

Evergreen Valley College

Learning Resource Center

Open Computer Lab

Program Review

2017-2018

Table of Contents

Evergreen Valley College’s Mission	3
Strategic Initiatives	3
Part A: Overview of the Department/Program	4
Part B:	
A. Program Quality	7
B. Program Access	9
C. Curriculum	11
Part C: Student Learning Outcomes and Assessment	12
Part D: Faculty and Staff	25
Part E: Budget Planning	26
Part F: Technology and Equipment	26
Part G: Additional Information	27
Part H: Future Needs and Resource Allocation Request	27

Evergreen Valley College's Mission:

With equity, opportunity and social justice as our guiding principles, Evergreen Valley College's mission is to empower and prepare students from diverse backgrounds to succeed academically, and to be civically responsible global citizens.

Strategic Initiatives:

1. Student-Centered: We provide access to quality and efficient programs and services to ensure student success. Areas of focus are:

- Access
- Curriculum and programs
- Services

2. Community Engagement: We will transform the college image and enhance partnerships with community, business and educational institutions.

Areas of focus are:

- Increase visibility
- Develop strategic partnerships
- Building campus community

3. Organizational Transformation: We create a trusting environment where everyone is valued and empowered. Areas of focus are:

- Communication
- Employee development
- Transparent Infrastructure

Department/Program Name: Learning Resource Center Open Computer Lab and Computer Classrooms

Year of Last Comprehensive Review: 2011-2012

Year of Last Mini Review, if applicable: N/A

Preparers' Name(s): Di Liu, Frances Lau

Area Dean: Merryl Kravitz

Overview of the Department/Program

1. Provide a brief summary of your program, including program components, function and purpose. Please include a brief history and discuss any factors that have been important to the program's development.

The open lab ran under Library and Learning Resources and Language Arts Division with new Dean Merryl Kravitz since summer 2013. From fall 2013, the CII (Computer Individualized Instruction) program is reorganized under Business Division and separates from LRC. This program review doesn't include CII program anymore, and CII will be reviewed under Business Division.

The open lab area serves two areas:

- a. the LRC (Learning Resource Center) open computer lab, and
- b. computer classrooms on the 2nd floor of the Educational Technology building, which are opened to all divisions on campus.

LRC Open Computer Lab

There are 61 computers (including one computer reserved for DSP students), 2 scanners, and 3 network printers/copiers. Wireless access to the internet is also available in the open lab. The staff also provides directions for room and meeting locations. The computers are available on a first-come, first-serve basis.

The Learning Resource Center Open Computer Lab (referred as "open lab" below) provides services for currently registered EVC students to use the computers for their academic work. The open lab has the most current PC hardware and software. We have Dell computers with Windows 10 operating system and MS Office 2016, and we provide free internet access with Firewall security protection. The open lab provides a paid printing/copy system to students by charging a small fee for the printing/copy costs (15 cents per page for black and white copies and 50 cents per page for color copies).

Any registered EVC student can use computers in the open lab by logging in on the SARS-TRAK timekeeper using their student ID number. Students can use computers for up to two hours when the lab is busy and can use them longer when no one is waiting for a computer during the non-busy hours.

Students can use the open lab computers to do their class assignments, research on the internet, or communicate with their instructors and classmates for their online classes using Moodle/Canvas. The open lab provides the enhanced technology, equipment, and friendly environment that students need for

their success on their classes and academic goals. The use of computers also helps students build their independent study skills as well as facilitating cooperation within study groups, and increasing their research ability using the internet.

The open lab supplements student services by providing students with internet use, such as searching and registering for classes, printing out a class schedule, buying campus parking permits online, and buying textbooks online, etc.

The open lab provides help for students having difficulty using the computer. The staff will help with questions about MS Word, Excel, PowerPoint, internet, online class login (using Moodle/Canvas), MyWeb, etc.

Computer classrooms

The open lab area also includes four computer classrooms for use by instructors to allow their classes to do online research, show videos, conduct online tests, and do orientations for online classes, etc. The computer classrooms all have state-of-the-art high-tech equipment. There are a total of 146 computers in four classrooms and one or two new projectors in each room with DVD, VCR players and new document camera. The computer classrooms are scheduled by a staff member in the lab one semester in advance. The instructors can send their requests for the dates and times they need to use the computer classroom, and the staff member will make the schedule based on all the requests collected. The instructors can get assistance from the staff in the lab when they have questions and problems using the equipment. During the semester, the faculty can drop in to reserve the computer classrooms for the available time slots.

2. Please provide an update on the program's progress in achieving the goals (3 years) set during the last comprehensive program review.

Since the last comprehensive program review (2011-2012), we have had some changes in the open lab area. CII classes have moved to Business Division since 2013. So we only provide the updates for the open lab part here.

We set up the goal during the last comprehensive program review for updating technology related equipment used in the open lab and computer classrooms, such as the computer hardware and software, projectors, printers, document cameras, scanner, AV, etc. We have achieved this goal during these six years. The open lab and computer classrooms have had a lot of equipment and software upgraded to meet the need of students and faculty for the current computer and classroom technology.

Since 2012, the open lab and computer classrooms have a lot of updates on equipment and software. In 2014, we have updated to Windows 8 and Office 2013 for all computers in the open lab and computer classrooms. We have had brand new computers replace the old one last year and updated to Windows 10 and Office 2016. In 2014 and 2015, we also have replaced the old printers, projectors, scanner in the open

lab and computer classrooms with brand new ones, and installed a new document cameras in each computer classroom.

We also set up the goal during the last comprehensive program review to provide computer services to students in the open lab. We have achieved this goal too by assisting students with their computer related questions and other needs such as printing/copying services.

We have tutors and work-study students to help the students with their computer questions in the open lab, such as MS Office, MyWeb, Canvas, Office 365, internet, etc. With these services, especially with the services Vietnamese-speaking tutors and work-study students provide to the ESL students who don't speak English well, students benefit greatly for overcoming their barriers to computer problems.

For the computer classrooms, we open for intersession to meet the needs of online classes. All the updated equipment and software meet the need of faculty and their students to perform online research, online tests, or to enable the instructor to open more sections of technical classes such as computer science classes.

We set up the goal during the last comprehensive program review for increasing our budget for office and computer supplies and replacing headphones in the 4 class rooms as the current ones are deteriorating. We haven't gotten this done yet as our lab supply budget has been cut to zero. But we have tried hard to get this funding from other sources on campus to replace the headphones.

3. Please state any recent accomplishments for your program and show how it contributes to the College's mission and success.

The newly upgraded equipment, software, and classroom technology and improved student services make the open lab and computer classrooms a very important part to the student success academically and socially. Students use the lab computers to do assignments, to print papers, to contact instructors, and to socialize with colleagues and friends.

The computer related assistants the open lab provide enable students to overcome the barriers of not knowing how to use the software or how to work with some programs. Some lower level ESL students have more troubles to deal with computer questions. Our Vietnamese-speaking tutors can really help them a lot when they have trouble with computers. This definitely contributes to their success on achieving their goal. The individual help from the staff and tutors is vital to the students' success in understanding and completing their assignments. The open lab has installed some specific software used in some classes, such as TextPad for computer science classes, QuickBooks for accounting classes, etc. These software allows students to complete their assignments in our lab since our open hours are longer than all other labs on campus.

For the computer classrooms, we make all efforts to accommodate the instructors' needs for their classes, including installing special software for technical class like computer science classes. Our efforts make it possible to open more sections of CS classes, and that meets students' need to complete all the classes

required and graduate or transfer earlier. We tracks out computers and equipment to make sure all the repairs needed to be done in a timely manner. All these provide great supports to the classes and help the instructors and students achieve the goals.

4. Please describe where you would like your program to be three years from now (program goals) and how these support the college mission, strategic initiatives and student success.

- We will keep the good work of upgrading on the technology and equipment to the current trend to align with providing access to quality resources to support student success.
- We will also keep improving our student services, helping students achieve their educational goals.
- Accommodate the most possible classes in the computer classrooms for both face-to-face and online classes.

All these services align with the student-centered strategic initiatives and our college mission to support all our students from diverse backgrounds to succeed academically.

5. Describe current program staffing by listing the current number of positions currently in the program. If the position is vacant, please indicate the vacancy.

Position type	Number of positions
Full time faculty	0
Part-time faculty	0
Full time Classified	2
Part-time Classified (permanent)	0
Part-time Classified (hourly)	0
Administrators	1 (Dean Kravitz)
Student workers	6 (currently)

A. Program Quality

1. Describe the impact of the program’s service offerings to the students and the campus.

The open lab and computer classrooms provide a great place for students to use computers on campus and for instructors to bring their classes to computer lab to do online research or works/exams on computers. This is a very important support for our students, classes on campus, and online classes.

The students have a place to do homework, print assignments, do online research, and get help from open lab computer tutors. The instructors have a place for their classes to do online research and online tests. The online classes have a place to do orientations and exams. The computer science instructors have a place to teach more sections with needed software installed in a timely manner. The ESL instructors have a place to show their classes how to use the computers to write, edit, and print an essay.

The open lab has hold many campus event and activities, such as “Days at the Green” for high school students’ orientation and registration every spring, SEAASE workshops on computer related topics to help students get the basic computer skills needed for successfully completing their class assignments, and other counseling, transfer, financial aid, Enlace, Affirm, Aspire workshops, etc.

2. Describe recent local, State and/or Federal changes that significantly impact the services to students.

Our colleges are funded from the local government instead of from the state. We feels like the school has more funding than before, so we can have more money spent on technology. This enable the school to upgrade the computers and classroom technology. The open lab and computer classrooms benefit from the adequate funding and get new computers, printers, projectors, document cameras, and scanner during the past three years.

3. If applicable, describe a change in specific program compliance requirement with state, federal or accreditation agencies and how your program shifted their processes to ensure compliance.

N/A

4. Describe how the program measures success.

- a. For example, tracking and improvement in the number of educational plans completed for students.

According to the SarsTrak timekeeper report of student log in/out for using the open lab, the open lab serves more than 2000 students each regular semester. In summer, it serves about 300 to 500 students. Students gave good feedbacks in the student survey.

According to the summary of how many classes use the computer classrooms based on the computer classroom schedules each semester, including the online class orientations and exams and the workshops from the counseling area and other special programs, the computer classrooms serve about 3000 students each regular semester. In summer, it serves about 600 students. Instructors gave good feedbacks in the instructor survey.

5. Please review program information reported in MIS and shared with the community through the website, catalog, schedule of classes, brochures, etc. Is the program information accurate and consistent? What actions does your program take to ensure accuracy and consistency?

The open lab and computer classrooms post the brochures on EVC website, in Outlook public folders, and in Office 365 “Groups” to inform the lab users on how to use the computer lab, how to print in the lab, requirements for log in/out, computer classroom reservation procedure, and lab rules, etc. We update this material regularly, for some part even daily such as to update the posted computer classroom schedules to make them current and a real time version. We also have updated the descriptions and information about computer lab’s purpose and procedures in our catalog when the college updated its catalog.

6. Describe how the program addresses the needs of the diverse student body, including students with disabilities and providing services by alternative delivery methods (for distance education students).

The open lab has a DSP computer station which has a special mouse and software, connecting to a scanner and locating on an adjustable table. The computer classrooms each has a DSP computer station on an adjustable table. The DSP students can get extra help from the front desk with their log in/out and using the computers.

We have a lot of Vietnamese students in the open lab who don't speak English very well and need much help with computers. Our Vietnamese-speaking tutors go above and beyond to help these students, sometimes even helping them with filling up their financial aid forms and other forms required on campus.

7. Describe the communication within the program, with the students served and with other departments including Academic Affairs. What is working well and what can be improved?

The students and faculty/staff in the open lab and computer classrooms can always come to the front desk to get help when they have any questions or concerns. We are always open to any opinions or requests. The open lab and computer classrooms are set to serve all departments and programs on campus, including counseling and student services such as financial aid, transfer center, EOPS, etc. The annual Days at the Green event for new student counseling and registration is conducted at our lab every year, and we coordinate with the instructors and counseling department very well to ensure the event to be successful and go seamlessly.

When computer and equipment related repairs need to be done, sometimes there are lack of communications with CTSS technicians, especially when there is delay for the repairs. Sometimes we need to work through our dean to communicate our requests or concerns about the repair needs. We need to make this process work more effectively and efficiently.

B. Program Access

1. How many students received program services between F13 – F16? Use the table below to review the demographics of students served and how these compare to campus demographics.

The computer classrooms serve about 2500-3000 students each regular semester and 500-600 students each summer.

The open lab serves over 2000 students each regular semester and 300-500 students each summer. Below is the statistics from the SARS-TRAK timekeeper's reports.

Program Demographics F13-F16	Ave. of F13-F16		
Gender	Students served	Pct of Total	EVC Headcount/Pct Total
Female	1155	57%	4,748 / 53.9%
Male	867	43%	4,029 / 45.7%
No Value Entered	4	0%	31 / 0.4%
Age	Students served	Pct of Total	EVC Headcount/Pct Total
17 & Below	64	3%	474 / 5.4%
18-24	1215	63%	5,262 / 59.7%
25-39	414	21%	2,071 / 23.5%
40 & Over	244	13%	998 / 11.3%
Unknown	1	0%	11 / 0.12%
IPEDs (Race Ethnic Classification)	Students served	Pct of Total	EVC Headcount/Pct Total
American Indian	12	1%	47 / 0.5%
Asian	901	44%	3,453 / 39.2%
Black or African American	63	3%	239 / 2.7%
Hawaiian/Pacific Islander	8	0%	44 / 0.5%
Hispanic	752	37%	3,380 / 38.4%
Two or More Races	43	2%	220 / 2.5%
Unknown	173	9%	826 / 9.4%
White	75	4%	600 / 6.8%

a. Based on the **students served** and Pct change year to year, is the program growing or declining? If so, what do you attribute these changes to and what changes will the program implement to address them?

The total students served in the computer classrooms are about same each year with slightly decrease for the open lab. The reason for the decrease may be students' not logging in for using the lab. On Tutoring Center side, students often use open lab computers without login. Also there may be more students having their own computers and printers at home. To fix this problem, we have started to work with student helpers together to monitor the Timekeeper closely to ensure all the students logged in and to check the computer stations more often, like hourly, to make sure every student has the computer number sheet displayed to show that they have logged in. We will continue to do so in the future to make it a constant procedure in the open lab. After a couple of semesters, we will look to see if the user numbers of the open lab will increase or be stable.

The total students served in the computer classrooms are about same each year with slightly increase for the online-classes. Each semester the number is slightly different. Part of the reason is the lack of ability to accommodate all online classes in the compute classrooms due to the numbers of computer classrooms we have here. Because all online orientations are held on the first week and we have only four computer classrooms, and because sometimes we have classes like computer science classes that need to stay in the

<p>lab every day including the first week of the semester, we can't accommodate everyone, and some of the online orientations have to go to other buildings to use a regular classroom instead of the computer classroom. The distance education is growing, and more online sections are opened. More online-class instructors bring their classes to the computer classrooms to do orientations and exams. We can't expand our computer classrooms, and we can only hope that everyone makes their orientations in different date and time to make every time slots in use and not to crowd into the same time slots.</p>
<p>b. Are there any gaps in the students served compared to the college demographics?</p> <p>The demographics of students served in the lab are very close to the college demographics.</p>
<p>c. Based on your findings, what interventions can the program implement to address any gaps in services?</p> <p>N/A (no gaps)</p>

C: Curriculum- If applicable (N/A to us here)

<p>1. Identify any updates to curriculum since the last comprehensive program review, including any new programs and indicate the six year timeline for scheduled course outline revision.</p> <p>N/A</p>
<p>2. Identify all the courses offered in the program and describe how these courses remain relevant in the discipline and real life experiences for students. Please include the list or diagram (program major sheet) of the courses reflecting course sequencing in the major and how often the courses within the program have been offered.</p> <p>N/A</p>
<p>3. Identify and describe innovative strategies or pedagogy your department/program developed/offered to maximize student learning and success. How did they impact student learning and success?</p> <p>N/A</p>
<p>4. Discuss plans for future curricular development and/or program (degrees & certificates included) modification.</p> <p>N/A</p>
<p>5. Describe how your program is articulated with High School Districts, and/or other four year institutions. (Include articulation agreements, CID, ADTs...)</p> <p>N/A</p>
<p>6. If external accreditation or certification is required, please state the certifying agency and status of the program.</p> <p>N/A</p>

PART C: Student Learning Outcomes and Assessment

1. List the Program SLOs, and how they relate to the GE/ILOs (<http://www.evc.edu/discover-vc/student-learning-outcomes-%28slos%29>).

We did the student surveys for the open lab and instructor surveys for the computer classrooms.

The student surveys conducted by each spring asked what students thought about the open lab, the purpose they came to the lab, and the strong and weak points about the lab.

The instructor surveys for the computer classrooms asked what the instructors thought about the computer classrooms and whether they satisfied with the technology and services provided in the computer classrooms.

From the surveys students agreed that the open lab helps them on the following skills and knowledge:

- Improve students' computer skills such as using MS Office;
- Enhance students' online searching ability to acquire the information for either academic purpose or other life skills;
- Improve students' communication skills in writing or by using PowerPoint to communicate with group of people such as doing a presentation in their class;
- Expand students' social contacts and keeping in touch with their friends and others either in school or in the community by properly using social media and internet resources; and
- Develop personal interests for life-long benefits by gaining knowledge and information from variety of sources.

All these knowledge and skills help students achieve their academic goals and success in college, and some skills will also benefit students later in their lifetime. This relates directly to the College's Strategic Initiatives, most specifically "Student-Centered". The open lab provides the access and services needed to promote student success.

2. Since your last program review, summarize SLO assessment activities and results. Please include dialogue regarding SLO assessment results with division/department/college colleagues and/or GE areas. Provide evidence of the dialogue (i.e. department meeting minutes or division meeting minutes...)

We did student surveys for the open lab every spring and the instructor surveys for the computer classrooms once every three semesters. All the surveys and the results for the open lab and the computer classrooms are respectively listed below. Our reviews, summary, and analysis to the survey results follow respectively to the open lab part and the computer classroom part.

Student surveys for the open lab:

Student Questionnaire
 EVC Learning Resources Center Open Computer Lab
Spring 2013

Directions: For each item identified below, circle the number to the right that best fits your judgment of the EVC LRC Open Computer Lab. This is an anonymous survey meant to help students who use the Lab in the following semesters. You do **not** need to write your name on this.

Please answer the following questions honestly:

Scale
 4-Strongly Agree
 3-Agree
 2-Disagree
 1-Strongly Disagree

- | | | | | |
|--|---|---|---|---|
| 1. Are the open lab's Hours convenient for you? | 4 | 3 | 2 | 1 |
| 2. Did the Open lab help improve your computer skills? | 4 | 3 | 2 | 1 |
| 3. Were lab assistants or tutors patient with you? | 4 | 3 | 2 | 1 |
| 4. Was the Computer Lab front desk staff helpful in answering any questions you had regarding the open lab services? | 4 | 3 | 2 | 1 |
| 5. Did the printing facilities meet your needs as a student? | 4 | 3 | 2 | 1 |
| 6. Did the Open Lab help make a difference in your academic performance? | 4 | 3 | 2 | 1 |
| 7. Would you recommend the Open Computer Lab to your classmate/friends? | 4 | 3 | 2 | 1 |

Tell us what you think ...

What are your primary reasons for coming to the open lab?

What did you find most helpful about the Open Lab?

What would you change about the Open Lab, if anything?

Additional Comments:

Survey Result, Spring 2013

Total number of students conducted the survey: 158

	Strongly Agree	Agree	Disagree	Strongly Disagree
1. Are the open lab's hours convenient for you?	116	36	1	5
2. Did the Open lab help improve your computer skills?	75	58	16	8
3. Were lab assistants or tutor patient with you?	76	66	6	0
4. The staff at the open lab counter are friendly and helpful?	80	50	4	0
5. Did the printing facilities meet your needs as a student?	95	52	6	1
6. Did the Open Lab help make a difference in your academic performance?	101	44	8	1
7. Would you recommend the Open Computer Lab to your classmates/friends?	116	35	2	2

Student Questionnaire
 EVC Learning Resources Center Open Computer Lab
Spring 2014

Directions: For each item identified below, circle the number to the right that best fits your judgment of the EVC LRC Open Computer Lab. This is an anonymous survey meant to help students who use the Lab in the following semesters. You do **not** need to write your name on this.

	Scale			
Please answer the following questions honestly:	4-Strongly Agree			
	3-Agree			
	2-Disagree			
	1-Strongly Disagree			
1. Are the open lab's Hours convenient for you?	4	3	2	1
2. Did the Open lab help improve your computer skills?	4	3	2	1
3. Were lab assistants or tutors patient with you?	4	3	2	1
4. Was the Computer Lab front desk staff helpful in answering any questions you had regarding the open lab services?	4	3	2	1
5. Did the Open Lab help make a difference in your academic performance?	4	3	2	1
6. Would you recommend the Open Computer Lab to your classmate/friends?	4	3	2	1

Tell us what you think ...

What are your primary reasons for coming to the open lab?

What did you find most helpful about the Open Lab?

What would you change about the Open Lab, if anything?

Additional Comments:

Survey Result, Spring 2014

Total number of students conducted the survey: 234

	Strongly Agree	Agree	Disagree	Strongly Disagree
1. Are the open lab's hours convenient for you?	164	64	4	0
2. Did the Open lab help improve your computer skills?	113	86	22	7
3. Were lab assistants or tutor patient with you?	117	97	13	1
4. The staff at the open lab counter are friendly and helpful?	146	74	8	1
5. Did the Open Lab help make a difference in your academic performance?	138	88	7	1
6. Would you recommend the Open Computer Lab to your classmates/friends?	165	65	3	0

Student Questionnaire
 EVC Learning Resources Center Open Computer Lab
Spring 2015

Directions: For each item identified below, circle the number to the right that best fits your judgment of the EVC LRC Open Computer Lab. This is an anonymous survey meant to help students who use the Lab in the following semesters. You do **not** need to write your name on this.

Please answer the following questions honestly:

Scale
 4-Strongly Agree
 3-Agree
 2-Disagree
 1-Strongly Disagree

- | | | | | |
|--|---|---|---|---|
| 1. Are the open lab's Hours convenient for you? | 4 | 3 | 2 | 1 |
| 2. Did the Open lab help improve your computer skills? | 4 | 3 | 2 | 1 |
| 3. Were lab assistants or tutors patient with you? | 4 | 3 | 2 | 1 |
| 4. Was the Computer Lab front desk staff helpful in answering any questions you had regarding the open lab services? | 4 | 3 | 2 | 1 |
| 5. Did the printing facilities meet your needs as a student? | 4 | 3 | 2 | 1 |
| 6. Did the Open Lab help make a difference in your academic performance? | 4 | 3 | 2 | 1 |
| 7. Would you recommend the Open Computer Lab to your classmate/friends? | 4 | 3 | 2 | 1 |

Tell us what you think ...

What are your primary reasons for coming to the open lab?

What did you find most helpful about the Open Lab?

What would you change about the Open Lab, if anything?

Additional Comments:

Survey Result, Spring 2015

Total number of students conducted the survey: 220

	Strongly Agree	Agree	Disagree	Strongly Disagree
1. Are the open lab's hours convenient for you?	155	58	6	1
2. Did the Open lab help improve your computer skills?	105	75	29	6
3. Were lab assistants or tutor patient with you?	134	68	3	1
4. The staff at the open lab counter are friendly and helpful?	149	60	5	0
5. Did the printing facilities meet your needs as a student?	140	59	10	4
6. Did the Open Lab help make a difference in your academic performance?	127	80	9	2
7. Would you recommend the Open Computer Lab to your classmates/friends?	165	51	2	1

Student Questionnaire
 EVC Learning Resources Center Open Computer Lab
Spring 2016

Directions: For each item identified below, circle the number to the right that best fits your judgment of the EVC LRC Open Computer Lab. This is an anonymous survey meant to help students who use the Lab in the following semesters. You do **not** need to write your name on this.

	Scale			
Please answer the following questions honestly:	4-Strongly Agree			
	3-Agree			
	2-Disagree			
	1-Strongly Disagree			
1. Are the open lab's Hours convenient for you?	4	3	2	1
2. Did the Open lab help improve your computer skills?	4	3	2	1
3. Were lab assistants or tutors patient with you?	4	3	2	1
4. Was the Computer Lab front desk staff helpful in answering any questions you had regarding the open lab services?	4	3	2	1
5. Did the printing facilities meet your needs as a student?	4	3	2	1
6. Did the Open Lab help make a difference in your academic performance?	4	3	2	1
7. Would you recommend the Open Computer Lab to your classmate/friends?	4	3	2	1

Tell us what you think ...

What are your primary reasons for coming to the open lab?

What did you find most helpful about the Open Lab?

What would you change about the Open Lab, if anything?

Additional Comments:

Survey Result, Spring 2016

Total number of students conducted the survey: 165

	Strongly Agree	Agree	Disagree	Strongly Disagree
1. Are the open lab's hours convenient for you?	122	40	1	2
2. Did the Open lab help improve your computer skills?	81	60	18	6
3. Were lab assistants or tutor patient with you?	108	51	5	0
4. The staff at the open lab counter are friendly and helpful?	109	47	4	1
5. Did the printing facilities meet your needs as a student?	110	47	4	2
6. Did the Open Lab help make a difference in your academic performance?	89	66	7	1
7. Would you recommend the Open Computer Lab to your classmates/friends?	116	46	1	0

Student Questionnaire
 EVC Learning Resources Center Open Computer Lab
Spring 2017

Directions: For each item identified below, circle the number to the right that best fits your judgment of the EVC LRC Open Computer Lab. This is an anonymous survey meant to help students who use the Lab in the following semesters. You do **not** need to write your name on this.

	Scale			
Please answer the following questions honestly:	4-Strongly Agree			
	3-Agree			
	2-Disagree			
	1-Strongly Disagree			
1. Are the open lab's Hours convenient for you?	4	3	2	1
2. Did the Open lab help improve your computer skills?	4	3	2	1
3. Were lab assistants or tutors patient with you?	4	3	2	1
4. Was the Computer Lab front desk staff helpful in answering any questions you had regarding the open lab services?	4	3	2	1
5. Did the printing facilities meet your needs as a student?	4	3	2	1
6. Did the Open Lab help make a difference in your academic performance?	4	3	2	1
7. Would you recommend the Open Computer Lab to your classmate/friends?	4	3	2	1

Tell us what you think ...

What are your primary reasons for coming to the open lab?

What did you find most helpful about the Open Lab?

What do you need to be successful in your classes that the open lab does not have or do? Any additional comments?

Survey Result, Spring 2017

Total number of students conducted the survey: 195

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Apply
1. Are the open lab's hours convenient for you?	135	52	4	1	1
2. Did the Open lab help improve your computer skills?	96	69	8	0	22
3. Were lab assistants or tutor patient with you?	101	45	5	0	42
4. Did the printing facilities meet your needs as a student?	134	47	3	1	6
5. Did the Open Lab help make a difference in your academic performance?	122	61	4	0	7
6. Would you recommend the Open Computer Lab to classmates/friends?	151	43	0	0	1

Here is the summary of what students think about the lab, the second half of the survey. This part of student responses is very similar for each year.

1. What are your primary reasons for coming to the open lab?

In a comfortable environment, Use MS Office, register classes, do homework and other academic work, research online, print, get help, and use social media to network with people.

2. What did you find most helpful about the Open Lab?

Availability and easy access of computers, MS Office, relatively fast internet, printing services; convenient and long lab hours; the help provided to answer students' questions; being able to take the online test; and a clean and nice environment.

3. What would you change about the Open Lab, if anything?

Less noise, cheaper printing cost, maybe longer hours.

4. Additional comments:

The open lab provides great help for students who don't have a computer at home and is a very valuable resource. Grateful to this computer lab service EVC provides and to the help provided in the open lab on how to use computers and printers. Help students achieve academic goals.

The open lab sometimes is too noisy that prevents me from focusing on my study. Tutoring/discussion should be taken at tutor area or study room, or even better to separate the open lab area and tutoring area for less noise.

Hope to open at 7:30 for the printing need of 7:45 class.

It would be nice if the open lab has program such as eclipse that matches the software used in the current computer science classrooms.

Survey Results Summary and Review for the Open Lab

The lab staff get together to review the survey results. We see the survey results are very positive. Students are very satisfied in general with the open lab services we provide. They like the easy access of the computers and the scanner, the most current software, the relatively fast internet, the printing/copying services, the help our staff and student helpers provided, the convenient long hours, and the comfortable environment. It's especially valuable to the students who don't have the reliable computer and internet service at home. It helps students achieve their academic goals and make a difference in student success.

We see from the surveys that the improvements students want to see are most likely to lower the noise near the tutoring area that bothers students in the open lab from being able to quietly study, to decrease the printing cost, and to open a little earlier to accommodate the printing for the 7:45 class.

We have posted more signs in the open lab near the tutoring area to remind tutors and students to keep their voice at a minimum level. Now the noise level goes down, and the lab is quieter than it was before posting the signs. We are going to continue monitoring the situation and reminding students to be as quiet as they can.

The printing cost is something out of our control. We think the school has done the best they can to provide students the printing service at the minimum cost. Now it's 15 cents a page. It can't be free because the lease with the outside contractor has the down cost and the annual maintenance fees.

The lab hours are in the consistency with upstairs library to make it simple for students to remember, and to suit our staff's work hours. It has been that way for many years, and we don't see any reason to change it now.

The lab staff did the survey results review and analysis in the lab in the face to face meeting. We're sorry for not writing the minutes for the discussion this time, but we did the assessment and made the plans for improvement and have implemented some of the plans already, such as posting the signs to help lower down the noise. We promise that we will keep the writing record in the future for the purpose of providing evidence of dialogue regarding SLO assessment results.

Instructor surveys for the computer classrooms:

Instructor Survey for LRC Computer Classrooms

5 Strongly agree 4 Agree 3 No opinion 2 Disagree 1 Strongly disagree

Please circle:

- | | | | | | |
|---|---|---|---|---|---|
| 1. Do computer classrooms meet your needs for computers and AV equipment? | 5 | 4 | 3 | 2 | 1 |
| 2. Are your computer classroom schedule requests met? | 5 | 4 | 3 | 2 | 1 |
| 3. Are you satisfied with the schedule request procedure and scheduling services? | 5 | 4 | 3 | 2 | 1 |
| 4. Are you satisfied with the support and services provided regarding to the technology and equipment in the computer classrooms? | 5 | 4 | 3 | 2 | 1 |

What did you find most helpful about the computer classrooms, scheduling, and support?
 What do you want to change about the computer classroom's technology and equipment, scheduling, and support?
 Additional comments:

Computer Classrooms Survey Result (Fall 2013)

Eleven (11) instructors conducted the survey. The result is as follow.

	Strongly agree	Agree	No opinion	Disagree	Strongly Disagree
Do computer classrooms meet your needs for computers and AV equipment?	7	3	1	0	0
Are your computer classroom schedule requests met?	7	3	0	0	0
Are you satisfied with the schedule request procedure and scheduling services?	8	3	0	0	0
Are you satisfied with the support and services provided regarding to the technology and equipment in the computer classrooms?	7	3	0	1	0

What did you find most helpful about the computer classrooms, scheduling, and support?

- Staff are kind, professional and patient
- Enough room for all students to sit
- Di is a great/excellent help
- Lab support was great; very good at locating most problems while also attending to the open lab
- Very appreciative that Di tries to fit us in as best as possible
- Di contact us to schedule rather than we have to remember
- Di is great with scheduling and supporting
- Being available and having number of rooms offering
- Scheduling is most helpful and always accommodating
- Simple and effective process. Staff are excellent

What do you want to change about the computer classroom's technology and equipment, scheduling, and support?

- Would help to have a second big lab like LE232
- Would be helpful in Eugenio answered his phone and email
- Please open the labs to access in week 1! Need to show my students how to use Moodle
- Internet browsers need to be updated to work with new version of Moodle
- Need classroom for over 60 students, perhaps with tablets. Browser and software must be upgraded more efficiently
- Post schedule on a website, scheduling without emailing and callings

Additional comments:

- Excellent job

Computer Classrooms Survey Result (Fall 2015)

Eleven (13) instructors conducted the survey. The result is as follow.

	Strongly agree	Agree	No opinion	Disagree	Strongly Disagree
Do computer classrooms meet your needs for computers and AV equipment?	5	3	3	1	1
Are your computer classroom schedule requests met?	9	2	1	0	0
Are you satisfied with the schedule request procedure and scheduling services?	10	2	0	0	0
Are you satisfied with the support and services provided regarding to the technology and equipment in the computer classrooms?	6	2	3	1	0

What did you find most helpful about the computer classrooms, scheduling, and support?

- Very easy and hassle free to schedule
- Kind and willing to accommodate the needs
- Process and resources are well-organized
- Very smooth scheduling
- Great scheduling process
- Flexible, allow last minute request
- Di does the best to accommodate all faculty
- Di was very helpful with using equipment
- Staff are very helpful, excellent
- Love the help I get
- Everything was great
- All computers work well, no down time

What do you want to change about the computer classroom's technology and equipment, scheduling, and support?

- Takes too long when parts need to be replaced. Waiting for weeks for a projector to be fixed
- Audio in LE232 sometimes needs resetting
- Want Power DVD rather than Windows Media Player for playing video
- One of the projectors in LE232 doesn't work
- Hope for the better computers soon
- Faster repair needed
- Outdated computers, need new, fast ones
- Update applications without request

Additional comments:

- Excellent job
- All went smoothing

Computer Classrooms Survey Result (Spring 2017)

Eleven (22) instructors conducted the survey. The result is as follow.

	Strongly agree	Agree	No opinion	Disagree	Strongly Disagree
Do computer classrooms meet your needs for computers and AV equipment?	16	5	0	0	1
Are your computer classroom schedule requests met?	19	3	0	0	0
Are you satisfied with the schedule request procedure and scheduling services?	18	3	1	0	0
Are you satisfied with the support and services provided regarding to the technology and equipment in the computer classrooms?	17	4	1	0	0

What did you find most helpful about the computer classrooms, scheduling, and support?

- Assistance from staff
- Very friendly and accommodating
- People at the desk
- Go extra mile to accommodate our needs
- Availability for most of our class time
- Always ready to be used
- Able to provide my class with computer access regularly
- Di is prompt and efficient
- Easy to contact
- Internet availability to assist with projector
- Person at desk
- Di is great, always very helpful and easy to work with. She answers all my questions and helps me when I need it. She is very helpful trying to accommodate my class' needs into the schedule.
- Efficient and helpful people
- Staff have done an excellent job
- availability

What do you want to change about the computer classroom's technology and equipment, scheduling, and support?

- Include markers in the computer classroom
- Sometimes I don't get the lab when I want
- Faster computers
- Make sure all computers in working condition
- 1080p screens
- Install Flash Player for playing Voicethread
- Want the ability to lock the student computer when lecturing
- Sometimes computers are slow for interactive hands on instruction

Additional comments:

- Love EVC
- Very pleased with the way staff and resources have been made available to help me offer additional sections in computer science.

Survey Results Summary and Review for the Computer Classrooms

The instructor survey results for the computer classrooms are very positive too. The instructors are satisfied to the equipment (computer hardware, software, internet, projectors, AV, document cameras, etc.), the scheduling procedure and services, the accommodating of classes, and the daily technical support provided by the staff in the lab. Some instructors provided good feedback to the staff for the technical support in the computer classrooms.

Accommodating all of the classes requesting for the computer classroom is sometimes challenging, especially for the first of week of the semester, because the online class orientations are all held in the first week of each semester. We can't expand the computer classrooms now, and we can only hope that everyone requests the different date and time to split the classes to the different time slots.

We have some complains about the efficiency of equipment repairs. Our current CTSS technician is new to this building and in the process of getting familiar with the new working environment. It has been better now than it was a year ago.

3. What plans for improvement or changes have been implemented to your program as a result of SLO assessment? Please share one or two success stories about the impacts of SLO assessment on student learning.

We did some changes based on the survey results to address the issues mentioned on the surveys.

For example, on the open lab student survey, the noise from the tutoring center side that bothers students in the open lab from being able to quietly study are pointed out by some students. We then posted multiple signs in the open lab areas and tutoring center areas to remind students and tutors to keep their voice at a minimum level. That seems working, and the noise level does go down. The lab is quieter than it was before posting the signs. We are going to continue monitoring the situation and reminding students to be as quiet as they can.

Another example, on the open lab student survey, a computer science student asked to install a software "eclipse" in the open lab for doing homework, and the software is used in their computer classroom but not installed in the open lab. We thought that is a reasonable request, we will try to request to ITSS for installation of that software in the open lab.

In the past year, there are a few instructors having some concerns on the speed of equipment's getting fixed when they are down. We got a new technician last year and he may need some time to get familiar with the new lab environment. By the few months pasted, he is getting familiar with this new working environment and getting equipment fixed faster than he was a year ago. We have seen the improvement so far.

PART D: Faculty and Staff

1. List current faculty and staff members in the program, areas of expertise, and describe how the positions contribute to the success of the program.

Two full time classified staff:

Frances Lau – Instructional Support Coordinator. Hours: M-F 7:30 am-4:30 pm, covering the lab opening.

Di Liu - Instructional Support Assistant, Lab Lead. Hours: M-TH 11-8, F 7:30-4:30, covering the lab closing.

Frances:

Monitor the open lab operation and troubleshoot the open lab computer problems. Hire, train, schedule, and supervise the computer lab tutors and Federal work-study students; approve and submit student workers' attendance reports; oversee Hourly Instructional Tutors budget. Monitor SARS-TRAK timekeeper for students' log-in/out, run the timekeeper report each semester, and report to CTSS when the timekeeper or printers do not work properly; prepare statistical timekeeper reports, student surveys, and materials in the program. Help students with printing and computer questions. Create posting signs, brochure, and directions of printing. Support students on Computer Individual Instruction (CII) classes. Expertise areas include Windows, Microsoft Office, database management systems, Page Maker, Desktop Publishing, etc.

Di:

In charge of computer classrooms and monitor the open lab daily operation as well. Make the schedules for the computer classrooms each semester. Conduct primary troubleshooting to all computer and equipment related problems for the computer classrooms and the open lab, report to ITSS when need and follow up with the repairs. Support instructors and classes in computer classrooms with technical issues and equipment use. Work at the front desk as well helping students and monitor the open lab; support open lab tutors; support CII classes. Serve as information desk for directing students, finding classes or instructors for students, etc. Expertise areas include Windows, Microsoft Office, computer science and programming languages, etc.

Together we ensure the lab running smoothly and all students and faculty are taken care of for their need of computers and technologies in the lab.

2. List major professional development activities completed by faculty and staff over the last six years. In particular with regards to students success, equity, distance education, SLO assessment, guided pathways and/or innovative teaching/learning strategies. Please also discuss department orientation/mentoring of new and adjunct faculty.

On Professional Development Days at the beginning of each semester, we attended the workshops for SLO assessment and the workshops for student success and equity. From the SLO workshops we have learned how to use the student survey to assess/measure the learning outcomes for our lab and implemented it to our surveys. From the student success and equity workshops, we have discussed and shared the experience of

dealing with difficult students and learned from each other on this important issue that occurs in our daily work.

PART E: Budget Planning

1. With your Dean, review the department Fund 10 budget and discuss the adequacy of the budget in meeting the program's needs.

The open lab has two budget accounts from college general fund (fund 10): tutor budget and supplies budget.

Tutor budget:

The open lab has a budget of \$11,330 per year for hourly instructional tutors. With this budget, we can have 2-3 tutors with about total 30 hours each week during regular semester to help students with computer questions in the open lab. The amount of this fund has remained same since 2005. It isn't adequate at this time because of the pay rate increase in fall 2017.

We also have 2-4 work-study students paid by financial aid office to work in the open lab for helping students and front desk duties. Their total work hours are about 30-60 each week during regular semester.

Supplies budget:

The supplies budget provides materials such as office supplies and student-used items, like pens/pencils, markers, pencil sharpeners, staplers and other items, for open lab and computer classrooms. After the budget cut in 2009, our supplies budget amount went to zero and remained zero since then. Before the cut, the supplies account had \$3733 in 2006 and reduced to \$1700 in 2009.

2. Identify an external (fund 17) funding the department/program receives, and describe its primary use.

No budget from fund 17. Not applicable.

PART F: Technology and Equipment

1. Review the current department technology and equipment needed and assess program adequacy. List any changes to technology of equipment needs since the last program review.

- A) In the summer of 2014, the open lab and computer classrooms have all computers updated to Windows 8 and Office 2013.
- B) In the summer of 2014, the student printers in the lab are replaced to brand new ones with new contract between EVC and Konica.
- C) In fall 2014, the computer classrooms have all new document cameras installed.
- D) In fall 2014, the scanner in the open lab has been replaced with a new one.

- E) In the summer of 2015, the computer classrooms have all projectors replaced to the brand new ones.
- F) In 2016, the open lab and computer classrooms have all computers replaced with brand new computers and updated to Windows 10 and Office 2016.

Raymond Wu, the CTSS technician, did a great job to update the computers, printers, projectors, document cameras, Windows and Office software for the open lab and computer classrooms. It satisfied the needs of faculty, students, and staff for the computer and classroom technology.

PART G: Additional Information

Please provide any other pertinent information about the program that these questions did not give you an opportunity to address.

None.

PART H: Future Needs and Resource Allocation Request:

Based on the areas noted below, please indicate any unmet needs for the program to maintain or build over the next two years. Please provide rationale on how the request connects back to SLO/PLO assessment, strategic initiatives or student success. If no additional requests are needed in any of the areas, put N/A.

<p>Faculty and staffing requests</p> <p>None.</p>	<p>Ongoing Budget Needs:</p> <p>One-time Expenditure:</p>	
<p>Facilities</p> <p>None.</p>	<p>Ongoing Budget Needs:</p> <p>One-time Expenditure:</p>	
<p>Technology</p> <p>See below.</p>	<p>Ongoing Budget Needs:</p> <p>One-time Expenditure:</p> <ol style="list-style-type: none"> 1. Want a big screen placed in the lobby of library building to display recent event, 	<p>Request linked to: SLO/PLO #:</p> <p>Student-Centered:</p> <ul style="list-style-type: none"> • Student services <p>Community Engagement:</p> <ul style="list-style-type: none"> • Building campus community

	activity, announcement, workshops, etc.	
Equipment/Supplies	<p>Ongoing Budget Needs:</p> <p>One-time Expenditure:</p> <ol style="list-style-type: none"> 1. Need 146 new headphones with microphones, plus some backups, for computer classrooms mainly for ESL class use. 2. Two adjustable DSP tables in the computer classrooms need to be replaced or fixed. 3. The one DSP computer in the open lab needs to be updated to Window 10 and Office 2016. 	<p>Request linked to: SLO/PLO #:</p> <p>Student-Centered:</p> <ul style="list-style-type: none"> • Access • Curriculum and programs • Services

We are not making computers related requests since CTSS will provides all the upgrade of equipment technology for the open lab and computer classrooms once in a few years.