Ongoing | |
| LC | Computer | LC 1502 | Increase Wireless Access | Increase wireless access point to 7 areas in the BEACH | 10,000 | | 10,000 | H | H | H | H | Yes | Pending | |
| LC | Computer | LC 1402 | Crestron Panel & LCD replacement | Replace LRC classroom equipment in Rooms 128/129 | 24,000 | | 24,000 | M | M | M | M | No | Pending | |
| LC | Computer | LC 1501 | Add 200 licenses for Veralab data capture | Extended data capture program to all computers in Lab & renew exisiting contract | 2,500 | | 2,500 | M | M | M | M | No | Discontinued | |
| LC | Facilities | LC 1406 | Increase Lighting outside LRC | Increase safety | - | | - | M | M | M | M | Yes | Completed | |
| LC | Facilities | LC 1504 | Carpet runners LRC - Lobby | Increase safety & replace with customized runners with | 3,000 | | 3,000 | L | L | L | L | No | Pending | |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | Ventura College emblem | | | | | | | | | |
| LC | Facilities | LC 1506 | Replace old non-working digital locks | Increase safety -- Remove and replace old digital locks | 10,000 | | 10,000 | L | L | L | L | No | Pending | |
| LC | Equipment | LC 1503 | Copier/fax/scanner | Increase LRC staff productivity | 6,500 | | - | H | H | H | H | Yes | Ongoing | District print vendor contract. |
| LC | Equipment | LC 1509 | Headsets with mics | Replace; get new headsets for Dragon software | 4,000 | | 4,000 | H | H | H | H | No | Pending | |
| LC | Equipment | LC 1508 | Upgrade Dragon software | Add Dragon software to English Pods and upgrade all to v. 13 | 5,000 | | 5,000 | M | M | M | M | No | Pending | |
| LC | Equipment | LC 1510 | Portable PA system for Santa Paula | Purchase Projector, portable screen, PC, AV & cart for SP events (save time and labor transporting equipment from VC) | 6,000 | | 6,000 | M | M | M | M | No | Pending | |
| LC | Equipment | LC 1507 | Install I.D. card scanner system | Increase safety -- Install I.D. card scanner system similar to one used at | 5,000 | | 5,000 | M | M | M | M | No | Pending | |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | Oxnard College | | | | | | | | | | |
| LC | Equipment | LC 1403 | Repair laminate on Pod Tables | Safety issue -- repair pod tables with quality laminate | - | | - | L | L | L | L | No | Pending | |
| LC | General Fund | LC 1505 | Increase Police presence | Increase safety -- Need regular police presence at closing hours: Mon-Thur @ 9 p.m.; Fri. 3:30 p.m.; Sats 4:30 p.m. | - | | - | M | M | M | M | Yes | Ongoing | |
| LC | None | LC 1408 | Student & Staff Training | Increase Customer Service Skills for BEACH | - | | - | H | H | | | Yes | Ongoing | |
| LC | None | LC 1409 | Software Training | Increase customer service and technical skills | - | | - | M | M | | | Yes | Ongoing | |
| LC | None | LC 1511 | Long-range Strategic Plan to maximize LC usage | Create Task Force to develop Strategic Plan; assess current use and recommend improvements to maximize FTEs | - | | - | H | H | | | No | Ongoing | |

## Section F – 2015-2016 Initiatives

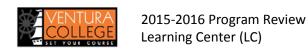| Program | Initiative ID | Initiative Title | Initiative Description | Cost | Funding Source | Initiative Category | Educational Master Plan Goal | Expected Improvement | Program Priority | Division Priority | Committee Priority | College Priority |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| LC | LC-1601 | Restore Instructional Lab Technician II (12 months, 100%)<br><br>(EVP 1403) (LC 1404) (LRC 1303) | Restore ILT-II position that was lost during budget cut-backs to restore quality of services offered to students and faculty | $60,000 | College Funds | Classified | ☒Goal 1<br>☒Goal 2<br>☐Goal 3<br>☒Goal 4<br>☐Goal 5 | ☒Enrollment<br>☒# Under-represented students<br>☒Quantity/ Quality of Services<br>☒Course Success Rate<br>☒Productivity/ Fill Rate<br>☒Close equity gaps | ☐Req<br>☒High<br>☐Med<br>☐Low | ☐Req<br>☐High<br>☐Med<br>☐Low | ☐Req<br>☐High<br>☐Med<br>☐Low | ☐Req<br>☐High<br>☐Med<br>☐Low |
| LC | LC-1602 | Increase current ILT-II from 40% to 100% (12 months) or add two more ILT-1 40% positions<br><br>(EVP 1403) (LC 1404) (LRC 1303) | Increase current ILT-II from 40% to 100% or add two 40% ILT-1 positions to restore quality of services offered to students and faculty and have coverage in evenings and summers. | $30,000 | College Funds | Classified | ☒Goal 1<br>☒Goal 2<br>☐Goal 3<br>☒Goal 4<br>☐Goal 5 | ☒Enrollment<br>☒# Under-represented students<br>☒Quantity/ Quality of Services<br>☒Course Success Rate<br>☒Productivity/ Fill Rate<br>☒Close equity gaps | ☐Req<br>☒High<br>☐Med<br>☐Low | ☐Req<br>☐High<br>☐Med<br>☐Low | ☐Req<br>☐High<br>☐Med<br>☐Low | ☐Req<br>☐High<br>☐Med<br>☐Low |

| Program | Initiative ID | Initiative Title | Initiative Description | Cost | Funding Source | Initiative Category | Educational Master Plan Goal | Expected Improvement | Program Priority | Division Priority | Committee Priority | College Priority |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| LC | LC-1603 | VCSP Instructional Lab Technician II  (OCP 1201) | Restore Instructional Lab Technician II - 12 month 100% position at VCSP facility to support services in the East Campus LRC | $60,000 | College Funds | Classified | ☒Goal 1 ☒Goal 2 ☒Goal 3 ☒Goal 4 ☒Goal 5 | ☒Enrollment ☒# Under-represented students ☒Quantity/ Quality of Services ☒Course Success Rate ☒Productivity/ Fill Rate ☒Close equity gaps | ☐Req ☒High ☐Med ☐Low | ☐Req ☐High ☐Med ☐Low | ☐Req ☐High ☐Med ☐Low | ☐Req ☐High ☐Med ☐Low |
| LC | LC-1604 | Space Utilization Task Force  (LRC1203) (LC1511) | Develop LRC Space Utilization Task Force to review current and future needs of service units in the LRC | 0 | None | Other | ☒Goal 1 ☒Goal 2 ☒Goal 3 ☒Goal 4 ☒Goal 5 | ☒Enrollment ☒# Under-represented students ☒Quantity/ Quality of Services ☒Course Success Rate ☒Productivity/ Fill Rate ☒Close equity gaps | ☐Req ☒High ☐Med ☐Low | ☐Req ☐High ☐Med ☐Low | ☐Req ☐High ☐Med ☐Low | ☐Req ☐High ☐Med ☐Low |

| Program | Initiative ID | Initiative Title | Initiative Description | Cost | Funding Source | Initiative Category | Educational Master Plan Goal | Expected Improvement | Program Priority | Division Priority | Committee Priority | College Priority |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| LC | LC-1605 | SUO Assessment Program | Form task force to improve assessment of SUO's. Evaluate current SUOs, and design survey for faculty. | 0 | None | Other | ☒Goal 1 ☒Goal 2 ☐Goal 3 ☒Goal 4 ☐Goal 5 | ☐Enrollment ☒# Under-represented students ☒Quantity/ Quality of Services ☒Course Success Rate ☒Productivity/ Fill Rate ☒Close equity gaps | ☐Req ☒High ☐Med ☐Low | ☐Req ☐High ☐Med ☐Low | ☐Req ☐High ☐Med ☐Low | ☐Req ☐High ☐Med ☐Low |
| LC | LC-1606 | Security Cameras | Replace security cameras in main entrances of the LRC that were removed and add security cameras to vulnerable areas such as back doors | $50,000 | College Funds | Facilities | ☒Goal 1 ☒Goal 2 ☐Goal 3 ☒Goal 4 ☐Goal 5 | ☐Enrollment ☒# Under-represented students ☒Quantity/ Quality of Services ☒Course Success Rate ☒Productivity/ Fill Rate ☒Close equity gaps | ☐Req ☒High ☐Med ☐Low | ☐Req ☐High ☐Med ☐Low | ☐Req ☐High ☐Med ☐Low | ☐Req ☐High ☐Med ☐Low |

## Educational Master Plan Goals

**Goal 1:** Continuously improve educational programs and services to meet student, community, and workforce development needs.

**Goal 2:** Provide students with information and access to diverse and comprehensive support services that lead to their success.

**Goal 3:** Partner with local and regional organizations to achieve mutual goals and strengthen the College, the community and the area's economic vitality.

**Goal 4:** Continuously enhance institutional operations and effectiveness.

**Goal 5:** Implement the Ventura College East Campus Educational Plan.

**Section I – Process Assessment**
**How have the changes in the program review process this year worked for your area?**

**How would you improve the program review process based on this experience?**

**Appeals**

After the program review process is complete, your program has the right to appeal the ranking of initiatives (i.e. initiatives that should have been ranked high but were not, initiatives that were ranked high but should not have been), the division's decision to support/not support program discontinuance, or the process (either within the department/program or the division) itself.

If you choose to appeal, please complete the Appeals form (Appendix E) that explains and supports your position. Forms are located at the Program Review VC website.

The appeal will be handled at the next higher level of the program review process.

**Section I – Submission Verification**
**Preparer:**

**Dates met (include email discussions):**

**List of Faculty/Staff who participated in the program Review Process:**

**Preparer Verification:**
☒ I verify that this program document was completed in accordance with the program review process.
**Dean/VP Verification:**
☐ I verify that I have reviewed this program review document and find it complete. *The dean/VP may also provide comments (optional):*

**APPEAL FORM**

The program review appeals process is available to any faculty, staff, or administrator who feels strongly that the prioritization of initiatives (i.e. initiatives that were not ranked high but should have been, initiatives that were ranked high but should not have been), the decision to support or not support program discontinuance, or the process followed by the division should be reviewed by the College Planning Council.

Appeal submitted by: (name and program) _____

Date:_____

Category for appeal:      _____ Faculty

_____ Personnel – Other

_____ Equipment- Computer

_____ Equipment – Other

_____ Facilities

_____ Operating Budget

_____ Program Discontinuance

_____ Other (Please specify)

Briefly explain the process that was used to prioritize the initiative(s) being appealed:

Briefly explain the rationale for asking that the prioritization of an initiative/resource request be changed:

**Appeals will be heard by the College Planning Council.  You will be notified of your time to present.**