Learning Center Program Review
2013-2014

Section I – Accomplishments and Status of 2012 Program Review Report

A. Last Year's Initiatives

Only one initiative was funded from last year, #1302-the purchase or additional whiteboards to support faculty and students who utilize the beach lab. Initiative #1203, involving the expansion of drop-in space, was handled in-house by allowing student to use other areas that are not in use during busier times. Initiative #1305 involving the HVAC was resolved by the maintenance and operations department. Students and faculty were benefited by the fulfillment of these initiatives by providing needed equipment, increasing access, and through a comfortable air conditioned and heated environment.

Two unfunded initiatives, #1303 and #1302, remain a priority, including increasing the 40% position to 100% and the presentation equipment upgrade. These two items will remain in our program review this year and/or incorporated into initiatives created for this year.

B. Updates/accomplishments pertaining to any of the Student Success or Operating Goals from last year's report.

N/A

Section II - Description

A. Description of Program/Department

The 367-station <u>Learning Center</u> computer lab (called the "BEACH) functions both as an open-access computer lab which students can use on a drop-in basis for their college-related work and as a lab for classroom instruction for disciplines such as English, reading, foreign language, learning skills, paramedic studies, and nursing. Computers are available with software for Internet access, word processing, textbook related materials, and specialized reading and writing programs. "BEACH" is an acronym for Best Educational Access to Computers and Help. The Beach also serves as a place for students to work on their classroom assignments or simply check their email; it also serves as a classroom for classes scheduled in the "Beach" for instruction, testing, or supplemental study.

The VC Santa Paula site also has a branch Library and Learning Resource Center. The Santa Paula LRC supports instruction and is open to students for drop-in use to complete assignments or make use of various software programs for supplemental study. The various software programs include Internet access, word processing, language acquisition, reading and writing programs, and GED preparation.

The Learning Centers at both the main campus and the Santa Paula site are open only to currently enrolled Ventura College students.

The Learning Center also serves as a site for California State University, Long Beach on Saturdays for the Masters of Social Work Program. This allows our facility to remain open on Saturdays for Ventura College Students.

B. Program/Department Significant Events (Strengths and Successes), and Accomplishments

The Learning Center was severely impacted by the budget cuts, which affected not only our staffing level but our ability to maintain our equipment, software and provide continuous

service to faculty and students. Our full-time technician was part of the layoffs and the full-time position was transferred to the IT Department with the understanding that they would support our facility. As a result, our 40% Lab Technician position in Santa Paula was transferred to the main campus in order to keep the facility open in the evenings. However, evening hours were cut to 8:00 as there were not enough staff hours to be open until 9:00. Although not thoroughly adequate it allowed us to maintain some evening hours.

IDS faculty were reinstated this fall and as a result, they are able to fill that one needed hour and the hours were again expanded to 9:00 allowing evening classes to be in the lab for that full time.

Usage continues to be high and students continue to express their appreciation of service and staff through our surveys and comment cards. The lab technicians work closely with the IT department and the IDS Faculty as a team to support the faculty and students utilizing the lab. Technology support continues to severely impact the beach lab. It is such a high demand area with specific technology as it really takes a full-time technician to support this area. IT is very understaffed and the technicians are not able to take the time needed to learn and maintain the knowledge needed to keep up with the support needed in this area. IT hired a provisional employee, our laid off lab technician, who has the knowledge of our systems and software, to help support our lab this fall. However, this is only a stopgap and not a permanent solution.

The Santa Paula Library/LRC was staffed by a 40% Library Assistant position to provide support in that area. This fall we also hired a Provisional Tutor in the evenings to provide support for students who study in the evenings in the LRC.

C. **College Vision**
Ventura College will be a model community college known for enhancing the lives and economic futures of its students and the community.

D. **College Mission**
At Ventura College, we transform students' lives, develop human potential, create
an informed citizenry, and serve as the educational and cultural heart of our
community. Placing students at the center of the educational experience, we serve a highly diverse student body by providing quality instruction and student support, focusing on associate degree and certificate completion, transfer, workforce preparation, and basic skills. We are committed to the sustainable continuous improvement of our college and its services.

E. **College Core Commitments**
Ventura College is dedicated to following a set of enduring Core Commitments that shall guide it through changing times and give rise to its Vision, Mission and Goals.

- Student Success
- Respect
- Integrity
- Quality
- Collegiality

- Access
- Innovation
- Diversity
- Service
- Collaboration

- Sustainability
- Continuous Improvement

F.   Organizational Structure
President: Greg Gillespie   **Executive Vice President:** Daniel Seymour
Dean: Kathy Scott   **Supervisor**:   Sandy Hajas

Name	Cindy Hulce
Classification	Instructional Lab Technician I/Learning Resources (100%)
Year Hired	7/11/07
Years of Industry Experience	
Degrees/Credentials	

Name	Marcel Koressa
Classification	Instructional Lab Technician II/Learning Resources (40%)
Year Hired	10/12/12
Year of Industry Experience	
Degrees/Credentials	

Name	Marco Ruiz
Classification	Instructional Lab Technician I/Learning Resources (20%)
Year Hired	01/24/09
Years of Industry Experience	
Degrees/Credentials	

Section IIIa – Data and Analysis

A. SUO Data
Although no SUOs were assessed last year, a rotational assessment calendar was set and entered into TracDat. This year we plan to assess two outcomes, one involving students and the other involving faculty. We should also be able to see if our ability to open more areas for students has an impact on student satisfaction and access.

B.   Operating Data

1.   Service Data
IDS:
The chart below shows the following:
- In fall 2012 3280 students spent 30275 hours in the lab for usage for the 10 weeks.
- In fall 2012 877 students who filled out the Lab access form students spent 22376 hours which equivalent to 42.62 FTES for usage for Academic purposes.
- In spring 2013 4803 students used the computer and 3142 students who filled out the Lab access form spend 101,045 hours which equivalent to 192 FTES in 16 weeks.

	Hours	Student
Fall 2012 Lab usage for the 10 weeks	30,275	3280
Fall 2012 10 Weeks IDS Collection – Lab Access Forms and usage for Academic purposes	22,376 (42.62 FTES)	877
Spring 2013 IDS Lab Usage 16 Weeks. IDS	IDS Hours 101,045 (192 FTES)	3142 (IDS Students) 4803 total patron usage

Collection		

Number of students and class inside the Beach Lab In 2012:

Spring 2012: The data show that:
1. 73 classes were using the Beach Lab on a weekly basis for instructional use.
2. 2063 students were coming each week with their classes.
3. The total visit for all classes were almost 2836 visit weekly since the classes were coming once a week, twice a week or three times a week.
4. All the classes were spending almost 100 hours a week and 1532 hours a semester.

Summer 2012: The data show that:
1. 6 classes were using the Beach Lab on a weekly basis for instructional use.164 students were coming each week with their classes.
2. The total visits for all classes are 276 visits weekly since the classes were coming once a week, twice a week or three times a week.
3. All the classes were spending almost 10 hours a week and 70 hours a semester.

Fall 2012: The data show that:
1. 78 classes were using the Beach Lab on a weekly basis for instructional use.
2. 2192 students were coming each week with their classes.
3. The total visit for all classes were 3160 visit weekly since the classes might come once a week, twice a week or three times a week.
4. All the classes were spending almost 112 hours a week and 1776 hours a semester.

Spring 2013: the data shows that:
1. 87 classes were using the Beach Lab on a weekly basis for instructional use.
2. 2455 students were coming each week with their classes.
3. The total visit for all classes were 3297 visit weekly since the classes might come once a week, twice a week or three times a week.
4. All the classes were spending almost 118 hours a week and 1870 hours a semester.

2. **Budget**

The overall budget is adequate with the exception of student hourly. There are times when the budget is limited thus, we have developed an initiative to increase that budget.

C. **Resources**

1. **Non- Instructional Faculty**

The IDS faculty are the ones in the lab who help support faculty and students with orientations and learning different software. They also support students who are working on papers and other classroom assignments. IDS N100 is not always offered thus, an initiative is being created to continue the non-credit program.

2. **Classified Staff**

   The Instructional Lab Technician II position was eliminated during the last round of layoffs and as a result we are left with one full-time position and one 40% position which equal 56 hours weekly. The lab is open 64.5 and as a result, we have hours that we are not staffed. The IDS faculty can fill in the blank hours however they are not always hired each semester. Thus, we have an initiative to reinstate the 40% position to full-time.

   Also, losing that full-time position resulted in the loss of our technical support in the lab. We are now dependent on the IT department for every issue in the lab. Problems have arisen because the IT technicians are not familiar with our software or needs; the IT department is also understaffed and stretched to the max; and the IT technicians do not have the time or the staff to devote to our center. This has resulted in software disasters and stressed staff trying unsuccessfully to fulfill the needs of the area.

3. **Inventory**

   Although the inventory list looks correct the lab is facing the need to upgrade all their computers. The computers are all out of warranty and parts are no longer available for repair. The computers that need replacing include 367 Beach Lab student stations, 3 desk workstations, 6 tutoring center student stations, and 3 desk workstations, 3 tutoring study rooms and one SI student workstation. We will also need to include the ATTC lab and classroom computers. This is approximately 425 workstations.

   The LRC classrooms and conference room need to have their Crestron panel replaced as well as the LCDS in the classrooms. Faculty have a very difficult time with the panel and end up costing IT time because they do not know how to use. It is a system that is 7 years old and needs to be replaced.

   The Beach also needs a new scanner that is more user friendly for student use. There is also a need for new laptops for presentation purposes.

4. **Facilities or other Resource Requests**

   The laminate on the computer pod tables are beginning to peel. The pods are no longer under warranty and as is currently being taped so that students will not cut themselves. Thus an initiative is being created to have a company come in and begin repairing these tables.

5. **Combined Initiatives**

   The only combined initiative we are doing is to support IT hiring another two IT personnel. And we support the hiring of one to support the LRC. This will directly affect our area and it is in great need.

Section IIIb – Other Program Goals and Initiatives

A. **Other Program Goals**

   N/A

Section IV - Initiatives

Instructions:

Please list your initiatives below, including any you are carrying forward from prior years. Add as many as needed. Deans/division offices will put the information onto the initiatives charts. Every program/department needs initiatives that do not require resources.

Ranking:

The ranking provided below indicated the program/department's ranking. The initiatives will be ranked again later at the division level before going to the appropriate committees (i.e. technology) for additional ranking.

R = Required – mandated or unavoidable needs (litigation, contracts, unsafe to operate conditions, etc.)
H = High – Approximately 1/3 of the total program/department/division's initiatives by resource category
M = Medium – Approximately 1/3 of the total program/department/division's initiative by resource category
L = Low – Approximately 1/3 of the total program/department/division's initiatives by resource category

Example:

        Initiative: *Provide a brief title*
        Initiative ID*: (i.e. CD1301 = Child Development, 2013, first initiative. Maintain initiative numbers from prior program review if any are being carried forward into this new year.)*
        Link to data (Required): *From which area of data is this request associated? Within the category, be specific. (i.e. Success data for a specific course, PSLO #1, . . . , etc.)*
        Expected Benefits: *What benefits to student learning or completion, etc. do you anticipate?*
        Goal: *What do you believe needs to occur? (i.e. raise student success in _____ course)*
        Performance Indicator: *What do you see as a realistic goal? (i.e. a 5% increase in student success)*
        Timeline: *When do you expect to achieve this success within in the next three years? (i.e. by May 2015). These timelines will create a multi-year plan for your program/department.*
        Funding Source Category:
- *No new resources*
- *Additional general funds for hourly instruction, supplies and services (includes maintenance contracts)*
- *College equipment funds (non computer)*
- *Technology funds*
- *Facilities funds*
- *Staffing resources*
- Grant funds

        Ranking: *(i.e. **H**)*

List your initiatives below, including any you are carrying forward from prior years. Please note that every program/department needs to include initiatives that do not require resources. You may copy and paste this section

A. **Initiative:** Update technology in LRC/Beach/Tutoring/ATTC
   Initiative ID: LRC 1401
   Link to Data: Inventory and student usage and service data
   Expected Benefits: students will have access to updated computers to complete their academic assignments
   Goal: Replace computers to comply with technology plan in high student use areas
   Performance Indicator: 75% of students surveyed will find the lab adequate to fulfill their academic need
   Timeline: 2014-2015
   Items: computers (450)-scanners(2)-laptops(2)
   Cost: $585,000
   Funding Resource Category: Technology Funds
   Ranking: H

B. **Initiative**: Crestron Panel and LCD replacement
   Initiative ID: LRC1402
   Link to Data: classroom student success data and service data
   Expected Benefits: Faculty and students will have access to properly working equipment in classrooms.
   Goal: Replace LRC Classroom equipment and access panel
   Performance Indicator: Improved service
   Timeline: 2014-2015
   Funding Resource Category: Technology Funds
   Ranking: M

C. **Initiative:** Repair laminate on Pod Tables
   Initiative ID: LRC1403
   Link to Data: service data
   Expected Benefits: students will find the lab adequate for their use
   Goal: Maintain lab furniture and equipment in good condition
   Performance Indicator: students will find the lab adequate to fulfill their academic need
   Timeline: 2014-2015
   Funding Resource Category: Equipment-non computer
   Ranking: H

D. **Initiative:** Add an ITSS-2 for LRC Beach/Library support "$65,000/year + benefits".
   Initiative ID: LRC 1408 & VCIT1401
   Link to Data: PSUO-5
   Expected Benefits: Better maintained I.T. equipment and improved response times to I.T. work tickets and emergencies.
   Goal: To improve the computing environment and provide better I.T. support for students and faculty at Ventura College.

Performance Indicator: Pending work ticket count should stay below 20 for at least one month out of each semester.
Timeline: 2013-2014
Funding Resource Category: Staffing Funds
Ranking: R

E. **Initiative:** Reinstate Instructional Lab Technician II position to 100%
Initiative ID: LC 1404
Link to Data: service data
Expected Benefits: better service provided to faculty and students
Goal: Reinstate full-time position
Performance Indicator: improvement in services
Cost: $40,000
Timeline: 2014-2015
Funding Resource Category: Staffing Funds
Ranking: H

F. **Initiative:** Increase Student Hourly Budget
Initiative ID: LC 1405
Link to Data: service data
Expected Benefits: Additional staff to assist students
Goal: increase in student hourly budget
Performance Indicator: increase in student satisfaction
Timeline: 2014-2015
Cost: $5,000
Funding Resource Category: Staffing Funds
Ranking: M

G. **Initiative:** Increase Lighting Outside LRC Building
Initiative ID: LC 1406
Link to Data: safety
Expected Benefits: students will feel safer when walking around the building at nighttime
Goal: Increase safety
Performance Indicator: students will feel safer when walking around the building at nighttime
Timeline: 2014-2015
Funding Resource Category: Facilities Funds
Ranking: R

H. **Initiative:** Create an accessible Print Station
Initiative ID: LC 1407
Link to Data: service data
Expected Benefits: students with disabilities will go to the same station as other students
Goal: students with disabilities will go to the same station as other students
Performance Indicator: increase accessibility
Timeline: 2014-2015

Funding Resource Category: No new resources needed
Ranking: H

I. **Initiative:** Student Staff Training
Initiative ID: LC1408
Link to Data: service data
Expected Benefits: better service for faculty and students using the Beach Lab
Goal: increase customer service skills
Performance Indicator: increase customer service skills
Timeline: 2014-2015
Funding Resource Category: No new resources needed
Ranking: H

J. **Initiative:** Software Training
Initiative ID: LC 1409
Link to Data: service data
Expected Benefits: increase technical skills and ability to help students
Goal: increase customer service skills
Performance Indicator: increase customer service skills
Timeline: 2014-2015
Funding Resource Category: No new resources needed
Ranking: H

Section V – Process Assessment

Instructions: Please answer the following questions:

A. **How have the changes in the program review process this year worked for your area?**
The new form is great. Missing a couple of items but the improvements were good.

B. **How would you improve the program review process based on this experience?**
Hand out the document in the Spring term with a due date in fall. Begin training in the Spring. Move the annual process to TracDat.

C. **Appeals**
N/A

VI – Submission Verification

Instructions: Please complete the following section:

Program/Department: Learning Center
Preparer: Sandy Hajas and Marcel Koressa
Dates met (include email discussions): 9/17, 10/4, 10/5, 10/7
List of Faculty who participated in the program Review Process: Marcel Koressa, Cynthia Hulce, and Sandy Hajas

x **Preparer Verification:** I verify that this program document was completed in accordance with the program review process.

☐ **Dean Verification:** I verify that I have reviewed this program review document and find it complete.
Dean may also provide comments (optional):