

# Learning Center Program Review

2011-2012

## 1. Program Description

### A. Description

The 367-station Learning Center 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.

### B. Service Unit Outcomes:

1. Students will be able to identify the Learning Center as a place for utilizing computers with specialized software as a resource for supplemental study.
2. Students will find the Learning Center equipment, software, and facility adequately to meet their educational needs.
3. Faculty will find the Learning Center equipment, software, and facility satisfactory to meet their instructional needs.

### C. College Level Student Learning Outcomes:

Students utilizing this service will enhance their skills in the following areas:

1. Communication
2. Information Competency

### D. Vision

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

### E. Mission

Ventura College, one of the oldest comprehensive community colleges in California, provides a positive and accessible learning environment that is responsive to the needs of a highly diverse student body through a varied selection of disciplines, learning approaches and teaching methods including traditional

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classroom instruction, distance education, experiential learning, and co-curricular activities. It offers courses in basic skills; programs for students seeking an associate degree, certificate or license for job placement and advancement; curricula for students planning to transfer; and training programs to meet worker and employee needs. It is a leader in providing instruction and support for students with disabilities. With its commitment to workforce development in support of the State and region's economic viability, Ventura College takes pride in creating transfer, career technical and continuing education opportunities that promote success, develop students to their full potential, create lifelong learners, enhance personal growth and life enrichment and foster positive values for successful living and membership in a multicultural society. The College is committed to continual assessment of learning outcomes in order to maintain high quality courses and programs. Originally landscaped to be an arboretum, the College has a beautiful, park-like campus that serves as a vital community resource.

## F. 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

## G. What services are provided by the program?

The main campus Learning Center is a 367-station computer lab where up to six classes of 30 or more students are at times in simultaneous session, while the center continuously provides room for 72 drop-in students. There are also two "smart" pull-out classrooms available to faculty members who have classes scheduled in the Beach. The Learning Center provides instructional support through technology to several academic and vocational disciplines including but not limited to English, Foreign Language, ESL, Geography, Learning Skills, Reading, Math, Nursing, Emergency Medicine, and Study Skills. The Center staff collaborates with faculty in selecting appropriate software to support instruction and to enhance student learning. The technology incorporates, online resources, and subject specific laboratory software such as *English Interactive*, *Side by Side*, *Reading Plus* for English composition, Math media, Business statistics, *Inspiration*, and *Read and Write Gold* for study skills; and several others too numerous to mention. The Center also supports distance learning by availing the facility and its services for the hosting of distance education class orientations, mid-term and final exams. The center has two Instructional Lab Technicians available to assist and train faculty and students on the use of technology in the Center. Lab Technicians provide orientations to classes at the beginning of each semester, support them in the use of software, and also troubleshoot when there are technical issues. The Learning Center is open to all students of Ventura College for academic and recreational use. Although

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academic use is our primary focus, students also use the center for recreational Internet use and to check their email or to converse with family out of state or out of the country. The Learning Center acts as a drop-in laboratory that supports student retention and student personal growth.

The Santa Paula branch Library and Learning Resource Center serves students and faculty through its 35-station computer lab providing access to technology for ESL, Math, English, Accounting and Medical Office Assisting. A part-time 47.5% instructional lab technician is available for training and support, providing classroom orientations at the beginning of each semester and also providing technology support for the campus as a whole. The Center also provides drop-in service to students working on papers, doing research and for recreational access. The EC LRC is multi-purpose as it serves not only as a computer lab but also the Library and Tutoring Center. Students have access to a very small Library collection, the library databases, and book check-out. The lab technician also works with the faculty to arrange tutorial services utilizing group and in-class tutors and also supports technology needs for the campus at large.

### H. What are the strengths, successes, and significant events of the program?

As a service entity, the strength of the Learning Center lies in its staff. The Center relies on its two full-time Instructional Lab Technicians and a part-time ILT-I on Saturdays, along with student aides to staff the sixty-eight hours of operation weekly. Mike Oxford, Cynthia Hulce and Marco Ruiz work diligently to keep the center running smoothly troubleshooting any technical issues and working closely with faculty to assure the lab provides the service they need for their classes. They also support the library computers and software since the same system is utilized in both areas.

The learning center lab technicians also collaborate closely with faculty in acquiring new software and working to assure the lab is set up for any orientations and testing scheduled in the lab. They also work closely with other departments such as counseling and financial aid to provide time and space for orientations and outreach for large groups.

The technicians also work closely with students providing technical assistance, software support troubleshooting any issues arising as they complete their work. Student usage has increased each semester and the technicians pride themselves in providing the best service both for students and faculty.

Collaboration also occurs with the campus and district IT departments and recently California State University Long Beach. The lab technicians and the LRC Supervisor work closely with the IT departments in an effort to assure deployment of new hardware, system updates, and technology updates are completed seamlessly without interruption in service to students and faculty. The Center supports the CSULB Masters of Social Work program which uses our facility on Saturdays to connect 25 county enrolled students to the classrooms held in Long Beach and Sonoma. This has proved advantageous for Ventura College students as this program funds our Saturday hours.

The LRC Supervisor and Santa Paula Instructional Lab Technician work closely with the site faculty and staff to provide services and a proper learning environment for the students enrolled in courses at the Santa Paula site. There have been great strides during the past few years in expanding our library and learning resource services. A textbook lending program has been developed to support students, the library's collection has grown, and additional software resources have been added. In addition the

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overall study environment has been improved with the purchase of additional study tables and chairs; the bright colors of paint, and the inclusion of local artwork. PC Reservation software was also added as a resource to track usage and as a control mechanism to assure the computers are always available to students when needed. The area is now available to instructors who wish to bring classes into the center to teach students how to work on instructional resources.

## I. Organizational Structure

President: Robin Calote

Executive Vice President: Ramiro Sanchez

Dean: Kathy Scott

Supervisor: Sandy Hajas

### Instructors and Staff

<b>Name</b>	Cindy Hulce
Classification	Instructional Lab Technician II/Learning Resources
Year Hired	7/11/07
Years of Industry Experience	
Degrees/Credentials	

<b>Name</b>	Erica Hurtado
Classification	Instructional Lab Technician II/Learning Resources (VCSP) – (47.5%)
Year Hired	10/01/08
Year of Industry Experience	
Degrees/Credentials	

<b>Name</b>	Mike Oxford
Classification	Instructional Lab Technician II/Learning Resources
Year Hired	07/01/05
Years of Industry Experience	
Degrees/Credentials	

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

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## 2. Performance Expectations

### A. Service Unit Outcomes

Students utilizing this service will be able to:

- 1) Students will be able to identify the Learning Center as a place for utilizing computers with specialized software as a resource for supplemental study.

**Performance Indicator:** *80% or higher will have found the use of the learning center computers as a resource for supplemental study.*

- 2) Students will be able to identify and work with Instructional Lab Techs to be able to assist them with their technology needs in the Learning Center.

**Performance Indicator:** *50% or higher will know that Instructional Lab Techs are in the learning center and available to assist them.*

- 3) Students will find the Learning Center equipment, software, and facility satisfactory to meet their academic needs.

**Performance Indicator:** *75% or higher will find the equipment, software, and facility to be satisfactory to meet their academic needs.*

- 4) Faculty will find the Learning Center equipment, software, and facility satisfactory to meet their instructional needs.

**Performance Indicator:** *75% or higher will find the equipment, software, and facility to be satisfactory to meet their instructional needs.*

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### B. Program Operating Outcomes

- 1) The hours of operation are adequate to allow access for students each semester.

*Performance Indicator: The Learning Center staff will survey the students to determine if operational hours are adequate to meet their needs.*

- 2) The instructional computing hardware and software is functional, current, or otherwise adequate to ensure a quality learning environment.

*Performance Indicator: An inventory of all instructional computers, peripherals, and software (with a value of at least \$200) will be maintained to include purchase dates, expected life, annual maintenance cost, and a replacement or upgrade schedule (total cost of ownership).*

- 3) The inventory of instructional equipment is functional, current, or otherwise adequate to ensure a quality learning environment.

*Performance Indicator: An inventory of all instructional equipment (with a value of at least \$100) will be maintained to include purchase dates, expected life, annual maintenance cost, and a replacement or upgrade schedule (total cost of ownership).*

- 4) The Learning Center will optimize the use of its facilities and equipment.

*Performance Indicator: The Learning Center staff will analyze the use of its facilities and equipment to determine if better scheduling or sequencing of instructional content can improve utilization efficiency.*

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## 3. Operating Information

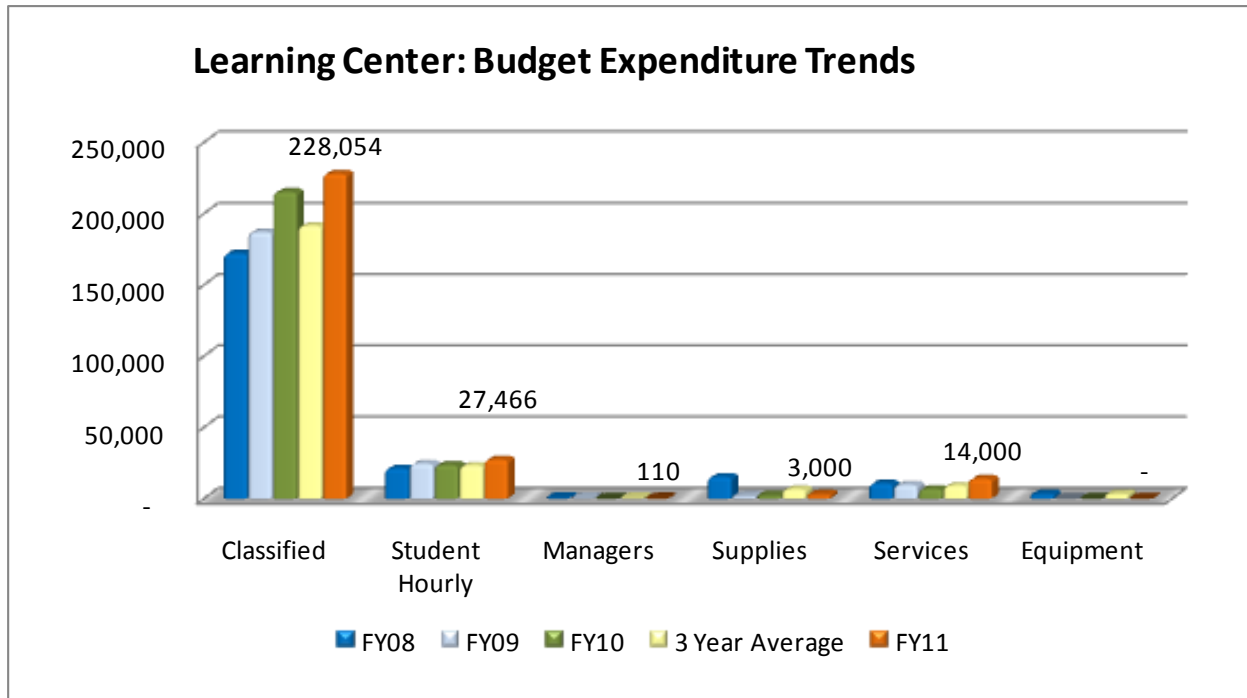
### A1: Budget Summary Table

To simplify the reporting and analysis of the Banner budget detail report, the budget accounts were consolidated into nine expense categories. The personnel categories include employee payroll expenses (benefits). The “3 Year Average” was computed to provide a trend benchmark to compare the prior three year expenses to the FY11 expenses. The “FY11 College” expense percentages are included to provide a benchmark to compare the program’s expenses to the overall college expenses.

Category	Title	FY08	FY09	FY10	3 Year Average	FY11	FY11 Program	FY11 College
3	Classified	172,068	187,038	215,296	191,467	228,054	19%	12%
4	Student Hourly	21,334	24,609	23,691	23,211	27,466	18%	-10%
6	Managers	654	299	-	477	110	-77%	90%
7	Supplies	15,399	1,946	2,396	6,580	3,000	-54%	190%
8	Services	10,720	9,729	6,812	9,087	14,000	54%	290%
9	Equipment	3,304	-	-	3,304	-	-100%	390%
	<b>Total</b>	<b>223,479</b>	<b>223,621</b>	<b>248,195</b>	<b>231,765</b>	<b>272,630</b>	<b>18%</b>	<b>0%</b>

### A2: Budget Summary Chart

This chart illustrates the program’s expense trends. The data label identifies the FY11 expenses (the last bar in each group). The second-to-last bar is the program’s prior three year average.

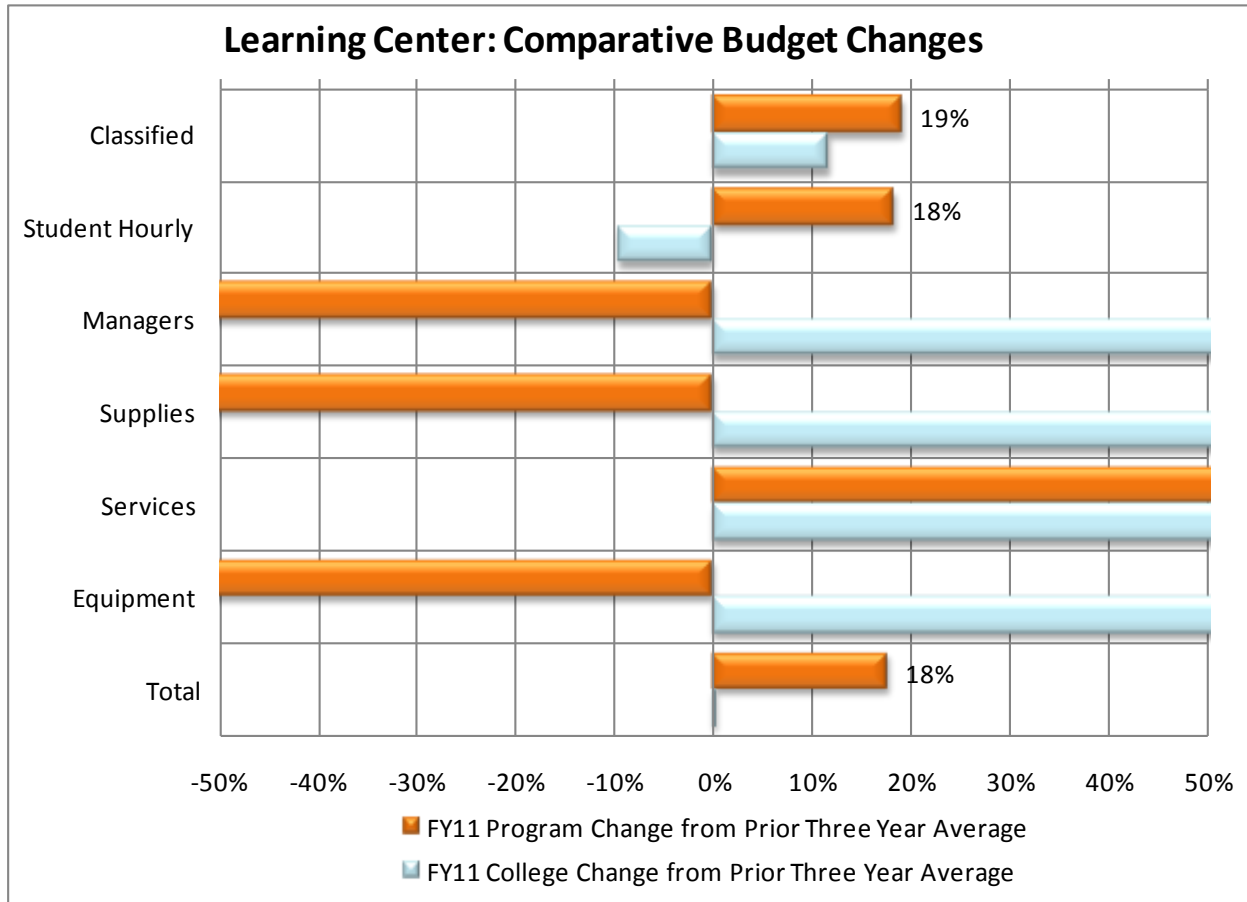


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### A3: Comparative Budget Changes Chart

This chart illustrates the percentage change from the prior three year average expense to the FY11 expenses. The top bar for each budget category represents the program's change in expenses and includes the data label. The second bar represents the college's change in expenses.



### A4: Budget Detail Table

The program's detail budget information is available in *Appendix A – Program Review Budget Report*. This report is a PDF document and is searchable. The budget information was extracted from the District's Banner Financial System. The program budget includes all expenses associated to the program's Banner program codes within the following funds: general fund (111), designated college equipment fund (114-35012), State supplies and equipment funds (128xx), and the technology refresh fund (445). The *Program Review Budget Report* is sorted by program (in alphabetical order) and includes the following sections: total program expenses summary; subtotal program expenses for each different program code; detail expenses by fund, organization and account; and program inventory (as posted in Banner). To simplify the report, the Banner personnel benefit accounts (3xxx) were consolidated into employee type benefit accounts (3xxx1 = FT Faculty, 3xxx2 = PT Faculty, 3xxx3 = Classified, etc.).



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FOAP	Title	FY08	FY09	FY10	3 Year Average	FY11
111 31012 2211 080100	Classified Regular/Inst Aides	193,057	119,398	132,864	139,252	145,501
111 31012 2322 080100	Classified - Overtime	2,905	140	317	669	200
111 31012 2510 080100	Student Hourly-Instructional Aides	15,848	19,324	24,056	20,218	24,807
111 31012 2530 080100	Student Hourly-Non-Instructional	-	-	32	-	-
111 31012 2826 080100	Provisional, Ltd Term-NonPos Cntrl	12,569	6,712	3,081	-	1,000
111 31012 3XXX3 080100	Benefits Classified	92,923	45,819	50,776	75,375	81,353
111 31012 3XXX4 080100	Benefits Student Hourly	321	346	521	507	422
111 31012 3XXX6 080100	Benefits Managers	1,421	654	299	-	110
111 31012 4100 080100	Instructional Supplies and Material	817	118	-	-	-
111 31012 4300 080100	Computer Software and Supplies	-	1,208	262	-	-
111 31012 4800 080100	General Supplies & Materials	-	222	523	477	-
111 31012 5220 080100	Mileage Reimbursement	67	-	-	-	-
111 31012 5641 080100	Software Maintenance & License Fe	10,314	10,183	9,329	6,812	12,000
111 31012 5870 080100	Printing And Duplicating	261	-	-	-	-
12803 31012 4100 080100	Instructional Supplies and Material	1,713	1,948	1,091	1,920	3,000
12803 31012 4300 080100	Computer Software and Supplies	-	9,650	70	-	-
12803 31012 4505 080100	Audiovisual Materials	8,000	-	-	-	-
12807 31012 4800 080100	General Supplies & Materials	-	1,461	-	-	-
12807 31012 6415 080100	Equip-Instruc Furn-\$200-\$999	14,487	-	-	-	-
12807 31012 6441 080100	Equip-Instruc Computers \$1000+	4,284	-	-	-	-
12822 31012 4800 080100	General Supplies & Materials	-	790	-	-	-
12822 31012 6415 080100	Equip-Instruc Furn-\$200-\$999	-	3,304	-	-	-
111 31012 2510 080900	Student Hourly-Instructional Aides	90	-	-	-	-
111 31012 3XXX4 080900	Benefits Student Hourly	2	-	-	-	-
111 31012 2510 493000	Student Hourly-Instructional Aides	-	-	-	790	-
111 31012 3XXX4 493000	Benefits Student Hourly	-	-	-	13	-
111 31012 5622 611000	Maint/Repair-Equipment	-	537	400	-	2,000
111 31012 2530 649000	Student Hourly-Non-Instructional	897	1,634	-	2,129	2,200
111 31012 3XXX4 649000	Benefits Student Hourly	18	29	-	35	37
111 31012 5890 679000	Other Expense & Services	294	-	-	-	-
	<b>Total</b>	<b>360,288</b>	<b>223,477</b>	<b>223,621</b>	<b>269,129</b>	<b>272,630</b>

### A5: Interpretation of the Program Budget Information

The budget information shows that the staffing level, both the classified staffing level and student hourly funding, have been maintained at the same level over the past three years which is needed to meet the demand in this very active instructional support unit.

However what the figures do not show is the annual decline and termination of the non-credit IDS faculty. The IDS faculty provided support to students and faculty in providing academic assistance, such as paper development and workshops, such as in citation development. Some of these instructional support services will now be the responsibility of lab technicians, volunteer faculty and/or students will need to be referred to other areas for support.

The supplies show a decrease of 54% however services show an increase of 54% and this may be a result of transfer of funds. However, what this means is that our software support costs are increasing and the department must take funds from other areas in order to cover these increased costs.

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The budget shows that equipment funds have not been provided since 2008 thus, the program is unable to effectively or routinely replace items as needed. The program is highly dependent on the program review process for the funding in this area.

### B1: Program Inventory Table

This chart shows the inventory (assets) as currently posted in the Banner Financial System. This inventory list is not complete and will require review by each program. Based on this review an updated inventory list will be maintained by the college. A result of developing a complete and accurate inventory list is to provide an adequate budget for equipment maintenance and replacement (total-cost-of-ownership). The college will be working on this later this fall.

Learning Center								
Item	Vendor	Org	Fund	Purchased	Age	Price	Perm Inv #	Serial #
XPS M1330 Intel Core 2 Duo Pro	Dell Computer C	31012	12807	7/9/08	3	677	N00018570	5BPHNG1
XPS M1330 Intel Core 2 Duo Pro	Dell Computer C	31012	12807	7/9/08	3	677	N00018571	2CPHNG1
XPS M1330 Intel Core 2 Duo Pro	Dell Computer C	31012	12807	4/10/08	3	1,465	N00018482	F5W0YF1
XPS M1330 Intel Core 2 Duo Pro	Dell Computer C	31012	12807	4/10/08	3	1,465	N00018481	J5W0YF1
Optiplex 745 Per Quote 3636185	Dell Computer C	31012	12863	7/10/07	4	1,328	N00018314	3TSP3D1
Optiplex 745 Per Quote 3595063	Dell Computer C	31012	12863	7/10/07	4	1,336	N00018315	HSSP3D1
Per Quote #363620865 Laptop, L	Dell Computer C	31012	12863	7/10/07	4	1,543	N00018302	HT6Q2D1
T6000 Round Table Set	Doty & Sons Co	31012	111	10/9/06	5	1,839	N00018360	0
T6000 Round Table Set	Doty & Sons Co	31012	111	10/9/06	5	1,839	N00018359	0
T6000 Round Table Set	Doty & Sons Co	31012	111	10/9/06	5	1,839	N00018358	0
Xerox Work Center M20i	Xerox Corporatio	31012	111	10/2/06	5	2,762	N00011971	RYU285203
Computer, Precision 380	Dell Computer C	31012	111	6/29/06	5	1,700	N00011892	J96R2B1
Computer, Precision 380	Dell Computer C	31012	111	6/29/06	5	1,700	N00011891	3B6R2B1
Computer, Precision 380	Dell Computer C	31012	111	6/29/06	5	1,700	N00011890	4B6R2B1
						<b>21,870</b>		

### B2: Interpretation of the Inventory Information

The equipment list provided by Banner is incomplete and does not accurately reflect the program's holdings. An inventory is planned to provide an accurate equipment list. A quick survey of existing equipment shows that the Learning Center has nearly \$900,000 worth of equipment with 80% purchased out of state construction funds and 10% from Measure S Bond funds. The Campus has within the last two years refreshed 150 computers using state IELM funds.

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C1: Service Data:

*a) What populations are served by the program?*

The Learning Center is open to all students enrolled at Ventura College from every discipline including transfer, vocational, basic skills, and English language learners. The center also serves special populations such as students with disabilities. The Assistive Technology Center (ATTC) is housed in the Learning Center and holds its classes in a section of the 363-station lab. Much has been done through collaboration with the Educational Assistance Center (EAC) to assure that disabled students are provided access through assistive technology such as *Jaws*, *Dragon Naturally Speaking* and special keyboards, headsets and furniture. The Lab Technicians provide the ATTC with support as required throughout the day. The Center provides automatic accessible stations throughout the center for all students with disabilities. The Learning Center also serves distance education students enrolled at Ventura College and those enrolled in CSULB Master’s Social Work program. The distance education programs utilize the facility to connect to other campuses, to provide orientations and to administer exams.

The EC LRC serves a 1,127 student population that is 85% Hispanic and 68% female who are primarily part-time and over 29 years of age. A large percentage of the students are non-native English language speakers and many are among the 1.5 generation. Consequently, many students are in need of basic skills instruction and resource support.

*b) How many students, classes, etc. have been served by the program over the last two years (per semester)?*

LEARNING CENTER—Main Campus	S 2009	F 2009	S2010	Fall 2010	S 2011
Students –Drop-in	4,717	5,240	4,732	5,531	5,396
Students—Overall (*estimated)				9,599	8881*

LEARNING CENTER—East Campus	S 2009	F 2009	S2010	Fall 2010	S 2011
Students –Drop-in	750	37	3,913	132	149

During the past four years the following non-credit hours were earned through IDS 100 instruction in the Learning Center:

	F2008	S2009	F2009	S2010	F 2010	S2011
Learning Center Non-credit Hours	73,248	113,470	106,070	75,685	122,506	107,137

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c) *What other operational data is pertinent to your program? Please provide.*

### **Distance Education Orientations, Mid-Terms and Final Exams**

Fall 2010---55 classes, approx. 1,917 students

Spring 2011—61 classes, 2,187 students

*Times of Operation (per semester/summer):*

### **Fall and Spring Semesters:**

Monday through Thursday: 7:30 a.m. to 9:00 p.m.

Friday: 7:30 a.m. to 3:30 p.m.

Saturday: 8:30 a.m. to 4:30 p.m.

Sunday, Holidays, and Breaks: Closed

### **Summer:**

Monday and Thursday: 7:30 a.m. to 5:30 p.m.

Tuesday and Wednesday: 7:30 a.m. to 8:00 p.m.

Saturday: 8:30 a.m. to 4:30 p.m.

Sunday, Holidays, and Flex Week: Closed

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## 4. Performance Assessment

### A. Service Unit Outcomes

Service Unit Outcome	Performance Indicators
1) Students will be able to identify the Learning Center as a place for utilizing computers with specialized software as a resource for supplemental study.	<i>Performance Indicator: 80% or higher will have found the use of the learning center computers as a resource for supplemental study.</i>
<b>Operating Information</b>	
This service unit outcome will be evaluated through survey, the results of comment cards, and through observation of students using the facility. A survey will be completed each semester to evaluate a targeted SUO each semester.	
<b>Analysis – Assessment</b>	
During our last survey taken Spring 2011, the analysis showed that students were able to identify and use the Learning Center computer lab as a resource for supplemental study.	

Service Unit Outcome	Performance Indicators
2) Students will be able to identify and work with Instructional Lab Techs to be able to assist them with their technology needs in the Learning Center.	<i>Performance Indicator: 50% or higher will know that Instructional Lab Techs are in the learning center and available to assist them.</i>
<b>Operating Information</b>	
This service unit outcome will be evaluated through survey, the results of comment cards, and through observation of students using the facility. A survey will be completed each semester to evaluate a targeted SUO each semester.	
<b>Analysis – Assessment</b>	
This SUO will be evaluated during the Fall 2011 term. We will be evaluating whether students are aware of who the Lab Technicians are, why they are there, and if they utilized their services. Customer service satisfaction will also be evaluated.	

Service Unit Outcome	Performance Indicators
3) Students will find the Learning Center equipment, software, and facility satisfactory to meet their educational needs.	<i>Performance Indicator: 75% or higher will find the equipment, software, and facility to be satisfactory to meet their educational needs.</i>

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<b>Operating Information</b>
This service unit outcome will be evaluated through survey, the results of comment cards, and through observation of students using the facility. A survey will be completed each semester to evaluate a targeted SUO each semester
<b>Analysis – Assessment</b>
As a result of the survey taken in the Spring 2011, we were able to determine that students found the computers and software in good working order and adequate to meet their academic needs. However, the number of computers available for drop-in use was found to be inadequate. As a result, the drop-in number was increased.

Service Unit Outcome	Performance Indicators
4) Faculty will find the Learning Center equipment, software, and facility satisfactory to meet their instructional needs.	<i>Performance Indicator: 75% or higher will find the equipment, software, and facility to be satisfactory to meet their instructional needs.</i>
<b>Operating Information</b>	
During the evaluation of services offered to students, we discovered that we were not evaluating services offered to faculty. Therefore this service unit outcome has been added and will be evaluated through the use of survey and faculty interaction.	
<b>Analysis – Assessment</b>	
This service unit outcome will be evaluated during the Spring 2011 term. The Santa Paula site however has moved into a new facility and has found the need for additional furniture and equipment. Although the equipment was funded through the move, the additional furniture need was not.	

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### B. Operating Goals

Operating Goal	Performance Indicators
1. The hours of operation are adequate to allow access for students each semester.	<i>Performance Indicator: The Learning Center staff will survey the students to determine if operational hours are adequate to meet their needs.</i>
<b>Operating Information</b>	
The operating goal will be assessed using our survey, comment cards, and through student and faculty interaction.	
<b>Analysis – Assessment</b>	
This will be assessed in the Spring 2011 term.	

Operating Goal	Performance Indicators
2. Adequate access to students in instructional programs and drop-in areas is sufficient in number and functionality to meet student need.	<i>When surveyed, 80% of students will find the access for instructional and drop-in access to be acceptable.</i>
<b>Operating Information</b>	
The Learning Resource Center has 359 student computers, 3 networked printers, 30 scanners, MS Microsoft products, and a variety of instructional software programs. 100 of these computers are allocated for drop-in usage.	
<b>Analysis – Assessment</b>	
1300 students who used the Learning Center Lab were sent a survey, and 400 responded. Of the responders, students indicated overwhelmingly that they were able to identify the use of the lab. Students responding to the Spring 2011 Learning Center survey felt that the computers and software available were adequate, functional and operated well to suit their needs. 90% of students felt that the functionality of the equipment and software was adequate. However, only 65% of students felt that there was an adequate number of drop-in computers available each hour for student use to fit their computing needs. In addition to addressing the drop-in issue, we will also examine methods for getting a larger student response on the survey.	

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Operating Goal	Performance Indicators
3. The inventory of instructional equipment is functional, current, or otherwise adequate to ensure a quality learning environment.	<i>Performance Indicator: An inventory of all instructional equipment (with a value of at least \$100) will be maintained to include purchase dates, expected life, annual maintenance cost, and a replacement or upgrade schedule (total cost of ownership).</i>
<b>Operating Information</b>	
The Learning Resource Center has 359 student computers, 3 networked printers, 30 scanners, MS Microsoft products, and a variety of instructional software programs. One third of the computers are four years old and are next in line in the refresh program.	
<b>Analysis – Assessment</b>	
150 of the computers are scheduled for refresh and transition to thin client format. This will lead the Learning Center into the virtualization project. This will be the first phase for the Learning Center. The remainder of the equipment will be refreshed according to the plan developed by the technology committee.	

Operating Goal	Performance Indicators
4. The Learning Center will optimize the use of its facilities.	<i>Performance Indicator: The Learning Center staff will collaborate with instructional divisions to analyze the use of its facilities and equipment to determine if better scheduling or sequencing of instructional content could improve utilization efficiency or effectiveness.</i>
<b>Operating Information</b>	
The Learning Center serves as a classroom for scheduled classes in the BEACH; faculty reserve the beach from various other areas such a foreign language, nursing, paramedic studies, assistive technology, distance learning, counseling, and financial aid. This creates a great demand for space and resources.	
<b>Analysis – Assessment</b>	
The faculty survey to be completed in the Spring 2011 will determine if the center is meeting this need.	



# Learning Center Program Review

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## 5. Findings

**Finding 1:** 95% of students responding to the survey responded positively to the Learning Center as a place for completing studies, working on papers, etc. (SUO #1)

**Finding 2:** The VCSP LRC has found that with the move into the new location, additional furniture is needed to complete the project. (SUO#3)

**Finding 2:** Students do not feel that there are enough drop-in computers available for their use throughout the day. (OG #2)

**Finding 2:** No current data exists to assess whether or not operational hours are adequate to meet student needs. (OG #1)

**Finding 4:** The inventory of equipment has shown that one third of the computers in the learning center are four years old and should be refreshed. (OG #3)

**Finding 5:** Currently, no data exists to assess facility optimization. (OG #4)

# Learning Center Program Review

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## 6. Initiatives

**Initiative:** Refresh drop-in computers and instructor presentation equipment

**Initiative ID:** LRC 01

**Link to Finding #7:** Over 96% of students responding to the survey felt that using the LRC computers helped them to complete their academic assignments. The inventory of instructional equipment must be maintained and routinely updated to remain functional and ensure a quality learning environment.

**Benefits:** The Learning Center is a highly used area serving classes as well as student on a drop-in basis to complete their assignment. Students, faculty and their classes will benefit by having computers that are updated and maintained in good working order and that are dependable.

**Request for Resources:**

- 1) 72 Thin Client computers = \$32,400 (\$450 each)
- 2) 72 Monitors=\$32,400 (\$450 ea)
- 3) 2 Laptops (\$2,000)
- 4) 4) 2 LCDs (\$2,000)

**Funding Sources:**

No new resources are required (use existing resources)	
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	
Requires computer equipment funds (hardware and software)	X
Requires college equipment funds (other than computer related)	
Requires college facilities funds	
Requires other resources (grants, etc.)	

# Learning Center Program Review

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**Initiative:** VCSP LRC Furniture

**Initiative ID:** LRC 02

**Link to Finding #2:** The VCSP LRC has found that with the move into the new location, additional furniture is needed to complete the project. (SUO#3)

**Benefits:** The students in Santa Paula have benefited greatly from the move to the location, however there is a huge need to complete the furniture need in the LRC. Some of the chairs that are being utilized are several years old and are in need of replacement. We would like to replace them to match the chairs that were purchased last year in an effort to create a cohesive learning environment. Also with the additional space, we would like to add another table to increase study space.

**Request for Resources:**

16 Chairs: \$ 7,840  
1 table: \$ 900  
TOTAL \$ 8,740

**Funding Sources:** N/A

No new resources are required (use existing resources)	
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	
Requires computer equipment funds (hardware and software)	
Requires college equipment funds (other than computer related)	X
Requires college facilities funds	
Requires other resources (grants, etc.)	

# Learning Center Program Review

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**Initiative:** Drop-in computer space

**Initiative ID:** LRC 03

**Link to Finding #4:** 65% of students surveyed indicated that the number of computers in the drop-in area were not sufficient to meet student demand.

**Benefits:** Staff will look at space utilization in an effort to open up more computers for student use when classes are not in session.

**Request for Resources:** N/A

**Funding Sources:** N/A

No new resources are required (use existing resources)	X
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	
Requires computer equipment funds (hardware and software)	
Requires college equipment funds (other than computer related)	
Requires college facilities funds	
Requires other resources (grants, etc.)	

## Learning Center Program Review

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### 6A: Initiatives Priority Spreadsheet

The following blank tables represent Excel spreadsheets and will be substituted with a copy of the completed Excel spreadsheets. The program's initiatives will be entered into the Excel spreadsheets by resource category and consolidated into division and college-wide spreadsheets.

#### Personnel –Faculty Requests

Other	Program	Program Priority (0, 1, 2, 3...)	Division Priority (R,H,M,L)	Committee Priority (R, H, M, L)	College Priority (R, H, M, L)	Initiative ID	Initiative Title	Resource Description	Estimated Cost	No New Resources Requested	General Fund	Other
1												
2												
3												
4												
5												

#### Personnel – Other Requests

Personnel - Other	Program	Program Priority (0, 1, 2, 3...)	Division Priority (R,H,M,L)	Committee Priority (R, H, M, L)	College Priority (R, H, M, L)	Initiative ID	Initiative Title	Resource Description	Estimated Cost	No New Resources Requested	New General Funds	Other
1												
2												
3												
4												
5												

# Learning Center Program Review

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## Computer Equipment and Software

Equipment - Computer Related	Program	Program Priority (0, 1, 2, 3...)	Division Priority (R,H,M,L)	Committee Priority (R, H, M, L)	College Priority (R, H, M, L)	Initiative ID	Initiative Title	Resource Description	Estimated Cost	No New Resources Requested	Technology Fund	Other
1												
2												
3												
4												
5												

## Other Equipment Requests

Equipment	Program	Program Priority (0, 1, 2, 3...)	Division Priority (R,H,M,L)	Committee Priority (R, H, M, L)	College Priority (R, H, M, L)	Initiative ID	Initiative Title	Resource Description	Estimated Cost	No New Resources Requested	Equipment Fund	Other
1												
2												
3												
4												
5												

## Facilities Requests

Facilities	Program	Program Priority (0, 1, 2, 3...)	Division Priority (R,H,M,L)	Committee Priority (R, H, M, L)	College Priority (R, H, M, L)	Initiative ID	Initiative Title	Resource Description	Estimated Cost	No New Resources Requested	Facilities Fund	Other
1												
2												
3												
4												
5												

# Learning Center Program Review

2011-2012

## Other Resource Requests

Other Resources	Program	Program Priority (0, 1, 2, 3...)	Division Priority (R,H,M,L)	Committee Priority (R, H, M, L)	College Priority (R, H, M, L)	Initiative ID	Initiative Title	Resource Description	Estimated Cost	No New Resources Requested	General Fund	Other
1												
2												
3												
4												
5												

### 6B: Program Level Initiative Prioritization

All initiatives will first be prioritized by the program staff. If the initiative can be completed by the program staff and requires no new resources, then the initiative should be given a priority 0 (multiple priority 0 initiatives are allowed). All other initiatives should be given a priority number starting with 1 (only one 1, one 2, etc.).

### 6C: Division Level Initiative Prioritization

The program initiatives within a division will be consolidated into division spreadsheets. The dean may include additional division-wide initiatives. All initiatives (excluding the '0' program priorities) will then be prioritized using the following priority levels:

**R:** Required – mandated or unavoidable needs (litigation, contracts, unsafe to operate conditions, etc.).

**H:** High – approximately 1/3 of the total division’s initiatives by resource category (personnel, equipment, etc.)

**M:** Medium – approximately 1/3 of the total division’s initiatives by resource category (personnel, equipment, etc.)

**L:** Low – approximately 1/3 of the total division’s initiatives by resource category (personnel, equipment, etc.)

### 6D: Committee Level Initiative Prioritization

## Learning Center Program Review

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The division's spreadsheets will be prioritized by the appropriate college-wide committees (staffing, technology, equipment, facilities) using the following priority levels.

**R:** Required – mandated or unavoidable needs (litigation, contracts, unsafe to operate conditions, etc.).

**H:** High – approximately 1/3 of the total division's initiatives by resource category (personnel, equipment, etc.)

**M:** Medium – approximately 1/3 of the total division's initiatives by resource category (personnel, equipment, etc.)

**L:** Low – approximately 1/3 of the total division's initiatives by resource category (personnel, equipment, etc.)

### 6E: College Level Initiative Prioritization

Dean's will present the consolidated prioritized initiatives to the College Planning Council. The College Planning Council will then prioritize the initiatives using the following priority levels.

**R:** Required – mandated or unavoidable needs (litigation, contracts, unsafe to operate conditions, etc.).

**H:** High – approximately 1/3 of the total division's initiatives by resource category (personnel, equipment, etc.)

**M:** Medium – approximately 1/3 of the total division's initiatives by resource category (personnel, equipment, etc.)

**L:** Low – approximately 1/3 of the total division's initiatives by resource category (personnel, equipment, etc.)



## Learning Center Program Review

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### 7A: Appeals:

After the service unit review process is complete, your unit has the right to appeal the ranking of initiatives.

If you choose to appeal, please complete the form that explains and supports your position. The appeal will be handled at the next higher level of the review process.

### 7B: Process Assessment

In this first year of service unit review using the new format, units will be establishing performance indicators (goals) for analysis next year. Review will take place annually, but until units have been through an entire annual cycle, they cannot completely assess the process. However, your input is very important to us as we strive to improve, and your initial comments on this new process are encouraged.