

BASIC PROGRAM INFORMATION

Program Review is about documenting the discussions and plans you have for improving student success in your program and sharing that information with the college community. It is also about linking your plans to decisions about college resource allocations. With that in mind, please answer the following questions.

Program/Department Name:

Division Name:

Please list all team members who participated in this Program Review:

Name	Department	Position
Linda Robinson	Media Center	Instructional Associate
Julie Riggins	Media Center	Instructional Associate

Number of Full Time Faculty:

Number of Part Time Faculty:

Please list all existing Classified positions: *Example: Administrative Assistant I*

SECTION 1: PROGRAM REFLECTION

1A. Program Update: Based on the program review [data](#), please tell us how your program did last year. We are particularly interested in your proudest moments or achievements related to student success and outcomes.

	2012-2013	2013-2014	2014-2015
Students Served Head Count:	62,184	44,635	13,465
Non-Print Items Circulated:	725	402	145
Non-Print Titles in Collection:	1603	1544	1532
<i>(some titles have multiple copies or subsets, referred to as items, which are not included in this stat)</i>			
Due to the renovation of the Learning Resource Center, the Media Center spent 2014-2015 in a swing space located in parking lot 5, room 5941-5942. The above statistics reflect this change and the loss of our central location. Student and staff use of the non-print collection and the open computer lab declined significantly. The open computer lab saw a 69% drop in use while circulation of materials declined by 64%. Therefore, in terms of viability, location is key to the Media Center's effectiveness.			
Our non-print media collection remained relatively steady as we balanced discards with new purchases.			

An in-house paper survey was available to students during the 2014-2015 academic year. Though respondents were few, students continue to favorably acknowledge the approachability and helpfulness of staff, while our print service, ePRINTit, scored the lowest in terms of services provided.

There were few achievements made during the year. Rather than improving and expanding, the Media Center had to contract in order to fit its temporary location. However, the staff made every attempt to provide students with the services and items they required for academic success.

1B. Program Improvement: What areas or activities are you working on this year to improve your program? Please respond to any feedback from the supervising administrator from last year's program review.

The non-print media collection was heavily weeded before the move in 2014. Weeding continues on a limited basis since most of the collection is in storage. A limited amount of VHS tapes are being updated, discarded or slated for archive. Meeting ADA requirements and addressing relevancy still continues to be determining factors when purchasing new, non-print material.

Films on Demand, a streaming video service provided through the library's website, contains 26,456 titles. All titles are closed captioned meeting ADA compliancy. This service compliments our in-house collection since FOD's titles change, while the Media Center's remain constant. Faculty reviews of FOD continue to be mixed based on feedback. A faculty survey of FOD use should be undertaken once Learning Resource services are re-established in the new building.

The Media Center has provided much in terms of staff support to the ePRINTit print system. Prior to the move, the bulk of student printing on campus took place in the Media Center. However, the system is cumbersome and therefore discussions are underway to provide an alternative print system, which is more intuitive and receptive to student's needs. Demonstrations by vendors for a new system are underway. The viability of tying the Owl Card to printing is also being discussed.

Student use of the open computer lab has changed. The frequency in which students require staff support has decreased due to an overall improvement in computing skills. The staff has had to adjust their role and become more involved in desktop and software management in order to meet course requirements and help improve student success.

1C. Measures of Success: What data or information will you use to measure your success (e.g. student success rates, changes in student or program learning outcomes)?

Currently student success is measured through an in-house paper survey, and student observation and feedback. Observation of patron use examines the following: Were the instructions clear? Did our service(s) meet the student's need? Is the environment conducive to learning? Are signage and handouts effective? Student feedback is always welcomed and a

means of improving services.

In the future, the Media Center plans to work with the office of Institutional Research to develop a survey that will reach more students with a focused analysis of our services. After contacting the office, it was decided to develop a survey once the Media Center returns to its renovated location.

While stated Learning Outcomes can encapsulate a goal, observation and feedback help affect change and make improvements in a timely manner. Our Service Learning Outcomes are on going and a reflection of our current services.

1D. EMP Goal: The 2015-2020 Educational Master Plan includes the following goal:
“Create a culture of equity that promotes student success, particularly for underserved students.”

Based on the program review [data](#), tell us some of the things your program will be doing this year to support this goal. You will be asked to report on any accomplishments on your next comprehensive program review.

The Media Center is open to ALL students and is therefore reflective of the demographic makeup of the college. It strives for inclusivity by providing an environment that recognizes all skill levels and offers support to any and all class of learners.

SECTION 2: PROGRAM OBJECTIVES & RESOURCE REQUESTS

2A. New Program Objectives: Please list any new objectives (do not list your resource requests).

Program Objective	Implementation Timeline	Progress Measures
<i>Example: Offer 2 New Courses to Meet Demand</i>	Winter 2016 Term	Course Enrollment
Offer a user friendly print system	Fall 2016	
Extend hours to meet student's needs particularly in the morning when access to a printer is essential	Fall 2016	

2B. Resource Requests: Using the table below, summarize your program's unfunded resource requests. Refer to the Operations Planning Committee (OPC) [website](#) for current guiding principles, rubrics and resource allocation information. Be sure to mention the resource request in your narrative above when discussing your program so the request can be fully vetted.

Resource Request	\$	Program Objective (Section 2A)	Type of Resource Request			
			Full-Time Faculty/Staff Position	One-Time B-Budget Augmentation	Ongoing B-Budget Augmentation	Facilities and Equipment
Replace	\$5000	Basic Skills	<input type="checkbox"/>	<input type="checkbox"/>	X <input type="checkbox"/>	<input type="checkbox"/>

appropriate VHS with DVD format				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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2C. Unbudgeted Reassigned Time: Please list and provide rationale for requested reassign time.

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SECTION 3: LEARNING OUTCOMES ASSESSMENT SUMMARY

3A. Attach 2014-2015 Course-Level Outcomes: Four Column Report for CL-SLO Assessment from TracDat. Please contact the Office of Instruction to assist you with this step if needed.

3B. Attach 2014-2015 Program-Level Outcomes: Four Column Report for PL-SLO Assessment from TracDat. Please contact the Office of Instruction to assist you with this step if needed.

SECTION 4: FEEDBACK AND FOLLOW-UP

This section is for the Dean/Supervising Administrator to provide feedback.

4A. Strengths and successes of the program as evidenced by the data and analysis:

The participation of the staff in District-wide process of evaluating our printing services is commendable. But their work with the ePrintit system in the Media Center is heroic. The staff continue to provide topnotch customer service to students, and the Media Center's open computer lab continues to enjoy demand among students.

4B. Areas of concern, if any:

Declines in the non-print circulation began well before the move to the temporary location in lot 5. The non-print collection requires an expenditure of resources that is outline with its use. For example, the expense the college must incur to bring the collection into compliance with the ADA is not insignificant and is particularly worrisome given the availability of compliant streaming alternatives like the VOD service the college subscribes to.

4C. Recommendations for improvement:

I would like to explore what it would cost to bring the entire non-print collection into compliance with the ADA. I would like to work with both the collections librarian and the Media Center staff to explore how much further weeding can be accomplished in the non-print collection. Finally, I would like to explore what it would take to bring the non-print collection to the circulation desk of the library.

4D. Recommended Next Steps:

- Proceed as Planned on Program Review Schedule
- Further Review / Out-of-Cycle in-Depth Review

Upon completion of Section 4, the Program Review document should be returned to department faculty/staff for review, then submitted to the Office of Instruction and Institutional Research for public posting. Please refer to the Program Review timeline.

Unit Assessment Report - Four Column

Foothill College SA - Media Center

Mission Statement: The Media Center supports students and faculty by providing access to non-print materials and media technologies in an environment that promotes interdisciplinary and transdisciplinary exploration. The mission of the Media Center is to anticipate and provide for the intellectual and physical access to these materials and technologies and to foster inquiry by bridging the digital divide.

Primary Core Mission: Basic Skills

Secondary Core Mission: Transfer

Service Area SLOs (SA-SLOs)	Means of Assessment & Target / Tasks	Assessment Findings/Reflections	Action & Follow-Up
SA - Media Center - Services - Students will be able to navigate web-based, student-oriented, resources successfully such as the web portal, campus news and information and updates on policies, procedures and protocols SA-SLO Status: Active	Assessment Method: Student survey with questions directed at use of services Assessment Method Type: Survey Target: 80% of students will be able to navigate web-based, student-oriented resources Assessment Method: Staff observation and student interviews Assessment Method Type: Interviews/Focus Groups Target: 80% of students using Media Center services will be able to navigate web-based, student-oriented, resources		
SA - Media Center - Resources - Students will be able to integrate information for course assignments using a variety of technological tools and non-print media SA-SLO Status: Active	Assessment Method: Patron Survey with questions aimed at assessing use and integration of Media Center Services Assessment Method Type: Survey Target: 80% of students will be able to use Media Center services to enhance course assignments and integrate the information	10/29/2014 - Media Center services received favorable ratings by 80% or more of students surveyed in 2013-2014. These services allowed students to complete course assignments integrate research, and enrich learning through computer use and non-print media. One service fell short of the 80% satisfactory rating however. Fall Quarter saw the implementation of a new print service called ePrintiT. 69% of students surveyed were dissatisfied or very dissatisfied with the service. Students found it difficult to migrate to the new system and once they did the service did not	

Service Area SLOs (SA-SLOs)	Means of Assessment & Target / Tasks	Assessment Findings/Reflections	Action & Follow-Up
		<p>meet expectations. A re-evaluation of the print system needs to take place.</p> <p>Result: Target Met</p> <p>Year This Assessment Occurred: 2013-2014</p> <p>Related Documents:</p> <p>Survey Survey Results Survey Responses</p>	<p>12/11/2013 - Media Center services remain consistent based on similar findings in this year's student survey. Based on the survey, 88% of Media Center patrons felt that the services helped them succeed in their coursework. 34% felt that it helped them remain in college and another 34% felt it helped them transfer to a 4 year college. Therefore, students were able to use media resources successfully and integrate them into their coursework. I feel that our goal was met and supports the need for technology and non-print media as a resource for students. Also worth noting, students were most satisfied with staff helpfulness and approachability and least with operational hours.</p>
		<p>Result: Target Met</p> <p>Year This Assessment Occurred: 2012-2013</p> <p>GE/IL-SLO Reflection: Using digital information and non-print resources, and the hardware necessary to access them, supports all four core competencies. Analytical reading, technology skills, synthesis and evaluation, and cultural awareness are attributes acquired when using and applying</p>	

Service Area SLOs (SA-SLOs)	Means of Assessment & Target / Tasks	Assessment Findings/Reflections	Action & Follow-Up
	<p>Assessment Method: Student interviews Staff Observations</p> <p>Assessment Method Type: Interviews/Focus Groups</p> <p>Target: 80% of students using Media Center services will be able to integrate technology and non-print media into their assignments</p>	<p>information for course completion.</p> <p>03/20/2012 - Based on the student survey, 86% of Media Center patrons felt that the services helped them succeed in their coursework. 35% felt that it helped them remain in college and another 35% felt it helped them transfer to a 4 year college. Therefore, students were able to use media resources successfully and integrate them into their coursework. I feel that our goal was met and supports the need for technology and non-print media as a resource for students.</p> <p>Result: Target Met</p> <p>Year This Assessment Occurred: 2011-2012</p> <p>Resource Request: Continue to fund resources such as computers and non-print media in order to remain current and support instruction</p> <p>GE/IL-SLO Reflection: Using digital information and non-print resources, and the hardware necessary to access them, supports all four core competencies. Analytical reading, technology skills, synthesis and evaluation, and cultural awareness are attributes acquired when using and applying information for course completion.</p>	<p>10/29/2014 - Fall Quarter 2013 saw the implementation of a new print system in the Media Center. Based on survey results collected during the Fall and Winter Quarters, the average response from 41 patrons on ease of use was a score of 2.23. On a scale of 1-4, 2.23 translates to being dissatisfied with the service. 1 being very dissatisfied and 4 being very satisfied. Therefore, printing as a service in the Media Center needs to be re-evaluated. It is not meeting our target goal since it requires individual assistance by support staff. It is not a self-service system. All other Media Center services received a satisfied to very satisfied response.</p>

Service Area SLOs (SA-SLOs)	Means of Assessment & Target / Tasks	Assessment Findings/Reflections	Action & Follow-Up
<p>Assessment Method: Based on observation, and student and staff requests, department staff will evaluate the non-print media for relevancy and assess whether the current method of delivery via technology is adequate</p> <p>Assessment Method Type: Departmental Questions</p> <p>Target: Students using Media Center services will be provided with the most current information and technology available</p>			