Name of Learning Support Center:

Inventory of Best Practices for Learning Support Centers in Higher Education

This inventory has been adapted for College of San Mateo from the Best Practices promoted by Learning Support Centers in Higher Education (LSCHE).*

The best practices are listed in 9 areas: 1) general, 2) clientele, 3) programs & services, 4) use of technology, 5) partnering, 6) program evaluation, 7) communications & public relations, 8) staff training and 9) recognition. Not all areas apply to each learning support center at CSM.

Instructions: Indicate agreement/ disagreement with the following best practices' statements and include comments for each section as appropriate.

Agree (+) Disagree (-) Not Applicable N/A	GENERAL Best Practices
	• The LSC has a mission statement congruent with its department and institutional mission
	• The LSC has an adequate budget to support its mission, goals, and objectives
	• The LSC has adequate clerical staff to support its mission
	• The LSC has adequate faculty associated with the center to support its mission
	• The LSC uses volunteers effectively to support its mission
	• The LSC has an Advisory Board or similar group that provides feedback and expertise
	• The LSC has developed and followed a systematic annual plan based on feedback and program monitoring (program review)
	• The LSC has developed and followed a systematic 3-year plan based on feedback and program monitoring (program review)
	• The LSC is accessible at convenient times
	• The LSC is centrally located
	• The LSC has adequate space for its programs and services
	• The LSC has furnishings to implement its programs and services
	• The LSC has equipment needed to implement its programs and services
	• The LSC has access to learning materials for student use that accommodate for learning style choices

Comments/Follow-up:

Agree (+) Disagree (-) Not Applicable N/A	CLIENTELE Best Practices
	• The LSC serves a targeted, well-defined campus community
	• The LSC serves the total campus community: students, faculty, administration, staff, and alumni
	• The LSC supports the needs of distance education students
	• The LSC provides online resources for distance learning students which are comparable to those offered in a face-to-face mode
	• The LSC serves [pertinent] academic departments and their faculty through orientations to the center's programs and services and faculty-invited course presentations and/or workshops, student referrals, and feedback service
	• The LSC serves [pertinent] academic departments through student referrals and feedback services

Comments/Follow-up:

Agree (+) Disagree (-) Not Applicable N/A	PROGRAMS & SERVICES Best Practices
	• The LSC supports the needs of walk-in students
	• The LSC encourages and tracks referrals for its learning support services
	• The LSC offers campus-wide workshops
	• The LSC offers workshops to targeted student groups (e.g. student clubs, veterans, EOPS, DSPS etc.)
	• The LSC offers faculty-Invited workshops focusing on demonstrations of learning strategies
	• The LSC offers workshops to administrators, faculty, and staff

Comments/Follow-up:

Agree (+) Disagree (-) Not Applicable N/A	USE OF TECHNOLOGY Best Practices
	• The LSC has access to the appropriate software and hardware to needed for effective operations
	• The LSC has access to adequate technical support
	• The LSC uses technology effectively to capture, analyze, and report usage data
	• The LSC uses technology effectively to enhance individual student learning
	• The LSC uses technology effectively to deliver its programs and services
	• The LSC uses technology including social media to develop and maintain communications with students and faculty
	• The LSC uses technology to provide access to resources for distance learning students

Comments/Follow-up:

Agree (+) Disagree (-) Not Applicable N/A	PARTNERING Best Practices
	• The LSC is involved in institutional new-student orientation
	• The LSC is involved in institutional new-faculty orientation
	• The LSC is involved in supporting the needs of ESL students and their faculty
	• The LSC offers, upon faculty invitation, classroom presentations on learning and study strategies appropriate to a course
	• The LSC partners with academic departments that have high risk courses to develop and manage Supplemental Instruction (SI)
	• The LSC partners with other academic support services: EOPS, Veterans, DSPS, and other special populations
	• The LSC partners with the campus bookstore to display learning and study skills materials used in the center's programs and services
	• The LSC partners helps support outreach efforts to local high school administration, faculty, and students

Comments/Follow-up:

Agree (+) Disagree (-) Not Applicable: N/A	PROGRAM EVALUATION Best Practices
	• The LSC has developed a mission and goals statements with specific objectives and follows a systematic plan based on program review
	• The LSC has identified SLO's and communicates them to participating faculty and students
	• The LSC regularly assesses SLO's
	• The LSC uses benchmarking to review its practices
	• The LSC uses both qualitative and quantitative measures for program evaluation/program review
	• The LSC programs and services are evaluated by faculty and students
	• The LSC is evaluated by outside evaluator (s)
	• The LSC publishes and disseminates an annual report to appropriate administrators (program review)

Comments/Follow-up:

Agree (+) Disagree (-) Not Applicable: N/A	COMMUNICATIONS & PUBLIC RELATIONS Best Practices
	• The LSC has both a publicity and a public relations policy to promote its programs and services
	• The LSC facility is visible through campus signage
	• The LSC is visible as an institutional support service in institutional publications, e.g. catalog, website, and recruitment literature
	• The LSC attempts to maintain a non-remedial image of the center as an academic resource
	• The LSC has ongoing communications with deans, and key faculty, and staff
	• The LSC has descriptive materials (videos, photos, bookmarks, brochures, flyers) for campus dissemination to administration, faculty, and students
	• The LSC has a virtual presence through its website
	• The LSC uses social media (RSS Feeds, Twitter, Blogs, Google docs) to build and maintain a LSC community
	• The LSC shares any research conducted on student success with the campus community and others

Comments/Follow-up:

Agree (+) Disagree (-) Not Applicable: N/A	STAFF TRAINING Best Practices
	• The LSC holds regular staff meetings to develop or revise its mission, goals, and objectives (articulated in program review)
	• The LSC holds a staff meeting at the end of the spring semester to review <u>outcomes</u> based on its mission, goals, and objectives (articulated in program review)
	• The LSC holds regular staff meetings to consider operational issues
	• The LSC has each staff member develop a professional development plan
	The LSC holds a year-end review of each individual staff member's development plan and its planned outcomes
	• The LSC requires a report when staff member attends a professional conference or campus committee meeting
	• LSC faculty systematically share with other LSC staff the results of their attendance at professional conferences or campus committee meeting

Comments/Follow-up:

Agree (+) Disagree (-) Not Applicable: N/A	RECOGNITION Best Practices
	• The LSC coordinators, faculty, and/or staff are recognized by the administration and faculty for their academic publications, research, consulting, and/or leadership
	• The LSC is represented on relevant campus committees and task forces
	• The LSC has received campus, district, or national recognition

Comments/Follow-up:

Agree (+) Disagree (-) Not Applicable: N/A	OTHER Best Practices

Comments/Follow-up:

* This inventory is adapted from "Best Practices for Learning Support Centers in Higher Education."
[Revised Edition of the May 2009 version presented at an Innovative Educators Webinar and then
presented by Frank L. Christ at a NCLCA post conference workshop in Golden, Colorado on October 3rd,
2009] Retrieved from: http://www.lsche.net/?page_id=178.