1. Assessment Plan - Four Column

PIE - Library & Learning Resources: Learning Assistance – Services Unit

Narrative Reporting Year

2017-18

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Program Planning Dialog: The LAC will continue with its comprehensive re-branding and reinvention strategy that was launch in the fall of 2017. Our purpose will continue to be to ensure that we are meeting the needs of our faculty, staff and students, supporting the college's mission and adapting to the rapidly changing California Community College System. Our primary areas of focus will be: reorganization, planning, outreach and awareness, facilities and technology, professional development, and academic support and resources.
External Conditions, Trends, or Impacts: Economy: Increase of the state and county minimum wages will continue to impacted budgets for hourly employees, including tutors, Supplemental Instructors, and front desk staff

Economy: The improved job market and a leveling off in college enrollment will continue to bring challenges in recruiting tutors for all subjects, especially STEM disciplines, and statistics.

Economy: The uncertainty of state funding for programs such as Basic Skills and Student Equity will impact the ability for institutions to provide a consistent source of revenue for job positions, resources and services. In addition, the early signs of a downturn of the state and national economy will bring uncertainty to funding levels for program development and sustainability.

State Funding Changes: Increases in targeted State funding (Student Equity, Basic Skills) means more demand for academic support from more areas across campus; this will result in an increased demand for space for group study, additional supplies and wage costs, and see above for challenges in fulfilling requests. Furthermore, the required increase in institutional contribution rates into college employee CalPERS and CalSTERS retirement funds will impact the amount of funds available to programs across the college.

Legislative and Community College Chancellor's Office Initiatives: Legislative and Chancellor's office initiatives will significantly impact the LAC. These initiatives include the following:
1.   AB 705: Requires colleges to implement the use of Multiple Measure for placement to maximize the probability that a student will complete transfer level math and English within a one-year time frame.
2.   AB 1935: Increase access to supervised tutoring by authorizing apportionment for tutoring students in credential/degree-applicable and transfer-level courses.
3.   SB 1009: Would provide that supervised tutoring for courses and classes in all subject areas that are basic skills, degree applicable, or transfer whether a student has been referred by faculty member or has self-initiated the tutoring.
4.   Proposed changes to the California Community College funding formula could potential decrease the level of funding that Mt. SAC currently receives.
5.   The proposed creation of a fully online California Community College, to Guided Pathways, Multiple Measures placement and acceleration will increase demand

for tutoring and other academic support resources to insure that colleges reach their established student completion, retention and success benchmarks.

Internal Conditions, Trends, or Impacts : Curriculum and Enrollment:
The full implantation of the Multiple Measures requirements under AB705 have had a far reaching impact on the LAC and will be the primary driver of planning as we move forward.
Some of these impacts include:
1.   A significant reduction in the number LERN, READ and STYD courses offered by the Learning Assistance Department. These course are directly supported by the services and resources provided by the Learning Assistance Resource Center (LARC).
2.   An over 50% reduction in the number of faculty members in the Learning Assistance Department.
3.   An increase in stress and anxiety among LAC staff as questions about their job security and future at Mt. SAC grow.
4.   Uncertainty about what Multiple Measures means for the LAC and what roll if any it will we have in the future under the new placement guidelines.
5.   A complete revision of the LAC vision, mission, goals and objectives as it relates to supporting faculty students and staff and our commitment to student success.
6.   An expanded roll to support students who are underprepared for transfer level course work.
7.   The loss of facilities to support normal LAC activities such as study groups, Supplemental Instruction, and tutoring.
Staffing: Budgetary restrictions prevent us from being competitive and over-strains our resources.   The Tutorial Services budgets (LAC, MARC) haven't been augmented in 5 or 10 years; we have become dependent on grants and have had to do more with less. Furthermore, we have been asked by Speech and Sign Success Center, computer science, and music to fund tutoring in their areas. The LAC has also been asked to expand Supplement Instruction leaders to support the summer bridge program, but has not received additional budgetary resources. The LAC is the primary source of funding, staffing and evaluation for the MARC and TMARC, however primary oversight and management is controlled by the Math and Natural Sciences Division.

Program Expansion: The increase in the number of learning centers across the Mt. SAC campus has led to increase competition and confusion among students seeking tutorial and other academic support resources. This expansion has also led to a lack of a consistent login system for data collection and apportionment monitoring, inconsistent hiring policies and procedures and a lack of tutor training.

Staffing: The increased use of Testing Services in the LAC by faculty and the absence of key staff members associated with the services have put extreme pressure on other staff in the LAC to maintain continuous coverage. This practice of providing uninterrupted service in Testing Services has resulted in projects being postponed until further notice. For example, staff in the LARC have been taken away from their primary responsibilities of resource development, tutoring and student assistance to provide coverage for Testing Services.

Facilities: The LAC is in desperate need of new flooring, furniture and floor plan layout to make the area more inviting for students and therefore to increase usage.

Facilities: Supplemental Instruction and Study Group programs had to scramble to find appropriate spaces for tutors to work with students during peak times, Monday-Thursday 9am-3pm during fall and spring. With expanded programs such as Bridge and Pathways during summer term, there are nearly as many SI sessions and Study Groups in the intersession as in full semesters. Fall and spring semesters are also impacted with an increase in SI requests due to the growing Bridge and Pathways programs as well as increased funding for STEM SI. This growth combined with reduced space on campus caused by construction, restricted rooms, and study rooms being converted into offices means that the majority of SI sessions and Study Groups must now take place in very inconvenient locations across campus which negatively impact student use of these services. For example, some SIs assigned to math courses in Bldg. 61 must hold sessions in Bldg. 66 because that is all that is available, which results in low student attendance and even no shows. Other times, only study rooms with a maximum capacity of eight students are available for study sessions; drop-in tutoring is also affected by lack of space since Tutorial Services shares space with EOPS Tutoring. With these programs using limited space, overcrowding and noise become an issue at peak hours.

Critical Decisions Made by Unit: 1.   Launching outreach efforts to departments who traditional do not utilize the resources and services in the LAC, but have an identifiable need which we can meet.

2.   Completing the process of renaming and the rebranding process of the LAC.
3.   Beginning the planning and implementation process for the physical reorganization and layout for the LAC to meet future demand caused by Multiple Measures.
4.   Improve operations, data collection and simplify the processes for faculty and students, the LAC began a comprehensive evaluation of the Testing Center.
5.   Streamlining and better managing of the LAC login policies and procedures.
6.   Standardizing the ordering and management of LAC supplies.
7.   Improving policies and procedures regarding emergencies in the LAC.
8.   Updating the technology infrastructure for the staff in the LAC including improvements to printing and printer access.
9.   Improving signage and displays in and around the LAC.

Notable Achievements for Theme A: To Advance Academic Excellence and Student Achievement: 1. Tutored repeating Basic Skills students in spring 2017 and fall 2017 succeeded at a rate 11.22% higher than non-tutored repeating Basic Skills students.

2. Tutored Basic Skills students in spring 2017 and fall 2017 succeeded at a rate 11.23% higher than non-tutored Basic Skills students by age, gender, and ethnicity.

3. The tutored age 50+ group succeeded 7.14% higher than the non-tutored group.

4. Tutored Basic Skills students in spring 2017 and fall 2017 were retained at a rate 5.35% higher than non-tutored Basic Skills students.

5. Tutored Basic Skills students in spring 2017 and fall 2017 who put in 90+ minutes in tutoring succeeded at a rate 7.93% higher than tutored Basic Skills students who did not put in 90+ minutes in tutoring.

6. Students who received tutoring in the MARC or TMARC math labs had 8% (69.8% vs. 61.8%) higher success rate than students who did not receive tutoring.

7. Students who received tutoring in the MARC or TMARC math labs had 7% (86.1% vs. 79.1%) higher completion rate than students who did not receive tutoring.

8. Students who received tutoring in the MARC math lab had 7.7% (66.3% vs. 58.6%) higher success rate than students who did not receive tutoring.

9. Students who received tutoring in the MARC math lab had 6.7% (88.9% vs. 82.2%) higher completion rate than students who did not receive tutoring.

10. Students who received tutoring in the TMARC math lab had 8.3% (73% vs. 64.7%) higher success rate than students who did not receive tutoring.

11. Students who received tutoring in the TMARC math lab had 9.8% (83.7% vs. 73.9%) higher completion rate than students who did not receive tutoring.

12. Net Tutor Data. Student survey results from last summer on 2016-2017 Net Tutoring, showed that:

•   74% of students surveyed agreed to strongly agreed with the statement that "Overall, I had a positive NetTutor experience."

•   70% of students surveyed agreed to strongly agreed with the statement that "My tutor was helpful and knowledgeable."

•   70% of students surveyed agreed to strongly agreed with the statement that "I was comfortable using the tutoring interface."

•   74% of students surveyed agreed to strongly agreed with the statement that " I would recommend the NetTutor service to others."

- 50% of students agreed to strongly agreed with the statement that "I feel tutoring had an impact on my overall performance in the course."

- 87% of students said they planned to use Net Tutor again.

- 65% of students agreed to strongly agreed with the statement that "I believe that my understanding of the course material has improved due to working with a tutor."

- Net Tutor Service Figures:
  204 students served (130.88% increase)
- 793 sessions (120.55% increase)
- 16,866 minutes (281.1 hours) (153.23% increase)

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Notable Achievements for Theme B: To Support Student Access and Success: 1.   The creation of a comprehensive Tutoring Subject schedule for the entire academic year. The schedule tells faculty and students when tutors are available for specific subject areas.
2.   Purchased textbooks and calculators to expand the LAC's textbook and calculator checkout program.
3.   Developed the Academic Achievement Workshop Series for all Mt. SAC students. The series offers approximately 20 workshops per week covering topics in math, reading, study skills and writing.
4.   Developed a referral systems for students in the Psych Tech. and Nursing programs for assistance with math, reading, study skills and writing.
5.   Developed a HESI test prep workshop series for students looking to enroll in the Mt. SAC Registered Nurse program.
6.   Installed subject specific software in the Learning Lab such as SPSS statistical analysis software for the Psychology Department.
7.   Develop support DLAs for READ courses that support the course curriculum.

Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources: 1.   Hired a new full time Administrative Specialist II to fill vacancy caused by retirement.
2.   In 2017-2018, 32 tutors completed another successful tutor training and certification program. The statistics are as follow:

Tutoring Program	CRLA Level 1	CRLA Level 2
TS		11
EOPS		5
WC	4	6
TERC		0
SSSC		0
	22	65 TOTAL

3.   Added 4 computers and two printers in tutorial services to increase access to online databases in the library, printing and word processing.
4.   Updated printers for LAC staff
Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration: 1.   Collaborative project between the LARC and Reading faculty to develop Directed Learning Activities for all Reading courses.
2.   Participated in campus wide outreach events such as the Student Health Services: DeStress Fest, International Students' Day and the Literacy Fair.
3.   Collaborated with the Library to conduct Pop-up Library and Tutoring events across campus.
4.   Conducted classroom presentation in departments across the college including math, nursing, sociology, and English.
5.   Presented a Flex Day workshop about the LAC and the resources and services that we provide to faculty, staff and students.

6.   Assisted the ACCESS program to provide them with facilities during final exams to support their testing accommodations program.
7.   Began the development of a workshop and support series for the Teacher Prep Institute that assists with passing the CBEST.
8.   Allowing the use of LAC facilities by student services and other instructional units to support events such as class activities and tests, Cash for College, Art Guest Speaker presentations, PIE Training, EDC committee meetings and Probation and Reinstatement workshops.

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Unit Goals	*Resources Needed*	*Where We Make an Impact: Closing the Loop on Goals and Plans*
Planning and Assessment - Utilize strategic planning and assessment to evaluate and improve the resources and services the LAC provides. The primary purpose of this alignment is the successful implementation of outcomes based assessment that is relevant and clearly linked to the college's new Educational Master Plan and it's regularly scheduled Planning for Institutional Effectiveness (PIE) process. **Status:** Active **Goal Year(s):** 2017-18, 2018-19, 2019-20 **Date Goal Entered (Optional):** 06/26/2017	Report directly on Goal	**Reporting Year:** 2017-18 **% Completed:** 50 In 2017-2018 a preliminary strategic plan for the LAC was drafted and submitted to staff for review and approval. The preliminary plan included a revision mission statement, vision, goals and objectives. With the passage of AB 705 and the proposed changes caused by the implementation of Multiple Measures (MM), the decision was made in January 2018 in adopt a more measure approach in the development of the plan. Currently, the LAC is waiting to see what type of impact MM will have on college enrollment, course offerings, student demand and fiscal resources before a finalized plan will be completed. Going forward the LAC will continue to conduct assessment and planning based on the previous strategic plan, while being able to response to any issues that may arise as MM is rolled out. (05/30/2018) **Related Documents:** [Preliminary Draft LAC Strategic Plan 2017-2022.docx](#)
	In Progress - Develop a multi-year	**Reporting Year:** 2017-18

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	Chronological Assessment Plan (CAP). This CAP will consist of specific plans for the Learning Lab, Tutorial Services, Testing Center and the LARC. This plan will establish regular reporting cycles including month daily, weekly, monthly and semester reports for each unit of the LAC. **Lead:** Tom Vitzelio and John Cardenas **One-Time Funding Requested (if applicable):** 0 **Type of Request:** Research **Planning Unit Priority:** High **What would success look like and how would you measure it?:** LAC will develop a comprehensive 3 year assessment plan integrating the 4 operational areas that it is composed of by September 2017 **Documentation Attached?:** No	**% Completed:** 50 A preliminary assessment plan was developed for the LAC. The plan was based on assessment that wold take place each semester and those that would take place over a longer period of time. The LAC staff is currently working on standardizing assessment process such as what will be assessed, common practices for assessment, methods of assessment and establishing benchmarks for assessment. The work on the multiple year assessment plan has been slowed do to the hiring of a new LAC Director, the implementation of Multiple Measures and the staffing changes in the center. (05/30/2018) **Related Documents:** [LAC Chronological Assessment Plan 2017-2020.xls](#)
	In Progress - Develop a multi-year strategic plan for the LAC. **Lead:** Tom Vitzelio **Type of Request:** Research **Planning Unit Priority:** High **What would success look like and how would you measure it?:** The LAC will develop a comprehensive multi-year strategic plan by December 2017. **Documentation Attached?:** No	**Reporting Year:** 2017-18 **% Completed:** 50 In 2017-2018 a preliminary strategic plan for the LAC was drafted and submitted to staff for review and approval. The preliminary plan included a revision mission statement, vision, goals and objectives. With the passage of AB 705 and the proposed changes caused by the implementation of Multiple Measures (MM), the decision was made in January 2018 in adopt a more measure approach in the development of the plan. Currently, the LAC is waiting to see what type of impact MM will have on college enrollment, course offerings, student demand and fiscal resources before a finalized plan will be completed. Going forward the LAC will continue to conduct assessment and planning based on the previous strategic plan, while being able to response to any issues that may arise as MM is rolled out. (06/04/2018) **Related Documents:**

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans

Facilities and Technology - Provide students access to a comfortable, modern and well maintained facility that establishes a learner centered environment for students, faculty and staff.
Status: Active
Goal Year(s): 2017-18, 2018-19, 2019-20
Date Goal Entered (Optional): 06/19/2017

In Progress - Upgrade furniture in the heavily used areas in the LAC including Tutorial Services and the LARC. The plan will allow for the creation of computer pods areas in Tutorial Services and the LARC that will provide students with access to online resources while working with LAC faculty and staff.   In addition the plan is recommending furniture for the LARC to provide students with a comfortable studying space in the center. Some of the furniture currently provided to students meeting with a tutor or instructor in the LARC is old and worn and will soon present a safety hazard.
Describe Plans & Activities Supported: 3 computer tables: to provide surface areas to create Computer Pod workstations.

Upgrade 3 @ $539.95: $1619.85 Computer Workstation

Reception station: for the LARC staff and LALIs

w/ Box File & Full Pedestals 1 @ $1050.88 Legacy Series Reception Station

Student Lounge & Common Area Seating and tables: for study areas in the LARC

Color: Black 10 @ $319.88 = $3198.80 Modular Club Chair Soft Seating

Glacier Series Round Library Table (48" Diameter x 25" H) 3 @ $433.99 = $1301.97

Common Area Chair w/ Tablet 4

Reporting Year: 2017-18
% Completed: 0
No progress have been made on this goal due to the potential impacts of Multiple Measures as well as a lack or resources. Currently the LAC is beginning the process of redesigning some of the areas of the center to accommodate the planned changes with little or cost associated with it. The LAC has partnered with the Library and the Mt. SAC warehouse to identify resources that maybe used to address the request above. (05/30/2018)

Reporting Year: 2017-18
% Completed: 0
No progress has been made on the updating of furniture in the LAC. The lack of progress has been do to the future plans for Building 6 and the construction of a new Library and Learn Resources Building some type in the future. The current bond that is being presented to the voters in November 2018 will provide funding for the initial design of the new Library and Learning Resources Building (05/01/2018)

@ $378.88 = $1515.52
Lead: Tom Vitzelio and Naomi Lopez
One-Time Funding Requested (if applicable): 8687
Type of Request: Facilities , Instructional Equipment, Non-Instructional Equipment, IT Support
Planning Unit Priority: High
What would success look like and how would you measure it?: 80% of students surveyed will agree or strongly agree that the LAC is comfortable, well-maintained, and welcoming. The student survey will be conducted through the academic year as the plan is implemented.
Documentation Attached?: Yes
Related Documents:

[Computer Workstation Pricing Sample.docx](#)

[LAC Counter Configuration Photos.docx](#)

[Remodeling Cost Support Documentation.docx](#)

[Study Lounge Furniture Samples.docx](#)

[Furniture Pricing Estimate.docx](#)

[English Floor plan.docx](#)

[Math Floor plan.docx](#)

[LARC Floor plan.docx](#)

In Progress - Reconfigure the front desk area of the LAC.
Describe Plans & Activities Supported: Counters Desk and filing cabinets
Lead: Tom Vitzelio and Naomi Lopez
Type of Request: Facilities, Furniture
Planning Unit Priority: Medium
What would success look like and

Reporting Year: 2017-18
% Completed: 25
Limited progress have been made on the reconfiguration of the front desk of the LAC. To date the only modification that have been made to the front desk area have been the installation of cabinets for storage and the realignment of the login stations to allow the front desk staff to better monitor the student login procedures. The lack of progress has been do to the future plans for Building 6 and the

Unit Goals	Resources Needed	*Where We Make an Impact: Closing the Loop on Goals and Plans*

how would you measure it?: A more visible information/student sign in counter and two workstations for the LAC administrative specialist support staff will be developed.
Documentation Attached?: Yes
Related Documents:
[Front Desk Floor plan.docx](#)
[Remodeling Cost Support Documentation.docx](#)

construction of a new Library and Learn Resources Building some type in the future. The current bond that is being presented to the voters in November 2018 will provide funding for the initial design of the new Library and Learning Resources Building. (05/01/2018)

In Progress - Update the overhead lighting in the LAC front desk, LARC, staff and faculty offices and Tutorial services from the current florescent system to LED
Describe Plans & Activities Supported: 90 replacement LED lights
Lead: Tom Vitzelio and Naomi Lopez
Type of Request: Equipment - replacement/upgrade, Facilities
Planning Unit Priority: High
What would success look like and how would you measure it?: 100% of all recessed rectangular florescent light fixtures will be replaced with LED light fixtures.
Documentation Attached?: Yes
Related Documents:
[LAC Lighting Conditions Photos.docx](#)
[Remodeling Cost Support Documentation.docx](#)

Reporting Year: 2017-18
% Completed: 0
No progress has been made on the installation of the overhead lighting system in the LAC. The lack of progress has been do to the future plans for Building 6 and the construction of a new Library and Learn Resources Building some type in the future. The current bond that is being presented to the voters in November 2018 will provide funding for the initial design of the new Library and Learning Resources Building (05/01/2018)

In Progress - Seek funding to create computer "pod" stations consisting of 3 computers in Tutorial Services (Math and Writing) and the LARC.
Describe Plans & Activities Supported: 9 desktop computers
9 Monitors

Reporting Year: 2017-18
% Completed: 50
The technology for the computer pod workstations has been made available through the use of funding from Student Equity, however the stations still lack adequate tables and counters space for the workstations. We are hoping to utilize surplus tables from the library when they

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	Lead: Tom Vitzelio, Robin Cash and Naomi Lopez **One-Time Funding Requested (if applicable):** 6215.04 **Type of Request:** Technology Equipment - new **Planning Unit Priority:** Medium **What would success look like and how would you measure it?:** The LAC will create 3 computer "pod" workstations one in the LARC and two in the Tutorial Services areas. **Documentation Attached?:** Yes **Related Documents:** Computer Station_Pricing Estimate.pdf **In Progress -** Request funding for the remodeling and re-purposing of the current Testing Center into a SI classroom/conference room **Describe Plans & Activities Supported:** 1-Overhead projector =$497.76 1-Whiteboard=$252.54 6-Tables= 6 x $386.89 = $2321.34 20 Chairs = 5 (4 per unit) x $267.29= $1336.45 1-Computer Station = $690.56 1- Projector Screen =$138.59 **Lead:** Tom Vitzelio **One-Time Funding Requested (if applicable):** 5504.34 **Type of Request:** Equipment - new, Facilities, Furniture, Workstation , Technology Equipment - new **Planning Unit Priority:** Medium **What would success look like and how would you measure it?:** The current LAC testing room will be re-configured into a multi-use room for	have completed their furniture replacement program to create the table space for the pod stations. (05/01/2018)

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans

SI or LAC staff by the end of the 2018-2019 academic year.
Documentation Attached?: Yes
Related Documents:
[Testing Room Remodel..docx](#)
[Computer Workstation Pricing Sample.docx](#)

In Progress - The flooring. in the ares of the LAC (Tutorial Services, the Learning Assistance Resource Center and the Learning Lab). The carpet in the facility has not been replaced in over 20 years and is showing signs of age including stains, tears and odor.
Describe Plans & Activities Supported: Carpeting to replace existing flooring in 22 offices, 8 classrooms, 3 intake areas, 1 testing room, 1 Computer Lab, Tutorial Services and the LARC. Approximately 25,000 sq. ft.
Lead: Tom Vitzelio and Naomi Lopez
One-Time Funding Requested (if applicable): 150000
Type of Request: Equipment - replacement/upgrade, Facilities
Planning Unit Priority: High
What would success look like and how would you measure it?: By the end of the 2017-2018 academic year 100% carpeted areas in the LAC and adjacent offices and classrooms will be replaced with new flooring.
Documentation Attached?: Yes
Related Documents:
[LAC Flooring Conditions Photos.docx](#)
[Remodeling Cost Support Documentation.docx](#)
[Carperting Guidelines.pdf](#)

Reporting Year: 2017-18
% Completed: 0
Even though new carpeting was installed in the hallways of the first floor of Building 6, no progress has been made on the installation of new carpeting in LAC. The lack of progress has been do to the future plans for Building 6 and the construction of a new Library and Learn Resources Building some type in the future. The current bond that is being presented to the voters in November 2018 will provide funding for the initial design of the new Library and Learning Resources Building. (05/01/2018)

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	LAC Floor Plan #2.docx **Full Funding Requested -** 12 PC Computers SEHI Computers HP Z240 Tower Workstation $2157.00 (12 @ 2157 = 26000) HP z 23 Monitor Linux-ready Intel Core i7-6700K 4.0GHz (up to 4.2GHz) 8M 4C TWR CPU 32GB DDR4-2400 nECC (2x16GB) Unbuffered RAM 512GB SATA 1st Solid State Drive NVIDIA Quadro K1200 4GB 4xmDP 1st w/4 mDP-DP cables Graphics HP USB Business Slim Keyboard HP USB Optical Mouse **Describe Plans & Activities Supported:** The 12 PC computer (insert name of specific type) will provide a platform to support CTE courses in the fields of Graphic Design, Engineering, Manufacturing Technology, Architecture, Industrial Design and Interior Design. This technology will increase availability and access to students in these disciplines and support the Arts and Design and Aviation, Electronics and Manufacturing Pathways at Mt. SAC. These 12 work stations would create a CTE computers in the computer lab area of the ASAC. **Lead:** Robin Cash and Tom Vitzelio **One-Time Funding Requested (if applicable):** 26000 **Type of Request:** Instructional Equipment **Planning Unit Priority:** High	

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	What would success look like and how would you measure it?: 12 PC with the necessary hardware and software will be installed in the Academic Support and Achievement Center computer lab by June 2019. **Documentation Attached?:** Yes **Related Documents:** [Copy of Sehi HP Quote CTE Computers.pdf](#) [Lab Station D 1 Plan Sample.jpg](#) **Full Funding Requested -** 160 Network cable Cat 5E blue $7.96 $1,273.60 DisplayPort Cable 160 $11.49 110 $1,263.90 USB 2.0 A/B Cable $6.07 $971.20 USB 2.0 A Male to A Female Cable 160 $4.70 $752.00 3.5mm Headphone Extension Cable 160 $12.99 $2,078.40 HDMI 160 $7.57 $378.50 50 Total $6,717.60 **Describe Plans & Activities Supported:** Install USB extension hub to allow for the placement of CPU in a centralized location of the computer station desk in the ASAC computer lab. **Lead:** Robin Cash and Tom Vitzelio **One-Time Funding Requested (if applicable):** 6800 **Type of Request:** Instructional Equipment **Planning Unit Priority:** High	

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	What would success look like and how would you measure it?: Students will have easier access to computer software and a larger work space to complete assignments. The removal of the CPU off of the computer table would increase accessibility for disabled students. **Documentation Attached?:** Yes **Related Documents:** ASAC Computer Lab Workstation reconfiguration.pdf **Full Funding Requested -** 3 Chargetech Model: S9 Floor Stand Charging Stations (3 @ $595 plus tax and shipping) **Describe Plans & Activities Supported:** Install S9 charging stations in the ASAC in three locations to provide students with access to recharge their phones and other portable electronic devices. **Lead:** Tom Vitzelio **One-Time Funding Requested (if applicable):** 1995 **Type of Request:** Non-Instructional Equipment **Planning Unit Priority:** Medium **What would success look like and how would you measure it?:** Students will have access to charging facilities for their personal electronic devices. **Documentation Attached?:** Yes **Related Documents:** Phone Chargers.docx	
	Full Funding Requested - 170 Ergotron Mounting Arm for Flat Panel Display **Describe Plans & Activities**	

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	Supported: The addition of the Ergotron Mounting Arms will allow the ASAC computer to complete the upgrades to their computer stations to increase accessibility and work space for students using the computer lab. **Lead:** Robin Cash and Tom Vitzelio **One-Time Funding Requested (if applicable):** 25500 **Type of Request:** Non-Instructional Equipment, IT Support **Planning Unit Priority:** High **What would success look like and how would you measure it?:** 170 Ergotron Mounting Arm for Flat Panel Display will be installed in the ASAC computer lab by June 2019. **Documentation Attached?:** Yes **Related Documents:** [Ergotron Mounting Arm for Flat Panel Display Quote.docx](#) **Full Funding Requested -** Interior Paint and Painter **Describe Plans & Activities Supported:** The interior sections of the ASAC are in need or repainting and updated materials. The walls in the center have not been painted in over ten years. Industry standards state the interior painting should be redone every 3 to 5 years. **Lead:** Tom Vitzelio **Type of Request:** Facilities **Planning Unit Priority:** High **What would success look like and how would you measure it?:** All walls in the four major areas of the ASAC will be repainted by June 2019 **Documentation Attached?:** Yes	

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
Professional Development - Provide students with a highly trained and professional staff that will participate in professional development opportunities that promote customer services, continuous improvement of instructional techniques, providing a positive learning environment, and knowledge of current best practices for the field. **Status:** Active **Goal Year(s):** 2016-17, 2017-18, 2018-19 **Date Goal Entered (Optional):** 06/28/2017	**Report directly on Goal**	**Reporting Year:** 2017-18 **% Completed:** 50 The LAC has made significant progress on implementing a more comprehensive professional development progress. Staff has attend several training events in POD as well as outside conferences. (05/30/2018)
	In Progress - LAC staff will participate in on and off campus professional development opportunities. The professional development will ensure that the LAC meets the standards set for learning center by professional organizations such as the National College Learning Center Association, the Council for the Advancement of Standards in Higher Education (CAS) and the College Reading and Learning Association (CRLA). **Describe Plans & Activities Supported:** Provide funding to support professional development opportunities for LAC staff. Activities will included: * Training programs developed and organized through POD * Collaborative training programs with other Mt. SAC learning centers * Guess speakers and presenters * Training materials * Training for Learning Lab staff to better serve the technology needs of students as the college moves to the Canvas course management system and expands the Online Education Initiative. **Lead:** Tom Vitzelio, John Cardenas, Marlene Espina and Robin Cash **On-Going Funding Requested (if**	**Reporting Year:** 2017-18 **% Completed:** 50 The LAC has made some progress with providing professional development opportunities for LAC staff in spite of not receiving the requested funding from last period. Several staff member have participated in numerous professional development opportunities through POD and some have attending conferences relating to Supplemental Instruction and tutoring. In addition the LAC has used funding to purchases subscriptions to several professional journals relating to learning assistance and tutoring. (05/01/2018)

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans

applicable): 3000
Type of Request: Professional Development
Planning Unit Priority: Medium
What would success look like and how would you measure it?: LAC will participate in more professional development than in the previous year.
Documentation Attached?: No

Outreach and Awareness - Increase college wide awareness and usage of LAC services and resources and develop effective collaborative relationships with other administrative, instructional and student service programs.
Status: Active
Goal Year(s): 2016-17, 2017-18, 2019-20
Date Goal Entered (Optional): 06/19/2017

Report directly on Goal

Reporting Year: 2017-18
% Completed: 50
Our college wide market planning is still being refined and implemented on a gradual basis. The implementation of Multiple Measures has forces the LAC to reevaluate our plan to better meet the new challenges that the college will be facing. (05/30/2018)
Related Documents:
LAC Primer.docx
Marketing plan.docx

Full Funding Requested - Request additional funding to purchase marketing and outreach supplies. The Learning Assistance Center is in the process of re-branding the center and has instituted a name change. Our new name will be the Academic Support and Achievement Center (ASAC). This name change will require the need for new signage, marketing and promotional materials and display items including table clothes and tents.
Describe Plans & Activities Supported: $4000 funding for marketing items
Lead: Tom Vitzelio and Catalina Quintero
One-Time Funding Requested (if

Reporting Year: 2016-17
% Completed: 25
While no funding was received from our requests in last year's PIE process, the LAC has launched an ambitious out reach program to increase student awareness and visits to the LAC. The LAC utilized their current funding to purchase promotional items such as pencils and banners to help increase the visibility of the center on the campus and at outreach events. The LAC will continue to move on with their planned activities to expand marketing and outreach through promotional items. (05/14/2018)

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	applicable): 4000 **Type of Request:** Marketing **Planning Unit Priority:** High **What would success look like and how would you measure it?:** The LAC will have a 20% increase in the number of students visiting the center over the next 2 years. **Documentation Attached?:** Yes **Related Documents:** [Sample Market Product.pdf](Sample%20Market%20Product.pdf)	
Academic Support and Resources - Provide students with access to high quality and effective academic resources and support that strengthens curriculum they are learning, ensures success in their courses and empowers them to develop the skills to be lifelong learners. **Status:** Active **Goal Year(s):** 2016-17, 2017-18, 2018-19 **Date Goal Entered (Optional):** 06/26/2017	**In Progress -** Move primary responsibility for the Tutorial Services Manager's salary from Basic Skills fund to the Mt. SAC general fund and the Library and Learning Resources Division. **Describe Plans & Activities Supported:** Funding to support the Tutorial Services Manager's salary and benefits costs ($110,000 for salary and benefits) **Lead:** Tom Vitzelio and John Cardenas **On-Going Funding Requested (if applicable):** 110000 **Type of Request:** Human Resources **Planning Unit Priority:** High **What would success look like and how would you measure it?:** Responsibility for the salary and benefit expenses for John Cardenas will be shift from Basic Skills Funds to the Library and Learning Resources Division. **Documentation Attached?:** Yes	**Reporting Year:** 2017-18 **% Completed:** 0 Status of this activity is unknown as of the completion of the document in May 2018. No notification was given to us in regards to the approval of this request from the 2016-2017 PIE. However, the need and the priority has not changed. In fact the need to move the Tutorial Services Manager's salary from soft funds to institutional funding is even more imperative with the uncertainty of future basic skills funding and the potential increase in demand for tutoring due to Multiple Measure implementation. (05/08/2018)
	In Progress - Request a $3000 increase in supply budget to cover increase supply expenses	**Reporting Year:** 2017-18 **% Completed:** 0 Status of this activity is unknown as of the completion of

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	Describe Plans & Activities Supported: $3000 in funding **Lead:** Tom Vitzelio and Naomi Lopez **On-Going Funding Requested (if applicable):** 3000 **Type of Request:** Supplies (less than $200 per item) **Planning Unit Priority:** Medium **What would success look like and how would you measure it?:** The LAC Supplies budget will be increased by $3000 by the end of the 2017-2018 academic year **Documentation Attached?:** Yes **Related Documents:** Sample Office Depot Supply Order.docx	the document in May 2018. No notification was given to us in regards to the approval of this request from the 2016-2017 PIE. However, the need and the priority has not changed. (05/08/2018)
	In Progress - Request additional funding for tutor salaries **Describe Plans & Activities Supported:** $50,000 to increase current Tutorial Services budget for tutor and SI leader salaries **Lead:** Tom Vitzelio and John Cardenas **On-Going Funding Requested (if applicable):** 55000 **Type of Request:** Human Resources **Planning Unit Priority:** High **What would success look like and how would you measure it?:** The Tutorial Services budget will be increased by $55000 by the start of the 2018-2019 academic year. **Documentation Attached?:** Yes **Related Documents:** Supplemental Instruction Requests.docx	**Reporting Year:** 2017-18 **% Completed:** 0 Status of this activity is unknown as of the completion of the document in May 2018. No notification was given to us in regards to the approval of this request from the 2016-2017 PIE. However, the need and the priority has not changed due to the implementation of Multiple Measures. (05/08/2018)
	In Progress - Increase awareness and	**Reporting Year:** 2017-18

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans

understanding of CTE programs, Student Equity, Online Education Initiative efforts and Educational Pathways to improve collaboration and develop appropriate LAC resources and services to support them in their mission.
Lead: Tom Vitzelio, John Cardenas, Marlene Espina and Robin Cash
Type of Request: Human Resources, Professional Development
Planning Unit Priority: High
What would success look like and how would you measure it?: LAC staff will develop plans for the above identified programs that will provide information on programs' purpose, target populations and resources needs by the end of the fall 2017 semester.

In Progress - Move primary responsibility for the Tutorial Services Manager's salary from Basic Skills fund to the Mt. SAC general fund and the Library and Learning Resources Division.
Describe Plans & Activities Supported: Funding to support the Tutorial Services Manager's salary and benefits costs ($110,000 for salary and benefits)
Lead: Tom Vitzelio and John Cardenas
On-Going Funding Requested (if applicable): 110000
Type of Request: Human Resources
Planning Unit Priority: High
What would success look like and how would you measure it?: Responsibility for the salary and

% Completed: 50
The implementation of this activity has been successful and the first year of the three year plan is on track. Through our efforts in the fall 2017 the LAC was able to identify and connect with several CTE and other programs to begin the development of support resources and services. (05/08/2018)

benefit expenses for John Cardenas will be shift from Basic Skills Funds to the Library and Learning Resources Division.
Documentation Attached?: Yes
In Progress - Request additional funding for tutor salaries

Describe Plans & Activities Supported: $50,000 to increase current Tutorial Services budget for tutor and SI leader salaries
Lead: Tom Vitzelio and John Cardenas
On-Going Funding Requested (if applicable): 55000
Type of Request: Human Resources
Planning Unit Priority: High
What would success look like and how would you measure it?: The Tutorial Services budget will be increased by $55000 by the start of the 2018-2019 academic year.
Documentation Attached?: Yes

Full Funding Requested - Funding for an additional .475 Learning Lab Assistant
Describe Plans & Activities Supported: Hiring an additional .475 Learning will allow for more coverage for Testing Services. Currently Testing Centers is open 70 hours a week, but only has 40 hours of dedicated coverage. Test Services administers several hundred exams a semester and the lack of coverage requires the center to shift staff from other areas to cover.
Lead: Tom Vitzelio
On-Going Funding Requested (if

applicable): 22058
Type of Request: Staffing
Planning Unit Priority: High
What would success look like and how would you measure it?: A .475 Learning Lab Assistant for Testing Services will be funded.
Documentation Attached?: Yes
Related Documents:
[2018-19_EZSalaryProjection Learning Lab Assistant Testing Services.xlsx](#)
Full Funding Requested - Funding to the service period for the Program/Project Specialist for Tutorial Services and Supplemental Instruction
Describe Plans & Activities Supported: The plan will allow the ASAC to convert their current 10 Program Specialist to a 12 month Program Specialist to meet the growing demand on tutoring and SI at Mt. SAC. Both tutoring and SI operate year round to support student and faculty and a lack of a year round program specialist present a unique series of challenges for the unit. These challenges include a lack of staff available to hire, train and evaluate staff, a lack of personnel involved in planning of programs and services as well as constant delays in dealing with ordering and scheduling. These challenges will only increase with the implementation of the Multiple Measures and Guided Pathways programs at the college. Year round support is a necessity if we are going

to be able to meet these growing demands.
Lead: Tom Vitzelio and John Cardenas
On-Going Funding Requested (if applicable): 11700
Type of Request: Staffing
Planning Unit Priority: High
What would success look like and how would you measure it?: The 10 month Program/Project Specialist for Tutorial Services and Supplemental Instruction will be fully funded by Jun 2019.
Documentation Attached?: Yes
Related Documents:
2018-19_EZSalaryProjection Program or Project Specialist 10 Month.xlsx
2018-19_EZSalaryProjection Program or Project Specialist 12 Month.xlsx