

Student Services Comprehensive Program Review: Open Computer Lab

Main

Program Review Year

2023

Division

Library & Learning Resources

Department

Open Lab

Subject

- OPENL

Overview

Department/Program Name Open Computer Lab**Year of Last Comprehensive Review** Fall 2018**Year of Last Mini Review, if applicable** 11/30/2021**Preparer's Name** Nguyen, William**Area Dean** Robbie KunkelCo-Contributors

*Co-Contributor must be chosen before proposal is launched

Overview of the Department/Program

Evergreen Valley College guides all students to pathways that reach their educational and career goals through equity-centered, innovative academic programs and support services. By creating a learning environment where everyone feels welcomed and supported, we are committed to a culture of inquiry, growth, and respect that creates an equitable society in which all can participate and prosper.

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

- 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

- 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 Computer Lab has been under the Library and Learning Resources Center Division since 2021 with Dean Robbie Kunkel.

The open lab serves three areas:

- a. LRC Open Computer Lab
- b. Four Computer Classrooms
- c. Two Lecture Classrooms

LRC Open Computer Lab

The Learning Resources Center (LRC) is one of the largest and most accessible computer labs on campus. We serve as a central location for student learning, providing a well-equipped and welcoming environment conducive to independent and collaborative research and study. It is available to all currently registered EVC students to use the computers for their academic work.

Students are welcome to use a computer or a quiet study space in the Learning Resource Center's Open Computer Lab. No appointment is necessary. The area serve as a lab for classroom instruction and an open-access drop-in lab for students. The lab provides instructional support through technology for several academic and vocational disciplines including English, Foreign Language, ESL, Learning Skills, and Study Skills. Students may use the computers for research, word processing, spreadsheet, presentation software and programs required in specific classes.

The Learning Resources Center Open Computer Lab is a 61-station computer lab available for daily use. It is equipped with a scanner. The Open Computer Lab provides Internet-connected workstations with Microsoft Office applications and Windows 10. It provides free internet access with Firewall security protection, specialized software, such as the Adobe Creative Suite, ADA-compliant computer station, and software programs, such as Kurzweil, Dragon, JAWS and Zoom text. It also provides a pay-for-print system with three network printers/copiers on site. For printing, each page costs 15 cents per page for black and white copies and 50 cents per page for color copies.

Computer labs provide the space for the students to work on skills not related to classroom curriculum, especially for students without personal devices. Classroom time is limited, so instructors are often unable to provide instruction beyond the required material. For this reason, the computer lab also serves as a center for teaching computer use to whole classes. Classroom instructors also use the lab with their class for research or orientation.

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 Canvas. The open lab provides enhanced technology, equipment, and a friendly environment that students need for their success in their classes and academic goals. The use of computers also helps students build their independent study skills as well as facilitate cooperation within study groups and increases their research ability using the internet.

The open lab supplements student services by providing students with internet use for research, class registration, printing out class schedules, buying campus parking permits online, and buying textbooks online.

Computer Classrooms

The four computer classrooms LE204, LE228, LE231 and LE232 are open to all campus divisions and are used for class orientations from the beginning of semester, online classes using Canvas, training, special events, workshops, online tests, mid-terms, and exams. The computer classrooms all have state-of-the-art technology in each room with DVD, VCR players, video, audio, and document cameras. The computer classrooms are scheduled by a staff member in the lab one semester in advance. Instructors can send their requests for the dates and times they need to use the computer classroom, and the staff members will book the schedule based on all the requests collected. The instructor can get help from the lab staff with how to use the equipment in the computer classrooms, printing, projectors, video, audio, and any technology issues.

Lecture Classrooms

Two Lecture Classrooms in LE209 and LE210 are used for regular classes, orientations from the beginning of school, special workshops, events, meetings, tests, and final exams.

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

The open computer labs provide students with hands-on learning opportunities, allowing them to apply theoretical concepts in a practical setting. They can experiment with software applications, explore the internet, and learn programming languages, among other things. From the last comprehensive program review in 2017-2018, we set up the goal during this time for updating technology related programs, computer software and hardware, Windows 11, printer software updates. The current old network printers were also replaced.

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

Since Fall 2021 when we returned to campus following the campus shutdown due to COVID-19 in March 2020, the open lab has reopened in-person. There are in-person classes but fewer due to an increase in Online and Hybrid classes. In the open lab, we have moved the student services to an online Zoom schedule. Two student computer tutors and two staff assistants all have scheduled their work hours to hold online Zoom sessions each week Monday to Friday to provide computer-related help for drop-in students, including Office 365, Microsoft Word, Excel, PowerPoint, Canvas, Exam View Test Player, Eclipse IDE for Java Developers, CasasWeb and Lock Down Browser.

- **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.**

After returning to campus in-person, open labs provide more in-person help in the open lab areas. Students can drop in any time during the open hours for help in-person, online classes, or printing. Because the current lab's computer classroom computers are 9 years old, they will be upgraded to replace all computers in the labs due to many online classes now requiring laptops or webcams to do the online tests or exams. An upgraded computer lab will provide engaged learning. The Open Computer Lab provides learning assistance and support to all current credit students. Our services are designed to help students with academic and job-related activities essential for academic achievement.

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.

Full time faculty

Part-time faculty

full time Classified 1

Part-time Classified (permanent)

Part-time Classified (hourly)

Administrators 1

Student workers 3

Program Quality

- **1. Describe the impact of the program's service offerings to the students and the campus.**

The open lab and computer classroom computers are over the 6-year refresh cycle. Not only will an upgrade provide the college with current and up-to-date technology, but it also brings considerable cost-savings to Evergreen now when we need it most. Equipment is due for replacement. Computer replacement is based upon computers that are outdated for online teaching or learning to directly support student success and daily operations.

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

The majority of California community college students are struggling to meet their basic needs. The federal government influences education by allocating funding to the school districts that follow the federal guidelines, usually through the property taxes of special bond issues.

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

The Open Computer Lab uses the SARS-TRAK TimeKeeper system to track student's hours of usage. Since the campus shutdown in 2020, usage has declined but is beginning to increase again in 2023 as more and more classes return on campus.

- **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 computer lab and computer classrooms post the lab's information on the EVC website and in the lab brochures in the Microsoft Outlook Public folder. We update the lab information on the website every semester and on the reserve computer classroom schedules daily if they have changes. We also update the Catalogue Narratives every year for the college 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 provides a special computer station with special software for students with disabilities. There is an adjustable table and trackball mouse for the students.

- **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 open computer lab serves students who are taking required courses, or non-credit courses. For basic skills students, they can have a tutor to help individually one-on one and support them. The open lab works well with the students because of interaction among the faculty, coordinator, and student assistants all working together for student success.

Program Access

Student Demographic: Gender

- **Female: 4783 - 55.940%**
Program Headcount
 203.000
Program Percentage of Total
 55.700
- **Male: 3741 - 43.640%**
Program Headcount
 159.000
Program Percentage of Total
 43.600
- **No Value Entered: 35 - 0.410%**

Program Headcount

3.000

Program Percentage of Total

0.700

Student Demographic: Age

- **17 & Below: 547 - 6.390%**

Program Headcount

6.000

Program Percentage of Total

1.600

- **18-24: 5148 - 60.070%**

Program Headcount

198.000

Program Percentage of Total

54.300

- **25-39: 1986 - 23.290%**

Program Headcount

88.000

Program Percentage of Total

22.500

- **40 & Over: 874 - 10.220%**

Program Headcount

77.000

Program Percentage of Total

21.200

- **Unknown: 4 - 0.050%**

Program Headcount

1.000

Program Percentage of Total

0.300

Student Demographic: Race/Ethnicity (IPEDs Classification)

- **American Indian: 26 - 0.300%**

Program Headcount

4.000

Program Percentage of Total

1.100

- **Asian: 3587 - 41.910%**

Program Headcount

183.000

Program Percentage of Total

49.700

- **Black or African American: 197 - 2.320%**

Program Headcount

9.000

Program Percentage of Total

2.500

- **Hawaiian/Pacific Islander: 30 - 0.350%**

Program Headcount

2.000

Program Percentage of Total

0.400

- **Latinx: 3494 - 40.870%**

Program Headcount

126.000

Program Percentage of Total

34.200

- **Two or More Races: 240 - 2.830%**

Program Headcount

9.000

Program Percentage of Total

2.400

- **Unknown: 435 - 5.000%**

Program Headcount

22.000

Program Percentage of Total

5.800

- **White: 548 - 6.410%**

Program Headcount

14.000

Program Percentage of Total

3.700

- **a. Based on the students served and percentage 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 number of students served in the open lab and computer classrooms are decreasing because of the year spring 2020 CODID-19 pandemic, but we are using technology to accommodate more online students through different activities in class, such as videos, lecture, discussions, groups, or different assignment methods, use of technology in teaching and learning to engage in as many ways of learning as possible. With the rush to move instruction from in-person to online in response to the worldwide pandemic in 2020, some instructors and the course designers have inadvertently left some students out of many learning activities because they have not employed well-established inclusive practices. These instructional materials provide a path forward in improving existing offerings and designing new ones that ensure that all students can benefit from online educational opportunities. The Open Computer Lab provides a location to those students who need help with technology or Canvas to go to for help and tutoring assistance.

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LRC Open Computer Lab Student Report from SARS-TRAK

Fall 2019 – Fall 2022

	<u>Total Students</u>
Fall 2019	1,024
Spring 2020	557
Summer 2020	-
Fall 2020	-
Spring 2021	-
Summer 2021	-
Fall 2021	103
Spring 2022	184
Summer 2022	24
Fall 2022	185

classroom served is drop down because of in-person classes changes to online classes.

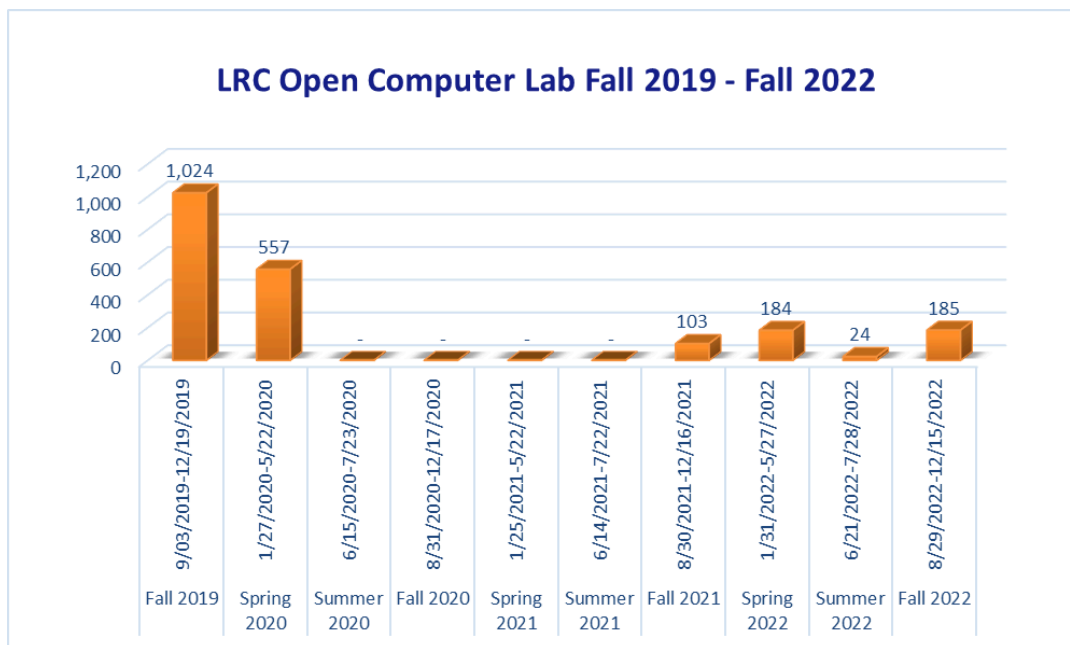
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The computer classroom served is drop down because of in-person classes changes to online classes.

- **b. Are there any gaps in the students served compared to the college demographics?**

No gaps.

- **c. Based on your findings, what interventions can the program implement to address any gaps in services?**

No gaps.

Curriculum- If applicable

- **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. For CTE, the timeline is 2-year.**

N/A

- **2. Identify all the courses offered in the program and describe how these courses remain relevant in the discipline. 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.**

N/A

- **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?**

N/A

- **4. Discuss plans for future curricular development and/or program (degrees & certificates included) modification.**

N/A

- **5. Describe how your program is articulated with High School Districts, and/or other four- year institutions**

N/A

- **6. If external accreditation or certification is required, please state the certifying agency and status of the program.**

N/A

Service Area Outcomes and Assessment

Related Assessments

PART C: Service Area Outcomes and Assessment

- **1. List the Service Area Outcomes (SAOs), and how they relate to the ILOs**

The Service Area Outcomes, which are categorized as instructional and non-instructional areas.

- Instructional area measured by computer classrooms surveys
- Non-instructional area SLO's are measured by the open lab student surveys. For each spring semester we do a survey to ask students feedback about the open lab, such as why they come to the lab, and whether or not the open lab provides easy access to computers, software, internet, and printing/copying.
- **2. Since your last program review, summarize SAO assessment activities and results. Please include dialogue regarding SAO 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...)**

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Survey Results, Spring 2022

The total number of students' survey is: 22.

Please answer the following questions honestly:	Scale (circle one)				
	Strongly Agree	Agree	Disagree	Strongly Disagree	Does not apply
1. The open lab provides easy access to computers, software, internet, and printing/copying.	20	2			1
2. The open lab allows students to efficiently use their time while on campus for academic success.	18	4			1
3. The open lab helps improve computer skills, such as using MS Office, and online research ability to acquire information needed.	15	4	2	1	1
4. The open lab helps contact and communicate with colleagues and friends by using emails, canvas, and social media tools, etc.	16	5	1		1
5. The tutors and staff help answer your computer related questions.	20	2			1
6. The Open Lab's Hours are convenient.	16	4		2	1

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

More student tutors are now on hand to assist Open Lab students to improve computer skills. Open Lab also works closely with Campus Tutoring in sharing tutors to assist students since much of the coursework is now online through Canvas.

Faculty and Staff

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.

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One full time classified staff:

Frances Lau – Position Title: Instructional Support Coordinator

Hours: M-F 7:30 am-4:30 pm, covering the LETC building main floor open main entrance and Open Lab opening and closing.

This position monitors and is responsible for the open lab operation and troubleshooting the open lab computer problems. She hires, trains, schedules workers, and supervises the computer lab tutors and Federal work-study student assistants, submits and approves student monthly online time entry time sheets, and oversees hourly instructional tutor budget. She also collaborates with instructors to maintain up-to-date knowledge of teaching and learning theories and technologies, and computer application pertinent to program and services. This position monitors the SARS-TRAK system on front desk log-in and log-out, runs the timekeeper report at the end of each semester, prepares statistical timekeeper reports, student surveys, and materials in the program. The coordinator also helps students with network printing problems or computer questions. She creates labs signs to advertise services, brochures, and printing directions.

Expertise areas include Windows, Microsoft Office, database management system, Oracle, Program Design, Page Maker, Desktop Publishing, Front Page, and Dreamweaver etc. Overall, she ensures the labs run smoothly, all students, and lab faculty are working well with their needs of computer, printing assignments, and technology in the labs.

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

Open Computer Lab staff meet with the Dean and Division of Library and Learning Resources every month to assess and improve upon student services and resources.

Budget Planning

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.**

Hourly Instructional Tutor Budget:

The open lab has one budget account from the college general fund (Fund 10): Hourly Instructional Tutor Account. This account has remained the same since 2005 for \$11,330.00 per academic year through 2023. Currently, this budget is not adequate at the current year because the pay rate has gone up from \$10.00 in 2005 to \$18.00 per hour while the funding has remained the same as in 2005. To accommodate this increase for the same amount number of hours per week (35 hours per week for 32 weeks for fall and spring semesters), the funding should be increased to \$20,160.00.

Supplies Budget:

Since year 2011, the Open Lab has not had a supplies budget provided for office supplies, papers, classroom markers, pens, pencils or student items for open lab and computer classrooms. Prior to 2011, the supplies budget was \$1,300.00 per year.

- **2. List all external funds i.e. fund 17 etc. the department/program receives, and describe their primary use.**

No Fund 17 for budget. Not applicable.

Technology and Equipment

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. The current open lab computers and computer classrooms computers are 9 years old since 2014. It is the time to replace them for all. Some of the computer classroom computers are broken and need replacement.
 - b. Network Printers replacement: The three printers from Konica Minolta model bizhub c224e since 2014 in the open lab are old. Last year 2022, CTSS tried to update the new software to PaperCut since it did not completely work with swiping the student's ID card before. The new printing instructions now use the Username and password on the printer, but students can send the print jobs from their own computer, laptop, or cell phone by using their SSO login (username and password), which is the same as Canvas.

Additional Information

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.

Future Needs and Resource Allocation Request

Total Cost

Attach Files

Attached File

IEC Reviewers

IEC Mentor

William Sapigao

IEC Second Reader

Judith Girardi