

NORCO COLLEGE ANNUAL ADMINISTRATIVE PROGRAM REVIEW

Unit: Academic Support Services (merged with Grants & College Support Programs, Library & Learning Resources, STEM)

Library Services, Learning Resource Center, Grants and Student Equity Initiatives, STEM, and

Goal 3: Increase Student Access

Objectives:

1. Increase percentage of students who declare an educational goal.
2. Increase percentage of new students who develop an educational plan.
3. Increase percentage of continuing students who develop an educational plan.
4. Ensure the distribution of our student population is reflective of the communities we serve.
5. Reduce scheduling conflicts that negatively impact student completion of degrees and programs.

Goal 4: Create Effective Community Partnerships

Objectives:

1. Increase the number of students who participate in summer bridge programs or boot camps.
2. Increase the number of industry partners who participate in industry advisory council activities.
3. Increase the number of dollars available through scholarships for Norco College students.
4. Increase institutional awareness of partnerships, internships, and job opportunities established with business and industry.
5. Continue the success of Kennedy Partnership (percent of students 2.5 GPA+, number of students in co-curricular activities, number of students who are able to access courses; number of college units taken).
6. Increase community partnerships.
7. Increase institutional awareness of community partnerships.
8. Increase external funding sources which support college programs and initiatives.

Goal 5: Strengthen Student Learning

Objectives:

1. 100% of units (disciplines, Student Support Service areas, administrative units) will conduct systematic program reviews.
2. Increase the percentage of student learning and service area outcomes assessments that utilize authentic methods.
3. Increase the percentage of programs that conduct program level outcomes assessment that closes the loop.
4. Increase assessment of student learning in online courses to ensure that it is consistent with student learning in face-to-face courses.
5. Increase the number of

Goal 6: Demonstrate Effective Planning Processes

Objectives:

1. Increase the use of data to enhance effective enrollment management strategies.
2. Systematically assess the effectiveness of strategic planning committees and councils.
3. Ensure that resource allocation is tied to planning.
4. Institutionalize the current Technology Plan.
5. Revise the Facilities Master Plan

Goal 7: Strengthen Our Commitment To Our Employees

Objectives:

- 1.

COLLEGE ADMINISTRATIVE UNIT ANNUAL REVIEW WORKSHEETS

DUE: AUGUST 31, 2017

Administrative Unit: Instructional Support Services, Academic Affairs

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Date: 8-31-2017

Submit only your Worksheets. Do not alter the forms, or eliminate pages. If a page does not apply simply mark N/A.

I. The Unit PROGRAM REVIEW

The Administrative Unit Program Review is meant to provide a broad understanding of the unit, current trends related to the unit's mission, and how the unit serves to meet the overall mission or goals of College and the Riverside Community College District.

1. What is the mission of your unit?

The mission of the instructional support services unit is to increase, enhance and expand academic support services through collaboration and the development of pathways to provide opportunities for students to explore careers through internships, job placement, community service and model programs focused on student care.

2.

The Learning Resource Center hired a full-time Director during the spring 2017 semester. With the hiring of a fulltime LRC Director further coordination efforts have been established with STEM, Math/Sciences, English, Disability Resource Center, Supplemental Instruction program, and Counseling and other mentoring programs are in process. Opportunities exist and are currently being explored to further coordinate between these programs. The goal of the LRC to provide Norco College an inter-department collaborative tutoring environment that will serve as part of the anchor of the Learning Resource Center. This plan will provide for reaching students from all disciplines

Tutor Training: All new tutors, including SI Leaders will be required to take and pass the ILA 1 – Tutor Training course which started this summer of 2017. The course is a 6 week, 1 unit course. The tutor training course covers a variety of tutor topics such as, tutor role, 12 step tutor cycle, learning styles and theory as well as group tutoring. In addition, all tutors wishing to be writing tutors must take English 4. This type of comprehensive tutor training ensures Norco College faculty that all LRC tutors are fully trained and understand tutor ethics, their roles as tutors and understand diversity.

5. MAJOR Goals and Objectives (do not include normal functions of your unit). In order from 1 – 5 is best. With 1 as the most important.

Before writing your goals and objectives be sure to review other Program/Unit Review documents related to your unit to discern if there are service needs you wish to address.

Major Goal and/or Objective	Start Date	Status: ongoing, completed, or date completion anticipated	Need Assistance in order to complete goal or objective (reference applicable resource request page)	EMP GOALS
1. Increase collaboration among instructional support services units (LRC, Library, STEM, Title V Grant, Equity).	7-1-16	Ongoing	LRC, Library, STEM, Title V Grant	2:3
2. Expand and enhance instructional support services (Tutoring and Supplemental Instruction)	7-1-16	Ongoing	LRC, Title V Grant	2:3 2:6
3. Develop and promote educational pathways to increase degree, certificates, and transfer rates (STEM, Equity, CCPT).	7-1-16	Ongoing	Counseling Department, DOIs, Faculty	1:1 1:5 1:10
4. Increase opportunities for students to explore careers through internships, apprenticeships, job placement, community service, and mentoring by industry professionals (STEM, CCPT).	7-1-16	Ongoing	Apprenticeship Directors, Placement Coordinator, Office of Student Life, STEM Personnel	2:2 4:4 4:6
5. Develop and implement programs focused on peer-to-peer mentoring and student care.	7-1-16	Ongoing	Special Funded Program Coordinators, Equity, Title V Grant	1:4 1:6 2:1 2:2

Previous Assessments

SAO Assessed:

Assessment method used:

**What was your target or
benchmark?**

What were the results?

Develop peer-to-peer mentoring programs to improve persistence rate.

Persistence rate of program participants compared to non-participants.

Improve participants' persistence rate of by 2% each year.

In 2016-

Directions: The primary purpose of this update is to provide an overview of your unit's assessment activities (plans, data, responses to data, etc.) for the previous academic year as well as your plans for assessment in the upcoming academic year. If you have any questions regarding the assessment process on this aspect of the report, please contact your vice president, or the Assessment Co-chairs. See Appendix 1 for more information about assessment.

Current Cycle assessment plan

SAO to be assessed:	What assessment methods do you plan to use?	When Will Assessment Be Conducted and Reviewed?	What result, target, or value will represent success at achieving this outcome?	How do you anticipate using the results from the assessment?	EMP GOALS
Increase student satisfaction with instructional support services (i.e. Tutorial Services and Supplemental Instruction)	Student satisfaction surveys. CCSSE Data	Ongoing. Results will be reviewed monthly will be			

Provide the official Organizational Chart of your unit which includes all levels of services and positions. If necessary, provide very brief narrative descriptions by numbering the chart and including a numbered list with clarifications on a subsequent page. If the official chart can be obtained from Human Resources.

See next page.

6. **Staffing Profile (Please indicate the number in terms of FTE. In other words a full time staff person is a 1, and a half time person is a .5)**

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2013	2014	2015	2016	2017	2018-2019	2019-2020
Administration	3	3	4	4	5	6	6

7. Staff Needs

NEW OR REPLACEMENT STAFF (Administrator, Faculty or Classified)¹

<p>List Staff Positions Needed for Academic Year 2017-2018 Place titles on list in order (rank) or importance.</p>	<p>Indicate (N) = New or (R) = Replacement</p>	<p>Annual TCO*</p>	<p>EMP GOALS</p>
<p>1. Part-time College Receptionist-STEM Center (STEM) <u>Reason:</u> A staff member is needed to help monitor student traffic and to support faculty who teach in the center before and after normal business hours. Personnel located in the STEM Center monitor activities and support faculty during regular business hours (8 am-7 pm) but the center is used 7am to 10 pm. Students and faculty have complained because they can't use the vending machines, the kitchen, the computer lab and study rooms before and after business hours. <u>Impact to Student Learning:</u> Will grant faculty access late afternoon, and will assist students with classes scheduled in the STEM Center. Will also aid in the flow of traffic in the center and ultimately improve customer service.</p>	<p>(N)</p>	<p>\$39,935</p>	<p>1, 2, 3, 5</p>

2. Full-time Administrative Assistant III (Library)
Reason: Currently, administrative assistant support to the Library and to the LRC/Title V Grant is split between one Grants Administrative Specialist position. The Library has

direct and lead STEM-related grants and initiatives focused on articulating transfer pathways in STEM majors, identify internships opportunities for NC students to conduct research at 4-year institutions, and strengthen partnerships with K-12 to enhance the pipeline of students pursuing STEM related fields. The associate dean would also work closely with administrators of CTE programs to promote certificates focused on technology and engineering to increase completers.

Impact to Student Learning: Increase student success, access and retention. Increase student exposure to STEM. Expand opportunities for students. Expand engineering curriculum, partnerships, k-12 STEM partnerships, diversity STEM pathways, and Increase internship, apprenticeship and research opportunities for students. 301

7. Full-time Grants Administrative Specialist (Title V Grant)

Reason: This position was vacated by Jennifer Valencia in August, 2017. A full

Unit Name: Instructional Support Services

8. Equipment (including technology) Needs Not Covered by Current Budget²

List Equipment or Equipment Repair & Technology Needed for Academic Year. Please be as specific and as brief as possible.

Place items on list in order (rank) or importance.

Annual TCO**

² If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the “reason” section of this form.

7. Digital Signage Kiosk (Library) <u>Reason:</u> Library could list more and updated information more efficiently for students in a digital format as opposed to the current static signage.		1	\$4,000	1, 2, 4, 5
8. Pamphlet Rack (Library) <u>Reason:</u> The Library is a main information hub for the college. As such, the library houses brochures, handouts, promotional materials, etc. for many college programs, departments and activities. These need to be organized for more efficient dissemination to students.		1		1, 2, 4, 5

9. Interactive Projectors for Library Study Rooms (Library)

Reason: Library study rooms were checked out by students 10, 044 times for group study purposes during the 16/17 academic year. Interactive projectors would enable student study sessions to use technology to maximize effectiveness and incnt4 (c)4 (hno1)-2 (o)no 1 Tm [(s)-1 (t)-2 (-)-2 9(w)2 (e) i 10 (t)-545.04 59(

** TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year.

TCO: <http://www.norcocollege.edu/about/business-services/Pages/index.aspx>

Unit Name: Instructional Support Services

9. Space Needs Not Covered by Current Building or Remodeling Projects*³

	Annual TCO*
List Space Needs for Academic Year 2017-2018 (Office space, storage, etc.,) Place items on list in order (rank) or importance.	Total Cost of Ownership

TCO: <http://www.norccollege.edu/about/business-services/Pages/index.aspx>

Unit Name: Instructional Support Services

10. Professional or Organizational Development Needs*⁴

<p>List Professional Development Needs. Reasons might include in response to assessment findings or the need to update skills to comply with state, federal, professional organization requirements or the need to update skills/competencies. Please be as specific and as brief as possible. Some items may not have a direct cost, but reflect the need to spend current staff time differently. Identify if one-time or an annual/ongoing need. Place items on list in order (rank) or importance.</p>	Annual TCO		
	Cost per item	Number Requested	Total Cost of Ownership
<p>1. None Requested <u>Reason:</u></p>			
<p>2. <u>Reason:</u></p>			
<p>3. <u>Reason:</u></p>			
<p>4. <u>Reason:</u></p>			
<p>5. <u>Reason:</u></p>			
<p>6. <u>Reason:</u></p>			

TCO: <http://www.norcocollege.edu/about/business-services/Pages/index.aspx>

⁴ If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the “reason” section of this form.

5. Lynda.com Technology Training Database Subscription Renewal (3-year)

Reason: Current subscription will expire on June 30, 2018. Provides technology training to faculty, staff and students addressing goals 1 and 4 of the Norco College Technology Strategic Plan.

