

Learning Center Department
AUP for Academic Year 2023-2024
October 2022

Describe Department/Unit

Connection to College Mission

The Learning Assistance Center (LAC) is an academic support department that provides students with learning support services necessary to grow understanding, confidence, and success.

Report on Improvements Made and Gaps Identified in the Prior Year

Student Equity

The LAC continues to offer math and writing labs, peer tutoring, and embedded tutoring as supports for our students. In recent semesters, the LAC has struggled to maintain a satisfactory number of peer tutors which has made providing a variety of supported courses a challenge.

African American Students | The LAC will continue to monitor African American students as success rates for this population continues to be lower than that of the general African American population (those not utilizing LAC services).

Hispanic Students | The LAC will continue to monitor access for Hispanic students as the proportion of Hispanic students utilizing LAC services is approximately 11% lower than that of the proportion of Hispanic students at Cerro Coso - Hispanic students remain underrepresented in the LAC.

Outcomes Assessment: Loop-Back Improvements Made

Actions taken in the prior academic year

The LAC made no major adjustments due to outcomes assessment in the last year.

Outcomes Assessment: Results of Last Year's Assessments

Student Learning Outcomes (SLOs) for EDUC C805 are scheduled to be assessed in the Fall 2023.

Administrative Unit Outcomes (AUOs) for the Learning Assistance Center are scheduled to be assessed in the Spring 2023.

Target Met?

Did Not Assess

Outcomes Assessment: Missed Targets

Outcomes Assessment: Schedule of This Year's Assessments

SLOs for EDUC C805 are scheduled to be assessed in the Fall 2023

AUOs for the LAC are scheduled to be assessed in the Spring 2023.

Program Review

Learning Assistance Center

Year of Last Program Review:

Spring 2022

Actions Taken in the Prior Year to Address Strategies:

Thus far, no actions have been taken to address the goals that were set in last year's program review. The LAC anticipates addressing these goals when staffing has stabilized.

Strategies Still to be Addressed:

2-Year Strategies

- Develop Mechanisms to assess AUOs
- Develop First-Year Workshop/Course Series
- Humanize Tutoring

5-Year Strategies

- Develop core service that encompasses Embedded Tutoring and Supplemental Instruction (much like "Extending the Classroom," ETC)
- Develop Evaluation of LAC Programs

Last Year's Initiatives

Develop vLAC | Virtual Learning Assistance Center

Unified Math and Writing Labs on one Canvas Page

- Students now access all campus lab schedules and online labs in one location within Canvas.
- Appointment Requests are now performed via Navigate.
- The LAC has employed Pronto for a front desk experience. Room for improvement on this front as the functionality is still a bit clunky for students. Additionally, the tool is not used regularly.

Further Develop Embedded Tutoring

Aspects of this initiative were completed; however, there is still room for development and streamlining of processes.

What's left to complete:

- build first-week checklist for embedded tutors and faculty working with an embedded tutor
- Develop handout for students enrolled in a class with an embedded tutor
- Standardized surveys and a process for disseminating the surveys

Reminder of Initiatives for the Current Year

Reminder of Initiatives for the Current Year

Video Intro to LAC Services

Develop space for organizational documents for tutors

Grow Tutor Team

Plan Initiatives for Next Year

Initiatives for Next Academic Year

Improve How-To Guides for Accessing LAC services (written and videos)

Is this part of a multiyear initiative?

No

Specific Action Steps to be Taken:

Create canvas page and cerrocoso.edu page to house new how-to videos and guides.

Early Observational Data, or "Lead" Measure(s):

Does the department request help developing these instruments?

Yes

Institutional Performance Data, or "Lag" Measure(s):

Increased volume of tutoring requests and math and writing lab visits.

Person Responsible:

LAC Coordinator

Unit gap or institutional goals addressed:

It addresses a Guided Pathways practice, Other. Explain below

Improves access to services for students who are on campus and remote. In order to reach more students, the LAC needs to improve the ways that students access services and remove barriers/confusion to utilizing services.

Grow Tutor Team

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

- Explore opportunities for hiring graduates to continue tutoring remotely while attending their 4-year
- Generate marketing materials highlighting the benefits of becoming a tutor
 - flexible schedule
 - opportunity to help others
 - improve your own skills while helping peers
 - looks great on a resume
 - learn more about how others learn/think

- Evaluate hiring and onboarding process for potential improvements

Early Observational Data, or "Lead" Measure(s):

- More recommendations from faculty
- More student interest

Does the department request help developing these instruments?

No

Institutional Performance Data, or "Lag" Measure(s):

- More students becoming tutors
- More variety in courses tutored
- More availability of services due to more tutors and more variety

Person Responsible:

LAC Coordinator

Unit gap or institutional goals addressed:

Other. Explain below

Gap in the departments ability to serve students. The LAC has lacked tutors since the Fall 2020. Serving students across course offerings has been impossible due to lack of tutors in various courses.

Evaluate Resource Needs

Facilities

Request to replace desks in LAC with something that provides more space between computers and chairs [https://kccd-my.sharepoint.com/:i/g/personal/tyson_huffman_cerrocoso_edu/EaAzXFvk5ElFnGAqGQtuUpEB5zBzs86UF2zDbzXcYX8Nwg?e=oDAy4e]

Information Technology

- Requesting a set of headphones with microphones for checkout within the LACs [\[link to example\]](#)
 - 6 for Tehachapi
 - 6 for Bishop
 - 6 for Mammoth
 - 8 for Ridgecrest
- Requesting laptops for online tutoring at each campus
 - 2 for Tehachapi
 - 2 for Bishop
 - 2 for Mammoth
 - 2 for Ridgecrest

Marketing

- Requesting t-shirts for LAC staff (to be worn at tabling events, CC Rocks, community events, etc.)
 - 4 total (EK, ESCC, IWV x 2)

Professional Development

Other Needs

Staffing Requests

1000 Category - Certificated Positions

2000 Category - Classified Staff

Program Coordinator LRC / Early College / Etc.

Location:

ESCC Bishop, ESCC Mammoth Lakes

Salary Grade:

Number of Months:

12

Number of Hours per Week:

40

Salary Amount:

Justification:

ESCC LRC needs overall coordination and would benefit from a full-time position to serve 50% Bishop and 50% Mammoth. California Education Code (Tit. 5 §58724) states that says that a college with < 1,000 FTES should have a minimum of 3 support staff. The library department currently has 2.

This position would:

- Oversee and supervise the LRC;
- Hire, train, evaluate student workers;
- Perform LRC outreach: workshops, social media, fliers, etc.;
- Develop guides and tutorials for library and academic skills;
- Refer students to appropriate college departments;
- Provide technical processing, inventorying, and maintenance of library print and online collections;
- Prepare resource and reading lists, in consultation with librarians, for faculty;
- Other duties as assigned

Program Coordinator – Reclassification (12-months)

Location:

EKC Edwards/Cal City, EKC Tehachapi, Kern River Valley

Salary Grade:

Number of Months:

12

Number of Hours per Week:

40

Salary Amount:

Justification:

The position of East Kern/KRV Learning Assistance Center (LAC) Technician currently exists and is a fully funded as a 40 hour per week 11-month position. It provide 30 hours of LAC duties and 10 hours of ISEP supportive duties in the area of LAC along with other duties as needed (i.e. assisting with the Early College program in the locations of KRV, Bakersfield and EK and with the newly formed dualenroll.com platform duties).

We are requesting the reclassification of the current East Kern/KRV LAC Technician to the position of Program Coordinator, using the funding that is currently being provided for the EK/KRV LAC Technician position. Note we are also requesting to change this position from an 11-month to a 12-month position.

This newly designed position will have the current employee continue to support and serve the LAC & LRC programmatic needs at the Tehachapi and Kern River Valley campus/sites along with supporting the programmatic needs of the Early College program in all service area high school locations with the exception of ESCC. ESCC will be requesting a mirrored position in their section plan to handle ESCC programmatic needs of LAC/LRC, Early College, etc.

Below are some job duties for the Program Coordinator, (but not limited to):

27 hours per week:

- All current East Kern/KRV/ISEP LAC Technician responsibilities
- LRC program supportive duties

13 hours per week:

- Coordinate the administration of the Early College program throughout CCCC service areas (excluding ESCC*); initiate and coordinate activities designed to achieve departmental/program goals.
- Coordinate and assist with dualenroll.com program/platform functions.
- Develop and coordinate orientations, seminars, outreach events and workshops designed to familiarize students with high educational and career opportunities.
- Assist in coordinating a public information and relations program to familiarize students with the services and programs at

the college; develop and coordinate community outreach activities.

- Constantly monitoring K-12 student progress and perform follow-up surveys on programs, courses and student success.
- Advise and assist students with enrollment procedures, including dualenroll.com; promote student retention through support, encouragement and guidance; participate in coordinating programs with outside participating agencies.
- Advise and assist students in need with obtaining student services from campus and/or community resources through referral to these offices or agencies; support internship programs as assigned.