

Executive Summary: Computer Place and Tutoring Center

Major Program Goals

Computer Place

1. Provide workstations that are more conducive to quiet work
2. Expand hours and services to accommodate evening and off-site students
3. Provide the most current and beneficial software and hardware for students.
4. Advertise to increase usage of services

Tutoring Center

1. Expand hours and services to accommodate evening and off-site students
2. Recruit more student tutors in specific disciplines

Concerns/Trends

Computer Place

1. Steadily falling usage of the Computer Place
2. Lack of quiet workspaces due to noise from Tutoring Center and foot traffic to the DRC
3. Limited hours, resulting in limited opportunities for evening and off-site students to use the services at the Computer Place
4. Need for continuous upgrading of software and hardware, purchase of new software and hardware

Tutoring Center

1. Lack of qualified tutors in specific disciplines
2. Limited hours, resulting in limited opportunities for evening and off-site students to use services at the Tutoring Center

Plans for Addressing Concerns

Computer Place

1. Make Computer Place more visible and accessible by informing faculty and staff, posting flyers and hours of operation and location.
2. Move Computer Place to quieter area
3. Expand hours to offer services to evening students, develop satellite Computer Lab for off-sites
4. Continue updating software as needed

Tutoring Center

1. Expand services on main campus and off-sites, including longer hours and more tutors in specific disciplines
2. Recruit and train more tutors in specific disciplines as needed.

IEC Recommendations

Computer Place

1. Develop a more comprehensive strategy for advertising and educating people about the services at the Computer Center
2. Experiment with ways to make the physical space more accessible to students wanting quiet workspaces – i.e. partitions, cubicles, etc.
3. Continue providing the latest versions of software for student usage, including a plan for providing faster wifi.
4. Develop system for tracking which programs students use most, and collaborate with students and faculty to determine what other software would be beneficial
5. Collaborate with faculty to develop more comprehensive needs assessment tool, including hours of operation, types of software needed, opportunities for training students (and perhaps faculty and staff) in the usage of the software.
6. Develop a more comprehensive tool for evaluating the effectiveness of the services offered
7. Update Learning Outcomes and Program Plans to reflect current goals and objectives
8. Use collected data to provide explicit support for goals and objectives

Tutoring Center

1. Develop a system for evaluating effectiveness of Gavilan Tutorial Partnership, develop strategy to expand if data indicate it is an effective program
2. Develop a system for evaluating effectiveness of Guidance 28; update curriculum as needed
3. Develop a system for evaluating NetTutor's effectiveness
4. Develop a strategy for advertising and educating people about the services available at the Tutoring Center
5. With the Learning Commons coordinator and appropriate administrators, explore ways to integrate the Tutoring Center with Learning Commons student support services.
6. Develop a strategy for recruiting and training more tutors in specific disciplines, so that more walk-in students can be served.
7. Update Learning Outcomes and Program Plan to reflect current goals and objectives
8. Use collected data to provide explicit support for goals and objectives

Self Study Summary: Computer Place and Tutoring Center

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 quiet 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.