

Academic Unit Plan

Division LAC

Academic Year 2011-2012

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Executive Summary

The Learning Assistance Center was able to maintain its basic operations in 2009-10. It is currently able to maintain its core functions beginning the Fall of 2010. Its strength remains to be its dedicated classified staff and student employees who keep the center open and operational. Although budget constraints have limited some staffing needs, those who work in the center have created a team which focuses on internal support and the needs of the students. Despite cutbacks, the LAC was able to find several sources to fund our operations. The Program Review for Spring 2009 was completed and program SLOs were written and assessment has been completed and continues to be assessed on SLO#1.

Our accomplishments include the piloting of on-line tutoring for on-line classes, new tracking software was purchased through a joint effort of several divisions pooling block grant funds, the Kurzweil 3000 text-to-speech software has been upgraded to a web version, the carpet in the open access computer lab was replaced in March 2010, We were able to find additional funding through basic skills to increase tutoring in the Writing Center, Math Lab, and Literacy Center. The Literacy Center is now able to be open 6 days per week and three evenings during the week. New reading software was purchased for use in the LAC, Nursing Department, Literacy Center and High Tech Center. As of the Fall 2010 semester, we are offering tutoring in the open-access computer lab. Students need assistance with the login process, printing, using the MS Office software. Plans are to continue offering on-line tutorial assistance and maintaining the Etudes help desk. An effort to offer basic skills review during the winter session is in the planning stage. Computers in the open-access computer lab were replaced and are providing better access for students.

Major problems still exist. There is no money in our line item for student workers (to open and close the center and man the checkout counter) except from other sources, which have also been cut drastically. Additionally, and still pressing is the vacant position of the Instructional Assistant, Information Technology for the open access computer lab. This position is vital to the growth of our digital offerings, student training, security, and maintenance of the center's computers. Maintaining our current level of tutoring is going to be more difficult as special sources of funding dry up. Out of date instructional materials and media need to be replaced. There is a need to provide classroom space to offer student success workshops, on-line tutoring support, expansion of tutor training program which includes training materials, improve the LAC WEB page, and develop brochures and information to disseminate to the campus community.

Recommendations from 2009 Program Review:

- Hire Instructional Assistant Information Technology
- Re-establish the Supplemental Instruction Program
- Fund the Counter Workers for the LAC

Revision: October 2011:

We were able to institute a Pilot program to assist students in accelerating through the developmental sequence of math, English, and reading classes. The offerings for Winter and Summer fostered the most growth. We are currently offering a Fall'11 session and plan to offer the Winter and Spring session for 2010.

Activities Description Narrative: please describe suggested activities, including grant proposals to be written, new course or program initiatives, or program viability studies in priority order.

1. Fill the Instructional Assistant, Information Technology position. This person is needed to provide supervision in the open access computer lab and the LAC, assist students and staff with their computer questions and

assignments, provide training workshops for students and staff, communicate with the pay-to-print company regarding printer operations and supplies, monitor computer use and trouble shoot software/hardware problems for all labs in the LAC and Library. With the purchase of tracking software, instructional software programs, and the addition of the text-to-speech scanners and software, an instructional assistant who is specifically trained in the installation and functioning of these programs is needed. The current IT staff does not have the time to learn how all of these programs work and need to be maintained. Additionally, this person will assist students in using their textbook software and instructional materials which are now blocked by the IT department due to security concerns. The IAIT will supervise and train tutors to assist in the labs and open areas of the new Library Learning Resource Center.

This position is also needed to assist in keeping the environment quiet and conducive to learning. Disruptive behavior has been a problem with this lab due to the lack of appropriate supervision. This person will work closely with IT. It is important that this position be filled well before the move into the new Library/Learning Resource Center. The new building will house over 100 computers serving both the LAC and Library. It will be important for this person to learn how Harbor College, IT, and the Library/LAC operate before making the transition to the new building. Having input from this person regarding the setup of the computers and labs will also assist in the transition to the new building.

Primary College Goal #1: Learning and Instruction:

Strategy 1.5 Provide sufficient staff, supplies, space, and equipment for an optimal teaching/learning environment.

Supplementary Strategies: 6.3 Create a college-wide commitment to the care and safety of the campus. 7.4 provide sufficient staff for efficient operation of a comprehensive college.

Portfolio Idea #21 Develop "real" computer labs (not just computers in room)

2. Continue to support the Fast Track Program to provide a path for students to accelerate their progress through the developmental sequence of classes in basic skills areas. Work with the Math, reading and English Departments to explore methods to improve student success. For example, over 90% of students place below college level math. Some have forgotten the basics others have never learned them. Many students are faced with a minimum of 5 courses to complete graduation competency and a sixth course to complete transfer requirements. Creating innovative strategies for teaching and assisting students in this discipline is needed.

Primary College Goal #1: Teaching and Learning

Strategy 1.4 Promote teaching excellence and innovation which results in an effective teaching/learning environment.

Supplementary Strategies: 1.5 Provide sufficient staff, supplies, space, and equipment for an optimal teaching/learning environment. 2.3 Develop and support teaching/learning strategies and student services that promote student success.

3. Provide additional tutorial support for Math Lab, Writing Center, Literacy Center, and general peer tutoring in the LAC.

Primary College Goal #1: Learning and Instruction

Strategy 1.4 Promote teaching excellence and innovation that result in an effective teaching/learning environment.

Supplementary Strategies: 1.5 Provide sufficient staff, supplies, space, and equipment for an optimal teaching/learning environment. 2.1 Promote awareness of and response to students' needs. 2.3 Develop and

support teaching/learning strategies and student services that promote student success. 7.4 Provide sufficient staff for efficient operation of a comprehensive college.

4. Re-instate operating budget for the LAC checkout counter workers. The LAC checkout counter workers are responsible for opening and closing the LAC. It is necessary to maintain this function of the LAC operational plan on a minimal basis. Funding from other sources is being cut and relying on work study makes it difficult to fully staff the center from the beginning of each semester. It often takes 4 weeks (25% of the semester) to finalize schedules and confirm work study funding. Additionally, new workers must be paired with seasoned workers before they are able to open and close the facility.

Primary College Goal #1: Learning and Instruction:

Strategy 1.5 Provide sufficient staff, supplies, space, and equipment for an optimal teaching/learning environment.

Supplementary Strategies: 6.3 Create a college-wide commitment to the care and safety of the campus. 7.4 provide sufficient staff for efficient operation of a comprehensive college.

5. Expand and update tutor training program. Additional training materials will be purchased to support the guidelines of the CRLA Tutor Program certification process.

Primary College Strategy #1 Learning and Instruction

Strategy 1.4 Promote teaching excellence and innovation that results in an effective teaching/learning environment

Supplementary Strategies: 1.5 Provide sufficient staff, supplies, space, and equipment for an optimal teaching/learning environment. 2.3 Develop and support teaching/learning strategies and student services that promote student success.

6. Further develop information on the LAHC web page and create brochures for the LAC.

Primary College Goal #2: Student Support and Services

Strategy 2.1 Promote awareness of and response to students' needs.

Supplementary Strategy 7.1 Establish an effective college communication system.

Portfolio Idea # 12 Implement system for faculty web materials on college website

7. Re-establish Supplemental Instruction Program. This program may be a more efficient alternative for offering assistance for students in selected "high risk" classes. We know that math competency has been a gatekeeper for a large number of students wanting to graduate and transfer. Perhaps a focussed approach to assisting students in this situation may help.

Primary College Strategy # 1 Teaching and Learning

Strategy 1.4 Promote teaching excellence and innovation that results in an effective teaching/learning environment.

Supplementary Strategy 2.3 Develop and support teaching/learning strategies and student services that promote student success.

8. With the assistance of departments and their faculty, purchase new instructional media and weed/discard outdated collection in the LAC check out area. Acquiring or purchasing new media is preferable to converting existing worn out audio and video tapes to digital formats. Additionally, these materials need to be ADA compliant (i.e. captioned video materials).

Primary College Goal #1: Learning and Instruction

Strategy 1.5 Provide sufficient staff, supplies, space, and equipment for an optimal teaching/learning environment.

Supplementary strategies: 2.1 Promote awareness of and response to students' needs. 2.3 Develop and support teaching/learning strategies and student services that promote student success. 6.2 Update facilities and equipment to support current and future colleges.

SLO Assessment Results Narrative: please describe assessment activities that support proposed unit initiatives.

1. **LAC support services.** Student Surveys pertaining to student satisfaction of services received or accessed in the LAC. Results from the 2005 survey indicated that students liked the services and tutoring but the materials and equipment were dated. Additionally they thought the facility was dirty and needed updating. The 2008 survey indicated that some of the students were not happy with the noise levels in the facility. The 2009 survey indicated that students were, in the most part satisfied with the services but some voiced concern about the noise in the open access computer lab.

2. **Tutorial support.** Preliminary results from Fall 2009 indicate that some students did well while others were not successful. Approximately 69% of students receiving a minimum of 3 hours of one to one peer tutoring received passing grades. The two students who received over 20 hours of tutoring (one in Spanish and one in Math) received a D and an F. Assessment for general (individual) tutoring will be conducted by student self-assessment (pre/post tutoring) and by collecting data regarding their retention and grades in individual classes for which they receive tutoring. Currently, tracking software to do this is not in place.

3. **Lab Support services for Math, Writing, and Reading programs.** Grades of students using services in their respective labs will be tracked. Currently the tracking software is not operational. Students whose names were gathered on a sign-in sheet who had three or more hours of tutoring had a 97% pass rate in the Math Lab and a 82% pass rate in the Writing center. In addition, the 2008 and 2009 LAC student satisfaction surveys indicated that students are satisfied with the services.

4. **Open Access Computer Lab.** Tracking of student computer use has been instituted and is currently being refined. Student satisfaction surveys pertaining to the lab were positive except for some comments about the noise factor. Student use data indicate that between 1000 -1300 students use the lab each week.

5. **In the Fall 2008 and Spring 2010 Student Satisfaction Survey, most of the respondents were not new to the**

college. This result may be due to the fact that the services and existence of the LAC is unknown to new students. An effort will be made to create more information on the LAC web page and have print information available for students at the information counter, with counselors and at specific service centers throughout the campus.

6. Winter and Summer 2011 Fast Track Data indicates that an average of 75% of the students finishing this program made progress. Due to the short winter session only one student passed a competency level test in order to advance to a higher level math class. In the Summer, 16 tests were passed and one student skipped 3 levels of math prerequisites. The winter session was only 3.5 weeks long, and it was the first session of this pilot, but 97% of the students in the program enrolled in the Spring 2011 semester. (Oct 2011 revision)

Staffing Implications: if any request will require additional classified support or training, please describe its extent.

Instructional Assistant, Information Technology (IAIT): This classified position is needed in the open access computer lab (LAC 105A) to provide supervision, and instructional and technical assistance for students and staff. It is also necessary to ensure a minimum of one classified or certificated employee in the LAC at all times. Many students have not had access to computers at home. Additionally, new versions of commonly used productivity tools such as operating systems and office suites are different and sometimes incompatible with software that students use elsewhere. Therefore, an IAIT is needed to assist them. Innovative assistive software and CAI may also be difficult for students to use without assistance of lab personnel. Students using on-line software and tutoring will also need to be assigned to do so through this lab. It is important that this person be hired before the final planning stages for technology in the new Library/Learning Resource Center building. The Library Chairperson is also concerned that this position be filled immediately. The current proposal is the share the expenses between the two programs, if necessary.

Technology Implications: if any request involves technology, please describe its impact on the network, licensing, repair, training and support.

1. Hiring the Instructional Assistant, Information Technology will help lessen the load for IT. This person will be able to trouble shoot problems and help solve many of them without contacting the IT department.
2. Support will be needed to maintain connection of pay-to-print system with vendor. This is needed mostly in the imaging of computer labs and setting up the default printers correctly.
3. Any new or upgraded software which might be purchased for the LAC will need to be installed and maintained by IT.
4. On-going maintenance of computers will need support of IT.