

Academic Resource Center NIPR Annual Update

LASSEN COMMUNITY COLLEGE

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Academic Resource Center NIPR Annual Update

SECTION 1: INSTITUTIONAL EFFECTIVENESS PLANNING

I. Program Overview and Objectives

Description/Evaluation:

In August 2016 the Learning Center and Library officially merged and moved into the space soon to be known as the Academic Resource Center in the Humanities building, even though the signage and many other details have not been completed. If pressed, it would be sufficient to say that 95% of the remodel is complete, but there are myriad details yet to finish. A facilities punch list, and an IT punch list have been built with the cooperation of those departments. There is progress every week, but much yet to do. There is furniture still on order to resolve the small issues (ADA compliant log-in stations, sufficient café seating), yet the ARC is robustly functional and used by students.

Planning Agenda:

Last Year's Planning Agenda: With the administrative commitment to become a predominately digital library inside the Academic Resources Center, and a re-assessment of spending habits for online resources, in 2014 the library acquired subscription rights to 5000 full text online journals, and 150,000 ebooks without any increase in expenses. This exceeds the accreditation minimum standard of 30,000 books for a college of this size. This would not be possible without the base funding from the CCLC for online access to many of the databases that we utilize. With access to finances to bring the resources of the center current, and a complete remodel of the facility, the primary needs in the immediate future will be to complete the final details overlooked during the remodel (e.g. equipment and a sustainable maintenance plan for the café) and to hire sufficient staff to support student success focused hours of operation. With a staff of 1 faculty director, 1 ten month employee, and 1 twelve month employee, the Center needs to find a way to support evening hours and summer presence. One major difficulty historically to keeping the Center open during the summer was the lack of ventilation or air conditioning. Though air conditioning was not affordable during the remodel, increased ventilation of the Center may make the facility more habitable during summer heat. One plan to accomplish greater accessibility through increased hours of operation would be to move forward with filling the vacant position in as expedient a timeline as will be supported by the college and extending the ten month position to twelve months to ensure continuity of service during the summer. Title 5 of the California Code of Regulations (Sec 58724), though arguably not current to today's standards, contains minimum standards for advisory numbers of full-time library faculty based on student FTES. That formula is:

FTES	Faculty Librarians
<1,000	2
1,001 – 3,000	3
3,001 – 5,000	4
5,001 – 7,000	5
Each Addition 1K	.5

The same code section (58724) also includes minimum standards for numbers of support staff:

FTES	Support Staff
<1,000	3
1,001 – 3,000	4.5
3,001 – 5,000	6.5
5,001 – 7,000	9
Each Addition 1K	1

Planning Agenda 2016/17

The intention for the coming year is to consolidate our presence in the new facility and continue to rely on technology to improve the collection and resources we make available to Lassen College students, faculty, and staff. Staff is stretched even thinner than previously to cover two support desks on different floors.

II Administrative Unit and/or Student Learning Outcomes Assessment

Student Learning Outcome Assessment

The AUOs have been re-written to state:

- Students will utilize ~~Learning Center~~ Academic Resource Center non-tutoring services such as computers, videos, and website.
Measure: Activity Volume
Target: Define baseline data and increase annual usage by 3%
- Promotion of ~~Learning Center~~ Academic Resource Center services will take place on a regular basis.
Measure: Activity Volume
Target: Send three emails per term on the services available.
- Student access will be proportional to students.
Measure: Number of searches of ~~library~~ Academic Resource Center databases
Target: Increase in annual use
- Quality information will be provided to Reference Questions.
Measure: Student ~~Library~~ Survey
Target: 90% of all students will be satisfied with the quality of information received
- The ~~Library~~ Academic Resource Center will provide orientations in class on one-on-one.
Measure: Accademia and ~~Library~~ Student survey
Target: 100% of the students **or classes that request** will receive an orientation

Planning Agenda:

Last Year's Planning Agenda:

The ARC needs to develop a simple, yet robust data collection system to document the services delivered, beyond and in coordination with the current Accademia data collection software. Current statistics can reveal traffic patterns in the ARC by day, time of day, week and month, and can be compared to previous years. The ability to reveal which services are used is both voluntary and summary, i.e. each student logs into the system and selects a single reason for their visit, even though multiple services may be accessed. The Library Corporation software accurately tracks circulation statistics, book purchases and use, but lacks ability to integrate ebook statistics in a simple and accurate manner. In the years ahead the ARC must find easier and more complete methods to report the work that is done every day. Upon reflection, it becomes apparent that the AUOs have been written expediently, especially the data collection and targets. A 3% increase per year in perpetuity is neither reasonable nor attainable, regardless of the amount of effort invested. These AUOs need more reflection and improvement outside of the convocation when we discuss and revise them in a single hour. A survey of other community college resource centers AUOs would be enlightening, and should be done in the next year.

Planning Agenda 2016/17

The ARC continues to rely primarily on the Accademia software for tracking of student usage of services. The services provided are not well reflected in the options that the students must select when entering the ARC. And the software allows only one service to be selected when the student may access many services during one visit. TLC continues to reflect physical book loans only. It takes the compilation of several online vendors statistical data to reflect student use of online resources. There is no known and affordable method of compiling all the various statistical measures to reflect exact usage, so statistics will continue to be approximate.

III. Equipment

Description/Evaluation:

With the library collection in storage and the building under construction it is difficult to itemize specific issues that have not already been addressed in the remodel plan. It is expected that due to the changes as the plan progressed, e.g. non-replacement of the single paned two-story windows with improved ventilation, that there will be issues that surface after the ARC re-inhabits the remodeled space. The primary concern is that there will be no mechanism for funding any unforeseen issues that arise during the first year after the re-inhabitation of the old library space. The physical facilities budget does not have the depth to be the catch-all, yet that appears to be the practice campus wide at this time.

With the remodel of HU 113/216 we are fortunate to have updated furniture, computers, wireless internet, group study rooms and staff furnishings. We expect no significant additional equipment in the ARC for the immediate future.

It may be that the café in the ARC has yet to be fully furnished or a plan for maintenance of the foodstuffs provided, but that is outside the scope of the ARC and this NIPR.

Planning Agenda:

Previous Planning Agenda

It always remains to be said that there are many more academic resources than the current ARC budget allows. If the college elects to emphasize academic growth and/or success more than at present, it would be a beneficial conversation to review the areas of academic growth and plan for additional database resources, books, ebooks, and services to support additional academic growth or additional areas of study. The ARC intends to monitor the activities of the Curriculum Committee at all times to keep abreast of academic changes on campus and to support these goals of the college, as they are largely unannounced to the community outside of Curriculum Committee documents.

Planning Agenda 2016/17

All the equipment planned for the remodel has not yet found its way to the ARC. With the completion of installation of computers, printers, and a microwave we don't expect significant additional equipment needs. Certain supply type equipment will be purchased out of the supplies budget; i.e. calculators for the Math Lab and student use. Perhaps more Chromebooks will be needed at the end of the budget year. An appropriate recharge system for the existing Chromebooks is desirable.

IV. Outside Compliance Issues (if appropriate for program)

Description:

No change to current plan

Planning Agenda:

Last Year's Planning Agenda:

A request to fill the open position to ensure that the ARC can remain open during evening hours has been submitted to the Vice President of Instruction. No other access plans are considered necessary at this time.

Planning Agenda 2016/17

Continue efforts to extend business hours with the addition of a part time staff.

VI. Prioritized Recommendations

A. Prioritized Recommendations for Implementation by Program Staff

B. Prioritized Recommendations for Inclusion in the Planning Process

Prioritized Recommendations for Inclusion in Institutional Effectiveness Master Plan

Academic Resource Center 2016

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome

Prioritized Recommendation for Inclusion in Student Services Master Plan

Academic Resource Center 2016

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1,3,4	Ongoing funding for textbook library	Annual	\$2-5000	Access to textbooks for student success
1,3,4	Increase Chromebook collection	Annual	\$2500	Access to technology for student success

Prioritized Recommendations for Inclusion in Educational Master Plan
Academic Resource Center 2016

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome

Section Two: Human Resource Planning

I. Program Staffing

Description/Evaluation:

The ARC is currently staffed by:

John Taylor, PhD. Director of Academic Resource Center (11 month faculty)

Jennifer Tupper, ISS III (10 month CSEA)

Stephney Stuart, LTA (12 month CSEA)

Vacant Position, ISS1 (12 month CSEA)

The Academic Resource Center is currently open 37.5 hours per week with two service desks based on the traditional break down of library and learning center. The vision is to increase the ARC open hours to include 4 hours on Sunday evening, and extend to 8pm Monday through Thursday. With sufficient student use, hours beyond the current vision would be entertained.

With the move to a two story center and a service desk on each floor, the few staff members we have are stretched even more than previously to cover the area and maintain supervision at all times. In fact, constant supervision of both floors is impossible. Our goal at present is to rove throughout the space on an irregular basis to keep an eye on what is happening. During lunch, or any staff absence (illness or planned) results in times when 1 person alone manages both floors. Without a security system in place to monitor the activities in all areas, this is neither truly safe nor appropriate oversight of the students.

Planning Agenda:

II. Professional Development

Description/Evaluation:

The vision to continue professional development at all levels has not changed. A system of finding and funding appropriate professional development opportunities has not yet emerged. John continues to attend Basic Skills related, and Library related educational opportunities. He was not funded to continue involvement in OEI and Canvas related conferences.

Planning Agenda:

Last Year's Planning Agenda: Both Stephney and Jennifer are invited to continue seeking out off-campus professional development activities. It has been suggested that they should attend at least one off-campus activity per year. John will continue to attend Basic Skills related, Library related, OEI and Canvas related in-state conferences and meetings as appropriate to his job duties.

Planning Agenda 2016/17

Each staff member will continue to seek professional development activities appropriate to develop their understanding of the issues in their area of concern.

III. Administrative Unit and/or Student Learning Outcome Assessments

Description/Evaluation:

1. Describe any results from assessment of administrative units and/or student learning outcomes that affect human resource planning

Administrative Unit Outcomes need to be reasonably stable to measure success from year to year. The AUOs need to be more thoughtfully analyzed to remove annual growth rates to be reasonable.

Planning Agenda:

Last Year's Planning Agenda:

The ARC staff will meet and review the AUOs at an appropriate time.

Planning Agenda 2016/17

The ARC staff met and updated their AUOs and removed any SLOs related to the ARC. Now measurement will be required before a feedback and improvement plan can be identified.

IV. Prioritized Recommendation

Prioritized Recommendations for Implementation by Program Staff

The ARC staff will continue to independently manage their professional development activities.

Prioritized Recommendations for Inclusion in the Planning Process

Prioritized Recommendations for Inclusion in Human Recourse Master Plan

Academic Resource Center 2016

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
3,4	Hire vacant ISS position	1/1/2016	\$25,000/yr	Improved access to facility and resources
3,4,	Extend 10 month ISS position to 12 months	6/2016	\$8,000/yr	Consistent service to all students during summer semester

Section Three: Facilities Planning

I. Facilities

Description/Evaluation:

With the move to the new ARC many small things remain to be completed, yet progress is made each day. The new facility empowers the students to gather, study, tutor and be tutored, research, and rest in a comfortable environment beyond the expectation of most. We daily enjoy the beauty, comfort, and usability of the new ARC. The inclusion of a Café with a sink has made a community coffee pot available which invites students unable to afford a cup of coffee to a welcoming place to come and engage with their peers and their studies.

Some furniture was not delivered to expectation or was not envisioned at the time of the order and is currently on order. When it arrives the Café will be complete with 11 food friendly chairs, and 4 lounge chairs near the TV. The group study rooms are already being reserved and used by students, and we expect increased usage throughout the year. The software to allow self-scheduling of Group Study Rooms has not yet been installed, but is under investigation. It has become apparent that the small staff work room has insufficient shelving, and another 6 feet of shelving is being prepared for installation in that area. The podium which administers the technology of the SmartBoard was determined to be inappropriate in the new space, and a smaller podium is still on order, and yet to be installed.

With the failure to achieve Prop 39 energy efficiency funding, the air conditioning expected to be part of the remodel was excluded. It is still a priority for the ARC staff and Humanities building faculty and students to install air conditioning to make the environment habitable in the hot months of the year, and to keep the ARC open for research year round.

Unforeseen items include a system by which to hang art without attaching to the English Clay finish on many walls.

Planning Agenda:

Last Year's Planning Agenda: Until the ARC returns to the Humanities building, no facilities plans are realistic. At that time it is highly probable that several habitability issues will have been overlooked, and should be addressed at that time. If there are sufficient funds available at the end of the 2015/16 fiscal year, the ARC will try to acquire a charging station for the Chromebooks.

Planning Agenda 2016/17

The primary goal of 2016/17 is to complete the agenda and functionality designed into the ARC remodel. A punch list has been developed in consultation with the Facilities staff and they are working on those items as time permits. It is hoped that every item on the list will be completed before the end of Fall 2016.

II. Prioritized Recommendations

Prioritized Recommendations for Implementation by Program Staff

Facilities changes by default require institutional activity; therefore no program staff recommendations are offered.

Prioritized Recommendations for Inclusion in the Planning Process

Prioritized Recommendations for Inclusion in the Facilities Master Plan

Academic Resource Center 2016

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1,3	Chromebook recharge station	2016/17 budget cycle	\$4,000	Efficient utilization of space and staff to increase student success
1	Art hanging system	2016/17	\$2,500	Aesthetic environment for students and staff
1,3,4	Air Conditioning for ARC	2016/17	\$68,000	Habitable environment for students and staff

Section Four: Technology Planning

I. Institutional Technology

Description/Evaluation:

The ARC has implemented several new technologies for student success and community building. Both group study rooms have a large screen smart TV with internet connectivity and casting capability. Instructions on how to cast from their tech to the large screen TV is available in each group study room so that students can use the technology without staff intervention. And ARC staff members are trained and available to assist when needed. Students regularly borrow our Chromebook (limited laptop) computers to continue school assignments away from the ARC. Wireless connectivity is constantly in use, and students are asking for the ability to print to the ARC printers wirelessly from their laptops and phones. This request has been made to IT, and it is in process. A “punch list” of incomplete expectations was made built in consultation with IT, and they are currently working their way through the list.

Planning Agenda:

Last Year Planning Agenda:

With the complete re-visioning of the technology of the ARC included in the facility remodel, there are no additional changes to be made at this time. Once we re-inhabit the Humanities building, other ideas and needs may surface.

Planning Agenda 2016/17

With the inhabitation of the remodeled ARC, most of the technology planning has been implemented. A few ideas that were included in the plan have not yet been completed, listed below in the recommendations section. There are, at this time, no additional IT related plans beyond completing those that are not yet complete. With the large area of space, and limited staff, the security cameras included in the redesign are the highest priority, and yet may be unfunded.

II. Prioritized Recommendations

Prioritized Recommendations for Implementation by Program Staff

There are still 7 PCs not yet installed in the new ARC.

Printing from wifi is not yet installed.

Security cameras and software for staff to monitor the cameras are not yet installed.

Many smaller items itemized on IT punch list.

Prioritized Recommendation for Inclusion in the Planning Process

Prioritized Recommendations Inclusion in Institutional Technology Master Plan

Academic Resource Center 2016

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1,3,4	Security cameras	Determined by IT	\$5-10,000	Secure environment for staff and students
1,4	Printing from Wifi	Fall 2016	None	Improved student success
1,4	Install 7 remaining PCs	Fall 2016	Already purchased	Improved student success

Lassen Community College Master Plan Overview

Six master plans comprise the Comprehensive Institutional Master Plan. Recommendations from program reviews will be input into the selected master plans as determined by faculty in the prioritized recommendation spreadsheets. To better understand which master plan might be most appropriate for each program recommendation, a summary/objective of each plan is included below. More information can be found in the Shared Governance and Consultation Council Handbook and the Comprehensive Institutional Master Plan.

Institutional Effectiveness Master Plan (IEMP): the IEMP addresses college needs not addressed in other plans. These needs include research, governance, outcome assessment, and administrative operations.

Educational Master Plan (EMP): The EMP addresses the instructional planning needs of the college.

Student Services Master Plan (SSMP): The SSMP highlights the services needed to maximize the student experience through a variety of key student support services.

Institutional Technology Master Plan (ITMP): The ITMP addresses the technology needs of the campus.

Facilities Master Plan (FMP): The FMP addresses the physical infrastructure, facility, and maintenance needs of the campus.

Human Resources Master Plan (HRMP): The HRMP identifies and manages the administrative functions of recruitment, selection, evaluation, and professional development needs of the College to ensure a fully-staffed and highly functioning team of employees.