



Program Review Annual Update

1. **Department:** Learning Center
2. **Reporting year:** 2013-2014
3. **Names of the individuals participating in the review:** Jennifer Tupper, Instructional Support Specialist
4. **Progress Report: Review previous IPR or NIPR and/or annual update. Describe progress made on any recommendations and any changes made within the program.**
 1. Develop SLO questionnaires for the Basic Skills Workshops, pre and post tutoring sessions, and types of tutoring methods implemented. *Completed*
 - Questionnaire modified fall 2012 and again modified spring 2014.
 2. Assess student learning outcomes. 2012 SLO's were revised and new AOU's created Fall 2013. AOU's. *In progress*
 - Students will utilize the Learning Center non-tutoring services such as computers, videos, and website.
 - Promotion of the Learning Center services will take place on a regular basis.
 - Students that utilize the Learning Center will exhibit higher academic performance.
 3. Provide computer equipment and software appropriate to meet the students' course requirements. Provide on an as needed basis. *In progress*
 - Fall 2013: The Learning Center provided seeing impaired student with brail keyboard stickers.
 - Spring 2014 Work to obtain a Mac computer /printer to support tutoring program for Graphic Arts and meet the needs for students who have Macs and come into the Learning Center to print off papers.
 4. Provide quality tutor training to all students qualified to tutor. *Completed*
 - This is a requirement for every new tutor to view a 1 hour tutoring video.
 - Spring 2014: Investigating purchasing new training video.
 5. Purchase couches and coffee tables to make the Learning Center a fun and collaborative learning environment. *Completed*
 - Furniture for the learning center was purchased in 2010.
 6. Identify a space and build a classroom within the Learning Center. *Terminated*
 - Not a priority at this point.
 7. Finish painting the Learning Center border with the new school color scheme. *Terminated*
 - Not a priority at this point.
 8. At the end of each academic year evaluate the need for a computer technician position. *Terminated*
 - Not a priority at this point.
 9. The Instructional Specialist I should attend the CCC3SN basic Skills Workshop in spring 2012. *Completed*
 - P. Walton –Previous ISS I attended in spring 2012.
 - Jennifer Tupper- ISS I hired in fall 2012 should attend the CCC3SN workshop in the near future.

10. Every staff member should be knowledgeable in the StrengthsQuest assessment training for flex days and convocation. *Terminated*
 - Program no longer in existence.
11. Implement Accutrak software to address tracking and attendance issues in the Learning Center and a swipe card system to better manage resources (paper, toner, ect.) *Completed*
 - Accudemia was implemented in spring 2013.
 - No swipe card system implemented, not needed to manage resources. For example; In Fall 2013 Learning Center printers were set to default to double sided printing. Students are following guideline to print 15 pages or less.
12. Maintain appropriate staffing levels to provide high levels of service to students. *In-progress*
 - Mary Hasselwander, ISS III - retired at the end of April 2013. Her replacement was been hired 3.12.14 – Jennifer Tupper
 - No Learning Center Coordinator since the end of Fall 2012. The Learning Center has been staffed by Jennifer Tupper, ISSI- since Mary's retirement. As of April 2014, a full time ISS I Substitute was hired. ISS I job vacancy has been posted and a hiring committee assigned.
 - Fall 2013-Drop-in CG 155 English Writing Lab opened up in the Learning Center. English Instructor assists students on a drop-in basis.
 - Spring 2014-Drop-in CG 155/156 Math Lab opened up in the Learning Center. Math Instructor assists students on a drop-in basis
 - Spring 2014-CG 155 Study Hall opened up in the Learning Center.
13. Increase tutor pay to be competitive with other departments on campus. *In-progress*
 - \$8.00 per hour no increase. Still seeking pay increase based off tutoring responsibilities and the potential to attract more qualified tutors.
 - TUTR-50-M4632 offered as a late start class and once student successfully completes can earn \$9.00 an hour.
14. Continue to evaluate the need for summer tutoring services. *In-progress*
 - No summer tutoring services provided summer 2013.
 - Need to continue to evaluate the need for summer tutoring services. Investigating the need for Summer 2014. Students have been inquiring about having the Learning Center open in the summers.
 - Idea for summer of 2014: Power-up Math Workshop to help students prepare for College assessment test.
15. Allocate funds for peer tutors. *In-progress*
 - Funds allocated in 2013 and however, funding needs to continue.
16. Maintain appropriate staffing levels in the Learning Center. *In-progress*
 - Instructional Support Specialist III vacant position filled 3.12.14-Jennifer Tupper.
 - Learning Center Coordinator position remains vacant- evaluate and adjust if necessary the responsibility factor for the Learning Center Coordinator.
 - CG 155 English Writing Lab, CG 155 Study Hall and CG 155/156 Math Lab Instructors.
 - Instructional Support Specialist I vacant position- a full time ISS I Substitute was hired in April 2014. ISS I job vacancy has been posted and a hiring committee assigned.

5. Outcome Assessment (SLOs/PSLOs/AUOs):

New AUOs were developed in fall 2013 with assessments to be completed at the end of the spring 2014 term.

- Students will utilize the Learning Center non-tutoring services such as computers, videos, and website.
- Promotion of the Learning Center services will take place on a regular basis.
- Students that utilize the Learning Center will exhibit higher academic performance.

6. Curriculum: Not applicable

Program Emerging Needs Assessment: Describe needs that have developed since the previous review. Consider emerging needs in staffing, equipment, training, facilities, or funding, Include data sources in the previous item that support emerging program needs.

- Work with Academic Services to determine a sensible approach to fix 14 computer chairs that are broken and deal with future funding of equipment repair and replacement accounts. (Safety issue. Work Request submitted Feb. 2014.) (to replace approx.. \$4500)
- Completed -Provide an atmosphere that promotes student learning and success. Students no longer are complaining that they cannot eat in the Learning Center and have to interrupt their studying, pack up their belongings, and leave the Learning Center in order to enjoy a snack or to eat lunch. Lori Collier (Art instructor) and Jennifer Tupper have collaborated to meet student demand, while benefiting the college. The Learning Center now contains a small coffee/snack area in the Learning Center that provides students a student-centered space to study. The small coffee/snack area is where Arts, Wi-Fi, cultural diversity, coffee and snacks are the main menu for the students at Lassen College. Students have responded favorable and most have stated that they are using the resources more often and longer in the Learning Center. This goal was accomplished by reusing and repurposing items, and no money was spent to meet the needs of the students. The Snack and Coffee bar is funded by student donations.
- Purchase 2 sets of headphone for students to use in the Learning Center. (Student demand. Currently the Learning Center does not have any earbuds or headphones that are loaned out to students. On a daily basis, there are at least 3-4 requests to borrow earbuds or headphones.) (\$50)
- Continue to host the CG155 and 155/156 Courses- The English Writing Lab, Math Lab and Study Hall. (Student demand- this is a student centered approach to provide student learning and support student success in one location on campus that offers more options and choices for the student.) (\$0)
- Purchase a Mac Computer to support tutoring in Graphic Arts and give Graphic Arts students access to a Mac and software in the Learning Center. (Student demand for tutoring. Also, to allow Graphic Art students to work on course material in the Learning Center) (\$1500-\$2000)
- Purchase digital signage that gets information that matters to the students, when they need the information, and to assist LCC in meeting its emerging technology goals. Digital signage is affordable, saves time and is extremely efficient. (College and Learning Center need to better communicate with students.) (Digital signage bundle includes a 42 inch LCD, network media player and software for approximately \$2,700)
- Offer summer workshop on Power up on Math for students who are going to take the Math placement test. (Student demand to help support students to be placed in appropriate Math courses.) (Instructor wage, Learning Center Instructional Support Specialist wage, supplies, advertising-\$TBD)
- Continue to test pilot peer tutoring via skype. Need to purchase laptop or iPad for the Learning Center, so that tutor does not have to use personal iPad or device. (Student demand to help retain students who are unable to have face to face tutoring.) (\$500)
- Purchase new tutor training video. (Tutoring program demand-current tutor training video is out of date.) (\$1,500)
- Send Instructional Support Specialist to CCC3SN Workshop. (Program Review 2012) (\$500)
- Allow funds to supplement Basic Skills Workshops as well as advertisement for said workshops. (Program Review 2012) (\$3500)
- Investigate ways to encourage student participation in Basic Skills Workshops. (Program Review 2012. In 2013, a strong effort was made to leverage participation via student e-mail, Facebook, fliers, and word of mouth from instructors, staff, administrators and students to students.) (\$500)
- Yearly evaluate budget, and whenever possible, set aside funds to provide salary, benefits and training for Learning Center staff members. (Program Review 2012.) (\$TBD)

7. Progress and Reprioritization of Recommendations:

- a. Review the prioritized recommendations in the previous program review.
- b. Record outcomes of items in the planning agendas for each section.
- c. Specify any changes in priority as well as any additions or deletions.
- d. Provide updated planning agenda forms for each planning committee.

Table 1. 2013-2014 Learning Center Prioritized Recommendations Requiring Institutional Action for Inclusion in Educational Master Plan

Strategic Goal	Planning Agenda Item(s)	Implementation Timeframe (Year)	Estimated Cost	Expected Outcome
2	Ear phones	2015-2016	50.00	
4	Basic skills workshops	2015-2016	3,500.00	Increase workshops and awareness

Table 2. 2013-2014 Learning Center Prioritized Recommendations Requiring Institutional Action for Inclusion in Human Resource/Professional Development Master Plan

Strategic Goal	Planning Agenda Item(s)	Implementation Timeframe (Year)	Estimated Cost	Expected Outcome	Priority
2	Professional Development	2014-2015	500.00	Send Instructional Support Specialist to CCC3SN Workshop	

Table 3. 2013-2014 Learning Center Prioritized Recommendations Requiring Institutional Action for Inclusion in Facilities Master Plan

Strategic Goal	Planning Agenda Item(s)	Implementation Timeframe (Year)	Estimated Cost	Expected Outcome
3	Fix/Replace 14 chairs	2015-2016	4,500.00	Safer working environment
3	Digital signage	2015-2016	2,700.00	Better access to information

Table 4. 2013-2014 Learning Center Prioritized Recommendations Requiring Institutional Action for Inclusion in Institutional Technology Master Plan

Strategic Goal	Planning Agenda Item(s)	Implementation Timeframe (Year)	Estimated Cost	Expected Outcome
4	Laptop/iPad	2014-2015	500.00	Peer tutoring via SKYPE
4	iMac computer	2015-2016	1,500.00	Graphic arts tutoring

Table 5. 2013-2014 Student Life Prioritized Recommendations Requiring Institutional Action for Inclusion in Student Services Master Plan

Strategic Goal	Planning Agenda Item(s)	Implementation Timeframe (Year)	Estimated Cost	Expected Outcome

8. Additional Information: Describe or note additional information pertinent to the program, particularly information which supports new needs or growth or that documents program successes.

Future projects include:

- Expand Learning Center information on College Web Site:
 - Meet our Tutors
 - Tutor Handbook
 - Tutor Application
 - Tutee Application
 - On-line Tutor Training program
 - Student-Athlete Forms-objectives sheet.
 - Study sessions

- Newsletter
- Implement a desktop icon for student email on all computers-Completed Feb. 2014.
- Continue to help students learn to use Moodle – As Moodle is enhanced, training is need by Learning Center Staff in order to stay current.
- Discuss possible opportunities to provide Learning Center Services to the Foster Youth Program.
- Discuss possible opportunities to provide Learning Center Services to inmates that will be reporting to the County's Day reporting Center.