

PEER TEAM REPORT  
ON  
INSTRUCTIONAL RESOURCES AND EXTENDED SERVICES  
(IR/ES)

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# COMPREHENSIVE PROGRAM REVIEW REPORT

## Area 1: Mission

The Instructional Resources and Extended Services (IR/ES) area includes the Library, Learning Center, and the IMC. These areas provide a support system that fosters student success and lifelong learning. Their individual mission statements feed directly into the college mission statement. The Institutional Learning Outcomes (ILOs) are all aligned with the facility as a whole.

## Area 2: History

The library has seen growth in many areas. Many of the identified 2007 goals have been addressed in some manner. These goals have been met by utilizing outside funding.

Following the 2007 Program Review, a new dean of Instructional Resources and Extended Services was hired. This is the fifth dean to this area since 2002. In addition, a director of Basic Skills was also hired to direct AVCCD's efforts in support the State of California's Basic Skills Initiative (BSI) and to supervise the Learning Center's classified staff. These additions to staff are helpful but more assistance is needed. The two areas of significance are a Clerical III and Computer Technician. These positions are needed to supervise students and maintain computers and other equipment.

The IMC holds the key to the latest technology available at AVC. Access to technology and the worldwide community presents new models of teaching and learning. They introduced Podcasting which has expanded to 18 classes. Podcasting has allowed students to get an education locally where they live. The IMC has also purchased five Intel-based iMacs for open lab student's usage within the department.

## Area 3: Curriculum

While the Library does not currently offer a certificate or degree in Library Science, it presently has five courses for library students. These CORs are up-to-date. Each one has Student Learning Outcome's attached to the CORs.

The Learning Center specialists teach non-credit, transfer courses and credit – not applicable to the associate degree and certificate programs. These courses have current CORs. In addition, the cross campus peer mentor-training program will be certified this spring. Due to the efforts to meet the needs of basic skills students, many are being served via workshops and ILIPs. Adjunct learning specialists are key providers of these services.

While it does not provide curriculum directly, the IMC is used to support and assist the instructional programs of the college. In addition, it provides extensive production resources.

## Area 4: Student Support and Development

The Library intends to offer the best possible services, however, with the budgetary shortfalls; they are unable to provide services comparable to other similar size colleges. Additionally, service hour availability has been adjusted to reflect the budget inequities. The Palmdale library services have continued to improve and expand although staffing remains a challenge.

The Learning Center anticipates a strong need to extend all services based on the sheer increase in the number of tutoring and usage visits reported. The students utilizing the Learning Center increasingly come from basic skills courses. These students require additional time and attention. The corruption of the Learning Center database has caused the lack of documentation of the improvement in student learning outcomes through tutoring.

It is felt that an online Learning Center with student accessibility to all services (Academic Skills, ESL, Math, Reading, and General Tutoring) will better meet the demand for immediacy and variety of services. Because of reductions in funding since 2007-2008, the Learning Center is attempting to serve more students with fewer tutorials. In addition, fewer tutors have had a negative impact on student success and the development of lifelong learning skills.

The Instructional Media Center supports and assists students and programs by offering an alternative approach to academic success through podcasting, independent study and media-assisted tutoring which encourages a student to become more active and independent in learning.

## Area 5: Data Analysis and Environmental Scan

To date, the Library has not been able to meet the growing needs and demands of the student body due to demands of unmet staffing demands, limited funding, out of date materials, insufficient numbers of computers for student use and limited access to computer labs. The presented statistics have borne out this information. A library survey demonstrated that a majority of the participants felt that presently library services met their needs. However, future services needed to be considered. The department needs to participate in discussion about areas for improvement and resource allocations.

The Learning Center usage is high in terms of unique students, visits, and hours. Their appendix with statistics shows the different areas. Statistics show that more students requiring basic skills are seeking assistance at the Learning Centers. The current economic situation has

brought other students back to school to change their economic outlook by improving their education. Those students are needing basic skills assistance to catch up their skills.

Recommendations from Program Review include:

- A systematic curriculum plan for the Learning Center as a whole needs to be created.
- Personnel training to classified staff
- Hiring more support staff and a full time ESL Learning Specialist
- More computers,
- Updated computer printing capabilities,
- Updated software
- WI-FI.

These recommendations have been requested in the past with little or no action taken.

## Area 6: Student and Program Learning Outcomes Assessment

The Library has SLOs for all credit classes and the online tutorials; however, no assessment data has been collected or evaluated. The course instructors have met and discussed methods for assessing them but to date, no action has been taken.

The Learning Center has SLOs identified for all LAC courses and are measuring them. To date, they have not completed an assessment on them. Data consolidation has been challenging since there are three full-time faculty and six adjuncts in five centers. A new instrument is under development to make this possible. Fall 2011 brings the expectation that faculty will input SLOs for all courses. Faculty is expected to attend events on SLOs to acquire necessary knowledge to complete the process.

The IMC is a support service utilizing technology. Students need to gain awareness of the technology and resources available to them. Data collection gathered through survey and statistic tracking has shown that only a small percentage of students were aware of their existence. This is being addressed by increased participation in the “Welcome” activities of the first week.

## Area 7: Collaboration with Other Programs

The Library has good collaboration with instructors in developing research materials and workshops. They are working on inter-departmental outreach activities. All of this work is done informally.

The operations of the Learning Center utilize communication, collaboration and consultation with students, academic and student service campus units and community members. The descriptions of each area show cooperation with each department within the college. An Advisory committee is a recent development for the Learning Center. Through this media, more opportunities for collaboration can be discovered and implemented.

The IMC, through collaboration and cooperation works to meet curriculum needs. Their purchase of multimedia equipment is based on the needs determined through discussions and collaboration with the faculty. Time has been spent perfecting the podcast system which has provided several successful programs.

## Area 8: Outreach Activities

The Library does not have any collaborative arrangements with other educational institutions, community or businesses.

The Learning center offers programs and services almost on a daily basis to campus and community entities. This is done via orientations, meetings, classroom visits, Flex events, outreach activities, workshops, presentations, conferences, publications, and memberships on committees.

On occasion, the IMC is asked to provide support to community organizations. Recently, the IMC provided filming and multimedia development and tech support of speakers, presentations and workshops for a large body of community organizations to stimulate excitement for learning at the K-12 level.

## Area 9: Goals and Objectives

Goals and objectives for each section are outlined in the section.

The Library:

- Replace computers in L-118 to provide access to students.
- Replace or upgrade 12 library student reference area computers
- Design and implement information literacy programs to improve information literacy/competency through embedded information literacy components in pre-selected courses across the curriculum.
- Increase financial resources to improve and update current print and electronic resources.
- Develop and sustain a permanent reference collection at the Palmdale Center.
- Offer Library courses at the Palmdale Center.

- Develop and sustain a permanent circulating collecting at the Palmdale Center.

#### The Learning Center:

- Increase awareness of Learning Center's programs and services.
- Fully staff the Learning Center.
- Fully fund the Learning Centers.
- Improve and increase Learning Center Course offerings.
- Monitor Learning Center Student Learning Outcomes.
- Maintain continuous improvement of tutor training
- Comply with all state regulations
- Improve data collection
- Be technologically current.

#### The IMC:

- Establish independence from ITS in regards to computers/laptops used in the IMC.
- Ensure maximum utilization of Mac computers in the IMC by using both Windows XP and Leopard operating systems.
- Complete conversion of multimedia collection to Horizon.
- To purchase the components to build three smart carts.
- Ensure all IMC communications are up to date.
- Increase usage of IMC services at the Palmdale Center
- Upgrade BE 132 with a multimedia box to accommodate flex training for proper use and care of portable multimedia equipment and the multimedia boxes installed in the classrooms.
- Provide flex training on exploring the uses of podcast technology.
- Identify quality of service perceptions and service needs.
- Facilitate podcast use by campus community.
- Facilitate maintenance and increase efficiency of classroom technologies.
- Update videoconference equipment and software.
- Provide equipment and support for faculty and staff created multimedia projects.
- Create a database on FileMaker Pro for statistical information.
- Ensure that IMC staff is fairly compensated for level and quality of work performed.

## Area 10: Long Term Resource Planning

The Program Review has pointed out in multiple areas about the economic shortfalls campus wide. While this does pose some significant obstacles, this is a listing of resource needs by each department.

### The Library:

- An increase in faculty and staff to include: Library Director or Department Chair, three Faculty Librarians, and four classified staff.
- Reclaim library space that has been reallocated to other purposes.
- Upgrade of the current Library theft system.
- Funding needed to support student learning.

### The Learning Center:

- Increase in Personnel to cover both the Lancaster and Palmdale Centers
- Equipment to include computer systems and assistive devices to facilitate learning at both the Lancaster and Palmdale Centers.
- Rearrangement of facilities to create more workspace and large rooms to facilitate the larger populations requiring assistance.
- Virtual services at both campuses to provide data tracking, conferencing and SMARTTHINKING for online tutoring.

### The IMC:

- Additional personnel needs to include a technician and clerical assistant.
- To meet the ever-changing technological field they need to include: repair budget, multimedia budget, software budget, replacement of outdated videoconference equipment, annual Shutterstock subscription, portable podcast units, smart carts, laptops, incorporation of a central control station to monitor - remotely control and address minor problems, DVD players, video cameras, burner, office copy machine, tabletop conferencing and additional space for student viewing, equipment storage, podcasting and multimedia station for faculty.

## Recommendations from the Peer Review Team:

Submit Area 12, a one page synopsis for the Board, to the Program Review Coordinator for inclusion in the IR/ES Self-Study Report.

Devote time to the assessment, analysis and discussion of SLOs, PLOs, and Operational Outcomes.

Consult with the SLO committee to determine if and how WEAVE can be utilized to document learning outcomes, assessment results and action plans.

Use assessment results and actions plans for SLOs, PLOs and OOs to guide short term goals and long term planning.