

**Cypress College**  
**Student Support Services Quality Review Report**

Department: Learning Resource Center Manager: Eldon Young

Names of those participating in the report: Eldon Young, Virginia Derakhshanian, Kevin Perry, Gonzalo Arenas, Zoe Megginson, and Daren Smoley

Date: November 11<sup>th</sup>, 2009 Date of previous quality review: February 7<sup>th</sup>, 2007

**Student Satisfaction with Support Services Provided:**

*Please indicate the proportions (%) of students who rated each aspect as “excellent” or “good” (separately and combined). The Cypress College standard is met whenever 75% or more of responses fall in the “good” or “excellent” categories (combined).*

Student satisfaction with:	Percent Responding		Percent Responding Good / Excellent (Combined %)	College Standard
	“Excellent”	“Good”		
Hours of operation	42.9	40.9	83.2%	75%
Timeliness of response	45	44.3	89.4%	75%
Clarity of procedures	38.9	50.5	89.5%	75%
Quality of materials	44	48.2	92.3%	75%
Staff helpfulness	55.6	39.2	94.8%	75%
Staff knowledge	53.3	42.8	96.1%	75%
Overall quality of service	53	41.6	94.6%	75%
<i>Department-specific indicators (if applicable):</i>				
Enough computer stations	23.6	55.4	79.1%	75%
Enough software programs	37.9	56.8	94.6%	75%
Pay-for-Print easy to use	36.5	54.9	91.3%	75%
Tutoring meets needs	42.1	51.1	93.1%	75%
Tutor Helpfulness	48.9	48.4	97.3%	75%

## **Changes since last quality review**

*Please provide a comparative analysis of current results with the previous cycle.*

Regarding the combined “good/excellent” ratings, the overall quality of service has improved 6.7%, including substantial improvement in seven areas: timeliness of response (5.6%), clarity of procedures (7.8%), quality of materials (7.6%), staff helpfulness (6.2%), staff knowledge (6.7%), and pay-for-print ease of use (19.5%). There is a slight decrease in the hours of operation (1.5%) and a more significant decrease in satisfaction with the number of student computers (19.5%). The latter can be attributed to the significant increase in student use of the LRC: in the first three weeks of September in 2006, students visited the LRC 12,231 times; in 2009, they visited 15,395 times—an increase of 3,164. The number of available computers has not increased since the last program review.

## **Student Learning Outcomes**

*Please provide a summary of Student Learning Outcomes according to the Five-Column Model for the department.*

Survey responses submitted by 306 students indicated an overall high level of satisfaction: 94.6 percent. All measured areas exceeded the college standard of 75 percent, with lowest score of 79.1 percent involving the sufficient number of computer stations.

## **Faculty/Staff Involvement**

*Summarize the involvement of faculty/staff in the review process.*

All LRC staff members were consulted in the development of the student surveys; and almost all were involved in the evaluation of the results.

## Narrative

*Reflect on standards met and any standards not met.*

**Standards Met** – To be used when department wants to improve on an indicator even though a standard for this indicator has been met. Use this section to briefly reflect upon major accomplishments.

More computers will need to be acquired to bring student satisfaction up to the level of 2006. Of the significant gains in student satisfaction, most notable is the 19.5 percent improvement in the ease-of-use of the pay-for-print system. This is due to a new vendor being hired.

**Standards Not Met** – Please provide any insight into significant challenges or obstacles that may have contributed to low student satisfaction. Identify the types of changes necessary for improvement.

## Previous Review Goals and Objectives

*Please describe if the goals and objectives identified in the previous review was met or not. Please provide explanations if the goals were not met.*

I. 1. Purchase and install 125 DVD players for all computers.

*Accomplished.*

I. 2. Purchase PLATO application software appropriate to the needs of basic skills and English language learners.

*Accomplished.*

II. 1. Improve distribution of information to students (e.g. purchase and install LRC signage).

*One-Time Funding requests were submitted to fund the purchase of LRC signage, but approval has not yet been granted.*

II. 2. Improve distribution of print and digital information . . . through the development of a robust LRC website.

*Accomplished.*

II. 3. Improve distribution of tutorial assistance and information through complete integration of the TutorTrac online tracking system.

*An online form for student appointments was created, but progress still needs to be made.*

III. 1-3. Expansion of one-on-one tutorial support to include all subjects (three phases).

*With Title V funding, expansion of tutorial services reached a peak in Fall 2007. With the loss of this funding, services diminished, and this objective was not attained. However, tutoring does cover many more subjects than in Fall 2006.*

## Long-range Plan and Objectives

In the following section, identify general goals and specific, measurable objectives your area plans to achieve within the next three years. Programs should identify 3-5 goals, with at least one goal per year. Goals set for next year that require fiscal resources must also be submitted as a Budget Request and Action Plan (separate form).

I. Goal: *Improve Quality of Materials (also in terms of accessibility)*

Supports Strategic Direction (if applicable): *Two—Student and Academic Support Services: Developing and providing comprehensive student and academic support services to foster a positive and effective learning environment.*

1. Objective: *Improve student access by purchasing 32 computers (12 for Language Lab, 2 for Distance Learning Lab, and 18 for main floor)*
  - 1.1 Person(s) responsible: *Dean of the L/LRC*
  - 1.2 Timeframe: *Fall 2012*
  - 1.3 Fiscal resources needed (if not applicable, indicate “NA”): *\$40,032*
2. Objective: *Improve student access by modifying Tutor-Trac System to allow students to set up appointments and sign up for group tutoring sessions and workshops*
  - 2.1 Person(s) responsible: *Dean of the L/LRC*
  - 2.2 Timeframe: *Fall 2010*
  - 2.3 Fiscal resources needed (if not applicable, indicate “NA”): *\$5,650*
3. Objective: *Improve student access by purchasing a NAS Server to allow students virtual access to all LRC CD’s.*
  - 3.1 Person(s) responsible: *Dean of the L/LRC*
  - 3.2 Timeframe: *Fall 2012*
  - 3.3 Fiscal resources needed (if not applicable, indicate “NA”): *\$8,000*
4. Objective: *Regularly consult with faculty members regarding consistent and timely updating of LRC instructional materials.*
  - 4.1 Person(s) responsible: *Dean of the L/LRC*
  - 4.2 Timeframe: *Fall 2010*
  - 4.3 Fiscal resources needed (if not applicable, indicate “NA”): *NA*
5. Objective: *Acquire statistical analysis software for six computers on the main floor.*
  - 5.1 Person(s) responsible: *Dean of the L/LRC*
  - 5.2 Timeframe: *Fall 2012*
  - 5.3 Fiscal resources needed (if not applicable, indicate “NA”): *NA*

6. Objective: *Purchase timer, scanners, heavy-duty hole-punch and stapler*

6.1 Person(s) responsible: *Dean of the L/LRC*

6.2 Timeframe: *Fall 2010*

6.3 Fiscal resources needed (if not applicable, indicate "NA"): *\$1500*

7. Objective: *Develop a Supplemental Instruction Web-Site*

7.1 Person(s) responsible: *Dean of the L/LRC & SI Coordinator*

7.2 Timeframe: *Fall 2012*

7.3 Fiscal resources needed (if not applicable, indicate "NA"): *\$2800 to \$4200*

II. Goal: *Improve Clarity of Procedures*

Supports Strategic Direction (if applicable): *Two—Student and Academic Support Services: Developing and providing comprehensive student and academic support services to foster a positive and effective learning environment.*

1. Objective: *Install directional signage.*

1.2 Person(s) responsible: *Dean of the L/LRC*

1.2 Timeframe: *Fall 2010*

1.3 Fiscal resources needed (if not applicable, indicate "NA"): *\$4,000*

III. Goal: *Improve Staff Helpfulness*

Supports Strategic Direction (if applicable): *Two—Student and Academic Support Services: Developing and providing comprehensive student and academic support services to foster a positive and effective learning environment.*

1. Objective: *Switch Distance Learning Lab and Language Lab so that staff members have better visual access to the latter. This will require the installation of a video projection system and privacy panels.*

1.3 Person(s) responsible: *Dean of the L/LRC*

1.2 Timeframe: *Fall 2012*

1.3 Fiscal resources needed (if not applicable, indicate "NA"): *\$15,000 (video projection system) & \$7,040 (privacy panels)*

2. Objective: *Hire additional tutors for sciences, social sciences, and foreign languages*

2.3 Person(s) responsible: *Tutor Coordinator and Dean of the L/LRC*

2.4 Timeframe: *Fall 2012*

2.3 Fiscal resources needed (if not applicable, indicate "NA"): *\$67,400 (annually)*

3. Objective: *Install EWPATAS scanners to determine the impact of tutoring and the Language Lab on student academic success.*

3.1 Person(s) responsible: *Dean of the L/LRC*

3.2 Timeframe: *Fall 2010*

3.3 Fiscal resources needed (if not applicable, indicate "NA"): *NA*

## Additional resource requirement identified by the results of the Quality Review

Identify the resources needed by the department. The resource identification process should link the findings of survey with SLOs and departmental mission. The resource needs should address two distinct areas:

- Facilities

*No needs at this time. With increased usage over time, the LRC floor space may need to be expanded to the south underside of the building's structure.*

- Technology

*All technology requests are relevant to the L/LRC's mission: "to support the campus and community by encouraging life-long learning, including the abilities to locate, evaluate, and apply information to daily living." All requests are also relevant to SLO's, which were measured in the surveys: "students will experience satisfaction with the support received in the L/LRC in terms of physical facilities, skilled and caring staff, services and tools that enhance academic advancement, and access to information required to meet their educational needs."*

## Fiscal resources and planning

Describe how the department wants to utilize the resources to accomplish its goals. Please provide an analysis of how the department plans to achieve its goals if resources identified are not available immediately.

*The LRC will look for funding support from the Basic Skills Initiative, Title V and other grants, and Cypress College One-Time Funding Requests. Without this support, objectives that require financial resources cannot be achieved.*

**Reminder:** If fiscal resources are needed for next year's goals, submit a separate **Budget Request and Action Plan** for budget unit review.