Learning Support Centers Coordination Committee (LSC³)
Themes & Trends
Center Program Reviews
2013-14

SAME THEMES/TREND CATEGORIES FROM PREVIOUS YEAR

- Develop TBA Activities – A few centers are still working on this but there are coordination challenges i.e. Reading and English. Math is working on 16 specific TBA activities for each math course and dropping some TBA requirements.
- Operational Hours – ESL has allowed some of their conversation activities in the Learning Center which has hours until 8:30 pm Mon.-Thur. There are challenges also with staffing and making sure a regular staff or faculty member is available at all times and to lock up labs.
- Lacking Staff – It was advised that getting student assistants hired and trained early is helpful, especially if they can be brought in during the summer so that they are ready the first day of the fall semester. Having adequate staffing for labs to meet requirement for a regular person (faculty or staff) on site at all times is still problematic and can create a liability risk if someone is not staffing the labs. It often falls to faculty to take up the slack. Some centers do not have faculty coordinators that receive release time (CIS, Math, and Science); the distribution of this release time should be equitable. Centers that don't already are looking into using volunteers. Also, student pay is increasing, and we need budgets to adjust for this. In addition, services available in the summer are not at the levels provided the rest of the year, and this is also an equity issue.
- Embedded Support Systems – Supplemental Instruction is moving forward. Currently SI is being utilized in math, philosophy, economics and anatomy. Will be expanding in the fall semester into other disciplines.
- Equipment and Computer Life/Replacements – The district has a master replacement list for lab computers/equipment. New equipment requests, beyond replacement of current equipment, should be included in Program Review.
- Tracking Systems – The Learning Center is using Accudemia for tracking usage. There are common problems with getting students to sign in and out. If students sign in but do not sign out there are different practices. The first three weeks of the term ESL gives 1 hour of time to students who do not sign out. After week three they give 0 time when students fail to sign out. Giving students a means of tracking their own hours and not having to ask how many hours they have would be helpful. There will be further discussion at the April meeting.
- Data Collection & Evaluation Systemized – This is coming about with program review and PRIE's data collection.

- <u>Tutors Over Faculty Hiring</u> – CIS would like to hire a CIS tutor to be in the lab to provide help for quick questions and immediate help outside of appointments in the Learning Center.
- <u>Moving Things Online</u> – Center leads are investigating ways to make services available online (as appropriate) to increase access. Some centers now use online tutoring, such as English, while others are researching this possibility. Some issues: need for more student training to use my.smccd.edu e-mail accounts and WebAccess -- or any other online tutoring system to be initiated. The Learning Center will be piloting informational sessions to teach students how to use WebAccess.
- <u>More Space & Computers</u> – Some centers (Math, R/ESL) need more space and computers; space needed is not just more space but flexible space for ever-changing activities and group sizes.

NEW THEMES/TREND CATEGORIES:
- <u>Communication between Classroom Instructors and Centers</u>. Some information beyond just the hours spent in the lab such as what the student was working on or access to tutor session reports to know what they covered.
- <u>Marketing</u>: We need to come up with a brand for the centers and some informational marketing materials, such as a bookmark or flyer that includes all centers on campus.