

**Learning Support Centers Coordination Committee (LSC3)
Meeting Summary**

Date: Sept. 02, 2014

Time: 3:00 p.m. to 4:30 p.m.

Location: CSM Learning Center

Attendance

Ron (LSC3 co-lead, Learning Center, facilitator) Kristi (LSC3 co-lead, Reading & ESL Center, note-taker), Melissa Green (CIS), Kathleen Steele (Writing Center), Yaping Li (Communication Studies), Russell Cunningham (Business & Technology), Santiago Perez (Anatomy & Physiology), Theresa Martin (Anatomy & Physiology), Cheryl Gregory (Math Resource Center), Lena Feinman (Math Resource Center), Jennifer Taylor-Mendoza (Dean)

REVIEW OF AGENDA

The agenda was approved as is.

REVIEW OF SUMMARY FROM MAY 6, 2014 MEETING

Yaping wanted the mention of Measure G funds expiring to be on the record (see below, under Accudemia Update).

OLD BUSINESS

Sharing: Triumphs & Trials

Writing Center & English 800 Center: Kathleen shared a success, that the Writing Center & English 800 Center have moved their Reporting Forms online using googledocs, which solves the problem of lost paper forms, helps classroom instructors to have regular access to student records and assists the Center in data collection. This is one of the ways that the Centers are helping reinforce and support classroom instruction. Ron commended the move as really well-thought out and impressive.

CIS Center: Melissa shared that the CIS lab is being shut down at 4:30 (instead of the previous time of 8 pm) as Student Aides are not allowed to have keys to lock the door. This is particularly difficult for online students and those needing to come in the evening. The nursing lab has a self-locking door, and she would like to investigate how to install this. Russell mentioned that the FOB access can be helpful for this issue as it can be programmed to lock and give restricted access. The committee agreed that a meeting with the area dean and Jennifer Taylor-Mendoza may be most helpful in finding a solution.

Math/Science Center: Cheryl wanted to know why links must be imbedded in the Program Review, per the PR response by Jennifer Hughes, as regular references were removed from the last revision. She would like an example of what they want for an appropriate response. Theresa and Kathleen didn't get this feedback. The suggestion was to look at others' PRs for examples.

Sharing: CSM examples of Unique Assessments

Annual Assessment: Unique Assessment and Best Practices Inventory, both included in Springtime Program Review

Once a semester: PRIE Data and Student Survey

Writing Center & English 800 Reporting Forms being moved online is an example of Unique Assessment, an assessment particular to a Center that does not meet the criteria of the other three multiple modes of assessment (PRIE Data, Student Satisfaction Survey, Best Practices Inventory).

In Anatomy & Physiology, Theresa reported that they compared lab usage with success and held interviews with focus groups about things such as the hours of operation, resources, and study strategies they're using.

Ron suggested that we co-leads survey the members again to capture the Unique Assessments that different Centers are doing and share them.

NEW BUSINESS

Accudemia Update: Jennifer reported that a cost-effective solution across the Centers is needed now that SARS will no longer be supported by Measure G funds after Fall 2014. Accudemia is less than half the cost of SARS and already in use in the Learning Center. Ron started giving demos this summer to some faculty and staff, and Business & Technology, DGME, CIS, RESL were going to start moving over to the Accudemia system this fall but there has been a delay. Russell said he's started to train on Accudemia and that it is not very difficult because Ron sets up most of the data/technical aspects; he is also happier with the custom reporting functions, especially as Banner syncs with Accudemia more often than SARS for up to date data. Others noted that TBA reports can be run for the Centers. The Learning Center is moving its appointments over from SARS this semester. Skyline is currently on Accudemia.

Lena asked if it is possible to kick students out of the lab login if a student is logged in during classtime? She is concerned because students often log into the Center, go to class, and return to the Center to log out.

The biggest thing is: What do the Centers need to move forward? Ron and Kristi will collect a list of needs from the Centers.

Ron in the Learning Center, CSM's IT and Accudemia IT are all supporting the transition to Accudemia, depending on the need. Students may be able to go in and view their record but whether this option will be available is still under investigation.

Kathleen mentioned that the Writing Center & English 800 Center cannot use Accudemia for appointments since their appointments are at variable times and variable lengths, so

she is disappointed to have to move to a system that can't do these kinds of appointments. In light of this, Ron will check on Tutor Track.

Jennifer confirmed that the move to Accudemia will happen in Spring 2015. Ron and Kristi will send out a request for laundry list of “must haves” for each Center as well as who needs training/training sessions. Math/Resource Center will need a new laptop.

Best Practices Inventory: CSM Center leads need to determine which areas will be the focus of improvement, choosing 2-3 items to target for now. The discussion will start today and be more in-depth in October. Members suggested:

1) Clientele #3: How do we support success for our distance education students?

There is a question about TBA and if it can be offered online/remotely. Jennifer has a list of support in other Centers. Kathleen said the Writing Center & English 800 Center are providing distance writing support of about 3.5 hours per week and would be able to do more online, such as real time video conferencing (Skype) and chatting, but they do not have the budget. The Learning Center is using the free CCC Confer platform for online tutoring: chat, video, phone in and do whiteboard space, upload files, project information. Lena commented that it is hard for math to use the same platform.

2) General #2 & 3: Adequate Staffing & Funding?

3) Partnering #1: Involved in institutional new faculty orientation?

Theresa pointed out that we are already starting to do this, and so we could incorporate this into the New Faculty Institute and make sure that we capture. We could work this into Marketing/Communication.

Dean's Update: Jennifer Taylor-Mendoza gave a brief report:

- 1) SLO Assessment: The alignment of the GE SLOs and the Centers went well, but we need to discuss how our SLOs align.
- 2) Centers & Labs: Starting 2014-15, Learning Support Centers (service providers: tutoring, workshops, etc.) and Labs (open computer labs, study area) will be distinguished. Centers are more stand-alone, provide services and have their own budgets. Labs will be included in their department/division Program Review process. Instructional materials and computer equipment. See attached document for which areas are designated Centers vs. Labs.

ANNOUNCEMENTS

Pinnacle Printing: Math and Integrated Science Center are now on Pinnacle (a discussion item for Oct.). Jennifer announced that if your Center is not already collecting a materials fee and you have student printing, then your Center needs to move over to Pinnacle, either roll over to Pinnacle or send students to another site/Pinnacle station.

Remaining Meetings in Fall 2014:

Tues., **Oct. 7**, 3-4:30 pm (Best Practices Inventory Discussion)

Tues., **Nov. 4**, 3-4:30 pm

Tues., **Dec. 1**, 3-4:30 pm

Tabled for later:

- SLO Reminders
- Sp 14 Student Survey Results

Please add Santiago Perez to the e-mail list.