GAVILAN COLLEGE
INSTITUTIONAL SUPPORT PROGRAM SELF STUDY

<u>Computer Place and Tutoring Center</u>

Program Review

I.   Provide an organizational breakdown of your program. Do not include individual's names, only position titles and FTE.

	Title	FTE
Administrator	Associate Dean Community Development and Grants Management	1
Faculty - FT	Learning Resource Coordinator-Instructor	1
Faculty - PT		
Professional Support Staff	Computer Place Specialist	1
	Tutorial Instructional Program Specialist	.50

II.   Program Progress (What have you done since your last review)

A. Purpose of program (include program mission & goals if available).

The Computer Place

The Computer Lab offers students access to computers, software, internet access, and printing providing support that aids students in research, access to expensive software, and a quiet study conducive to learning. The computer lab provides campus-wide support to all enrolled students offering technology resources that aid students meeting their course requirements. The Computer Place offers students the tools that help them succeed in their studies. These tools are printers, scanners and access to programs such as MS Office, Photoshop, Net lab and the Help Desk. The Computer Lab went from 50 PC's to 38 PC's and then from 38 to 31. We lost 12 of our PC's to the Library who took them. When we moved to the DRC's area, we also lost 4 Mac's, one high volume printer and had to remove most our scanners due a smaller space.

Tutoring Center Mission

The Tutoring Center offers students access to technology and software in a place where students with diverse backgrounds and academic needs gather together to receive learning assistance. The mission of the center is to provide students with an opportunity to further develop their learning skills and understanding of course content. The tutoring environment is one that fosters the development of a collaborative working relationship between the tutors, tutees, and staff.

- Offered on-line tutoring service through SmartThinking. In Spring 2016 the Tutoring Center switched from SmartThinking to NetTutor as our online tutoring service.because the OEI committee from the State contracted with Net –Tutor. In addition every community college is required to provide the same services to all on-line enrolled students. Recruited new tutors to replace those tutors that will be transferring or leaving their position.
- Provided off-site tutoring at Hollister and Morgan Hill campuses twice per week on Tuesdays and Wednesday's from 1:30 to 5:30 weekly basis.
- Extended our hours of operations from 10am to 3pm to 9am to 4pm
- Promoted the tutoring program to broaden awareness by posting tutoring signs and printed material such as sandwich boards, spotlight on my Gav, flyers on our online tutoring and for recruiting of tutors.

B. Describe the services your program provides (provide any data, which indicates performance in the service areas).

Computer Place
Help Desk services provides IT support to help students with their homework assignments and computer problems such as networking, printing and any other issues that may arise. We provide them the tools they need to succeed such as an open lab with availability any time a student walks in. Computer and internet access is available as well as color printing and on-site help.

The Computer Lab currently has 2 black and white printers and a volume color printer. Students have access to the Internet for researching and communication and Microsoft Office Suite, Photoshop and Net -Lab in order to support our student's academic needs.

On-going daily maintenance of the Lab and its computers are managed by the computer lab staff. Installs of the latest software versions are done during the summer months and breaks to ensure the students are working with the most

recent versions of software. MIS staff also added free wifi to allow students to use their own laptops in the area.

The students use the computer place for a range of resources such as word processing, presentation creation, spreadsheet development, research projects, and printing final papers, reports, copies for their classes and resumes.

The computer place supports the educational pursuits and activities prescribed by Gavilan College faculty. Many of the students who attend the Computer Place are unable to afford expensive software, computers or Internet access at home. The Computer Place is an important academic supporting resource for students, as some would have no other available resource to complete their course work.

II B.

The Tutoring Center is a multi-subject tutoring lab on campus unlike the English/writing lab where those tutors are limited and are tutoring in one discipline. The tutoring center provides one on one and small group tutoring in the following subjects listed: AH, Bio, BOT 180, Chem, Cmun, ESL, French, Geog, History, Japanese, Math, Psych 10, and Spanish 1A, 1B, 2A & 2B

The Tutoring Center provides student with a 50 minute tutoring session (day hours only).   This enables the student(s) to delve deeply into the course content: engage in discussion, examination, and practice concepts. The TC lab provides tutoring for as many subjects and disciplines as possible. The tutors who are hired tutor as many subjects as possible, based on their course completion history and competency (grade of A or B): comfort level: and interest. While recruitment focuses on students proficient in specific disciplines, these students also have to complete general education requirements to be considered for a tutoring position

This service is available at no cost to all students who are currently enrolled in the course for which they need help.

Tutoring is provided by appointment and if a tutor is available, will gladly take walk-in's. Students may schedule 1hr/wk per class. When a tutor is not available in a specific subject area, we do classroom presentations and send emails to faculty informing them of our services for their students.

C. How have the services provided changed over time? What factors have Influenced a change in services? (Provide data if available.)

Computer Place

Since our last review the Computer Lab was moved to Li 116 and the space was given to a new program, the Learning Commons.

The Computer Lab was equipped with 50 PC's however we had to down size to 31 PC's due to reorganization of offices. The Computer Lab still has 3 PC's that are assigned specifically for the use of DRC students. Due to the reorganization, the lab lost 4 Mac's and 20 PC's, 2 scanners and 1 of our black and white printer. The Computer Lab currently has 2 black and white printers and a high volume color printer. Students still have access to the Internet for researching and communication and Microsoft Office Suite supporting their study and academic needs but it is no longer conducive to learning as there is high noise levels from all the tutoring at each of the tables and high foot traffic from the DRC and Computer lab and not having cubicles that could separate the noise levels.

The Computer Place replaced all of their PC's during the summer of 2015.
All of our new PC's have the latest operating systems, and include a wide range of current software such as Microsoft Office, Adobe Suite, Photoshop to name a few.

Additional tracking of student usage and time on computers was installed. The new tracking system Cybrarian allowed enrolled students to login with their "G" ID number. This eliminated computer usage by non-enrolled students occupying the stations and "hanging out" disturbing the space and other students study and work time. Additionally, a master schedule was kept for classroom instruction requests in Lab 171 area. In addition, the above implementations, the Computer Place staff installed Go-Print software that controls print usage by assigning a set number of prints per print card. This was implemented due to excessive and unnecessary printing. Since the implementation of the above changes there was a decrease in the number of students using the computer lab. Additionally, there was also an increase in the amount of time students would spend in the lab per visit.

Below are the total hours of usage per semester, per year. It is evident based on the data collected that the use of the Computer lab was decreasing with each

year before our relocation because it was not properly staffed and student surveys were given throughout the year that provided this data.
Since our relocation our student usage has drop by more than 50%. (SEE NUMBERS BELOW)

Semester	Total students	Recurrence
Fall 2012	1088	7877
Spr 2013	970	6263
Fall 2013	898	6478
Spr 2014	733	4455
Fall 2014	910	5461
Spr 2015	794	4553
Fall 2015 (relocated)	328	2349
Spring 2016	77	135

Fall 2015 and Spring 2016 was student usage data that was captured in our new location

Tutoring Center

How have the services changed over time.

In Spring 2014 we added Smarthinking as our online tutoring system for all enrolled students. In 2016 we eliminated Smarthinking and added Net Tutor for our online tutoring services as the cost was less expensive than Smarthinking and the State of California had contracted with Net Tutor. In addition, we expanded our Gavilan College Tutorial Partnership Program to include Communications, Accounting, Allied Health, and Political Science. The Tutoring Center has developed the Tutorial Partnership Program in order to improve the academic success of Gavilan College students who may require additional academic support in order to successfully complete their required classes. The partnership program is designed to partner with each Gavilan College instructor and department, the student and a selected tutor, to create an academic support system that enables each student to have tutoring available to aid them in successfully completing their required classes in his/her academic studies. The Tutorial Partnership Program consists of four major components

1. The Instructor – An instructor who may offer extra credit to students who sign up and receive tutoring services.

2. The Gavilan Tutor – A qualified tutor in a specific subject area that has met with the instructor and reviewed the course syllabus.

3. LRC Coordinator – The LRC Coordinator that meets with the instructors at the end of the semester to access the effectiveness of the partnership program.
4. The Tutoring Center – A center that keeps and maintains records of tutoring participation and enrollment and informs instructors on a monthly basis on student participation in instructors courses.

The Tutoring Center is managed by the LRC Coordinator/Instructor and a 20hr a week learning specialist who maintains the tutoring schedule.

The Partnership program is designed to provide an incentive to each student who needs tutoring and would like to participate.

Below is data that has been collected since the start of NetTutor for usage of online tutoring.

NetTutor 2016 Usage	Submissions	Total Minutes
Feb	2	12
March	91	1946
April	109	3387

D. Describe how your program coordinates with other programs on campus. Provide specific examples of how this collaboration has benefited students.

Computer Place

The computer lab staff collaborates and coordinates with the college staff on a regular basis on the scheduling and use of Li 171, library orientation classes and instruction. The computer lab assistant coordinates the master schedule for the use of Li 171 class room.   The Computer Lab Specialist coordinates with the CSIS Net Lab instructor on a regular basis in order to encourage students who are enrolled in any CSIS classes to use our Computer Lab. We are developing a reachout plan to inform more students on the resources available in the computer place.

Tutoring Center
The tutoring center collaborates with the Gavilan faculty through

our Gavilan Tutorial Partnership Program, which was implemented 5 years ago. The following departments have signed up and participated in the program Accounting, Communication, Allied Health, ESL and Political Science. We are outreaching through various methods to expand the program to include more departments in 2016-2017.

The TC staff and tutors provide a list to the students instructors informing them of the students in their courses who are using tutorial services and tutoring attendance. In addition, the tutor works closely with the instructor by reviewing the course syllabus to ensure that the students are on track with the assignments of their classes. Tutoring is offered in specific disciplines based on tutoring demand. Student tutoring success is based on several factors, assignment completion, returning tutor requests, and completion of courses. Additionally, a monthly tutor attendance roster is sent to the course instructor at the end of each month. Lastly, students are surveyed at semester end to provide feedback to the program for future improvement, tutor course offerings, and student success outcomes.

E. What specific accomplishments have occurred to support college-level strategic initiatives during the past three years? (Provide data from Program Plans or other sources to support how goals have been accomplished.)

Computer Lab

The computer lab has supported college level strategic initiatives by staying up to date with the latest technology, up to date operating systems, and current software as many courses require students to be fluent. We are also the only open lab on campus that offers open computer access with assistance in these programs.

Tutoring Center

The tutoring center supports Strategy 1, 2 and 5 by providing tutoring services based on need and collaboration with course instruction.

Tutored Students Served

Spring 2013	Fall 2013	Spring 2014	Fall 2014	Spring 2015	Fall 2015
205	202	211	283	201	209

Our numbers would definitely be higher if we had a full time Tutorial Specialist as we had previously which allowed us to provide more tutoring time slots to assist students and evening tutors. This assessment is based on student surveys we have conducted and students inquiring on evening tutors and later hours in the day slots which we currently are unable to accommodate due to budgetary constraints or cuts. We survey students after completing a semester with tutoring

support and our data showed a greater than 60% that would utilize our tutors more often if there was tutoring also offered in the evening. Due to districts budgetary constraints we are limited in the total hours that we can offer tutoring. Evening tutoring should be offered again at our campus and for the off campus sites to reach those students to meet this demand and the students are not reaching at all. This was accomplished in the past with one full-time and one part-time tutoring specialists.

F. How has the service or program supported student success and retention over the past three years? What initiatives have been specifically developed to support success and retention? What were the specific, measured outcomes of these initiatives?

Computer Place

The Computer Place updated the tracking software we use for the lab so we can run more comprehensive reports that track student usage, time on computers, and frequency of visits. We run reports regularly for future planning and justification of maintaining the Computer labs computers, software, and latest technology. It is important to note after our lab was relocated in Fall of 2015 we saw a significant drop in usage as the computer lab was relocated from a quite area to a very distracting, busy, loud area that does not provide a quite private location for computer aided study and research.

Semester	Total Students Served	Recurrences
Fall 2012	1088	7877
Spring 2013	970	6263
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Tutoring Center

Further support of student success was implemented by offering online tutoring. through the online tutoring program NetTutor. The tutoring center doubled the amount of hours it offered tutoring by offering online tutoring as an option to reach a wider group of students and accommodate students that were outside

of our normal tutoring hours. We expanded our hours of operation from 20 hours a week to 32 hours a week to accommodate greater demand of one on one tutoring and online tutoring support. We have proposed hiring of new staff to extend our hours of operation to provide more in person tutoring as this seems to be more effective and popular with the students. Based on our surveys and needs assessment data we are hoping to expand into the Hollister and Morgan Hill sites where access to tutors for students would be more assessable.

G. If appropriate, are all aspects of your program's services available to students who may be online only?   Yes

If they are not available, what is your plan to offer these services?

If you are offering these services, what evidence do you have that they are of comparable quality to in-person services?

Computer Place
N/A

Tutoring Center:
The Tutoring Center online tutoring system NetTutor is promoted through the Gavilan website, flyers distribution, and campus presentations. Online tutoring allows students to receive tutoring when in-person tutoring is not an option due to schedule or other constraints. Without online tutoring these students would not receive tutoring at all due to work schedules, family schedules and other daytime conflicts. Online tutoring support is provided by visiting the tutoring center where a student can receive support on how to use NetTutor.

H. How has the staffing changed during the past three years?

Computer Place - No staff changes

Tutoring Center – Lost 10 tutors due to new restriction by the district requiring only enrolled Gavilan students to be considered for tutoring. Some of our previous tutors began as Gavilan students and later matriculated to other universities but continued to be tutors at Gavilan. We were forced to let these tutors go and later hire 10 new Gavilan enrolled students as tutors after their completion of Guidance 28 tutoring techniques course.

I. Budgetary allocations over the past 3 years (4-5-6's and 1-2-3's if applicable) See sample below.

Computer Place

Operational Costs	12/13	13/14	14/15
Instructional Supplies	2269.00	3694.00	832.00

In 2014-15 our Go-Print monies were put towards our Instructional Supply budget.

Tutoring Center

Operational Costs	12/13	13/14	14/15
Instructional Supplies	1038.00	1607.00	5176.00
Instructional Assistance	41,000	41,000	41,000

Our budget for the Tutoring Center increased in 2014/15 to cover more tutors, supplies, promotional flyer printing costs, and white boards.

J. If your program has an instructional component, please answer the following questions:

Computer Place – N/A

Tutoring Center

1. Basic description of program

Guidance 28 Tutoring Techniques is offered and required for all tutors. This course is designed to train students in effective tutoring skills, introduction to how people learn, teaching modalities and techniques for working with students With difficulty learning and associated anxiety.

i. Enrollment and FTES Guidance 28 class						
Academic Year	9/10	10/11	11/12	12/13	13 / 14	14 / 15
Enrollment	13	0	20	0	39	33
Sections	2	0	2	0	2	3
Avg. Class Size	7	0	10	0	20	10
FTES	0.36	0	0.64	0	0.3	0
Avg. FTES/FTEF	76.4		136.4		63.8	
Retention	84.60%	0.00%	100.00%	0.00%	100.00%	0.00%
Success	84.60%	0.00%	100.00%	0.00%	100.00%	0.00%

ii. Enrollment by top code and course over time (4 years)
   See Chart Above, 0 represents a course that was cancelled due to enrollment below 10 students.

iii. FTES by top code over time (4 years)
   See Chart Above

iv. Current enrollment by term last available census
   19 students in Guidance 28 Winter 2016 session

2. Student Outcomes
   i. Success rate by top code and course and year (4 years)
      See Chart Above

   ii. Retention rate by top code and course and year (4 years)
      See Chart Above

3. What specific goals, curricula, program, and/or pedagogical modifications were made within the program to support college-level strategic initiatives and student success during the past three years, e.g., scheduling changes, distance learning, ladder concepts, work-based learning strategies, internships, service learning, learning communities, technological enhancements, and other student centered learning pedagogies?

Computer Place

We've updated the tracking software we use for the lab so we can run more comprehensive reports. We upgraded our PC's from Windows XP to Windows 7. With that upgrade we've also installed an updated version of MS Office. We have also added support for NetLab and installed Photoshop for CSIS & digital media students respectively. We also purchased faster network printers and a new color printer as well. Removed old wooden chairs and replaced them with proper computer chairs.

Tutoring Center
A math component was added to the Guidance 28 class to accommodate the math labs tutoring needs which was submitted and approved by the curriculum committee.

K.   Provide an overview of how budget allocations have changed over the past three years.

Computer Place

Over the course of three years our Go-Print monies are now largely funding our instructional supplies budget.

Tutoring Center

Our tutoring budget ranges from $41,000-$45,000 depending on the number of tutors that are employed.

L. Provide a comparison of other colleges' services and staffing (see matrix below for examples).

Computer Place

All colleges sampled provide a computer lab as a resource with varied hours and number of stations. Many do not offer printing as a resource through a Go-print management system.

Tutoring Center

College	FTES	Program Services	Staffing	Comments
Gavilan	2590	Tutoring	20 tutors	Limited subjects & hrs M-Thur 9 am to 4 pm Staffed only 20 per wk
Oxnard	2416	Tutoring	50 tutors	Open Fridays & Sat 8 am to 7 pm Staffed F_T
Yuba	2622	Tutoring	40 tutors	Day & evening hrs 8 am to 7 pm Staffed F-T

Please go to http://datamart.cccco.edu/DataMart.aspx for college annual FTES.

III. Trends Affecting your Program (Data-Driven)

A.   Briefly describe your program's strengths and challenges (utilize data to support your contentions).

Computer Place Strengths
One of the greatest strengths of the Computer Place is the availability and access to technology, the latest software, internet for researching, printing capabilities and computer and software assistance. Students are able to use the lab on a drop in basis. The computer lab is open to all enrolled Gavilan students. The computer lab staff provides invaluable one-on-one additional support for students who need help with word processing and formatting, excel spreadsheet design, power point presentations and any printing issues or page formatting of documents and reports.

Tutoring Lab Strengths

The tutoring labs strength is its ability to tutor in many different subjects. This offers students a broader range of tutoring support. Additionally, tutoring is offered as a one-on-one tutoring session. This aids in helping students become more comfortable. The TC lab provides student with a 50 minute tutoring session (day hours only).   This enables the student(s) to delve deeply into the course content: engage in discussion, examination, and practice concepts. The TC is not a discipline specific lab. The TC lab provides tutoring for as many subjects and disciplines as possible.

We have implemented an online tutoring program through NetTutor. Currently we are integrating the online program throughout the campus by educating the staff and students on its availability and how to access NetTutor.

Computer Lab Weaknesses

With the relocation of the computer place to a noisier environment and less space we were forced to reduce the number of available workstations and printers that we previously had available. This new space has directly impacted the number of students that use the computer lab mainly due to the noisy environment it is now located in. Many of our students were surveyed in previous years and the data showed that one of the top reasons they used the lab was they found it to be a quite area where they could write, research, and work on the course work without outside disturbances while having access to the latest software and fast computers. This is the first year we have seen a reduction in the number of students using the computer place. A significant drop in student usage of the computer lab was experienced after our relocation as our reporting and study showed.

Tutoring Lab Weaknesses

The Tutoring lab has needed longer hours to accommodate those students that cannot come in during our normal daytime hours. We had extended hours and additional staff previously but do to budget cuts had to reduce our hours and staff which limits the tutoring support we can provide to students. Need assessments were based on our student surveys.

B. Provide a brief review of the past three program plans and any emerging themes identified in them.

Computer Lab

A reoccurring theme throughout the last three programs is providing access to the latest and current versions of MS office which students may not be able to afford on their own computer, access to programs such as Photoshop, access to finely tuned systems for student to work on, assistance in these programs,

printing availability, and assistance within the programs or computer usage technique. Lastly and not least a quite environment to do their work in.

Tutoring Center

The Tutoring Center has consistently requested additional staff to accommodate the increasing student population and needs of those students. We are not asking for a new fulltime staff position to be created but simply asking that the fulltime tutoring position to be reinstated to accommodate the increasing demands on the tutoring lab. We had a fulltime position instated 9 years ago and student enrollment has largely increased since then.

Computer Place

Since our last review the Computer Lab was moved to Lib 116 and the space was given to a new program, the Learning Commons. The Computer Lab went from 50 PC's to 31 PC's. The Computer Lab also lost 4 Mac's, one high volume printer and had to remove all of its scanners due the new locations restrictions in space. This move directly impacted the Computer place with a more than 50% drop in student usage and many complaints of noise while students were working in the computer lab. The computer labs new location is not a conducive environment for a computer lab to be located. Many recommendations and options were proposed but not accepted to lessen the impact on the Computer Place function and resources it provided to the student population. Lastly the program that was given our previous lab space serves a fraction of the student population. See student usage data below.

Computer Place Student Usage Data Report

Semester	Total students	Recurrence
Fall 2012	1088	7877
Spr 2013	970	6263
Fall 2013	898	6478
Spr 2014	733	4455
Fall 2014	910	5461
Spr 2015	794	4553
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Spring 2016	77	135

C. If not mentioned above, what are some other needs or challenges, either internal or external, affecting your program (include support and documentation for your contentions)?

Computer Place

With the move we lost the number of computers we offered for student use either due to space restrictions or with the last purchase of some newer systems that were reassigned to other departments though paid for out of our budget. Additionally, with this change our internet access is not as fast which also impacts the lab. We will be addressing this is our next program plan.

Tutoring Center

The tutoring lab greatest need is additional staffing and extended hours to accommodate the increasing student population and those students who cannot come in during the day. Additionally, implementation of tutoring services at some of the other satellite locations. We will be addressing this is our next program plan.

IV. Program/Student Learning Outcomes

Complete the program/student learning outcome matrix for your program(s). If assessments have not been completed, provide an update of your program's work to assess your program-level student learning outcomes.

Computer Place

Program/Student Learning Outcomes	Assessment / Measurement	Result	Use of Results
Participating students will utilize the computer lab for their college work.	Computer Student Lab Survey Spring 2013.	97% or 33 students have found that the computer lab has helped them with their coursework. An increase of 17% over last year figures. Last yr rate was 80%	We will continue in making the Computer Place more viable and accessible by informing faculty and staff, posting flyers and our hours of operation and location.

Participating students will improve their computer skills.	Computer Student Lab Survey spring 2013	61 % or 33 student/s have improved their computer skills.	Need to continue maintain updated software that helps students with their computer skills
The computer lab will improved the student/s technological skills	Computer Lab Survey Spring 2013.	61% or 33 student/s have improved their technological skills	

Tutoring Center

Program/Student Learning Outcomes	Assessment / Measurement	Result	Use of Results
Tutoring will improve the students' level of success in their course/s.	Tutoring Assessment Survey	Of the 46 completed surveys 41 or 97% students indicated that tutoring did improve their success with their course/s.	Survey confirms that our tutoring services plays a vital role in the students/s level of success in their course/s.
Tutoring aided in the students understanding of the course content	Tutoring Assessment Survey	Of the 46 completed surveys 42 or 93% students indicated that tutoring increased their understanding of the course content.	Surveys confirm that our tutoring services does increased the student/s understanding of the course content
Students will have adequate access to tutoring services9.	Tutoring Assessment Survey	Of the 46 completed surveys 42 or 65% have adequate access to tutoring services.	33% have indicated that they have limited access to the tutoring lab due to hours of operation and staff.

V.   Program Plan/Budget Requests

A. List goals and objectives for the next three to five years that will address the needs and trends identified above and in your course and program level SLO assessment results.

Computer Place
- Relocate to another location that is more conducive to studying, researching, writing, and computer work.
- To continue to provide technical resources
- Update our computer systems to offer the latest software that is needed for students
- Update our computers to align with what is currently being used in industry and the job force
- To offer evening hours twice weekly to accommodate the evening student's needs
- To plan an outreach plan to capture a wider audience of students that would utilize the computer lab as a resource

Tutoring Center
- Expand our tutorial support services on the main campus and the off site locations
- Hire two ½ time program specialist to staff the front desk, so we will not have to rely solely on the assistance of Work Study students for coverage
- Expand the number of subjects that we tutor based on student requests we received via email and in person
- Increase the number of hours that tutors are available to tutor
- Provide evening tutoring to target night classes
- Relocate to another location that is more conducive to tutoring
- Research & Purchase a scheduling software system for scheduling tutoring appointments
- Increase marketing efforts to improve tutor recruitment and tutor student usage
- To work more closely with the Learning Commons and writing Center to improve integration of instructional support services.

Computer Place Program Plan

View Program Plan

Department:	Computer Place
Academic Year:	Academic Year 2015-16

Vision / Narrative

The Vision of the Computer Lab is to provide students who use the lab with the latest software, computers, and tools providing access to a rapidly changing computer technology industry. The Gavilan College Computer Lab will empower students with the ability to acquire knowledge in the 21st century so as to become productive/responsible members of a global computer technology society enabling them to leave with the necessary tools and computer savvy to succeed in their future academic pursuits, jobs, and in life.
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Computer Lab Mission Statement

The Computer lab and resources mission is to provide additional support and access to students enabling them additional work time to help them reach their goals and course requirements. Many of the students are unable to afford this expensive software or have no computers or Internet access at home. This is an important academic supporting resource for the students, as some would have no other available resource to complete their course work.

Program Objective 1: Conduct regular surveying to determine if the computer place is meeting the needs of students.

Primary Strategy and Goal(s):	Strategy #2: Improve student services and enhance curriculum and programs in order to help students meet their educational, career, and personal goals. Goal #6: Provide appropriate technology and support for teaching, student success, and administrative services.
IEC Program Review:	No: Instruction is leaning towards integrating even more technology into instruction so the computer place needs to be responsive to students' needs and access to the latest software needed to achieve their goals.
SLO Data:	Yes: This Objective is based on SLO data.
Progress:	Closed: RESUBMITTED: See Academic Year 2014-15 Program Plan

Activities	Costs

Program Objective 2: Update computer center hardware and software.

Primary Strategy and	Strategy #2: Improve student services and enhance curriculum and programs in order to help students meet their educational, career, and personal goals.

Goal(s):	Goal #6: Provide appropriate technology and support for teaching, student success, and administrative services.
IEC Program Review:	Yes: This Objective is based from the last IEC Program Review.
SLO Data:	Yes: This Objective is based on SLO data.
Progress:	Closed: The lab was completed upgraded with new computers and software. The lab was also updated with new chairs for students.

Activities	Costs
Work with MIS to review hardware and software	No Cost
Purchase new hardware	View Budget Request

Tutoring Center Program Plan

View Program Plan

| Department: | Tutoring Center |
| Academic Year: | Academic Year 2013-14 |

Vision / Narrative

Vision and Goal

It is our belief that educational success is achieved by understanding and enhancing one's own learning process. The Tutoring Center staff is committed to providing students with the opportunity to develop positive attitudes about themselves, their studies, and their learning skills. The goal of tutoring is to guide students to independent learning. This is accomplished by providing tutees with the opportunity to be actively engaged in the discussion and manipulation of course material. As an active learner, the tutee accepts responsibility for their own learning, which results in increased self-confidence and steady progression towards educational and personal goals.

Program Objective 1: Expand our tutorial support services on the main campus and the off sites

| Primary Strategy and Goal(s): | Strategy #2: Improve student services and enhance curriculum and programs in order to help students meet their educational, career, and personal goals. Goal #4: Improve and maximize student support services to encourage student engagement, with special attention to off-site campuses. |

Other Strategy and Goal(s):	**Strategy #7:** Improve communication, coordination, collaboration, and participation to foster a campus culture of engagement and excellence. **Goal #1:** Prioritize and improve dialogue and transparency concerning program, departmental, divisions, college, and district activities and plans, with special attention to the inclusion of students, classified staff, and part-time faculty.
IEC Program Review:	Yes: This Objective is based from the last IEC Program Review.
SLO Data:	Yes: This Objective is based on SLO data.
Progress:	Closed: RESUBMITTED: See Academic Year 2014-15 Program Plan

Activities	Costs
Purchase sandwich boards and post sign on campus.	View Budget Request
Request funding to reinstate the Instructional Program Specialist back to full time	View Budget Request
Research the applicability of SARS Grid for scheduling tutoring appointments.	No Cost

Program Objective 2: Offer online tutoring services to all Gavilan College Students

Primary Strategy and Goal(s):	**Strategy #1:** Optimize enrollment, course offerings, and services to reflect community needs and growth. **Goal #4:** Support programs that bridge pre-collegiate credit/non-credit courses and other learning support options intended to prepare students for entry into basic skills, transfer, and career technical programs.
IEC Program Review:	Yes: This Objective is based from the last IEC Program Review.
SLO Data:	Yes: This Objective is based on SLO data.
Progress:	Closed: Currently researching the possibilities in offering online tutoring RESUBMITTED: See Academic Year 2014-15 Program Plan

Activities	Costs
Establish an online tutoring service for all Gavilan College Students	View Budget Request
Provide online tutoring Fall 2014	View Budget Request

Computer Place 2015 Survey Results Summary

A large percentage of the students surveyed would like extended hours or evening hours to allow them to write, research, or have access for longer periods of time to complete their work. Also, 96% of students surveyed expressed dis-satisfaction with our new location stating it was too loud and busy for them to focus on their computer work. Additionally, a percentage of students surveyed requested more macs to work on rather than PC's. Printing services are well received and a great percentage of the students come in to access the lab for that service. Below is some of the highlighted suggestions from the 2015 student survey.

Additional Suggestions

It's to lout at its new location because you can hear everything from the tutoring center. Previous location was 10X more better

Coffee pot and coke machine

it would be nice if there was more room if front of the keyboard so the my forearm wouldn't be pinned against the desk while I type. Other than that this is place is great

Open for longer and extended hours

Put the computer lab back at its original location. Its way to loud because of the tutor center. Its hard to finish work because of how loud it is

Very Nice staff and quiet environment. I love it. Mac's are terrible and I will stop coming if you don't add newer macs
NEED A/C, Free printing

Some snacks

Tutoring Center 2015 Survey Results Summary

92% of students surveyed felt that tutoring improved their level of success in completing their course assignments and increased their understanding of their course materials. 89% felt tutoring improved their self-confidence in learning skills. A large percentage surveyed requested longer hours and evening tutors and a more quite area to be tutored in. Suggested improvements from the survey included, bigger space, more quite area, allow food or snacks, hire more tutors in more subject offerings.

VI. Self-Study Summary

Use data provided in this report as well as previous program plans to complete the Self Study Summary. Please provide a narrative summary, which should include an overall description of the program and services, a summary of the program's progress since the last review period, a summary of and trends facing the program, and the program's plans for the future (2 page limit).

The Computer Lab

Gavilan enrolled students have access to computers, software, internet access, and printing services providing students support that aids in research, writing, learning, software usage knowledge, and software usage support. Since our last review the Computer Place updated its tracking software giving more detailed analytics on student usage, time, student visits, and software usage. We also upgraded our PC's from Windows XP to Windows 7. Additionally, we updated all of our MS Office software to align with industry standards in the workforce. Netlab was installed to monitor and maintain the Labs network. Lastly Photoshop was upgraded and installed to support our digital media students.

The Tutoring Center

Provides students additional academic tutoring resources to further aid in students reaching their academic goals offering one-on-one tutoring for most courses which offers a collaborative working relationship between the tutors, tutees, and staff. For our Tutoring Center we expanded our tutoring hours from 20 to 32 tutoring hours a week. We adopted online tutoring first through Smarthinking and later to Net-tutor. We have requested hiring additional staff member to accommodate the increase in hours, which is still in the approval process. Lastly we have proposed expanding tutoring hours and subjects to our satellite facilities in Hollister and Morgan Hill sites. In prior surveys, 97% of student survey respondents indicated that tutoring did improve their success with their course/s and 93% reported that aided in their understanding of the course content.

 Since our last review the Computer Place was moved to Lib 116 location against our area staff, academic senate, and associated student body recommendations and the space was given to a new program, the Learning Commons. The Computer Lab went from 50 PC's to 31 PC's. This move directly impacted the Computer place which is now located in a heavy traffic area and counterproductive to a quite learning environment. Our surveys indicate that our relocation directly impacted our program with a large drop in student usage from our previous years. Many recommendations were proposed by myself and others to lessen the impact on the resources and functionality that the Computer Place offers to the entire student population. Students have complained about the

noise and activity in the area and find the new location to be very disruptive and distracting.

Our plans for the future is to continue to grow and expand the Computer Place and Tutoring center to accommodate the growing student population and current student technical resource needs. Budget and upgrade our student computer systems. Expand our hours of operation to offer tutoring after hours, offsite, and a fulltime staff for front desk scheduling of tutors. Most critical would be relocating the Computer Place and Tutoring back to a more quite and closed space area that includes central air conditioning and more space as we had before. Student were surveyed at the new location showing more than 90% felt the new area was noisy, and distracting and impacted their studies.