

## Mini Instructional Program Review: Open Lab

### Cover

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#### Overview

**Year of Last Comprehensive Review** Fall 2018

**Year of Last Mini Update, if applicable**

**Originator** Liu, Di

**Area Dean** Robbie Kunkel

#### Division

Library & Learning Resources

#### Department

Open Lab

#### Subject

- OPENL

**Is this a review for a degree/certificate or all the courses in the subject?**

### Co-Contributors

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\*Co-Contributor must be chosen before proposal is launched

### Goals

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- **1a). Provide a brief summary of your program's success and changes since your last comprehensive program review.**

We had a leadership change. The LRC open computer lab was under Division Dean Merryl Kravitz of Language Arts and LLRC division until 6/30/2020. Since our new Division Dean Robbie Kunkel was hired for LLRC DE Dual Enrollment (covering all parts of the library building) on 7/1/2020, we have been under this newly formed division. Staff members and the structure of the open lab and computer classrooms remain the same.

The open computer lab and computer classrooms continued serving the needs of students and classes on a daily basis for easy access to the latest technologies. The labs had the software updated to current versions, and some equipment such as student printers and cash loaders were replaced in fall 2017. We have gotten the new headphones for computer classrooms we requested in the last program review. They were used for ESL and language classes and satisfied instructors and students.

When the shelter-in-place order took place on 3/16/20, the open lab and computer classrooms were closed for the rest of the spring semester. While the district once considered the staff to come back to campus, we prepared to return in fall. With the situation worsening, the district decided we would not return in fall 20, so we decided to move the open lab online in August for fall 20 and continued working remotely for spring 21.

We have moved the student services to Zoom. Two staff members and three open lab tutors all scheduled their hours to hold Zoom sessions each week to provide computer related help to drop-in students, including Canvas, MyWeb, Office 365, Zoom, and Microsoft Office (Word, Excel, PowerPoint, etc.)

Each staff or tutor took a turn holding their own Zoom sessions. Our Zoom hours are from Monday-Thursday 9am-7pm and Friday 9am-1pm. We updated our webpage to include new online service information and our Zoom hour schedules and links. We also added a navigation link in Canvas with ITSS's help to allow easy access to us.

We joined the tutoring center to make an informative video to let students know about our new online services and how to access them. The video was sent to all students in the EVC student newsletter. We hope this effort can help students with computer-related difficulties during the pandemic.

- **1b). Identify which strategic initiative your program will focus on during the coming academic year.**

Since the start of fall 2021, the open lab has reopened in person. Although not many classes have returned to campus, we have seen some students and classes in the open lab and computer classrooms in fall 21. The staff members work in the lab, while tutors work in the lab for short hours and work on Zoom for most of their hours, because most students still take online classes. With most classes returning to campus in spring 2022, we'll continue to open in person, and at the same time, we'll keep the online service by appointment in order to serve the online students.

We'll try to get support from CTSS to replace the broken computers in computer classrooms to prepare for the return of classes in spring 2022. If possible, maybe replace the old computers with new ones for the next round of computer updates.

## Program Set Standards (Summary Tab)

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**Overall, EVC's Institution Set Standard for success rate is 72%, and the aspirational goal for student success is 75%.**

Success Rate (completion with "C" or better)	ProgramEVC	Program Set Standard (established during last comprehensive PR)	Program Success Goal (new)
F17-F20 average	71.44%		

**Program**

**Program Success Rate** N/A

**Program Set Standard**: It is recommended that programs identify a success standard. This standard should reflect the baseline success rate.

**Program Set Standard** N/A

**Recommendation**: 90% of the 2 year average success rate could be your program standard (average x 0.9).

**Program Success Goal**: It is recommended that programs identify a success goal. This goal should reflect the success rate to which your program aspires.

**Program Success Goal N/A**

- **2a). If your program's success rate is higher than the campus, how are you helping students succeed in and outside the classroom? If your program's success rate is lower than the campus, what are some strategies your program is implementing to improve?**

N/A

- **2b). How close is the program to meeting the program success goal?**

N/A

- **2c). Is the current program success rate higher than the program set standard?**

N/A

- **2d). Are these measures (program set standard and program success goal) still current/accurate? If not, please describe here and reset the standards.**

N/A

- **2e). Discuss any changes in success rate since last comprehensive program review. If success rates have decreased discuss a plan to deal with the decrease. If success rates have increased discuss reasons for the success.**

The open lab and computer classrooms are non-instructional, but we have student data from the Sars-Trak timekeeper to show how many students were using the lab. The data in detail is attached at the end of this review in the Attach Files section.

In summary of this data, we have more than a thousand students in head count who are using the lab with total hours around 9000 per semester. The majority of these students are college-aged students (age 18-24), with 55%-60% of female students. About 50% of these students are Asian, 35% are Latino students.

For the computer classrooms, we have about 100-150 sections of classes using the labs each semester, and more than 50 workshops and events also use the labs each semester. The total of these computer classroom users involves about 4000-5000 students in seat counts.

**Curriculum**

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- **3a). State if curriculum is up to date. If curriculum is not up to date state a plan of how all courses will be in compliance.**

N/A

## Student Learning Outcomes and Assessment

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**Your program review will not be approved unless every SLO for every course in your program, and every PLO (if your program has a degree or certificate) is complete and approved by EVC's SLO Coordinator. All SLOs and PLOs must be assessed every two years.**

### Student Learning Outcomes

#### Program Learning Outcomes

- **4a). Outline at least one example of adjustments in instruction as a result of SLO assessment.**

SLO goals for the open lab and computer classrooms:

1. Promote development of robust digital literacy and computer skills among students, faculty and staff, and the community
2. Support student learning and student success
3. Assist students to ensure accessibility to digital environments

For our SLO's, the open lab conducted student surveys each year, and for computer classrooms we conducted instructor surveys every three semesters.

From the survey results, we see students are satisfied with the open lab services. The details of survey results and the open lab and computer classroom data are attached at the end of this review in the Attach Files section.

#### Open Lab Student Survey Summary

For the open lab, students are satisfied with easy access to computers, printers, software, and the internet. Students said it's a great place for them to do homework, research, online tests, printing, etc. and to get computer-related help - especially for students who don't have access to technology at home.

Some students mentioned the noise in the open lab from the tutoring center area when they talked to students. We are on the same floor side by side, and some tutors use the open lab computer to tutor students. When they talk loudly, other students in the lab can be interrupted. We had posted signs to remind tutors and talked to the tutoring center, but sometimes it still happened.

Some are asking for even cheaper printing costs. Currently, this cost is 15 cents per page. It's a fair market price for the contract company to provide the services. We don't know if there is still room to lower the price.

#### Computer Classrooms Instructor Survey Summary

Instructors are satisfied with the computer classrooms that provide opportunities for classes to access computers during the class period, for research, online tests, using media for language classes, etc.

Most instructors are satisfied with the scheduled time they can get in the computer classrooms. Some wish their classes could get more time in the lab. The four labs serve the whole campus, so there is limited lab time each class can get. Now, each class can get up to 50% of their class time in the lab if the instructor requests. It's impossible for classes to be scheduled in the lab for 100% of their class time due to the limited labs we have.

Some instructors complained in our instructor survey that the broken computers were not fixed or replaced in a timely manner. The CTSS technician mentioned that they didn't have any computers to replace those bad ones. The lab computers are five years old and all out of warranty, and now many are unrepairable. I'll request new computers for replacement in the later section - Future Needs and Resource Allocation part of this review.

## Budget Planning

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### 5a). Did you request Resource Allocation funds in your last Program Review?

Yes

**How much funding did you request?** \$4000

**How much funding did you receive?** \$4000

### **Please discuss the use of funds received(include how this use of funds impacted students)**

We addressed the need for new headphones in the last program review, and later, with some efforts and support from the campus technology committee, we got them in two orders of a total of 150 headphones for about \$4000.

These headphones with microphones are used mainly by ESL and Spanish classes for language learning purposes. Students can listen to the materials required and record their speaking as assignments to email to their instructors. Many classes have used them in computer classrooms, and the headphones are very necessary and have a very positive impact on those classes. Students and faculty are satisfied to have them in the computer classrooms.

### **Are you requesting additional resources?**

Yes

**If yes, please fill out resource allocation request**

## Future Needs and Resource Allocation

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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.

### 1. **Technology**

#### **Ongoing Budget Needs**

#### **One-Time Expenditure**

1. Computer replacement for the 5-years-old lab computers. We need new computers for the whole lab (open lab and computer classrooms) because those computers are 5 years old and some of them are dead/unrepairable. Faculty complained a lot about the broken computers in our instructor survey for the computer classrooms which is attached and addressed in this review. Some students in class have no computer to use due to the broken computers. All computers in the lab are out of warranty and need replacement. Please consider to allocate funds for this on-time technology need. These computers should last 5-6 years with proper update and maintenance.

#### **Request linked to SLO/PLO #**

Linked to SLO #3

**Total Cost****Strategic Initiatives (student centered, organizational transformation, community engagement)**

Yes

**Improving Student success rates**

No

**Achievement of program set standard for student success**

Yes

2. **Technology****Ongoing Budget Needs****One-Time Expenditure**

2. Two laptops and two webcams. This is directly linked to student centered and student success. We need two laptops and two webcams in order to help students take online tests requiring webcam. Some students need to take online tests in a quiet place with webcam to satisfy the requirement of Proctorio, but they don't have a webcam at home, so they come to the computer lab to get help. This isn't the make-up test that requires staff's proctoring, but just the regular online test that all other students are doing at home and these students can't do so due to the lack of the webcam at home. We need two laptops and two webcams to put students in an available room wherever it is at the moment students come in. These laptops can last a few years with timely updates and probably need replacements after 6-10 years.

**Request linked to SLO/PLO #**

Linked to SLO #2 and #3

**Total Cost****Strategic Initiatives (student centered, organizational transformation, community engagement)**

Yes

**Improving Student success rates**

No

**Achievement of program set standard for student success**

Yes

**Attach Files**

## Attached File

2e). - student data.docx (/Form/Module/\_DownloadFile/1781/41814?fileId=38)

SLO - Student surveys and instructor survey.docx (/Form/Module/\_DownloadFile/1781/41814?fileId=39)

**IEC Reviewers****IEC Mentor**

Fahmida Fakhruddin

**IEC Second Reader**

William Sapigao

