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**College of Alameda**

2020-21 Annual Program Update – Learning Resources Center

**Program Overview**

Please provide your program’s mission statement.

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| Our mission is to provide centralized access to programs and services that are designed to assist students in succeeding in their academic endeavors, including the development of learning skills and attitudes for effective performance in the college environment as well as the enhancement of thinking abilities and knowledge base to provide instructional support to faculty in the classroom.  In furtherance of these goals the Learning Resources Center will maintain an effective, comprehensive and integrated array of programs and services providing individual needs assessment, individual and small-group peer tutoring, personalized computer-assisted tutoring, and computer- assisted supervised tutoring arrangements linked to specific course.  To this end, the specific functions of the Learning Resource & Tutoring Center shall be to:   1. Maintain a well-organized, efficient and accountable Learning Resources Center to house programs and services to support student learning. 2. Provide individual and small-group tutoring for all students who need assistance in order to succeed in their academic classes. 3. Provide tutoring modalities specifically designed to address the needs of the under-prepared and at-risk student. 4. Provide computer- assisted learning support in the Mathematics Lab. Writing Center, Basic Skills Lab, and ESL Lab that addresses the specialized needs of the student populations served by each of those labs. 5. Include in all LRC activities the component of fostering and promoting good study skills and interpersonal relations skills. 6. Assist instructors in developing and delivering computer-assisted classroom activities to support and supplement lecture classes. 7. Provide free access, and assistance in accessing, the world of the Internet and World Wide Web as well as the benefits of other technological advances to students who do not have such access available to them at home. 8. Integrate learning support programs and services with all areas and efforts within the college community. |

List your program faculty and/or staff

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| **Full Time**  Anna O’Neal (LRC Coordinator)  **Part Time**  Johanna E Carranza (Part-time Faculty Coordinator ) |

List your program goals from your most recent Program Review or APU.

Then, provide an update on the status of the goal. Has your program achieved the goal? Have any of your goals been revised or any still in progress?

Lastly, make sure to discuss which College or District goal your program goal aligns to.

If no program goals exist or if this is your first program review, work to create 2-3 goals and align them with a College or District goal.

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| **Program Goal** | Use LRC services consistently. |
| Status: In-Progress or Complete? | This status is In-Progress |
| Which college or district goal is aligned with your program goal? | College of Alameda |

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| **Program Goal** | Demonstrate self-reliance by choosing appropriate resources |
| Status: In-Progress or Complete? | This status is In-Progress |
| Which college or district goal is aligned with your program goal? | College of Alameda |

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| **Program Goal** | Apply time management as a study skill |
| Status: In-Progress or Complete? | This status is In-Progress |
| Which college or district goal is aligned with your program goal? | College of Alameda |

Describe your current utilization of facilities, including labs and other space

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| **Pre-Covid-19**   * In person tutoring in the different Labs: Writing Center, Math Lab, Open Computer Lab, and Science Annex Lab. * The Learning Resource Center (LRC) offered One-on-one tutoring and small group workshops, study groups, online free tutoring and embedded tutoring. * Open Lab (L202E) 22 (PC) and 2 (Mac) student computer workstations and printing station. Used for all school-related computer access needs. * Math Lab (L202D) 8 student computer workstations, 5 individual and group worktables, and instructor workstation, and cabinetry for textbook and supply storage. Used for tutoring and homework. * Writing Center (L202) 8 student computer workstation, 6 individual and group worktables, 4 small carrels, an instructor workstation, and bookshelves. White- and chalkboards. Used for tutoring and homework. * Science Annex 4-5 computers. Used for tutoring and homework. * Work Room and quiet space (L202C) 2 staﬀ computer workstations, overhead storage cabinetry, worktables for distraction-free tutoring and staﬀ workspace. Whiteboard. Used for Study groups and workshops. * Coordinators Oﬃce (L204) * Staﬀ Break Area (L202A) * Supplemental Instruction Classroom (L226) 2 U-shaped tables with chairs, 6 small carrels (5 with computers), storage, and whiteboard w/projector and computer. Used for supplemental instructions * Reception two staﬀ computer workstations, countertop workspace, storage. Two reception tables, tutor mailboxes, timekeeper computer. * Tutoring Carrels 6 4-person for one-on-one tutoring, 1 8-person for study groups and small workshops, 4 countertop workspaces with electricity.   **During Covid-19 – to Present**   * Online tutoring via zoom (breakout room feature) used clerks to do online check-in and embedded tutoring * All tutors must have a computer, must have access to the internet and Zoom features, and/or email in order to tutor. * Coordinator Office (L204) -The LRC Coordinator supervised the clerks and tutors as well performs administrative duties. * Canvas is used for scholastic information and refence resources. * LRC website is used for general announcements, resources and information for the students * Adobe is used for timekeeping purposes * Canvas shells for administrative and tutoring purposes |

**Program Update**

Using the dashboards, review and reflect upon the data for your program.

For both English and ESOL, students who also took LRNRE 501- Supervised Tutoring had higher completion and retention rates in 2021. However, for Math, the completion rate was lower than the overall college average by 4 percentage points for success/completion and 2 percentage points lower for retention. Since students do not typically take Math online, this difference is not concerning and Math in general is challenging and for those students who are attempting to take it online and during the pandemic, it is even more challenging.

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| **College** | **Academic**  **Year** | **Subject** | **Completion**  **Rate** | **Retention**  **Rate** |
| College of Alameda | 2020-21 | English | 63% | 76% |
| College of Alameda | 2020-21 | English with LRNRE 501 or 502A | 71% | 84% |
| College of Alameda | 2020-21 | Math | 69% | 81% |
| College of Alameda | 2020-21 | Math with LRNRE 501 or 502A | 65% | 79% |
| College of Alameda | 2020-21 | ESOL | 84% | 92% |
| College of Alameda | 2020-21 | ESOL with LRNRE 501 or 502A | 88% | 94% |

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| **College** | **Academic Year** | **Subject** | **Completion Rate** | **Retention Rate** |
| College of Alameda | 2019-20 | English | 71% | 80% |
| College of Alameda | 2019-20 | English with LRNRE 501 or 502A | 77% | 87% |
| College of Alameda | 2019-20 | Math | 73% | 83% |
| College of Alameda | 2019-20 | Math with LRNRE 501 or 502A | 78% | 86% |
| College of Alameda | 2019-20 | ESOL | 87% | 96% |
| College of Alameda | 2019-20 | ESOL with LRNRE 501 or 502A | 97% | 99% |

Describe any significant changes and discuss what the changes mean to your program. Consider whether performance gaps exist for disproportionality impacted students by using filters to disaggregate the data. Focus upon the most recent year and/or the years since your last comprehensive program review. Cite data points to support your reflection.

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| **LRNRE 501 and 502A**: This is a non-credit, non-transcript course which is included in the instructor of record's LRC assignment. For the 2020 – 2021 the students who took English, ESOL and Math classes in combination with LRNRE 501- Supervised tutoring have a higher percentage of retention. However, in comparison to 2019 – 2020 LRNRE 501 and 502 Retention and completion data, students who took English, Math, and/or ESOL classes has declined percentage in retention and succeeded. Overall due to the pandemic challenges presented district wide and given that the LRC Department had to transfer all resources to online and make strategic changes to serve the students it has affected the number of students who can get access to online tutoring. |

Describe the department's progress on Student Learning Outcomes (SLOs) and/or Administrative Unit Outcomes (AUOs) since the last Program Review/APU. If your discipline offers a degree or certificate, please describe the department progress on Program Learning Outcomes (PLOs).

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| **Pre-Covid 19**  All SLO/PLOs were being assessed in the spring of each academic year using a student survey. However, due to COVID-19 emergency changes, there was no survey given to the students this year. The LRC department is in the process of finding other tools to assess the SLO/PLOs  **During COVID-19**  The LRC transferred from face-2-face to online services and is in the process of finding a tool to assess the SLO/PLO during the state of emergency.  The noncredit classes offered through the Learning Resources Center will resume when face-to-face classes start such classes are the following   * LRNRE 503- Writing Support Workshop * LRNRE 504 – Technology Support Workshop * LRNRE 506 – Academic Reading * LRNRE 511 – Study Skills Workshop   All these noncredit courses are aligned with the SLO/PLOs of the LRC.  The LRNRE 502 – Tutor training class will resume in Spring 2022 online, but the first practicums of this class will resume during the Fall 2021 in 30-minute training workshops in Protocols and Communication Guidelines for online tutoring. |

Describe the outcomes and accomplishments from previous year’s funded resource allocation request.

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| **Brief description of funded request** | **Source (any additional award outside your base allocation)** | **Total Award Amount** | **Outcome/Accomplishment** |
| **General Fund**  (2016 - 2017) |  | 53302 | * hired tutors in English, ESL, and Math * offered study groups * offered tutoring at the Science Annex * offered orientation for ESL students (in helping * with on‐line registration, use of Moodle and Canvas, etc) * purchase laptops for student use during * study groups and orientation |
| **Equity**  (2016 - 2017) |  | 73000 | * hired more tutors in English, ESL and Math * offered study groups in ESL, basic Math, basic English. |
| **Other BSOT)**  (2016 - 201 |  | 12077 | * embedded tutoring, study groups, |

**Prioritized Resource Requests Summary**

In the boxes below, please add resource requests for your program. If there are no resource requested, leave the boxes blank.

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| **Resource Category** | **Description/Justification** | **Estimated Annual Salary Costs** | **Estimated Annual Benefits Costs** | **Total Estimated Cost** |
| **Personnel: Classified Staff** | 1.0 Instructional Assistant (Math)  .5 Instructional Assistant (English/ESOL)  .5 Instructional Assistant (MESA) |  |  | (2) $42k + benefits |
| **Personnel: Student Worker** | Embedded Tutors for Fall, Spring, Winter/Spring Intercessions, Summer  F/S = (10 tutors) (6hrs/wk) (18 wks) (2 sem)  Intercession = (5 tutors) (6hrs/wk) (3wks) (2 sem)  Summer = (7 tutors) (6 hrs/wk) (6wks) | F & S= $324000  2 Inter.=$2700  M’ =$3780 |  | $38900 |
| **Personnel: Part Time Faculty** | .5 Math Faculty  .5 English/ESOL  .5 Science (MESA) |  |  |  |
| **Personnel: Full Time Faculty** |  |  |  |  |

**Prioritized Resource Requests Summary - Continued**

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| **Resource Category** | **Description/Justification** | **Total Estimated Cost** |
| **Supplies: Software** |  |  |
| **Supplies: Books, Magazines, and/or Periodicals** | E-books for LRC and MESA | $2000 |
| **Supplies: Instructional Supplies** | Anatomy/Lab models for MESA Lab | $3000 |
| **Supplies: Non-Instructional Supplies** |  |  |
| **Supplies: Library Collections** |  |  |

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| **Resource Category** | **Description/Justification** | **Total Estimated Cost** |
| **Technology & Equipment: New** | 10 Tablets/Laptops – with touch screen and stylus pen  3 Scanners  2 printers  Headphones (with mic) | $17000 |
| **Technology & Equipment: Replacement** | 50 Desktops –touch screen, faster speed, camera, mic/speaker | $35000 |

**Prioritized Resource Requests Summary - Continued**

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| **Resource Category** | **Description/Justification** | **Total Estimated Cost** |
| **Facilities: Classrooms** |  |  |
| **Facilities: Offices** |  |  |
| **Facilities: Labs** | Designated MESA Lab  Media Room (AV for students)  Online Tutor Room (room for online LRC tutoring) |  |
| **Facilities: Other** |  |  |

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| **Resource Category** | **Description/Justification** | **Total Estimated Cost** |
| **Library: Library materials** |  |  |
| **Library: Library collections** |  |  |

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| **Resource Category** | **Description/Justification** | **Total Estimated Cost** |
| **OTHER** |  |  |