2017 Learning Center Annual Program Plan

LCTR Learning Center

I.A.	Describe the program(s) to be reviewed. What is the purpose of the program and how does it contribute to the mission of Skyline College? (**Program Profile: Purpose**)

Narrative

The Learning Center programs are designed to meet the academic support needs of students in all course levels by providing them with contextualized, integrated academic support services designed collaboratively with faculty.
As a result of participating in peer and professional tutoring, academic skill-building workshops, and supplemental instruction, students will become more aware of their needs and strengths regarding academic work, and they will increase their personal development as a result of developing strong study skills.

TLC programs support many academic content areas, and in this way provide support for course-level and department-level student learning outcomes in every division of the college. TLC is also a resource for training future educators, as evidenced by a strong and growing peer tutor-training program, supplemental instruction program and professional tutoring program.
Technology will continue to play an important role in aiding the delivery of services and in the assessment of program effectiveness.
TLC goals align directly with Skyline College's Institutional Learning Outcomes; Critical Thinking, Effective Communication, Citizenship, Information Literacy and Lifelong Wellness.
1) Provide instructional support services that supplement classroom learning to enable students to acquire the skills necessary for academic success in all course levels.
SCG-1, BG-3, BG-4, DSP-2.3c, SCG-4
2) Provide support services to assist faculty in meeting student learning outcomes.
BG-1, SCG-1, SCG-3, SCG-4
3) Provide short and long-term professional development opportunities for student and professional staff with a focus on developing opportunities for employment in community college faculty and staff positions.
SCG-6

| **II.A.** | Describe the progress made on previously established program objectives (goals) including identification of achievements or areas in which further effort is needed. Programs which have not yet established CPR/APP objectives should discuss progress on program implementation or activities. **(Analysis: Progress on Prior Program Objectives (Goals) and Activities)** |

Narrative

Previous APP Recommendations Update:

1) Dedicated budget support for TLC programs and operations.

A TLC-specific budget that is loaded and accessible continues to be a priority need. Funding for the 2016-2017 year and beyond is supplemented by Basic Skills Initiative and Student Equity Plan fund allocations. Plans to pursue Title III/Title V funding could result in additional budget support if received. Dedicated line item TLC budget is still necessary for TLC Manager to provide effective planning and budgeting.

2) Staffing Needs:

Although two .48 permanent Instructional Aide II positions have so far been created from the short-term, temporary Instructional Aide staff allotment, term-over-term, year-over-year growth has created additional needs in the areas of tutoring support and Supplemental Instruction/Supplemental Learning Assistance. To adequately support growth in all areas of programming, additional staffing will be required (see planning resource needs section for detail).

II.B.	Describe any recent external or internal changes impacting the program or which are expected to impact the program in the next year. Please include when the specified changes occurred or are expected to occur. **(Analysis: Program Environment)**

Narrative

Internal Demands

- Increasing demand for tutoring services and other TLC support services as demonstrated by semester-over-semester and year-over-year increases in student use of services

- Implementation of the Skyline Promise and accelerated curriculum initiatives

External Demands:

- State-mandated requirement to provide online learning support equivalent to in-person support,

These are the primary external elements influencing upcoming needs and program/budget planning.

II.C.	(1) Instructional Programs Only: Describe what was learned from the assessment of course SLOs for the current and past year.
	(2) Student Service Programs Only: If PSLOs are being assessed this year (3-year cycle), describe what was learned. If no assessment was done because this is an off-cycle year, please state that this item is not applicable. **(Analysis: Student Learning Outcomes (SLOs and PSLOs))**

Narrative

Enrollment in LSKL courses continues to trend upwards Enrollment in LSKL courses is trending upwards, for example Learning Skills (LSKL) headcount has increased from 1197 in Fall of 2015, to 1269 in fall 2016, a 6.0% increase.

PSLO Assessment Summary from Fall 2016 Student Satisfaction Survey Report:

For the fall 2016 semester a total of 110 students participated in the student satisfaction survey. The breakdown of these students are: 31 (28.2%) Math Assistance Lab, 10 (9.1%) Writing and Reading Lab, 7 (7.3%) Science/Social Sciences/Business Lab, 2 (1.8%) English for Speakers of Other Languages Lab, and 59 (53.%) Other/Not indicated.

III.A.	Consider the previous analysis of progress achieved, program environment, and course-level SLOs or PSLOs (if applicable). What are the key findings and/or conclusions drawn? Discuss how what was learned can be used to improve the program's effectiveness. **(Reflection: Considering Key Findings)**

Narrative

PSLO Assessment Summary from Fall 2016 Student Satisfaction Survey
Report: A total of 110 students participated in the student satisfaction
survey.

Out of the 110 survey respondents:
- 75 (68.2%) strongly agree that the learning center helped them better address challenges in their academic work,
- 27 (24.5%) agree,
- 3 (2.7%) disagree
- 0 (0%) strongly disagree
- 3 (2.7%) had no opinion.

Key finding from above data: 93% of respondents indicated that learning center services increased their success in understanding and completing their academic work.

Other significant findings: 75 (68.2%) are first generation college students, 33 (30%) have a learning disability.

III.B.	If the program participated in assessment of ISLOs this year:
	(1) What are the findings and/or conclusions drawn?
	(2) Does the program intend to make any changes or investigate further based on the findings? If so, briefly describe what the program intends to do. **(Reflection: ISLOs)**

Narrative

ISLO's were not assessed in this cycle

IV.A.	Indicate whether the program is continuing implementation of the last CPR strategy or revising the strategy. Please describe the modifications if revisions are intended. Note: Any new strategies should be linked to Institutional Goals through creation of objectives in the next section. If the program has not yet participated in comprehensive program review, an annual or multi-year strategy can be defined in this item. **(Strategy for Program Enhancement: Continuation/Modification)**

Narrative

The following goals and objectives have been identified for this APP cycle.

Actions:

Goal #1

1. Implement more comprehensive online tutoring support

Objectives:

1. Identify online tutoring platform
2. Train staff and tutors in use of the platform
3. Identify budget support for purchasing hours and training staff
4. Implement online tutoring via identified platform in fall 2017 semester

Goal #2

1. Gather quantitative data to support the efficacy of tutoring support in the Skyline College Learning Center.

Objectives:

1. Pilot an assessment of students in 2 sections each of the targeted courses who have received minimum of 2 hours of tutoring for English 846 and English 100, Math 120 and Math 200. look at grade distribution in comparison with other students enrolled in same course who did not receive tutoring services.
2. Review data to determine of tutoring group shows higher retention and success rate than non-tutoring group in these course sections.
3. If data shows significant correlation, pursue a more comprehensive analysis with PRIE office to repeat this study on a larger scale.

Goal #3

1. Establish and load an operating budget for the Learning Center in order to facilitate effective planning and budgeting of core programs and services.

Objectives:

1. Work with ASLT Dean to get approval from VP/Administrative Services to load budget at start of each fiscal year.
2. Plan for and adequately support ongoing and additionally required operations such as expanded tutoring support, extended hours of operation and online tutoring.

IV.B.	Based on the most recent CPR and any desired modifications, develop an annual action plan with related resource requests. No narrative response will be entered in this section, but the objectives you create will be printed automatically in the APP report under this item. (1) To begin, click on PLANNING at the top of the page, then CREATE A NEW OBJECTIVE. To view previously created objectives, click PLANNING at the top of the page, then VIEW MY OBJECTIVE. (2) IMPORTANT! Make sure to associate each objective to this standard in the APP. Need help? Contact the PRIE Office for further instructions. **(Strategy for Program Enhancement: Action Plan and Resource Requests)**

Associated Objectives

- 85-1) Expand existing Math Assistance Lab to include defined areas for Basic Skills, transfer-level, and statistics.
- 99-Add modular furniture with built in power to tutoring labs
- 94-Continue to expand the scope and size of the Supplemental Instruction Program
- 124-Increase budget allocation for short term temp instructional aides
- 122-Increase Student Assistant Budget Allocation
- 123-Purchase online tutoring hours
- 100-Two additional .48 fte Instructional Aide positions

Task Details Report

Planning Year: 2017-2018

Planning Unit: Learning Center
Unit Manager: De Barra, Chelssee

Objective: 85 - 1) Expand existing Math Assistance Lab to include defined areas for Basic Skills, transfer-level, and statistics.

Objective Description:

Semester-over-semester growth in student demand for math tutoring necessitates the expansion of the physical space needed to provide tutoring support. It is also necessary to divide the math tutoring space into distinct areas for basic skills, algebra/intermediate levels, and statistics.

Start Date:	**Task Type:**	**Priority Level:**	**Task Order:**
4/18/2017	Department/Division/Unit	High	1
Due Date:	**Completion Date:**	**Task Status:**	**Budget:**
6/15/2017	7/17/2017	In Progress	$75,000

The Language Lab located inside TLC has been identified as the ideal location for expanded mathematics tutoring. This area is currently under the purview of the Language Arts division.

Objectives:
1. Relocate current Language Arts Lab to allow for TLC to move some tutoring and Supplemental Instruction to this location
2. Secure funding to renovate this space to allow for multi-use operation; specifically removable room dividers, removal of current computer lab, and reconfiguration of space to include two small study rooms and one larger tutoring area.

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Budget Details:

GL Code	Account	Description	Requested	Approved
5650	Academic Support and Learning Technologies	ITS Staff hours/cost not determined - Removal of 35 computers and associated wiring: $25,000 - Installation of floor to ceiling room dividers $5,000 - Installation of new data, phone and electrical wiring $25,00 - new Furniture and fixtures $20,000 replace carpet, paint and electrical connections	$75000.00	$0.00

Assignment Details:

Name:	Email:
No Data to Display	

Task Details Report

Planning Unit: Learning Center
Unit Manager: De Barra, Chelssee

Objective: 94 - Continue to expand the scope and size of the Supplemental Instruction Program

Objective Description:

In alignment with previous years' goals for the SI program, we intend to expand SI to support more transfer-level science and social science courses. The objective for this planning year is to continue our model of data-driven prioritization to identify high enrollment/low success courses in the target areas for support.

Start Date:	**Task Type:**	**Priority Level:**	**Task Order:**
4/28/2017	Department/Division/Unit	High	2
Due Date:	**Completion Date:**	**Task Status:**	**Budget:**
5/30/2017	6/30/2017	In Progress	$52,624

Identify funds to hire 1 part-time Instructional Aide II at .48 fte: $24,624 - 27,205.
SI Coordinator and Learning Commons Director will recruit for position in summer or fall 2017.

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Task Details Report

Budget Details:

GL Code	Account	Description	Requested	Approved
2210	Learning Center	1 Part-time IA2 at .48 fte. This position will be to help with the expansion of SI, particularly with day-to-day operations, such as SI Leader observations and assessment, paperwork collection, data entry, and management of the SI Canvas course-shell. This position will support SI expansion brought on by continued acceleration in Math and English, as well as supporting new sections that historically have had high-enrollment, but low success rates (i.e. <65% success, >20% withdrawal rate).	$24624.00	$0.00
2492	Learning Center	Additional funding to have up to 3 student assistants working 20 hours/week as a SI Mentor (the normal hours for 1 SI Leader supporting a class is between 7 - 10 hours). There is historically a high turnover rate in SI Leaders every academic year. 3 returning SI Leaders can support and help maintain the SI Program by providing new SI Leaders additional one-on-one support and training, observations and assessment, as well as help with data entry and general clerical tasks.	$15000.00	$0.00
4510	Learning Center	o Expanded 2-Day SI Training to take place prior to Fall 2017 and Spring 2018 semesters: This accounts for 6.5 hours/day for 40 SI Leaders. o 1 additional 1.5 hour-long SI Program meeting every month: This accounts for 40 SI Leaders working 10 months throughout the 2017-2018 Academic Year	$13000.00	$0.00

Assignment Details:

Name:	Email:
No Data to Display	

Task Details Report

Start Date: 4/28/2017	**Task Type:** Department/Division/Unit	**Priority Level:** High	**Task Order:** 3
Due Date:	**Completion Date:**	**Task Status:** New/Pending	**Budget:** $40,000

Increased SI student assistant budget for SI mentors and expanding SI leader training

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Budget Details:

GL Code	Account	Description	Requested	Approved
2392	Learning Center	- 3 SI Leaders allocated for additional 10 - 13 hours/week to serve as SI Mentor (in addition to SI duties) - Expand pre-semester SI training from 1 day to 2 days prior to Fall and Spring semesters - Add an additional SI Program meeting every month (i.e. SI program meetings occur 2x/month vs. 1x/month)	$40000.00	$0.00

Assignment Details:

Name:	Email:
No Data to Display	

Task Details Report

Start Date:	**Task Type:**	**Priority Level:**	**Task Order:**
4/28/2017	Department/Division/Unit	Low	4

Due Date:	**Completion Date:**	**Task Status:**	**Budget:**
		New/Pending	$25,000

Expand SI offerings and include more online, digital, and/or visual activities for student learning.

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Budget Details:

GL Code	Account	Description	Requested	Approved
4511	Learning Center	Projector, screen, speakers, and appropriate cables/adapters for SI rooms A and B (and any other designated SI rooms)	$25000.00	$0.00

Assignment Details:

Name:	Email:
No Data to Display	

Task Details Report

Start Date:	**Task Type:**	**Priority Level:**	**Task Order:**
4/28/2017	Department/Division/Unit	High	1
Due Date:	**Completion Date:**	**Task Status:**	**Budget:**
		New/Pending	$0

Create additional office and work space for SI Program in Learning Commons (Library and Learning Center)

The SI Program currently utilizes PH 306 and 319 to conduct weekly SI Sessions. The transition of BLDG 1 offices and resources to Pacific Heights shows that PH 306 and 319 will not be available to the SI program next semester.
In order to maintain SI's current size and offerings, having at least 2 dedicated rooms (in addition to SI Room A and SI Room B, formerly 5-115 in TLC) is necessary.

The SI Program currently utilizes PH 305 (inside PH 306) as a workroom for SI Leaders. The SI Program will lose this space as BLDG 1 transitions to PH in 2017-2018.

If IA2 is hired and SI Mentors are hired next semester, they will need office space to meet with SI Leaders, enter data, collect paperwork, and complete other office-related tasks.

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Budget Details:

GL Code	Account	Description	Requested	Approved
No Data to Display				

Assignment Details:

Name:	Email:
No Data to Display	

Task Details Report

Start Date: 4/28/2017	**Task Type:** Department/Division/Unit	**Priority Level:** Medium	**Task Order:** 5
Due Date:	**Completion Date:**	**Task Status:** New/Pending	**Budget:** $1,000

Due to continued SI expansion, there needs to be an increase in Central Dup (SkyGAP) and supply funds

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Budget Details:

GL Code	Account	Description	Requested	Approved
4510	Learning Center	Printing requests include SI Leader worksheets, weekly paper forms, and outreach materials Supply requests include consumable items such as whiteboard markers and erasers, flash cards, and candy	$1000.00	$0.00

Assignment Details:

Name:	Email:
No Data to Display	

Task Details Report

Start Date: 4/28/2017	**Task Type:** Department/Division/Unit	**Priority Level:** Medium	**Task Order:** 6
Due Date:	**Completion Date:**	**Task Status:** New/Pending	**Budget:** $4,000

Increase in Professional Development Funds for SI Program Services Coordinator and other SI team members.

Multiple trainings and workshops to help SIC learn, adapt, and develop best practices:
10th International Supplemental Instruction Conference (offered bi-annually through International Center for SI)
ACTLA Conference in 2018
3CSN events and trainings (e.g. Tutor Expo, Regional conferences and workshops)

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Budget Details:

GL Code	Account	Description	Requested	Approved
5212	Learning Center	Increase in Professional Development Funds for SI Program Services Coordinator and other SI team members. Multiple trainings and workshops to help SIC learn, adapt, and develop best practices: 10th International Supplemental Instruction Conference (offered bi-annually through International Center for SI) ACTLA Conference in 2018 3CSN events and trainings (e.g. Tutor Expo, Regional conferences and workshops)	$4000.00	$0.00

Assignment Details:

Name:	Email:
No Data to Display	

Task Details Report

Planning Unit: Learning Center
Unit Manager: De Barra, Chelssee

Objective: 99 - Add modular furniture with built in power to tutoring labs

Objective Description:

add mobile KI Backbone media platform units to tutoring areas. These units connect to a power source and contain media equipment and power outlets. Current floor outlets are a safety hazard and are inconvenient for students and tutors.

Start Date: 4/25/2017	**Task Type:**	**Priority Level:** High	**Task Order:** 1
Due Date: 5/30/2017	**Completion Date:** 6/30/2017	**Task Status:** In Progress	**Budget:** $5,061

Purchase new furniture as described for use in fall 2017 semester. TLC Manager will request funds and work with district facilities to process order.

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Budget Details:

GL Code	Account	Description	Requested	Approved
4512	Learning Center	New tutoring stations will provide safer access to power, provide multimedia access to support tutoring, and will facilitate improvements in small group tutoring and study areas	$5061.00	$0.00

Assignment Details:

Name:	Email:
No Data to Display	

Task Details Report

Planning Unit: Learning Center
Unit Manager: De Barra, Chelssee

Objective: 100 - Two additional .48 fte Instructional Aide positions

Objective Description:

Two .48% Instructional Aide II positions are requested to support ongoing and planned increases in program delivery:
Provide instructional support for directed learning activities which are now a required component of LSKL 800
Support for standing embedded tutoring requests: ESOL, Math and English are currently supported through the Supplemental Learning Assistance program (SLA) however staffing has not been adequate to support needs for the past year and requested support from English, Math and ESOL departments will require additional experienced tutors
Increased student demand for academic support workshops and inadequate availability of faculty and other staff requires additional support to provide this resource

Start Date:	**Task Type:**	**Priority Level:**	**Task Order:**
4/25/2017	Department/Division/Unit	High	1
Due Date:	**Completion Date:**	**Task Status:**	**Budget:**
5/17/2017	6/30/2017	In Progress	$37,664

Request PRF for additional positions

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Budget Details:

GL Code	Account	Description	Requested	Approved
2210	Learning Center	Two .48% instructional aide II positions to support: Extended hours staffing Embedded tutoring in Math, ESOL, and English basic skills courses	$37664.00	$0.00

Assignment Details:

Name:	Email:
No Data to Display	

Task Details Report

Planning Unit: Learning Center
Unit Manager: De Barra, Chelssee

Objective: 122 - Increase Student Assistant Budget Allocation

Objective Description:

Extended hours require additional budget for student assistants to provide staffing during these hours.

Start Date: 4/25/2017	**Task Type:** Department/Division/Unit	**Priority Level:** High	**Task Order:** 1
Due Date: 5/30/2017	**Completion Date:** 6/30/2017	**Task Status:** In Progress	**Budget:** $10,000

Increase the number and hours for student assistants to meet the demand for extended hours of operation. TLC staff will hire additional student assistants and request approval for increased budget allocation.

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Budget Details:

GL Code	Account	Description	Requested	Approved
2392	Learning Center	Increasing student assistant support for extended hours requires an increase in budget allocation from previous year.	$10000.00	$0.00

Assignment Details:

Name:	Email:
No Data to Display	

Task Details Report

Planning Unit: Learning Center
Unit Manager: De Barra, Chelssee

Objective: 123 - Purchase online tutoring hours

Objective Description:

Increasing our online tutoring support is part of our broader effort to create quality online instruction and support services for students that links academic support tools to course success. It is also an accreditation priority to provide equivalent academic support services for in-person and online students respectively.

Start Date: 4/25/2017	**Task Type:** Department/Division/Unit	**Priority Level:** High	**Task Order:** 1
Due Date: 5/30/2017	**Completion Date:** 6/30/2017	**Task Status:** In Progress	**Budget:** $2,350

I recommend Link Systems Internationals' NetTutor platform because they have been vetted by the state Online Education Initiative and along with the other learning center managers across the district, I have reviewed alternatives and found that NetTutor provided good coverage of subjects at a competitive price and with a proven record of providing appropriate and professional tutoring support. This platform is fully integrated with our new LMS, Canvas.

Summer 2017
• Secure funding to purchase block of tutoring hours (see below for detail)
• Provide additional training for tutors and TLC staff and test the student engagement interface
• Confirm priority courses and faculty

Fall 2017
• Students will access NetTutor at Skyline College via the Canvas course shell for our LSKL 803 course, a non-credit, zero-unit course required for students who utilize TLC services such as tutoring. Over 1,000 students enroll in this course each fall and spring semester
• Flex Day activities: Meet the NetTutor representative in TLC (geared towards faculty)
• MCPR Office support: GWAMAIL, campus info screen advertisements, class schedule ads
• Department/Division meeting presentations by TLC rep to promote online tutoring via NetTutor

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Budget Details:

GL Code	Account	Description	Requested	Approved
7673	Learning Center		$2350.00	$0.00

Assignment Details:

Name:	Email:
No Data to Display	

Task Details Report

Objective: 124 - Increase budget allocation for short term temp instructional aides

Objective Description:

Additional funding needed to support extended hours of operation for the Learning Center.

Start Date:	**Task Type:**	**Priority Level:**	**Task Order:**
4/25/2017	Department/Division/Unit	High	1
Due Date:	**Completion Date:**	**Task Status:**	**Budget:**
5/30/2017	6/30/2017	In Progress	$35,550

Increase budget allocation for the 5 board approved short term temporary instructional aide II positions in order to provide staffing coverage for extended hours of operation for the Learning Center.

TLC staff will hire and train the additional staff to provide coverage between 8:00pm - 12:00am monday - thursday and 4:00pm -7:30pm fridays.

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Budget Details:

GL Code	Account	Description	Requested	Approved
2394	Learning Center	This increase will provide the needed funds for two (2) additional short term temp instructional aides who work approximately 20 hours per week supporting extended hours of operation within the existing hourly limit of the 5 board approved positions. Two short term temp instructional aides working approximately 20 hours per week during fall and spring semesters results in a total increased cost of approximately $35,550. Previous year cost is $68,000 and the increase cost per year will be $103, 550.	$35550.00	$0.00

Assignment Details:

Name:	Email:
No Data to Display	