

Learning Support Centers Coordination Committee
Meeting Summary

Date: February 5, 2013
Time: 3:30 p.m. to 5:00 p.m.
Location: CSM Learning Center

1. Recap/Objectives

a. What do we want to accomplish this semester/ Goals for next year?

Assess SLO's locally or use available Satisfaction Survey information and PRIE data. (For example, Yaping shared a way that the Communication Studies Center is assessing their SLOs and linking to assignments.)

Coordinate assessment process for SLOs to make sure that we are collecting the proper data - which may include adapting Satisfaction Survey questions and process to increase student compliance and developing local SLO measures.

Consider ways to link and measure centers' activities and services to student course completion/success.

Kathleen suggested we consider our meeting schedule, and if we don't really need four meetings a semester, we should drop one or even two. James and Jennifer completely agree. So we'll only schedule meetings that are essential in the future. The group can help us to decide what qualifies as "essential."

b. BSI RFP for faculty and staff development

The BSI committee has made it possible for centers faculty and staff to apply for professional enrichment funds. BSI will provide travel and lodging so we can participate in trainings and conferences to help us better meet the needs of our underprepared students.

2. LC Printing Update

a. Pinnacle services presentation

Pepper provided an update on the LC experiences using Pinnacle printing services. The LC staff found that students use it without complications and they are very happy with the service. Pepper stated that the new system does take some getting used to but it's totally manageable. The LC has sold over 700 printing cards in less than three weeks.

Pinnacle President Brad Court shared information about how to set up print stations and gave us an overview of their services. Cost for printing currently is 12 cents per copy in the LC but the cost per page could come down to as little as 5 cents depending on volume. In this case, the more centers involved the lower the cost for students. Pinnacle will adapt their service using existing equipment. Centers will need one "print release station," which needs simply a PC and they will use whatever

printers readily available. If we need additional or new equipment, centers leads will need to request it in program review.

Jennifer will coordinate Friday visits to centers for the next two to three Fridays, so that centers leads know what equipment they need to request in their equipment section of program review. Pinnacle will do a “volume report” and Jennifer will follow up with them about prices.

The centers leads who attended today’s meeting—Kathy Diamond, Yaping Lee, Lena Feinman, Nancy Paolini, Carole Wills, Kathleen Steele, and Jennifer Mendoza—decided that we should move in this direction. Centralized printing benefits students in all sorts of ways, and access to and consistency among center print services is imperative. Also, centers won’t need to monitor printing anymore, saving staff time. Kathleen and others were concerned about costs for students who really can’t pay. Everyone agreed we need to develop strategies for addressing this issue: (1) centers can print for free and/or we can make free cards available; and (2) divisions can budget for free cards loaded ahead of time.

Those who attended agree this is a good way to go. We could set a Fall 2013 start date. Pinnacle can setup quickly. IT needs us to schedule time over a break, so between spring and summer session could work or between the end of summer session and fall.

3. Program Review and Assessment

a. Contact person list

Our LC group will work on program review at our Tuesday, March 5 meeting. Bring drafts and whatever questions you might have about the new form. We can help each other complete the form and coordinate requests and schedules so that we work with administration as a collective group. Yaping has concerns about entering SLO data into TracDat, so James will follow-up with David Locke to make sure the process is in place for us soon.

b. Study session **March 5**

c. Equipment request for program review **March 5 Coordination**

➤ **Future Meeting Dates (same time and location):**

Tuesday, March 5

Tuesday, April 9

Tuesday, May 7