



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).

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).



2015-2016 Program Review
Learning Center (LC)

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.



2015-2016 Program Review
Learning Center (LC)

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 existing 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	



2015-2016 Program Review
Learning Center (LC)

				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/s canner	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	



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Learning Center (LC)

				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	



2015-2016 Program Review
Learning Center (LC)

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%) (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	<input checked="" type="checkbox"/> Goal 1 <input checked="" type="checkbox"/> Goal 2 <input type="checkbox"/> Goal 3 <input checked="" type="checkbox"/> Goal 4 <input type="checkbox"/> Goal 5	<input checked="" type="checkbox"/> Enrollment <input checked="" type="checkbox"/> # Under-represented students <input checked="" type="checkbox"/> Quantity/Quality of Services <input checked="" type="checkbox"/> Course Success Rate <input checked="" type="checkbox"/> Productivity/Fill Rate <input checked="" type="checkbox"/> Close equity gaps	<input type="checkbox"/> Req <input checked="" type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low
LC	LC-1602	Increase current ILT-II from 40% to 100% (12 months) or add two more ILT-1 40% positions (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	<input checked="" type="checkbox"/> Goal 1 <input checked="" type="checkbox"/> Goal 2 <input type="checkbox"/> Goal 3 <input checked="" type="checkbox"/> Goal 4 <input type="checkbox"/> Goal 5	<input checked="" type="checkbox"/> Enrollment <input checked="" type="checkbox"/> # Under-represented students <input checked="" type="checkbox"/> Quantity/Quality of Services <input checked="" type="checkbox"/> Course Success Rate <input checked="" type="checkbox"/> Productivity/Fill Rate <input checked="" type="checkbox"/> Close equity gaps	<input type="checkbox"/> Req <input checked="" type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low



2015-2016 Program Review
Learning Center (LC)

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	<input checked="" type="checkbox"/> Goal 1 <input checked="" type="checkbox"/> Goal 2 <input checked="" type="checkbox"/> Goal 3 <input checked="" type="checkbox"/> Goal 4 <input checked="" type="checkbox"/> Goal 5	<input checked="" type="checkbox"/> Enrollment <input checked="" type="checkbox"/> # Under-represented students <input checked="" type="checkbox"/> Quantity/ Quality of Services <input checked="" type="checkbox"/> Course Success Rate <input checked="" type="checkbox"/> Productivity/ Fill Rate <input checked="" type="checkbox"/> Close equity gaps	<input type="checkbox"/> Req <input checked="" type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> 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	<input checked="" type="checkbox"/> Goal 1 <input checked="" type="checkbox"/> Goal 2 <input checked="" type="checkbox"/> Goal 3 <input checked="" type="checkbox"/> Goal 4 <input checked="" type="checkbox"/> Goal 5	<input checked="" type="checkbox"/> Enrollment <input checked="" type="checkbox"/> # Under-represented students <input checked="" type="checkbox"/> Quantity/ Quality of Services <input checked="" type="checkbox"/> Course Success Rate <input checked="" type="checkbox"/> Productivity/ Fill Rate <input checked="" type="checkbox"/> Close equity gaps	<input type="checkbox"/> Req <input checked="" type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low



2015-2016 Program Review
Learning Center (LC)

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	<input checked="" type="checkbox"/> Goal 1 <input checked="" type="checkbox"/> Goal 2 <input type="checkbox"/> Goal 3 <input checked="" type="checkbox"/> Goal 4 <input type="checkbox"/> Goal 5	<input type="checkbox"/> Enrollment <input checked="" type="checkbox"/> # Under-represented students <input checked="" type="checkbox"/> Quantity/ Quality of Services <input checked="" type="checkbox"/> Course Success Rate <input checked="" type="checkbox"/> Productivity/ Fill Rate <input checked="" type="checkbox"/> Close equity gaps	<input type="checkbox"/> Req <input checked="" type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> 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	<input checked="" type="checkbox"/> Goal 1 <input checked="" type="checkbox"/> Goal 2 <input type="checkbox"/> Goal 3 <input checked="" type="checkbox"/> Goal 4 <input type="checkbox"/> Goal 5	<input type="checkbox"/> Enrollment <input checked="" type="checkbox"/> # Under-represented students <input checked="" type="checkbox"/> Quantity/ Quality of Services <input checked="" type="checkbox"/> Course Success Rate <input checked="" type="checkbox"/> Productivity/ Fill Rate <input checked="" type="checkbox"/> Close equity gaps	<input type="checkbox"/> Req <input checked="" type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> 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.