

DEMONSTRATION OF NEED FOR CONVERSION OF 10 MONTH LAC TECH POSITION TO A 12 MONTH LAC TECH POSITION

The LAC provides learning support services to students and instructors at all campuses including those online. The mission is to provide excellent support services through tutoring, Success Lab, supplemental instruction, mentoring, workshops, computer lab, proctored exams and a variety of other assessments. Over the last few years, the programs offered through the LAC have expanded to such a degree that one full-time classified employee cannot manage all of the programs without assistance. According to the 2010 LAC Program Review "Long term sustainability and institutionalization of effective practices is necessary as previous cutbacks in 2003 resulted in a loss of IWV LAC staff that has never been restored..." At one point, faculty had to assist with administering exams. In order to ensure that the LAC could continue to provide sustained and consistent services, a request for a *full-time* classified position (LAC Tech) was incorporated into the LAC Unit Plan for 2012 to assist the LAC supervisor with test proctoring, evening supervision of the LAC, computer lab and student workers, and perform other duties as assigned.

The LAC tech's proctoring duties include processing proctor requests from hundreds of online students each semester, vetting proctors, researching and approving proctors in other countries and states, recording exam instructions and dispersing the instructions to more than 150 proctors, keeping updated web page/schedules/proctoring locations, setting up spreadsheets to track student placement with proctors, and collaborating with faculty and academic departments to communicate policies and procedures. The work of coordinating proctors for hundreds of students begins on the first day of registration and continues through the start of the semester. Ideally, this work should be done during the weeks between semesters and nearly completed by the start of the semester. Under the current work schedule, these duties must be deferred until just before the start of the semester forcing the LAC Tech to attempt to complete 4 weeks' of requests in one week. As a result, proctor set up isn't completed until the third or fourth week of the semester. This presents a problem since some online exams open the first day of class and remain open for the duration of the semester. The current schedule doesn't leave enough time to ensure course proctors are set up that quickly. Not having the LAC Tech available between semesters also presents problems for early start classes like Scott Cameron's PHSC course. His course is in session for a couple of weeks before the LAC Tech can begin proctor coordination for his students.

Once testing begins for the semester, some online courses will have exams open all semester. Since there is never a time during the semester when online courses don't have exams open, Cerro Coso students in other test locations will still require proctoring support, especially when the CC Testing Center or campus is closed. For example, while the Cerro Coso campus is closed in March for spring break, our students are still testing at other proctoring locations. Currently, the LAC tech is unavailable to assist students and proctors with issues that may arise during this time.

To fill the staffing need in the LAC, Juli Maikai was hired in October of 2011 with the intent that she would be a full-time 12 month classified employee. This position initially advertised as a 12 month, but was later changed to a fluctuating 10 month position. During her first year, Juli established an official testing center and took on the new responsibility of coordinating proctoring for select online courses in support of the Distance Education program. According to Cerro Coso College's Strategic Plan 2010-2012, Goal #1 parts C and D are to increase support for Distance Education by "stabilizing learning support services that support Distance Education" and to "develop strategies that continue to offer quality and effective student services programs".

In the last year, the number of online courses with arranged testing through the Testing Center has more than tripled. In the spring of 2012 Juli began coordinating proctoring for 7 online courses with approximately 350 students. By fall of 2013, 21 online courses required proctored exams for nearly 900 students in 26 states and 10 countries. The overall number of exams administered each year in the LAC including online, on-campus, CLEP and students from other schools has nearly doubled from almost 1200 in 2011 to over 1800 in 2012. The LAC is on track to proctor more than 2200 exams for 2013; almost 300 of those exams were given during the 8 week summer semester. Additional proctoring responsibilities include proctoring make-up exams and exam re-takes for on-campus students, and complying with exam accommodations which include scribing and reading exams.

The expansion of services through the LAC has resulted in new responsibilities for the LAC tech such as assisting Sherri with proctoring exams for other institutions and CLEP, GED prep for the Adult Education program and Khan prep for placement exams, and, Certiport testing. Furthermore, online courses will continue to add to the proctoring workload as more instructors choose to require proctored exams. While testing-related activities make up 90% of Juli's work load, she is also responsible for covering Sherri's vacation and supervising the LAC, computer lab, student workers and recording assignments during evening hours, as well as assisting Bonita and Sherri with the tutoring program while performing other office duties as assigned. She also presents workshops as needed to faculty.

Most of these duties are year-round and not tied solely to the semester's length. For example, the Khan prep, GED prep, Certiport, CLEP, and exams for other institutions are offered all year. These services peak between May and September. During that same period, Juli is off 3-4 weeks and unable to assist Sherri with these duties. As previously mentioned proctor coordination starts the day registration opens up and runs into the beginning of the semester; necessitating the LAC tech to be available between semesters to process nearly 900 proctor requests. She was also scheduled to be off at a time when she needed to be collaborating with Julie Cornett and Sylvia Sotomayor on a Flex Day workshop.

The College's Strategic Goals #1 and #2, listed below, are severely compromised by the current work schedule which does not adequately meet the needs of the LAC, students, faculty, or community. Services can't be stabilized if we can't do the following year-round:

1. Foster student success through sustained continual quality improvement of instruction and student services
2. Improve our response to community needs through transfer programs, area workforce development, quality student services, and provision of customized educational opportunities

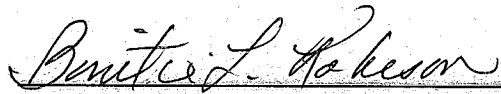
In order to foster student success by providing a sustainable quality learning environment that's responsive to student's needs and continues to operate at a level that strengthens institutional effectiveness, the LAC needs to employ Cerro Coso's Strategic Goal #5 and increase the resources allocated toward the successful achievement of student learning by making the LAC tech a full-time 12 month position. The annual increase of only \$7000 for a full-time 12 month LAC Tech is warranted by the ever increasing workload and will enable us to move forward providing sustainable quality student services.

The consequences of not converting the LAC tech position to a full-time 12 month position will be felt by students, instructors and other members of our community and become more acute over time as the proctoring workload continues to increase if we can't make adjustments to provide continuous service.

1. Instructors who have early start classes will not have their proctoring set up by the start of the course. They will experience a 3 week delay.
2. Those students who submit a proctor request for approval between the start of registration and the start of the course can anticipate a 3-4 week delay until receipt of proctor approval. In the past, students have complained to their instructors about the lack of communication because Juli was not available. Instructors then contacted Juli to see why their proctoring was not being set up and are frustrated when they learn she will be unavailable for 3-4 weeks. Student and instructor complaints will increase if we can't deliver quality service in a timely manner.
3. Instructors and students will have proctoring services disrupted every month due to the fluctuating schedule; especially in the evening hours when most professional people test.
4. The LAC will continue to close at 6pm instead of 9pm on the days when Juli has to take off to avoid going over allowable hours. For example, last week Juli had to take off two days to avoid going over hours for October. During the day, proctoring services were suspended for online classes. From 6-9 pm the second floor of the LRC building was closed. The impact was that no tutoring, testing, lab aides or computers were available for evening students. There will be 3 more days in November when online testing services will be suspended because the LAC will be completely closed from 6-9 pm on those days. We can't have anyone on the second floor since no staff is able to provide supervision on those evenings. The suspension of services will negatively impact students who rely on tutors and lab aides for homework help and instructors and students who rely on the Testing Center for proctored exams. Juli will not be available to

assist our students testing at other locations as well. The scheduled time off in November avoids exceeding the 1734 annual hours and is not related to vacation, holidays, or personal leave.

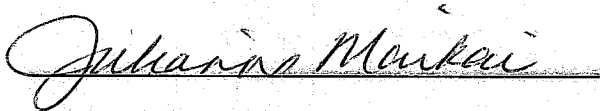
We respectfully ask that the LAC Tech position be converted to a full-time 12 month position in order to enable us to meet the college's goal of providing *sustained, continual, quality improvement* and promoting student success.



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