Learning Support Centers Coordination Committee
Meeting Summary

Date: April 9, 2013
Time: 3:30 p.m. to 5:00 p.m.
Location: CSM Learning Center

1. **Pinnacle Printing Services Update**
Jennifer updated the group—Jennifer, Sandra, and James will be scheduling a meeting with Brad Court, Pinnacle's Director. We'll revisit the details and timeline over summer if possible and definitely in early fall.

2. **Identify Themes and Trends (Program Review)**
Jennifer led the discussion. The group identified "Things that rise to the top" in all Centers program reviews. See list below. In addition, Jennifer will email the reporting template to coordinators to fill-out and return. See attached and please return by Monday, April 15. Get your taxes and template done! Jennifer and James will then collate themes and trends, which the LSCCC will forward to IPC.

3. **Prioritize Instructional Materials**
Jennifer will send out final prioritized list and answer the primary question that came up about distinguishing equipment, like iPads and online service software, from instructional materials.

4. **Discuss Data Collection and Research Processes**
John Sewart visited to help clarify processes for revising and administering surveys. The group discussed this in detail. We developed a basic plan to use in moving forward.

   - Centers leads need to send survey revisions to John Sewart ASAP.
   - Contact ITS—Annette Perot or Anthony Lim—to establish URLs on center computer stations or websites if you don't already have this set up.
   - Electronic surveys will be administered twice a year, three weeks prior to W deadline.

   Our next LSCCC meeting will focus on student performance data—how can we link centers to student success?

5. **LSCCC and ASGC Bylaws**
Jennifer shared that ASGC is considering language to use in amending AS bylaws to incorporate LSCCC as a standing committee of the Academic Senate. Jennifer and James drafted an overview description, "duties and responsibilities," and "committee structure." Jennifer will send this out to the group to provide feedback. Please send feedback to Jennifer. We'll finalize this at the top of our next meeting.

6. **Student Learning Outcomes and Assessment (TracDat)**
   <mark>David Locke, SLO coordinator, has reported that centers SLOs have been written, most are assessed, while some still need to be entered into TracDat.</mark> Please make sure to enter your centers' SLOs if you haven't already. David and Jennifer are available to assist.

   Also, centers have our common SLO, which needs to be assessed by the end of fall 2013 or sooner. If you're assessing it this semester, please enter it at the end of the semester.

➢ **Next and last Meeting Date:**
   Tuesday, May 7, 3:30 to 5:00. <mark>Bring your party hat.</mark>

General Themes—"Things that rise to the top"

- Lack of staff—more staff needed to properly and efficiently run services
- Embed support services in instructional programs
- Equipment request and computer life (center replacement)
- Tracking system revised (SARS)—SARS needs to be assessed and replaced if necessary. Centers generally unhappy with it.
- Data collection and evaluation needs to be systematized.
- More reasonable to hire more tutors than faculty.
- Everything online, instructional, scheduling, tutorials, conferencing—delivery for DE students.
- More space and more computers to serve students needs.
- Operational hours (Saturday and evening hours)
- Develop TBA activities or directed learning activities