

Library

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?

Of the students who receive research help, 55% are Hispanic, 5.6% are Asian, and 6.4% are Black/ African American. Therefore, the library instruction program serves these populations at a higher percentage than their MJC enrollment numbers.

We reach a statistically significant portion of MJC students. Data shows that the library touches the academic lives of 20% of the total MJC student body. This 20% represents unique students, excluding any duplication. We reached these students through one-on-one research help and providing course textbooks on reserve.

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

The breadth of our instruction program. We have developed several new ways to provide instructional services to students on campus and online.

Our ability to assess student needs when the student cannot explain them to us.

Our staff-led student worker training helps prepare our student workers for a wide variety of jobs they perform in the library.

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?

Breadth of services we offer

Number of hours for which we provide services

Flexibility of scheduling and level of service we provide

Willingness to work with faculty where and when they need it

Enthusiasm for helping students in a caring and professional manner with whatever their need may be

A spring 2019 survey indicates that our Course Reserves service helps students succeed and retain by providing textbooks and other course materials for free.

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?

Course data not available in data dashboard, so we have only anecdotal evidence

Internal Weaknesses

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

2018-2019 data shows that of the students who receive research help, only 4.9% are in their first semester. Most students who receive research help are in their second and third semesters. We should try to reach more students in their first semester.

6. What disproportionate gaps need to be addressed?

Fall 2018 data indicates that of the students who received research help, more than half were women while only 34% were men. Therefore, we need to reach more men through our research help service.

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

Staffing Lack of staff to cover two libraries Course Reserves turnover and Faculty involvement

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

Course data are not available in data dashboard, so we have only anecdotal evidence.

External Opportunities

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

Expand instructional program by further developing our partnership with ENGL 100 faculty

Work closely with faculty to help them navigate open educational resources to develop Zero Textbook Cost courses

Work with History faculty to create an archive of Modesto historical documents from the McHenry Museum in support of future courses in archiving and local history

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

Zero Textbook Cost courses

Focus on ethnicity in faculty hiring

External Threats

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

Facility on West presents many challenges (directional signage, bookdrop signage, carpet, too small to be a L&LC)

AB705 drastically impacts the workload of library faculty.

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

LACC decision on accessibility of databases

Textbook cost increases impact budget for textbook purchases

Zero Textbook Cost courses impacting librarian workload

Expectation of 24/7 service

13. What other obstacles does the program face?

Student worker turnover

Goal Setting and Activities

Goals

Program Goal	Mission Alignment	Area of Focus
Increase the use of our Research Instruction Services by 5%	Innovative Education	NA
Improve student reserve experience by increasing reserve to usage ratio (number of reserves vs number of uses)	Innovative Education	NA
Adequately staff two libraries	Innovative Education	NA

Activities

Activities	In Support of Goal #	Outcome or Deliverable
Continue to advertise LIBR 900 series	Goal #1	Increase enrollment in LIBR 900s.
E-mail first Semester Students	Goal #1	Increase outreach of research instruction services to students in their first semester so their usage will persist.
Create targeted plan for which major/classes we want to reach during first semester	Goal #1	Library services integrate into guided pathways.
Continue to ramp up partnership with English 100	Goal #1	Increase use of Research Instruction Services both face-to-face and in LIBR 900s.
Communicate with faculty better regarding reserves. Improve internal processes to enhance the student experience with reserves.	Goal #2	Ensure that our reserve collection is current and that students are able to find the course materials they need.
Explore revenue stream to fund more course reserve materials.	Goal #2	Provide more course materials on reserve to increase equitable access to course materials.

Resource Requests

Category	Request	Activity #	Estimated Cost
Equipment	Consistent annual budget for purchasing 200 graphing calculators each year	6	25000
Equipment	Laptops (60) to check out for home use with charging carts	6	24000
Technology	New computers for staff	3	17000
Personnel	Fill empty library technician position; Hire equity and OER librarian	3	153000
Facilities	Larger facility on West campus	3	NA
Facilities	Make needed repairs on West (carpet, external signage, etc.)	5	60000
Other	All of the previous requests assume that the L&LC continues to receive the \$173,000 annually from Lottery funds for the library materials budget.	NA	NA