SKY SS W/ Courses PRU Report

2022 - 2023

SKY PR Group - Learning Center / Skills

Rolin Moe

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12/05/2022

Program Information

SKY Student and Learning Support Services with Courses Program Review Update

2021 - 2022

SKY Student and Learning Support Services Program Review Update

Submitter Name:
Chelssee De Barra
Submission Date:
09/22/2022
DIVISION:
Academic Support and Learning Technologies (ASLT)
PROGRAM NAME:
Learning Center
YEAR OF REVIEW
2022-2023

1.   PROGRAM STUDENT LEARNING OUTCOMES (PSLOs) RESULTS

i.   How frequently were PSLOs assessed for the last three years?
Yearly
ii.   What have you learned from reviewing the PSLO results? What may account for these results? What are their implications for your programming?
We easily meet the criterion every year for both PSLO's.
iii.   Are the PSLOs still relevant to your program? If not, what changes might be made?
Yes
iv.   Please indicate whether the following tasks have been completed.
Updated new or changed PSLOs on the program website after approval by the appropriate person(s)
Yes
Submitted a current assessment calendar to the Office of Planning, Research, and Institutional Effectiveness
Yes

2.   ADDITIONAL INFORMATION

Please note anything else that has not been captured above that is relevant to program accomplishments, challenges, and resource needs. Explain and document your response as needed.
N/A

SKY Student and Learning Support Services with Courses Program Review Update

3. COURSE STUDENT LEARNING OUTCOMES

What notable conclusions were drawn from the assessment results? If available, note any differences in assessment results by key disaggregations (e.g. modality, learning communities, etc.). What have been the implications for the program? Specific questions to answer in your response:

i. What percentage of course SLOs have been assessed in the last three years?

Number of Course SLOs:
7

Percentage:
100

ii. Which course(s) were assessed in the last three years?
LSKL 800, LSKL 803, LSKL 110

iv. Drawing from course and institutional SLOs results, what notable conclusions were drawn? Which results led to action(s) that were planned or taken, if any, to enhance student learning in those courses?
Criterion for SLO's was easily met.

4. CURRICULUM

Please indicate whether the following tasks have been completed:

Submitted a current assessment calendar with all active courses to the Office of Planning, Research, and Institutional Effectiveness
Yes

Updated the Improvement Platform with new or changed SLOs, and requested from PRIE the addition of new courses after approval by the Curriculum Committee
Yes

Updated new or changed PSLOs on the program website after they are published in the College Catalog
Yes

5. The last step is to review the multi-year program goals, update their status, and add resource requests as needed. You can access program goals from the hamburger menu in the upper-left hand corner, Step 2: Goals and Resource Requests.

2022 - 2023

SKY Student and Learning Support Services Program Review Update

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Chelsee De Barra
Submission Date:
09/22/2022
DIVISION:
Academic Support and Learning Technologies (ASLT)
PROGRAM NAME:
Learning Center

SKY Student and Learning Support Services with Courses Program Review Update

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2022-2023

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2. ADDITIONAL INFORMATION

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3. COURSE STUDENT LEARNING OUTCOMES

What notable conclusions were drawn from the assessment results? If available, note any differences in assessment results by key disaggregations (e.g. modality, learning communities, etc.). What have been the implications for the program? Specific questions to answer in your response:
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SKY Student and Learning Support Services with Courses Program Review Update

4. CURRICULUM

Please indicate whether the following tasks have been completed:

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Yes

5.   The last step is to review the multi-year program goals, update their status, and add resource requests as needed. You can access program goals from the hamburger menu in the upper-left hand corner, Step 2: Goals and Resource Requests.

GOAL

Modernize the Learning Center's instructional, service, and learning spaces (Formerly: Update and add furniture to TLC)

Goal and Desired Impact on Students
Modernize the Learning Center's instructional, service, and learning spaces so that students enjoy a comfortable and welcoming environment.

Year Initiated
2018 - 2019

Implementation Step(s) and Timelines
Acquire technology that will facilitate our in-person, hybrid, and online services.
Modernize our online offerings by creating a better "streamed" experience for students needing support.
Acquire flexible, functional furniture, for our classroom and the Learning Center general spaces.
Create a more warm and inviting learning space, including updated signage to make the space more student friendly and easier to navigate.

Mapping
- SKY College Values: (X - Selected)
SKY College Values

- Academic Excellence: X
- Campus Climate: X
- Open Access: X
- Social Justice: X
- Student Success and Equity: X

STATUS

Goal Status Date
11/02/2022

Academic Year Updated
2021 - 2022

Goal Status
Behind Schedule

Goal Status Narrative
TLC staff reorganized the floor plan to make it more conducive to collaborative learning.
Language lab was also converted into SI Rooms.
2 smartboards were installed in SI rooms.
The requests for signage, furniture, etc, has been made since 2018-19, but requires funding that has not been allocated.

Resource Request

Division Name
Academic Support and Learning Technologies (ASLT)

Year of Request
2022 - 2023

Resource Type
Instructional Equipment

Resource Name
Acquire flexible, functional furniture for the Learning Center and for the Learning Center classroom.

Resource Description
The learning center needs functional, flexible, comfortable, and aesthetically pleasing furniture for collaborative and social learning.

Funds Type – Mark all that apply.
One-time Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.
Students will have access to a learning environment that is more comfortable and conducive to collaborative learning and use of technology.

Cost
45,000

Level of need, with 1 being the most pressing
1

FOR ADMINISTRATIVE USE ONLY

Resource Request

Division Name
Academic Support and Learning Technologies (ASLT)

Year of Request
2022 - 2023

Resource Type
Technology

Resource Name
Acquire technology that will facilitate our in-person, hybrid, and online services.

Resource Description
The Learning Center requests the purchase of two NeatBoards that will be dedicated to the Learning Center that will be used in the classroom and SI rooms for collaborative learning in a hybrid format. Technology that will allow for hybrid services and interaction between in-person and online students and staff.

Funds Type – Mark all that apply.
One-time Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.
Hybrid services allow more students to participate. This address the accessibility and inclusivity values of the College and the District.

Cost
16,000

Level of need, with 1 being the most pressing
1

FOR ADMINISTRATIVE USE ONLY

Resource Request

Division Name
Academic Support and Learning Technologies (ASLT)

Year of Request
2022 - 2023

Resource Type
Other

Resource Name
Create a more inviting and student friendly learning space that is easier to navigate.

Resource Description
Work with the district designers to create a more warm and inviting learning space, including updated signage to make the space more student friendly and easier to navigate. Ideally creating a plan that creates logical and aesthetically pleasing space and flow or our many online and in-person services.

Funds Type – Mark all that apply.
One-time Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.
Creating a more navigable and inviting learning space, will encourage students to access academic support and an environment that is more conducive to social and collaborative learning.

Cost
25,000

Level of need, with 1 being the most pressing
1

FOR ADMINISTRATIVE USE ONLY

Resource Request

Division Name
Academic Support and Learning Technologies (ASLT)

Year of Request
2022 - 2023

Resource Type
Technology

Resource Name
Ipad pens

Resource Description
Tutors have access to Ipads, but they do not have IPad pens.

Funds Type – Mark all that apply.
One-time Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.
IPad pens are essential to use when tutoring with an IPad, especially in math and science and will be used to expand access to students who are receiving online tutoring as well as in-person.

Cost
2,129

Level of need, with 1 being the most pressing
1

FOR ADMINISTRATIVE USE ONLY

Resource Request

Division Name
Academic Support and Learning Technologies (ASLT)

Year of Request
2022 - 2023

Resource Type
Technology

Resource Name
Headphones and microphones

Resource Description
IPad compatible headphones and microphones for tutors to use with students.

Funds Type – Mark all that apply.
One-time Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.
IPad compatible headphones and microphones are needed to expand access to students who are receiving online tutoring.

Cost
620

Level of need, with 1 being the most pressing
1

FOR ADMINISTRATIVE USE ONLY

Resource Request

Division Name
Academic Support and Learning Technologies (ASLT)

Year of Request
2022 - 2023

Resource Type
Technology

Resource Name
Docking stations for staff

Resource Description
Staff have laptops but they do not have docking stations in their offices.

Funds Type – Mark all that apply.
One-time Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.
Meeting staff technology needs will provide them with the tools to better support our students.

Cost
6,700

Level of need, with 1 being the most pressing
1

FOR ADMINISTRATIVE USE ONLY

Resource Request

Division Name
Academic Support and Learning Technologies (ASLT)

Year of Request
2022 - 2023

Resource Type
Technology

Resource Name
WIFI extenders

Resource Description
WIFI extenders, to ensure WIFI is consistent and strong for student use and for Learning Center programs and services (online and hybrid).

Funds Type – Mark all that apply.
One-time Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.
Better WIFI will provide an environment more conducive to learning as well as better support our many online and hybrid services at the Learning Center.

Cost
1,500

Level of need, with 1 being the most pressing
1

FOR ADMINISTRATIVE USE ONLY

GOAL

Collaborate with other academic support areas on campus for trainings and services (Previously: TLC as hub of peer academic support training)

Goal and Desired Impact on Students
Creating a centralized campus tutor and other peer academic support training, will provide a similar foundational background and skills for our peer leaders, streamline the training process, and ensure quality academic support across campus.

Year Initiated
2018 - 2019

Implementation Step(s) and Timelines
Cultivate relationships with leaders in STEM, TriO, EOPS, etc.
Work with leaders of other academic support areas to identify common training needs.
Use both LSKL 110 and our TutorLingo pathways to collectively train all campus tutors.
Collaborate with other centers that offer tutoring in order to construct cross departmental ongoing training for campus tutors
SI Coordinator collaboration with STEM Center PI / AEW program to provide meaningful consistency of service between programs

Mapping
- SKY College Values: (X - Selected)

SKY College Values

- Academic Excellence: X
- Campus Climate: X
- Open Access: X
- Student Success and Equity: X

STATUS

Goal Status Date
11/02/2022

Academic Year Updated
2021 - 2022

Goal Status
On Schedule

Goal Status Narrative
The Learning Center staff are currently working with the Library and STEM Center to provide common ongoing trainings for student staff in areas of equity and inclusion, campus resources, and strategies and skills for peer support. The Learning Center also maintains a subscription to Tutorlingo and encourages other areas on campus to use it as a foundational training for tutors and other student leaders. Additionally, the Learning Center maintains a Canvas shell that serves to expand the Tutorlingo curriculum as well as assess student learning of the Tutorlingo curriculum. We willingly share all of this work and encourage other areas to use what we have created and/or customize it for their student leaders.

GOAL

Increase access to Learning Center programs and services (Formerly: Expand the reach of the Learning Center)

Goal and Desired Impact on Students
Provide academic support that is responsive to the needs of our students. Providing more access points as well as differentiated services and programs that meet students where they are, will reach more students and be more equitable.

Year Initiated
2018 - 2019

Implementation Step(s) and Timelines
Embedded tutoring, SI, and Peer Mentoring online
Create tutoring and workshop program that enables faculty (who do not have embedded tutors) to request workshops and tutors to come to their class for support
Expand number of courses support by an embedded tutor
Continue to strengthen partnerships with counseling by aligning Peer Mentors with Meta-Major counselors (in progress) participating in high school outreach, and supporting Counseling 100 courses
Support students taking online courses with technology workshops
Use lecture capture or other technology to video SI sessions and post in Canvas
Strengthen partnerships with Promise Scholars and Counseling in preparation for AB 705
Experiment with different practices and structures for specific subjects supported by SI
Pilot a reading support and strategies program especially for students impacted by AB 705 legislation

Mapping
- SKY College Values: (X - Selected)
SKY College Values

- Academic Excellence: X

- Campus Climate: X

- Community Partnership: X

- Open Access: X

- Social Justice: X

- Student Success and Equity: X

STATUS

Goal Status Date
11/02/2022

Academic Year Updated
2021 - 2022

Goal Status
On Schedule

Goal Status Narrative
Embedded tutoring, SI, and Peer Mentoring services are all available online in different capacities.
A tutoring and workshop by request program was created in 2019 and is currently operating.
The number of courses supported by an embedded tutor has increased from 8 sections in 2017-18 (pilot year) to 37 sections in 2021-2022.
Peer Mentors are identified and aligned with Meta-Major.
Technology workshops and support are a foundational part of the Learning Center offerings through tutors and peer mentors.
Partnerships across campus (Promise Scholars, EAC, STEM, EOPS, TRIO) are strong and continue to be cultivated in order to better support Skyline College students.
Reading support and strategies are embedded in our tutor training. We also provide reading and writing workshops as well as resources for students on our website and Canvas shells.
Skyline College joined STAR-CA, an online tutoring consortium with other CA community colleges (Spring 2020)

Resource Request

Division Name
Academic Support and Learning Technologies (ASLT)

Year of Request
2021 - 2022

Resource Type
Technology

Resource Name
Enhance technology to support hybrid services and events.

Resource Description
The Learning Center requests the purchase of 2 NeatBoards that will be dedicated to the Learning Center so that workshops, SI Sessions, student employee trainings, and other events can be provided in hybrid format.

Funds Type – Mark all that apply.
One-time Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.
Hybrid services allow more students to participate. This speaks to the inclusivity and accessibility values of hte College and District.

Cost
16,000

Level of need, with 1 being the most pressing
1

FOR ADMINISTRATIVE USE ONLY

GOAL

Evaluate and improve current data collection and analysis practices. (Formerly: Culture of assessment and continuous improvement.)

Goal and Desired Impact on Students
The voice of the student should drive decisions that directly impact Learning Center operations. Student data including, surveys and general feedback should drive the evolution of our Learning Center.

Year Initiated
2018 - 2019

Implementation Step(s) and Timelines
Reach out to other academic support programs to find out what is working.
Look for specific assessment that measures impact.
Correlation studies and students perceptions surveys will be designed.
Start with assessing current programs and expand to include new ones.
Partnering with the PRIE office is essential.
Develop greater knowledge of global and regional SI practices, both logistical and pedagogical, to improve services and impacts locally.
Increase avenues for feedback and data collection within the structure of the SI Program .
Increase collection of data with regard to SI Leaders' success as students to determine practices that can enhance professional and academic development of leaders (ie. Creating a program and creates strong leaders beyond our classrooms and campus).

Mapping
- SKY College Values: (X - Selected)

SKY College Values

- Academic Excellence: X
- Campus Climate: X
- Community Partnership: X
- Open Access: X
- Social Justice: X
- Student Success and Equity: X

STATUS

Goal Status Date
11/02/2022

Academic Year Updated
2021 - 2022

Goal Status
On Schedule

Goal Status Narrative
This work is ongoing as new programs emerge and current programs evolve. Learning Center staff works with other similar centers across the district and state to garner best practices in data collection and analysis for academic support. Reach out to other academic support programs to find out what is working. All programs and services in the Learning Center do a yearly assessment and report with data, findings, goals, and planning.

In 2019, the tutoring team partnered with the PRIE office to develop SAP reports in order to measure success, completion, and retention impact of our tutoring and embedded tutoring supports. SI has been using similar SAP reports for many years.

The SI Coordinator communicates with other SI programs to share SI practices, successes, and challenges. This program has also implement and explored methods and practices beyond the scope of the UMKC SI model to better serve Skyline College students.