

## LEARNING SUPPORT CENTERS PROGRAM REVIEW: SPRING 2013 SUBMISSION CYCLE

Program Name: Digital Media Center  
Center Contact: Diana Bennett

Academic Year: 201X- 201X  
Program Review Submission Date: March 25, 2013

### I. Description of Center

Provide a brief description of the program and how it supports the college's [College Mission and Diversity Statements](#), [Institutional Priorities, 2008-2013](#), [5 in 5 College Strategies, Spring 2011](#), and other [institutional planning documents](#) as appropriate.

The Digital Media Center mission is dedicated to providing outstanding facilities, equipment, and technical assistance to students enrolled in media (Graphics, Broadcast, Web/Multimedia and Music) classes.

### II. Summary of Student and Center Data

#### A. Student Learning Outcomes Assessment

Summarize recent SLO assessments, identify trends, and discuss areas in need of improvement.

The Digital Media faculty have not agreed on a consistent process to continually assess and improve our center outcomes. However, there is consensus in assessments for broader understanding and effectively demonstrated the students knowledge of the software and equipment in the lab.

#### B. Center Usage Indicators

1. Review center usage and discuss any differences across demographic variables. Refer to [Planning, Research and Institutional Effectiveness \(PRIE\) reports](#), SARS records, and other data sources as appropriate.

Fall 2011 and Spring 2012 student lab activity usage was 1100 hours and hours by arrangement total 1670 hours  
Student usage could be increased if adequate hours of operation and staffing were available.

2. Discuss any differences in student usage of center across modes of delivery. If applicable, refer to [Delivery Mode Course Comparison](#).

No difference in delivery mode between traditional or online students.

#### C. Center Efficiency. Is the center efficient in meeting student needs?

Discuss center efficiency, including staffing, hours of operation, tutorial and other services, space utilization, equipment, or technology as appropriate.

The Digital Media Center is in-efficient in hours of operation. Lack of staff is the primary cause. One part time instructional aide at 18 hrs a week is insufficient to cover F2F and online courses offered each semester.

As a condition of employment, future staff and student aides should have knowledge of software utilized in lab

Communication with DSPSP and the center about students with learning disabilities / other challenges so proper assistive devices are available to them.

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### D. Course Outline Updates (if applicable)

Review the [course outline update record](#). List the courses that will be updated in the next academic year. For each course that will be updated, provide a faculty contact and the planned submission month. See the [Committee on Instruction website](#) for [course submission instructions](#). Contact your division's [COI representatives](#) if you have questions about submission deadlines. Career and Technical Education courses must be updated every two years.

Courses to be updated	Faculty contact	Submission month
N/A		
		Tab to add rows

### E. Website Review

Review the center's website(s) annually and update as needed.

Contact(s)	Date of next review/update
N/A	
	Tab to add rows

## III. Student Learning Outcomes Scheduling and Alignment

### A. Course SLO Assessment (if applicable)

Explain any recent or projected modifications to the Course SLO assessment process or schedule.

N/A = done through SLO program assessment

### B. Center SLO Assessment

Explain any recent or projected modifications to the Center SLO assessment process or schedule.

IT staff onsite 10 hrs a week to meet equipment needs of program, *additional student assistant 20 hrs a week to help meet SLO 1* SLO1: Students will have knowledge of DGME resources, including how to access them. But this is a temporary fix

### C. SLO Alignment (as applicable)

Discuss how Center SLOs support Program SLOs. Discuss how Course and/or Center SLOs support Institutional/GE SLOs. Refer to [TracDat](#) related program and institutional SLOs reports.

During 2012 all College of San Mateo learning support centers worked to align the manner in which centers were assessed. As a result all centers now have similar first SLOs that assess student knowledge about knowledge of and accessing the services provided in that center (SLO1: Students will have knowledge of DGME resources, including how to access them). The second DGME SLO, (SLO2: Students will be able to show improvement with specific skills or in understanding course content for which they have requested assistance), is in direct support of the SLOs of the DGME courses in which the student is enrolled or preparing to enroll in. All DGME course SLOs are aligned with institutional

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(general education) SLOs; all align with GE SLOs in Quantitative Skills, many align with GE SLOs in the areas of Effective Communication and Critical Thinking.

### IV. Additional Factors

Discuss additional factors as applicable that impact the center, including changes in student populations, state-wide initiatives, transfer requirements, advisory committee recommendations, legal mandates, workforce development and employment opportunities, community needs. See [Institutional Research](#) as needed.

None

### V. Institutional Planning

[*Note:* For centers that serve a single department, a portion of the information included in a departmental program review may be referred to or inserted here.]

#### A. Results of Plans and Actions

Describe results, including measurable outcomes, from plans and actions in recent program reviews.

Continue to align program and GE SLO's. Develop program and course level reports for faculty discussion during flex days

#### B. Center Vision

What is the program's vision for sustaining and improving student learning and success during the *next six years*? Make connections to the [College Mission and Diversity Statements](#), [Institutional Priorities, 2008-2013](#), and other [institutional planning documents](#) as appropriate. Address trends in the SLO assessment results and student usage and data noted in Section II. Summary of Student and Program Data.

[*Note:* Specific plans to be implemented in the *next year* should be entered in Section V.C.]

Digital Media Department offers hands-on career training and transfer courses in Broadcast & Electronic Media, Graphic Design, Electronic Music and Web Design/Multimedia.

1. To guide future faculty and staff development initiatives, describe the professional enrichment activities that would be most effective in carrying out the program's vision to improve student learning and success.

Centers faculty and staff welcome the opportunity to participate in the Academic Senate Reading Apprenticeship initiative and other academic or support services activities, such as those associated with CSM Cares, the college's mental health grant.

2. To guide future collaboration across student services, learning support centers, and instructional programs, describe the interactions that would help the program to improve student success.

The LSC Committee coordinates hours of operation, computer and technology resources, staffing, and scheduling of services to create comprehensive learning support network for all

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students. Center will continue to strategically align services as a standing committee of the Academic Senate.

3. To guide the [Institutional Planning Committee](#) (IPC) in long-range planning, discuss any major changes in resource needs anticipated in the *next six years*. Examples: faculty retirements, equipment obsolescence, space allocation. Leave sections blank if no major changes are anticipated. Specific resource requests for the next academic year should be itemized in Section VI.A below.

Equipment and Technology: **None**

Instructional Materials: **None**

**Classified Staff:** A full-time software-savvy instructional aide and a part-time instructional aide are required for the Digital Media Center. Inadequate hours of operation and staffing hours have made it difficult for the facility to be fully utilized.

Student Assistant: [See Digital Media Program Review](#)

Facilities: [See Digital Media Program Review](#)

### C. Plans and Actions to Improve Student Success

Prioritize the plans to be carried out next year to sustain and improve student success. Briefly describe each plan and how it supports the [Institutional Priorities, 2008-2013](#). For each plan, list actions and measurable outcomes.

#### Plan 1

Title:

Increase Hours of Operation

Description

Staffing needs

Action(s)	Completion Date	Measurable Outcome(s)
Request staff through program review	Fall 2013	Expected increase and access in center
4T		4T
4T		4T

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**Plan 2**

Title:

Increase awareness of Digital Media Center

Description

Create partnerships with other centers on campus

Action(s)	Completion Date	Measurable Outcome(s)
Partner with other centers to meet students needs	Fall 2014	Expected increase in center usage.
Partner with Industry	Fall 2014	Expected to generate revenue in center usage
4T		4T

For additional plans, cut/paste from above and insert here. Or add an additional page. Number your additional plans accordingly.

*[Note: Itemize in Section VI.A. Any additional resources required to implement plans.]*

**VI. Resource Requests**

*A. Itemized Resource Requests*

List the resources needed for ongoing program operation and to implement the plans listed above.

Equipment and Technology

Description (for ongoing program operation)	Cost
None at this time	

Description (for prioritized plans)	Plan # (s)	Cost

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Instructional Materials

Description (for ongoing program operation)	Cost
None at this time	

Description (for prioritized plans)	Plan #s)	Cost

Classified Staff

Description (for ongoing program operation)	Cost
A full-time software-savvy instructional aide and a part-time instructional aide are required for the Digital Media Center. Lack of staffing hours have made it difficult for the facility to be properly utilized. We are clearly not supporting student success when staffing is inadequate.	

Description (for prioritized plans)	Plan #s)	Cost

Student Assistant

Description (for ongoing program operation)	Cost

Description (for prioritized plans)	Plan #s)	Cost

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## Facilities

For immediate or routine facilities requests, submit a [CSM Facility Project Request Form](#).

Description (for prioritized plans)	Plan #(s)	Cost
None at this time		

### B. Cost for Prioritized Plans

Use the resources costs from Section VI.A. above to provide the total cost for each plan.

Plan #	Plan Title	Total Cost
1		
2		
	For additional plans, add rows and number accordingly.	