

# Learning Center

## 2019 Program Review

### MJC Program Review 2019

Modesto Junior College's Program Review process is divided into 3 sections:

- Program Analysis (SWOT Analysis)
- Goal Setting and Activities
- Resource Request

### Program Analysis

#### Internal Strengths

##### **1. What strengths does the analysis of student data reveal?**

Tutoring and SI service demographics reflect the demographics of the MJC student body. In 2018-2019, an average of 2620 students (about 11% of enrolled students) attended tutoring each semester. Of that total, about 4.6% were African American/Black students, 54% were Hispanic, and 29% were White. Tutoring has increased to serve both face-to-face and online modalities. Over the past two years FTES garnered from tutoring has increased annually from about 52 FTES to about 72 FTES (38% increase). NetTutor increased from 11,500 minutes of use in fall 2018 to 30,700 minutes in spring 2019.

##### **2. Are there specific aspects of the program that are exemplary or could serve as a model?**

There is more demand for Supplemental Instruction and Tutoring than we can serve. Success data shows students who attend SI succeed at a higher rate (on average, 30% higher) than those who do not. The L & LC exceeds at training and mentoring our 80-90 student workers each year, transforming them into successful students at MJC and elsewhere. Our integration of student workers to triage student needs and direct them to the appropriate service point is very efficient and effective.

##### **3. What do others see as the program's strengths?**

In survey results, students clearly connect tutoring and other L & LC services to their success. We provide expanded evening and Saturday hours to better serve our students

**4. How well are students meeting program learning outcomes, skills, or competencies; and how are they relevant to careers in your discipline or industries for which you help prepare students?**

NA

## Internal Weaknesses

**5. What gaps are observed by reviewing the student data?**

We serve on average only 11% of the student body.

**6. What disproportionate gaps need to be addressed?**

We need to increase services for our male students, especially our male students of color. The equity gap between female student use and male student use is on average 33%, with the largest gap for male White students at 37%.

**7. What are areas in which the program could improve? (curriculum, scheduling, modality, other?)**

We could do a better job in outreach with faculty and building a stronger relationship with student services. In general, there is a lack of organized data (beyond annual assessment service assessment of our computer, tutoring, and Reserves services), to study for continual improvement. We need to do a better job communicating our services to students and how we contribute to student success.

**8. Where are there gaps in the program on how students are meeting learning outcomes, skills, or competencies?**

NA

## External Opportunities

**9. Where are potential opportunities for expansion, improvement, or new program development?**

Services in the West campus L & LC have increased, and we are running out of space. Expansion into the second floor of Yosemite Hall is needed. NetTutor instantly took off and consistent funding will be needed to meet student demand in the online tutoring modality. Based on last years usage, we are on track to use 80,000 minutes or 1,334 hours of NetTutor. AB705 creates an opportunity to explore new tutoring modalities, especially Embedded Tutoring programs which have proven successful throughout the CCC system and elsewhere. We have only 44 laptops available for in-house check-out. Current trends are moving towards laptop available for students to take home. We need to vastly increase our laptop availability or to explore Chromebooks as an option.

**10. What are some industry or disciplinary trends that could enhance the program?**

NA

## External Threats

### 11. How are changing resources, technology, employer, or transfer requirements affecting the program's ability to serve students?

AB705 creates a challenge when more tutoring services are needed but little increased funding has come through. The LC budget is made up of several braided accounts (Fund 11, SEA, Veterans, CTE) and is not consistent nor a prioritized college budget, making consistent hiring difficult. Annual Fund 11 budget never accounts for minimum wage increases, thereby reducing services year to year. Our 200 desktop computers and 44 or so laptops need consistent upgrading to meet student need.

### 12. What are some current industry or disciplinary trends that could have a negative impact on the program?

IT so far has not supported cheaper technology for student check-out, such as i-Pads, Chrome books, etc. More and more instructors in SME are requiring the use of graphing calculators, creating a constant need to purchase and replace at least 100-200 annually.

### 13. What other obstacles does the program face?

It is difficult to find MJC students to tutor the higher Math levels. It has been a challenge in having the SME division refer adequate numbers of students for tutoring and SI. West campus L & LC is confined to a space that is deteriorating and no longer adequate to fit the needs of all West campus students.

## Goal Setting and Activities

### Goals

Program Goal	Mission Alignment	Area of Focus
Increase the use of our tutoring/SI services by 5%.	Programs / Services based on Scholarship of Teaching and Learning	Professional Development
Decrease the equity gender gap by 5%.	Equity	Student Support
Increase outreach to faculty and student services, especially with the Science, Math, and Engineering division.	Programs / Services based on Scholarship of Teaching and Learning	Internship/Service Learning

### Activities

Activities	In Support of Goal #	Outcome or Deliverable
Increase outreach to faculty and student services, especially with the Science,	Goal #2	Decrease the gender equity gap by 5%.

Math, and Engineering division.

Work to find areas (especially on West campus) for L & LC service expansion.	Goal #1	Expand L & LC space in order to accommodate increase of services
Create a stronger faculty liaison program with key programs.	Goal #3	Stronger relationship leading to increase in use of services and in available tutors.
Increase internal communication between the Library and the Learning Center and between East and West.	Goal #1	Stronger and consistent messaging to increase services.
Create an organized and consistent data analysis plan.	Goal #2	Consistent tracking of our successes.

## Resource Requests

Category	Request	Activity #	Estimated Cost
Technology	Purchase of approx. 1,334 hours of NetTutor	1	32000
Personnel	Increased funding for SI and tutoring to increase our services by 5%.	4	14000
Facilities	Carpet and expansion of West campus L & LC.	2	60000