

## Academic Unit Plan

Division LAC

Academic Year 2008-09 Division Chair Sally Fasteau

### Executive Summary

The Learning Assistance Center has been able to maintain its basic operations during the past year despite the loss of key personnel and limited budget. The major strength in the LAC is its dedicated, hard-working staff members who are committed to the LAC and the college's mission to support student success. The two major areas of concern from the program review were 1) the out-of-date instructional media collection and A/V equipment. And 2) the physical environment. Neither of these issues has been addressed and therefore, they continue to be problems.

- 1) There is a need to provide appropriate equipment in order to accommodate the shift from analog to digital media (CDs and DVDs). There is also a need to convert current audio and video tapes to digital formats.
- 2) It is necessary to provide adequate lighting, a relatively active but not distracting environment, sturdy furniture, clear way-finding signage, and a general face lift (cleaning, painting, repairs) in order to create a physical environment conducive to learning in all areas of the LAC.

Additionally, a key staff member (Instructional Aide, Computer Technology) has retired and needs to be replaced. This loss has greatly impacted our ability to have adequate supervisions and technical assistance in the center. Also, this classified staff person is needed to open the center in the morning.

Additional staff members, classified and non-classified, are needed to provide more hours of access for our students through expanded evening and week-end services. While the math lab is open on Saturdays, the writing and reading labs are closed on Fridays and Saturdays. The need exists to keep all labs and services open and appropriately supervised throughout the hours of operation of the LAC.

While the computers in the LAC 105A lab are now 4 years old, they are still functional. Software for the new Kurzweil Universal Learning Project will be added to this lab. In addition, a scanner will be purchased for use with the Kurzweil system. A pay-print system for the computers in the LAC is now being considered. If purchased, it would be compatible with the system currently used in the Library. Also, the Track-It software system is so antiquated that the publisher will not support it. It is a card-swipe system, but the card swipe has never worked. A new, upgraded system is currently being investigated.

There is a need to offer expanded services to students in need of essential skills for success. This includes the expansion of the tutorial program, innovative approaches to learning such as workshops, supplemental instructional modules, on-line tutoring and best practices such as the Kurzweil Universal Learning Project. Staff training workshops need to be offered in the MS Office 2007 programs. In addition, the cross-training of classified and student workers for supervision of the check out counter, computer lab and literacy center will ensure adequate coverage at all times.

Finally, in order to begin the Program Review process for the LAC (due Spring 2009) the LAC Advisory committee

will be reinstated.

**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 position of the recently retired Instructional Assistant, Information Technology position. This person is needed to provide supervision in the open access computer lab and the LAC, assist students with their computer questions and assignments, monitor computer use and trouble shoot software and minor problems for all labs in the LAC. This person will work closely with the IT department. In addition, there is a need to have a classified person assigned to open the building in the mornings.
2. Hire more student workers. The LAC check-out counter must have at least one employee working in that location at all times. Currently, there are time periods in which there are no workers available or one worker needs to cover both the counter and literacy lab. Additionally these workers will also be needed for assistance in the open access computer lab (LAC 105A).
3. Hire student tutors. The Math lab, which often has over 20 students in it, must get by with 1 or 2 tutors there at a time. The LAC general tutorial program has recorded between 5 – 11% of the tutoring request as being unmet. Most of the time it is because tutors in the specific subjects requested cannot be found. On-line tutoring services are currently being investigated.
4. Purchase new instructional media. Some of the current collection of instructional materials is over 30 years old. The old collection needs to be weeded, with the assistance of the faculty from the academic departments. Some of the collection will need to be converted to digital format (audio/video tapes to CDs/DVDs).
5. Purchase digital equipment such as DVD or Blue Ray players. Additionally, headphones and replacement parts for computers will be needed.
6. Acquire or purchase furniture, chairs and tables, for open-space tutorial and study areas. The legs of the current chairs are breaking; this is a definite safety hazard. So many chairs have broken that we now have students who cannot find places to sit. When the math classes are moved to the new building, replacement furniture will be needed to provide places for students to study and get tutored.
7. Purchase and install the Kurzweil Universal Learning Project. This project will support 1-5 Instructors for the pilot year. It will replicate the project in place at Laney College. This is a project sponsored by the CCCCO and funded at Harbor from Basic Skills funds. It allows students, who have difficulties reading and comprehending their textbooks, to have the text converted to speech and read to them while they read along on the computer screen. Additionally, the Instructor is able to imbed notes to assist the students in understanding the materials as well assisting them in developing study strategies for the class.

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

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

1. Classified support is needed to provide supervision and technical assistance in the computer lab (LAC 105A). It is also necessary to ensure a minimum of one classified or certificated employee in the center at all times.
2. Staff development is necessary for all employees, including student workers/tutors, who need to upgrade skills in MS Office 2007. The lab computers currently have Office 2007 and most of the staff members are still using 2003. In fact many, if not most, of the students do not have 2007 at home. Our staff members need to be able to help them use this software.
3. All staff will need to be trained in the Kurzweil text-to-speech program which will be installed in the LAC 105A lab. Consultant fees for this purpose have been built into the funding for this project. (Basic Skills funds)

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

1. The Kurzweil "Universal Learning Project" will need technology support from IT in order to install it on the server. Technical assistance may be needed from IT if the Instructional Assistant for the LAC 105A lab is not hired. IT is familiar with this software and has installed it in the High Tech Center lab. It is expected that staff in the LAC will be trained in order to assist students with this new software.
2. IT is aware of the tracking software system and is investigating the use of the new one.
3. If the new print system is purchased, IT is familiar with the system in the Library and will know how it is installed.

# LA Harbor College

## Unit Plan Activity Summary Sheet

Division Learning Assistance Center

Academic Year 2008-09

Division Chair Sally Fasteau

Discipline ID#	Department Priority (1 to 99)	College Strategy Supported (separate columns if two)		Student Success Initiative	Technology Access	Department Objective (link to Program Review)	Proposed Activity	Brief Summary of SLO Assessment Results (See attached forms)	List Other Supporting Documents/Links Attached (E.G., WSCH, Wait Lists, Retention, Environmental Scans)	Resources Required (list faculty, equipment, etc.)	Estimated Total Cost and Source (E.G., Program 100, VTEA, etc.)
60	1	1.5 7.4	6.3	2.7	X	To provide a safe, clean and secure environment which is conducive to learning.  Provide optimal levels of personnel in order to best serve students.	Provide a secure and safe environment in the LAC and open access computer lab which is conducive to learning. Additionally, the LAC needs to maintain hours of operation with technical support for computers and assistance for students using the computers. Filling the vacant (due to retirement) position of Instructional Assistant, Information Technology will address most of the needs in this area. The purchase and installation of a video surveillance system for the LAC computer and math labs will also assist with security when the labs are not supervised.				Program 100 \$40,000  Benefits \$13,600  Equipment \$750
60	2	1.5	7.4			Provide optimal levels of personnel in order to best serve students.	Provide additional assistance for students working in the LAC by adding student workers for the check-out counter / literacy center / open access computer lab. (equivalent of 20 hrs per week x 32 weeks)				Prog. 100 \$5000
60	3	1.4	1.5 7.4 2.3 2.1	3.4	X	Provide optimal levels of personnel in order to best serve students. Provide innovative programs to	Provide additional tutoring to meet unmet requested needs. Current records indicate a range between 5% – 11% tutor requests were unmet. This equates to approximately 830 – 850 hours (one-one basis) for both Fall and Spring semesters combined. Hiring tutors and exploring the use of on-line				VTEA Program 100 Basic skills \$ 5000 - \$8000

						enhance student success.	tutoring services may also address this need.				
60	4	1.5	2.1 2.3 6.2		X	Provide sufficient and appropriate instructional media to support instruction in essential skills as well as for discipline-specific areas Provide sufficient, modern equipment for students to access instructional media..	Weed collection of instructional materials, convert audio and video (analog) formats to CD and DVD (digital)formats, and purchase new materials and equipment to accommodate students' instructional and essential skills needs.	Results from 2004 student survey indicates that 86 of 137 (63%) of students who responded said that the equipment was functional but antiquated. It is now 2008 and this equipment has not been replaced.	Memo from IT Director Quote from vendor		Program 100 VTEA Departments Block Grant  \$6000
60	5	7.2	1.4 1.5			Provide staff development opportunities	Evaluate the current tutor training program, research latest tools and methods used for tutor training and purchase training materials if needed.				Program 100
60	6	6.2	1.5 6.1			Provide ergonomic, comfortable and sturdy furniture for students and staff.	Acquire or purchase additional furniture for the LAC.				Block Grant \$2500
60	7	1.4	2.3 1.5	2.7 3.4	X	Provide supplemental instructional activities for the LAC and learning labs.	Support Universal Learning/Kurzweil Program in the open access computer lab. Purchase software for 36 stations, purchase scanner and provide training and stipends for faculty to implement this program.		Attached information		Basic Skills \$32,400
60	8	7.2			X	Provide staff development opportunities for personnel	Provide training in the latest MS Word Office 2007 suite. For all LAC staff members.				No Cost
60	9	1.4	2.1 2.3			Build and maintain partnerships with academic and student services departments in order to meet the needs of	Create and provide a series of workshops for student success.				No Cost

						their students.				
60	10	1.2	1.4 2.1 2.3 3.2 3.3 7.1	3.3		Provide planning and facilitation for campus-wide learning activities.	Re-establish the LAC Advisory Committee and meet with Departments to ascertain tutorial and supplemental instructional needs.			No Cost
60	11	2.1	7.1		X	Provide information to the campus and community about the LAC	Further develop information provided on the LAC web page		Web Master	No Cost
60	12	1.3			X	Provide accountability measures to ensure accurate tracking of student attendance.	Update current student tracking system. TRACK-IT Purchase the CI Track by Card Integrator	Memo from IT Director	IT department and IT tech.	Prog 100 VTEA \$5000