

Learning Support Centers Inventory of Best Practices



Spring 2014 (n=11)

This inventory has been adapted for College of San Mateo from the Best Practices promoted by Learning Support Centers in Higher Education (LSCHE).* It was conducted during the Spring 2014 semester.

The Best Practices are grouped in 9 areas: 1) general, 2) clientele, 3) programs & services, 4) use of technology, 5) partnering, 6) program evaluation, 7) communications & public relations, 8) staff training and 9) recognition. Not all areas apply to each learning support center at CSM.

Notes: Respondents were asked to indicate agreement/disagreement with the following best practices' statements and include comments for each section as appropriate. Only quantitative data are reported here. As this was a paper and pen survey, some respondents left question items blank or provided contradictory answers: these were counted as "missing/invalid."

	Agree		Disagree		Valid Responses	Missing/Invalid
	Count	Percent	Count	Percent		
GENERAL						
1. The LSC has a mission statement congruent with its department and institutional mission	9	81.8	2	18.2	11	0
2. The LSC has an adequate budget to support its mission, goals, and objectives	4	40.0	6	60.0	10	1
3. The LSC has adequate clerical staff to support its mission	3	27.3	8	72.7	11	0
4. The LSC has adequate faculty associated with the center to support its mission	6	54.5	5	45.5	11	0
5. The LSC uses volunteers effectively to support its mission	2	40.0	3	60.0	5	6
6. The LSC has an Advisory Board or similar group that provides feedback and expertise	6	66.7	3	33.3	9	2
7. The LSC has developed and followed a systematic annual plan based on feedback and program monitoring (program review)	9	81.8	2	18.2	11	0
8. The LSC has developed and followed a systematic 3-year plan based on feedback and program monitoring (program review)	7	63.6	4	36.4	11	0
9. The LSC is accessible at convenient times	8	80.0	2	20.0	10	1
10. The LSC is centrally located	10	90.9	1	9.1	11	0

	Agree		Disagree		Valid Responses	Missing/Invalid
	Count	Percent	Count	Percent		
11. The LSC has adequate space for its programs and services	6	54.5	5	45.5	11	0
12. The LSC has furnishings to implement its programs and services	9	81.8	2	18.2	11	0
13. The LSC has equipment needed to implement its programs and services	9	81.8	2	18.2	11	0
14. The LSC has access to learning materials for student use that accommodate for learning style choices	10	90.9	1	9.1	11	0
CLIENTELE						
1. The LSC serves a targeted, well-defined campus community	9	100.0	0	0.0	9	2
2. The LSC serves the total campus community: students, faculty, administration, staff, and alumni	6	75.0	2	25.0	8	3
3. The LSC supports the needs of distance education students	3	50.0	3	50.0	6	5
4. The LSC provides online resources for distance learning students which are comparable to those offered in a face-to-face mode	5	55.6	4	44.4	9	2
5. The LSC serves [pertinent] academic departments and their faculty through orientations to the center's programs and services and faculty-invited course presentations and/or workshops, student referrals, and feedback service	8	100.0	0	0.0	8	3
6. The LSC serves [pertinent] academic departments through student referrals and feedback services	7	87.5	1	12.5	8	3
PROGRAMS & SERVICES						
1. The LSC supports the needs of walk-in students	10	100.0	0	0.0	10	1
2. The LSC encourages and tracks referrals for its learning support services	5	71.4	2	28.6	7	4
3. The LSC offers campus-wide workshops	3	42.9	4	57.1	7	4
4. The LSC offers workshops to targeted student groups (e.g. student clubs, veterans, EOPS, DSPS etc.)	6	75.0	2	25.0	8	3
5. The LSC offers faculty-invited workshops focusing on demonstrations of learning strategies	0	0.0	5	100.0	5	6
6. The LSC offers workshops to administrators, faculty, and staff	3	50.0	3	50.0	6	5
USE OF TECHNOLOGY						
1. The LSC has access to the appropriate software and hardware to needed for effective operations	9	90.0	1	10.0	10	1

	Agree		Disagree		Valid Responses	Missing/Invalid
	Count	Percent	Count	Percent		
2. The LSC has access to adequate technical support	11	100.0	0	0.0	11	0
3. The LSC uses technology effectively to capture, analyze, and report usage data	11	100.0	0	0.0	11	0
4. The LSC uses technology effectively to enhance individual student learning	9	90.0	1	10.0	10	1
5. The LSC uses technology effectively to deliver its programs and services	9	81.8	2	18.2	11	0
6. The LSC uses technology including social media to develop and maintain communications with students and faculty	4	50.0	4	50.0	8	3
7. The LSC uses technology to provide access to resources for distance learning students	3	50.0	3	50.0	6	5
PARTNERING						
1. The LSC is involved in institutional new-student orientation	5	50.0	5	50.0	10	1
2. The LSC is involved in institutional new-faculty orientation	2	28.6	5	71.4	7	4
3. The LSC is involved in supporting the needs of ESL students and their faculty	6	75.0	2	25.0	8	3
4. The LSC offers, upon faculty invitation, classroom presentations on learning and study strategies appropriate to a course	6	75.0	2	25.0	8	3
5. The LSC partners with academic departments that have high risk courses to develop and manage Supplemental Instruction (SI)	4	57.1	3	42.9	7	4
6. The LSC partners with other academic support services: EOPS, Veterans, DSPS, and other special populations	6	75.0	2	25.0	8	3
7. The LSC partners with the campus bookstore to display learning and study skills materials used in the center's programs and services	1	16.7	5	83.3	6	5
8. The LSC partners helps support outreach efforts to local high school administration, faculty, and students	6	85.7	1	14.3	7	4
PROGRAM EVALUATION						
1. The LSC has developed a mission and goals statements with specific objectives and follows a systematic plan based on program review	10	100.0	0	0.0	10	1
2. The LSC has identified SLO's and communicates them to participating faculty and students	9	90.0	1	10.0	10	1
3. The LSC regularly assesses SLO's	9	90.0	1	10.0	10	1
4. The LSC uses benchmarking to review its practices	6	60.0	4	40.0	10	1
5. The LSC uses both qualitative and quantitative measures for program evaluation/program review	10	100.0	0	0.0	10	1

	Agree		Disagree		Valid Responses	Missing/Invalid
	Count	Percent	Count	Percent		
6. The LSC programs and services are evaluated by faculty and students	9	100.0	0	0.0	9	2
7. The LSC is evaluated by outside evaluator(s)	3	30.0	7	70.0	10	1
8. The LSC publishes and disseminates an annual report to appropriate administrators (program review)	8	80.0	2	20.0	10	1

COMMUNICATIONS & PUBLIC RELATIONS

1. The LSC has both a publicity and a public relations policy to promote its programs and services	3	33.3	6	66.7	9	2
2. The LSC facility is visible through campus signage	6	60.0	4	40.0	10	1
3. The LSC is visible as an institutional support service in institutional publications, e.g., catalog, website, and recruitment literature	8	88.9	1	11.1	9	2
4. The LSC attempts to maintain a non-remedial image of the center as an academic resource	8	88.9	1	11.1	9	2
5. The LSC has ongoing communications with deans, and key faculty, and staff	9	90.0	1	10.0	10	1
6. The LSC has descriptive materials (videos, photos, bookmarks, brochures, flyers) for campus dissemination to administration, faculty, and students	6	66.7	3	33.3	9	2
7. The LSC has a virtual presence through its website	8	88.9	1	11.1	9	2
8. The LSC uses social media (RSS Feeds, Twitter, Blogs, Google docs) to build and maintain a LSC community	1	12.5	7	87.5	8	3
9. The LSC shares any research conducted on student success with the campus community and others	7	77.8	2	22.2	9	2

STAFF TRAINING

1. The LSC holds regular staff meetings to develop or revise its mission, goals, and objectives (articulated in program review)	10	90.9	1	9.1	11	0
2. The LSC holds a staff meeting at the end of the spring semester to review <u>outcomes</u> based on its mission, goals, and objectives (articulated in program review)	9	81.8	2	18.2	11	0
3. The LSC holds regular staff meetings to consider operational issues	9	81.8	2	18.2	11	0
4. The LSC has each staff member develop a professional development plan	4	44.4	5	55.6	9	2
5. The LSC holds a year-end review of each individual staff member's development plan and its planned outcomes	4	44.4	5	55.6	9	2
6. The LSC requires a report when staff member attends a professional conference or campus committee meeting	2	25.0	6	75.0	8	3

	Agree		Disagree		Valid Responses	Missing/Invalid
	Count	Percent	Count	Percent		
7. LSC faculty systematically share with other LSC staff the results of their attendance at professional conferences or campus committee meeting	7	87.5	1	12.5	8	3

RECOGNITION

1. The LSC coordinators, faculty, and/or staff are recognized by the administration and faculty for their academic publications, research, consulting, and/or leadership	6	75.0	2	25.0	8	3
2. The LSC is represented on relevant campus committees and task forces	11	100.0	0	0.0	11	0
3. The LSC has received campus, district, or national recognition	4	44.4	5	55.6	9	2

* This inventory is adapted from "Best Practices for Learning Support Centers in Higher Education." [Revised Edition of the May 2009 version presented at an Innovative Educators Webinar and then presented by Frank L. Christ at a NCLCA post conference workshop in Golden, Colorado on October 3rd, 2009] Retrieved from: http://www.lsche.net/?page_id=178.