1. Assessment Plan - Three Column

PIE - Library & Learning Resources: Academic Support and Achievement Center Unit

Unit Goals	Resources Needed	1. Where We Make an Impact: Closing the Loop on Goals and Resources
Planning and Assessment - Utilize strategic planning and assessment to evaluate and improve the resources and services the LAC provides. The primary purpose of this alignment is the successful implementation of outcomes based assessment that is relevant and clearly linked to the college's new Educational Master Plan and it's regularly scheduled Planning for Institutional Effectiveness (PIE) process. **Status:** Active **Goal Year(s):** 2017-18, 2018-19, 2019-20 **Date Goal Entered (Optional):** 06/26/2017	**Report directly on Goal**	**Reporting Year:** 2018-19 **% Completed:** 75 Progress on establishing an strategic and assessment plan for the ASAC is ongoing. Theses process have been delayed due to the implementation of AB705/Multiple Measures and the creation of the Academic Support Group which is the chief planning and organizational body for academic support centers at the college. We will continue to develop our plans based on the structure and guidance we receive from the Academic Support Group and the impacts of the implementation of Multiple Measures. Also, assessment plans need to be shared with staff. A revised plan should be implemented so that all staff contribute and aware of progress. Also, this should be a process the department reviews at the end of each term in order to effectively recall the work that has been completed. (04/29/2019) **Reporting Year:** 2017-18 **% Completed:** 100 In 2017-2018 a preliminary strategic plan for the LAC was drafted and submitted to staff for review and approval. The preliminary plan included a revision mission statement, vision, goals and objectives. With the passage of AB 705 and the proposed changes caused by the implementation of Multiple Measures (MM), the decision was made in January 2018 in adopt a more measure approach in the

Unit Goals	Resources Needed	1. Where We Make an Impact: Closing the Loop on Goals and Resources
	Report directly on Goal	development of the plan. Currently, the LAC is waiting to see what type of impact MM will have on college enrollment, course offerings, student demand and fiscal resources before a finalized plan will be completed. Going forward the LAC will continue to conduct assessment and planning based on the previous strategic plan, while being able to response to any issues that may arise as MM is rolled out. (05/30/2018) **Related Documents:** [Preliminary Draft LAC Strategic Plan 2017-2022.docx](#)
	Request - No Funding Requested - Develop a multi-year Chronological Assessment Plan (CAP). This CAP will consist of specific plans for the Learning Lab, Tutorial Services, Testing Center and the LARC. This plan will establish regular reporting cycles including month daily, weekly, monthly and semester reports for each unit of the LAC. ***Describe Plans & Activities Supported (Justification of Need):** Need to revisit CAP plans with entire staff. Modify and adjust to reflect current conditions and unit priorities. ***Lead:** John Cardenas **What would success look like and how would you measure it?:** LAC will develop a comprehensive 3 year assessment plan integrating the 4 operational areas that it is composed of by September 2017 . **Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees. **Planning Unit Priority:** Medium **One-Time Funding Requested (if**	**Reporting Year:** 2018-19 **% Completed:** 100 The process have been completed. However the 3 years assessment plan we have created is flexible and my be modified to address changes in the needs of the ASAC as well as the needs of the college as it relates to assessment and the center's impact on student success and the college's new Student Centered Funding Formula requirements. (04/29/2019) **Reporting Year:** 2017-18 **% Completed:** 50 A preliminary assessment plan was developed for the LAC. The plan was based on assessment that wold take place each semester and those that would take place over a longer period of time. The LAC staff is currently working on standardizing assessment process such as what will be assessed, common practices for assessment, methods of assessment and establishing benchmarks for assessment. The work on the multiple year assessment plan has been slowed do to the hiring of a new LAC Director, the implementation of Multiple Measures and the staffing changes in the center. (05/30/2018) **Related Documents:** [LAC Chronological Assessment Plan 2017-2020.xls](#)

| | **applicable):** 0
Total Funding Requested: 0
Request - No Funding Requested - Develop a multi-year strategic plan for the LAC.
*Lead: Tom Vitzelio
What would success look like and how would you measure it?: The LAC will develop a comprehensive multi-year strategic plan by December 2017.
Type of Request: RESEARCH SUPPORT: Evaluating or researching the impact of your educational intervention (cross sectional, cohort tracking).
Planning Unit Priority: Medium | **Reporting Year:** 2018-19
% Completed: 100
The process have been completed. However the strategic plan we have created is flexible and my be modified to address changes in the needs of the ASAC as well as the needs of the college as it relates to Multiple Measures, Guided Pathways and the center's impact on student success and the college's new Student Centered Funding Formula requirements. (04/29/2019)

Reporting Year: 2017-18
% Completed: 50
In 2017-2018 a preliminary strategic plan for the LAC was drafted and submitted to staff for review and approval. The preliminary plan included a revision mission statement, vision, goals and objectives. With the passage of AB 705 and the proposed changes caused by the implementation of Multiple Measures (MM), the decision was made in January 2018 in adopt a more measure approach in the development of the plan. Currently, the LAC is waiting to see what type of impact MM will have on college enrollment, course offerings, student demand and fiscal resources before a finalized plan will be completed. Going forward the LAC will continue to conduct assessment and planning based on the previous strategic plan, while being able to response to any issues that may arise as MM is rolled out. (06/04/2018)
Related Documents:
[Preliminary Draft LAC Strategic Plan 2017-2022.docx](#) |
| | **Request - No Funding Requested -** Develop assessments that gather data on the online experience related to using ASAC services; compare with data on in-person experiences, and survey students to gather information as to method of delivery moving forward (online,in-person, or both) | |

Unit Goals	Resources Needed	1. Where We Make an Impact: Closing the Loop on Goals and Resources
	*Lead: Kristina Alvarado, John Cardenas, Rafael Delgado **What would success look like and how would you measure it?:** Once data collected, ASAC will need to consider how this data will inform services moving ahead. Making improvements based on student need. **Type of Request:** RESEARCH SUPPORT: Evaluating or researching the impact of your educational intervention (cross sectional, cohort tracking). **Planning Unit Priority:** High **One-Time Funding Requested (if applicable):** 0 **On-Going Funding Requested (if applicable):** 0 **Total Funding Requested:** 0 **Request - No Funding Requested -** Work with RIE to establish data benchmarks for tutoring expansion into key subject areas that have high numbers of disproportionate student groups. ***Lead:** John Cardenas **What would success look like and how would you measure it?:** Increase support for these subjects by availability of embedded tutoring or supplemental instruction. **Type of Request:** RESEARCH SUPPORT: Evaluating or researching the impact of your educational intervention (cross sectional, cohort tracking). **Planning Unit Priority:** High **One-Time Funding Requested (if applicable):** 0	

Unit Goals	Resources Needed	1. Where We Make an Impact: Closing the Loop on Goals and Resources
	Total Funding Requested: 0	

Facilities and Technology - Provide students access to a comfortable, modern and well maintained facility that establishes a learner centered environment for students, faculty and staff. **Status:** Active **Goal Year(s):** 2017-18, 2018-19, 2019-20, 2022-23 **Date Goal Entered (Optional):** 06/19/2017	**Report directly on Goal**	**Reporting Year:** 2021-22 **% Completed:** 0 We were able to return back to campus July 2021. We hope to have this request filled in the upcoming year. (05/31/2022)
	Request - Full Funding Requested - Interior Painting ***Describe Plans & Activities Supported (Justification of Need):** The interior sections of the ASAC are in need of painting. ***Lead:** Kristina Alvarado **What would success look like and how would you measure it?:** All walls in the four major areas of the ASAC will be repainted by June 2019 **Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas. **Planning Unit Priority:** Medium **Total Funding Requested:** 0	**Reporting Year:** 2019-20 **% Completed:** 0 This resources is needed especially with the installation of new carpet in the building during the summer of 2019. The current condition of the walls in the ASAC will not help to create a more clean and welcoming environment like the new carpet will. No progress as a result of Covid 19 at start of spring 2020 semester. (04/29/2019)
	Request - Full Funding Requested - ASAC SI meeting room 6-150 ***Describe Plans & Activities Supported (Justification of Need):** There has been a critical shortage of rooms to provide early success to students since classrooms are not released for SI until the third week of classes. This room was previously a room for SI's until demand for space by HR and other departments became priority this year. This space for SI's will allow sessions to get started immediately without waiting for classrooms to open up.	**Reporting Year:** 2019-20 **% Completed:** 0 According to staff, this is still a need given the demand for SI. (07/08/2020)

Unit Goals	Resources Needed	1. Where We Make an Impact: Closing the Loop on Goals and Resources	
	*Lead: Kristina Alvarado **What would success look like and how would you measure it?:** More SI sessions would be held because of this room's availability. **Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas. **Planning Unit Priority:** High **One-Time Funding Requested (if applicable):** 0 **On-Going Funding Requested (if applicable):** 0 **Total Funding Requested:** 0		
Professional Development - Provide students with a highly trained and professional staff that will participate in professional development opportunities that promote customer services, continuous improvement of instructional techniques, providing a positive learning environment, and knowledge of current best practices for the field. **Status:** Active **Goal Year(s):** 2016-17, 2017-18, 2018-19 **Date Goal Entered (Optional):** 06/28/2017	**Report directly on Goal**	**Reporting Year:** 2018-19 **% Completed:** 100 The ASAC is continually working to provide our staff and students with the knowledge, skills and abilities to serve the faculty, staff and students they survey. Currently, the ASAC team is working to modify our training program to address the new challenges we face due to the implementation of AB705/Multiple Measures and Guided Pathways. As part of this modification process, we have identified the ASAC Coordinator as the point person in charge of the development a new professional development program. The ASAC Coordinator works with staff members overseeing tutoring, Supplemental Instruction and front line staff to create a program that provides the ASAC staff with the skills and resources they need. Update: ASAC will collectively make decisions as to opportunities for professional development. (04/29/2019)	: With the SI Coordinator (hired 2019) and the support of a Program/Project Specialist, staff implemented procedures and trainings for the UMKC SI accreditation/ certification: This includes specific trainings, observations, and evaluations of SIs and the SI program. This is an intensive process which requires additional hours of the SI leaders. The training is valuable as it allows for SI leaders to engage with learning multiple modalities applicable to a variety of disciplines. The SI/ET/SG program has grown significantly, especially during the pandemic. Many faculty (especially in STEM areas) are continuing to request SI's and ET's for their courses. Provided tutors with Equity

Unit Goals	Resources Needed	1. Where We Make an Impact: Closing the Loop on Goals and Resources

Report directly on Goal

trainings through collaborations with other departments: Collaborated, partnered, and established alliances with the other departments on campus including the Equity Center, El Centro, and MMI.
Invited faculty and staff from ACCESS to provide a specialized training for all tutors. Content included strategies tutor can use when working with students with disabilities.
Canvas Tutor Training Modules: Provided training to ten tutors using the tutor training modules. Provided feedback and evaluation of the Canvas Tutor Training Modules to department chair to modify and make improvements to the modules.
 Implemented biweekly Mentor Walking Meetings: Met biweekly with mentors to guide the observation procedures and evaluations of drop-in tutors. Walking meetings (provided by Mt. SAC guidelines) proved to be a productive and health way to hold the mentor meetings. (07/01/2022)

Reporting Year: 2017-18
% Completed: 100
The LAC has made significant progress on implementing a more comprehensive professional development progress. Staff has attend several training events in POD as well as outside conferences.   (05/30/2018)

Outreach and Awareness - Increase college wide awareness and usage of

Report directly on Goal

Reporting Year: 2019-20

Unit Goals	Resources Needed	1. Where We Make an Impact: Closing the Loop on Goals and Resources
ASAC services and resources and develop effective collaborative relationships with instructional and student service programs. **Status:** Active **Goal Year(s):** 2016-17, 2017-18, 2019-20, 2022-23 **Date Goal Entered (Optional):** 06/07/2022	**Report directly on Goal**	**% Completed:** 100 The ASAC continues to make progress on improving the awareness of our services and resources at the college. Currently we have undertaken an extensive social media program and are participating in several school events to establish as presence for the center on campus This will be part of the 2020-2021 goal of strategic promotion as a department and a division. (04/29/2019)
		Reporting Year: 2017-18 **% Completed:** 50 Our college wide market planning is still being refined and implemented on a gradual basis. The implementation of Multiple Measures has forces the LAC to reevaluate our plan to better meet the new challenges that the college will be facing. (05/30/2018) **Related Documents:** LAC Primer.docx Marketing plan.docx
	Request - No Funding Requested - Promotion of services especially with focus on students who are not aware of services, and who have not utilized the services. Target disproportionatley impacted populations ***Describe Plans & Activities Supported (Justification of Need):** Plan to utlize dash board data to monitor. Plan to launch focus groups. Work with equity programs to bring awareness about services and the experience of acadmic support to their programs. Plan outreach events for these students including food, incentives to participate in study, and promotional item students can use. ***Lead:** Kristina Alvarado	

What would success look like and how would you measure it?: Assessment data will indicate increased awareness levels of students.

Type of Request: RESEARCH SUPPORT: Evaluating or researching the impact of your educational intervention (cross sectional, cohort tracking).

Planning Unit Priority: High

Total Funding Requested: 0

Request - No Funding Requested - Develop portal announcements, develop template of ASAC services to be used by faculty in syllabus, and create virtual in-class presentations. Ready for fall 2020 semester.

*Lead: Kristina Alvarado, John Cardenas, Lester Lawenko

What would success look like and how would you measure it?: Survey students to ascertain how they found out about ASAC services; Increase in number of students using services while remote, foster ongoing opportunities to work with faculty to promote academic support

Type of Request: MARKETING: Requests for services in the areas of graphic design, news, and photography, posting information, communication and social media.

Planning Unit Priority: High

One-Time Funding Requested (if applicable): 0

On-Going Funding Requested (if applicable): 0

Total Funding Requested: 0

Related Documents:

Unit Goals	Resources Needed	1. Where We Make an Impact: Closing the Loop on Goals and Resources

Academic Staff, Support and Resources - Provide students with access to high quality and effective academic staff, resources and support that strengthens curriculum they are learning, ensures success in their courses and empowers them to develop the skills to be lifelong learners.
Status: Active
Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2022-23
Date Goal Entered (Optional): 06/26/2017

Request - Full Funding Requested - Funding for an additional .475 Learning Lab Assistant
*Describe Plans & Activities Supported (Justification of Need): Hiring an additional .475 Learning will allow for more coverage for Testing Services. Currently Testing Centers is open 70 hours a week, but only has 40 hours of dedicated coverage. Test Services administers several hundred exams a semester and the lack of coverage requires the center to shift staff from other areas to cover.
*Lead: Kristina Alvarado
What would success look like and how would you measure it?: A .475 Learning Lab Assistant for Testing Services will be funded.
Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.
Planning Unit Priority: High
On-Going Funding Requested (if applicable): 22058
Total Funding Requested: 22058
Related Documents:
2018-19_EZSalaryProjection Learning Lab Assistant Testing Services.xlsx

Reporting Year: 2018-19
% Completed: 0
The ASAC has withdrawn this request based on its current priorities for staffing (05/10/2019)

Request - Full Funding Requested - Funding to the service period for the Program/Project Specialist for Tutorial Services and Supplemental Instruction
*Describe Plans & Activities Supported (Justification of Need):

Reporting Year: 2018-19
% Completed: 0
Status of this activity is unknown as of the completion of the document in May 2019. No notification was given to us in regards to the approval of this request from the 2017-2018 PIE. However, the need and the priority has not changed. In fact the need to extend the 10 month contract

Unit Goals	Resources Needed	1. Where We Make an Impact: Closing the Loop on Goals and Resources
	The plan will allow the ASAC to convert their current 10 Program Specialist to a 12 month Program Specialist to meet the growing demand on tutoring and SI at Mt. SAC. Both tutoring and SI operate year round to support student and faculty and a lack of a year round program specialist present a unique series of challenges for the unit. These challenges include a lack of staff available to hire, train and evaluate staff, a lack of personnel involved in planning of programs and services as well as constant delays in dealing with ordering and scheduling. These challenges will only increase with the implementation of the Multiple Measures and Guided Pathways programs at the college. Year round support is a necessity if we are going to be able to meet these growing demands. ***Lead:** John Cardenas and Kristina Alvarado **What would success look like and how would you measure it?:** The 10 month Program/Project Specialist for Tutorial Services and Supplemental Instruction will be fully funded by Jun 2019. **Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees. **Planning Unit Priority:** High **On-Going Funding Requested (if applicable):** 11700 **Total Funding Requested:** 11700 **Related Documents:**	to 12 months is even more imperative with the increase in demand for tutoring due to Multiple Measure implementation. (05/10/2019)

2018-19_EZSalaryProjection Program or Project Specialist 10 Month.xlsx

2018-19_EZSalaryProjection Program or Project Specialist 12 Month.xlsx

Request - Full Funding Requested - Funding for additional academic support staffing (tutors, SI leaders and counter staff)

*Describe Plans & Activities Supported (Justification of Need): The ASAC has been extremely busy and additional counter and tutor support has been needed during our most busy times. According to the data collected, student access to the ASAC has grown significantly. The ASAC was the only center on campus to have a positive increase in FTES generated by student use when compared to the previous semester fall 2017 semester. This over 87% increase in FTES has required the ASAC to significantly increase tutoring staff to meet the demand. Another issue that has required an increase in funds   used is the type of subject areas that students are requesting tutoring for. The major of tutoring demand has come in the STEM areas which has required us to hire tutors at high starting salaries due to their knowledge and subject area expertise. As the chart below clearly illustrates, physics, math and chemistry had large increases in the number of students served during the fall 2018 semester.

*Lead: Kristina Alvarado and John

Cardenas

What would success look like and how would you measure it?: The ASAC would have $100,00 in additional funds to address the growing demand for tutors at the college caused by the implementation of Multiple Measures by the start of the 2019-2020 academic year.

Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.

Planning Unit Priority: Urgent

One-Time Funding Requested (if applicable): 10000

Total Funding Requested: 10000

Related Documents:

[Student Worker COLA Minimum Wage Analysis.pdf](#)

[fund request PIE 2018-2019.pdf](#)

Request - Full Funding Requested - Funding for Canvasador Program 2023

*Describe Plans & Activities Supported (Justification of Need): The mission of the Canvasador Program is to help current Mt. SAC students successfully navigate Canvas as well as other learning platforms that faculty use inside of Canvas and in their courses. The unique feature of the program is that it offers peer-to-peer assistance which creates opportunities for students to learn from one another, build rapport, and foster a sense of community.

While more face-to-face instruction resumes on campus in fall 2021, a significant number of classes will

continue to be online. Both modalities require students to be well versed in navigating Canvas and myriad tools integrated in Canvas. For online instruction, Canvas is the virtual classroom. Canvas also functions as a communication platform between faculty and students, platform to submit assignments, conduct discussions, and take quizzes/ assessments. The Canvasadors are the peer student support who offer real-time and asynchronous help. They also refer students to other academic support resources through the Mountie Student Hub. The Canvasadors program is housed in ASAC and part of the ASAC Computer Lab team. This service is crucial to help students prepare for both remote and in-person instruction.

Due to remote instruction and services, the Canvasador program has been vital to filing a void of technological support directly for students. The team of Canvasadors (currently 5 hourly staff) field student inquiries related to Canvas, Proctorio (which will soon be Honorlock), the Mountie Student Hub, and several other learning platforms at Mt. SAC. Students are able to reach out to the Canvasadors through email, questions submitted through smart sheet, and social media. Their reach with the students is wide and meets students where they are. The Canvasadors continue

to produce online tutorial content (such as videos, guides, scripts) which have contributed to expansion of the Mountie Student Hub and the Canvas Student Support Center. The work they do is critical to the ongoing development of content and support for students learn these necessary technological tools. The Canvasadors role has expanded and will continue to grow in order to support remote and in-person instruction. This year the college will utilize a new, online exam proctoring tool called Honorlock. A transition like this will take time for both faculty and students equally to learn and implement this new tool. The Canvasadors are tasked with developing instructional content for students and answering questions related to using this new platform. This will be a critical task for instruction. It will take the year to fully understand what content is needed and support students when they need to take exams. Additionally, the Canvasador program has gained awareness among student services areas- primarily equity programs- who want their students to have the most comprehensive introduction to using Canvas and other platforms. The Canvasadors have participated in a series of pre-semester academic workshops launched by the Library and Learning Resources Division. For example, during the week prior to the start of summer session, over 75

| | students attended four zoom Canvas workshops. Their work not only helps students get prepared for their academic term but also helps reduce the time faculty spend providing Canvas instruction. The funds requested will ensure the program will continue to help students with educational technology irrespective of instructional modality through June 30, 2022. Amount requested to fund the Canvasador Program from January 2022-June 30, 2022 is $25,875.00
Calculation: 5 staff X 23weeks X 15rs/wk X $15/hr = $25,875.00
Benefits: 6%

*Lead: Kristina Alvarado
What would success look like and how would you measure it?: 1) Track the number as well as feedback of student inquiries submitted for assistance, outreach activities conducted and track success of the outreach efforts. Track success of project deliverables- example- how utilized is the content utilized in the Canvas Student Support Center and Mountie Student Hub.
Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.
Planning Unit Priority: Urgent
One-Time Funding Requested (if applicable): 25875
Total Funding Requested: 25,875 | |