

Learning Support Centers Coordination Committee (LSC3)
Draft Meeting Summary

Date: November 05, 2013
Time: 3:00 p.m. to 4:30 p.m.
Location: CSM Learning Center

Facilitator: Jennifer Mendoza

Note-taker: Kristi Ridgway

Attendance: Melissa Green, Cheryl Gregory, Sandra Comerford, Yaping Li, Jane McAteer, Kathy Diamond, Juanita Alunan, Lena Feinman, Monique Nakagawa, Colleen Olle, Gary Dilley, Patti Appel, Jennifer Mendoza, Kristi Ridgway

Note: Items in yellow highlight require attention, follow-up or action.

Announcements:

1. Status of Learning Support Centers

Jennifer reported that two Centers: Accounting Skills Center and Assistive Technology Center, no longer want to be stand-alone centers but be included within their own departments. They will most likely be utilizing the space but no longer want a separate program review process or specific center SLO. Learning Support Centers have their own SLOs, Program Review, etc. as opposed to being included in their department.

Accounting doesn't feel the need to be a separate center because most of their students are now using the Learning Center; they don't need their own Instructional Aide.

Assisted Technology will continue to be part of DSPS.

2. Robert's Rules of Order

Kristi asked that those who want to talk be recognized first be the facilitator or note-taker so we have an order of operations for who has the floor to speak. Before we need to make a decision/vote on anything soon, we will need to establish some formal parliamentary procedure.

Kathy requested that we make sure to rely on more than a show of hands, perhaps go around the room to be sure that not just volunteers who raise hands are heard.

Kathy mentioned that we need to check on whether we need to follow certain rules for parliamentary procedure before we have to vote since we are an institutional committee. **Kristi will follow up.**

3. **Draft Mission Statement**

E-mail feedback to Kristi.

Old Business:

4. **Approval of previous Meeting Summary**

No comments. Approved.

5. **Pinnacle Update**

Jennifer said that we're looking at Spring 2014 for the roll out.

6. **Evaluation of LSCs**

Jennifer reported that the Accrediting Team wants more than survey data for assessment of the Centers, such as linking usage to classroom success.

Kathy asked if the data of this linkage was missed somehow because we have it. Cheryl agreed that they are working with the data.

YaPing thought there were two kinds of assessment, John Sewart's satisfaction survey and their own department analysis since we have more specific SLO assessment.

Monique asked if they provided any examples of other colleges. Jennifer said no.

Jennifer said she thought we were on the right path and have done a good job. It appeared that members of the external evaluation accrediting team did not read everything to see the assessment.

Monique has a demographic and enrollment profile for students. She thinks that PRIE should be assigned the task to check with other Centers on other campuses how they find success. A correlation between success and users is not necessarily attributable to students' academic achievement.

Cheryl mentioned an assessment about 5 years ago; there was no correlation.

Santa Barbara City College, Chabot College, and Chaffey College are good models, Jennifer said.

In nursing, Jane mentioned that all the students attend the Center because it's a course. It's hard to gauge the success of the Center vs. how they achieve in the different courses.

New Business:

7. **Sharing Trials and Triumphs**

This was continued to the next meeting since Nick was on hold to provide his presentation.

8. **Accudemia Demo—Nick Armstrong**

3:30: Jennifer handed over the floor to Nick, who was giving a remote demonstration of the system. Some highlights:

- Students are already populated in the system by G#.
- Administrative-> Control Panel is where to do a lot of settings.
- If something is missing, there is a way to offer suggestions to customize in “Appointments.”
- Appointment times and duration of appointments are variable.
- Reminders before the appointments can be automatically sent to students as well as “No Show” notices after an appointment.
- You can block students making appointments after a certain number of “No Shows.”
- Administrative->Reports or Center Attendance->Reports is for running reports.
- Walk-Ins can specify what services they will use/have used at their appointment when they sign in or out if you allow that.
- You can allow for multiple services (in the General section) or have students sign in and out for each thing.
- Under General Settings, Miscellaneous (for students who leave and don’t log out): You can set a maximum time in the Center; then you can decide how to handle that.
- “Reports” allows you to filter the report in different ways, but not in the amount of hours unless you export to Excel.
- Reports are available in various formats: PDF, Excel, etc.
- The Inbox button at the bottom of the screen shows and creates messages. You can send to all users. You can also run a report and then go to Groups and Report Generated Groups, select that and Create a Group to then e-mail to.
- “Referrals” is another area to check out.

Jennifer reminded everyone that they can play with it/pilot it by contacting her/ (administrative rights) or Nick (to help customize appointments and services in the administrative settings). Keep SARS for your Center when you do this; build your Center and don’t make Accudemia go “live” so you can just try it out.

Cheryl asked if we could put a month of SARS data into Excel and upload it to Accudemia to play with it? Nick said no. Everything has to be imported.

Monique asked if there is an administration setting to download the information for all of the Centers. Nick referred to Group Role Settings for this. **We need to ask for PRIE access.** Does it have the capacity to send mass e-mails to Center users? Nick said yes.

Contact Jennifer for administrative rights to Accademia. Contact Nick for user help. Nick Armstrong, Support Representative, nicka@engineerica.com, (321) 214-0012 | 888-249-7227

Adjourned at 4:30 pm.