

B. Student Learning Programs & Support Services

1. The institution supports student learning and achievement by providing library, and other learning support services to students and to personnel responsible for student learning and support. These services are sufficient in quantity, currency, depth, and variety to support educational programs, regardless of location or means of delivery, including distance education and correspondence education. Learning support services include, but are not limited to, library collections, tutoring, learning centers, computer laboratories, learning technology, and ongoing instruction for users of library and other learning support services. (ER 17)

Evidence of Meeting the Standard

The library and all learning resources support the Allan Hancock College mission that “engages students in an inclusive learning environment.” (IIB1-01 Education Master Plan-Mission Statement)

The Library

The library’s mission is “to support all Allan Hancock College students and staff with both immediate research needs and the development of information literacy skills, to enhance lifelong learning.” (IIB1-02 LibGuide-Information Literacy) The library mission aligns with the College’s Institutional Learning Outcome IV, “Information & Technology Literacy: Define what information is needed to solve a real-life issue and locate, access, evaluate and manage the information.” (IIB1-03 -Education Master Plan, ILOs) In addition, the library is the campus “center of learning,” with a welcoming atmosphere conducive to studying and learning.

The Allan Hancock College library consists of the Santa Maria campus library, the Lompoc Valley Center campus library (Jacoby Learning Resources Center), and the online library. While some digital resources have been available to students for many years, the library has expanded those offerings in a focused direction to create an online library with a variety of resources available to students with 24/7 access (IIB1-04 Library Website).

Both campus libraries support students, faculty, and staff onsite with a range of research materials such as print books, journals, newspapers, DVDs, and reference materials. The libraries directly support courses with reserve textbooks, anatomical models and bone sets, calculators and more. Each site has an open access computer area which provide general programs (Microsoft Office, etc.) and Internet access, along with select programs to accommodate students that require course-specific applications. As of January 2022, the library holdings of physical items totaled 73, 388. (IIB1-05 Alma analytics report) Each library has two dedicated study rooms and an area for hosting orientations and workshops. The libraries have greatly expanded the technology borrowing program with the addition of 450 Chromebooks and over 200 mobile hotspots for semester-length use for students. The transfer of equipment for lending from the campus ITS department grew the collection from 100 laptops to almost 600. (IIB1-06 Alma Technology Report)

Help and reference services are available on-site with circulation staff assisting with borrowing and returns and librarians assisting with research and collection questions. On-site, the librarians lead library orientations, tours, research sessions, and a variety of workshops to assist classes and individual students on how to use library resources and how to conduct research. (IIB1-04 Library Website) Librarians and faculty collaborate to create a curated library orientation as well as course-specific

research guides to assist students with assignments that require library research and materials. Library and information literacy instruction is primarily delivered through a two-unit credit online library research course and library orientations for classes. Outcomes assessments for each are detailed in the Library Program Review. (IIB1-07 Library Program Review Annual Update 21) Faculty librarians offer a professional development session for all campus staff and faculty prior to each semester. (IIB1-08 PD Agenda)

The library has been a leader in online access for many years and the demand and popularity among students and faculty has only increased. As such, the library has focused on creating a more robust online library which is available for all students, staff, and faculty to access on-campus or remotely 24/7. The online library consists of many databases, eBooks, streaming audiobooks, eTextbooks, research guides, library orientation modules, and other resources accessed through the online library catalog. In 2016, the library subscribed to 30 databases and now subscribes to over 50. The library also doubled the e-Book, streaming audiobook, and streaming video offerings to accommodate faculty and student requests and needs. Usage of all online library platforms totaled over 147,000 unique searches in the 20-21 FY. (IIB1-09 Usage Report) In response to the Pandemic and student needs for access to textbooks the library began using an e-Textbook platform that has now been permanently incorporated as another online service for students and faculty. Reference services with a librarian are accessible via online chat, or text, and through virtual research appointments. (IIB1-04 Library Webpage) The library had over 2,000 unique virtual chats in 2020-2021. (IIB1-09-Usage report) Librarians offer online orientations via live Zoom sessions as well as recorded videos and modules. The online library serves both on campus and remote students and meets several of the AHC Technology Master Plan goals: "Provide an environment that fosters creative and innovative uses of technology, and meets the requirements of learning in a digital age;" "Support digital fluency among students;" and "Enhance distance learning activities and support for online student success." (IIB1-10 Technology Master Plan)

Tutoring Services

AHC supports student learning and achievement by providing online and in-person tutoring support services to students and personnel responsible for working with students. The Academic Resource Center, which houses the Tutorial Center and Writing Center, is centrally located on campus and provides appointment-based and drop-in tutoring to all AHC students (IIB1-11 Student Services Brochure). The Math Center offers drop-in math tutoring (IIB1-12 Math Center website). The ARC and Math Center extensively advertise tutoring services to students and faculty, focusing on making services accessible to AHC students (IIB1-13 Tutorial Services Website; IIB1-14 Writing Center Website; IIB1-12 Math Center Website).

The Academic Resource Center staff includes one full-time faculty coordinator, staff, peer tutors, and student workers. Full-time faculty stay apprised of current tutoring strategies through participation in tutoring professional organizations and professional development (IIB1-15 WC Orientation Agenda January 2021). Peer tutors receive 10 hours of tutor training per semester that follow the requirements set forth by the College Reading and Learning Association (CRLA) (IIB1-16 Tutor Training Agenda October 2021). The Dean of Academic Affairs oversees the Academic Resource Center.

AHC's Successnet program allows instructional and counseling faculty to refer students to tutoring (IIB1-17 Successnet Instructional Presentation Transcript). The Writing Center and Tutorial Center's website

outlines steps to access tutoring, and the chat feature makes assistance readily available to students during operating hours (IIB1-18 Library3help Chat Contract).

The Writing Center presents weekly writing-related workshops advertised on AHC's email, website, and social media, in addition to orientations to all English classes and various classes across campus by request. (IIB1-14 Writing Center Website; IIB1-19 Workshop Flyer; IIB1-20 Workshop Evaluation Survey)

The Tutorial Center offers online and in-person tutoring (IIB1-14 Writing Center Website; IIB1-13 Tutorial Center Website) in 80 subjects on average each semester that includes coverage in high-demand subjects--English, math, and science courses (IIB1-21 Tutorial Center Course Tutoring List). The Academic Resource Center also partners with third-party online tutoring services Smarthinking and NetTutor. (IIB1-22 Smarthinking Invoice FY21-22; IIB1-23 STACOrderFY21-22)

An Open Access Computer Lab (OACL) provides student access to computers, the Internet, and software programs. Staff and student workers assist students with access to Canvas, OneDrive, and other software programs. (IIB1-24 DLLRC PR FY 20-21; IIB1-25 ARC Technology Inventory)

The Math Center serves all AHC students with free drop-in tutoring, computers, textbook and calculator loans, handouts, and access to current textbooks (IIB1-12 Math Center Website). In addition, the STEM/MESA Center, Language Lab, Learning Assistance Program, College Achievement Now (CAN) - TRIO, and the Veteran's Success Center provide tutoring (IIB1-26 MESA STEM Website; IIB1-27 Language Lab Website; IIB1-28 Learning Assistance Program Website; IIB1-29 College Achievement Now (CAN) – TRIO Website; IIB1-30 Veteran Success Center Website)

Analysis and Evaluation

Allan Hancock College supports student learning and achievement by providing library and learning support services to all our campus populations. The library and learning support services, which include Tutorial, Writing Center, distance education, together support all college instructional programs.

2. Relying on appropriate expertise of faculty, including librarians, and other learning support services professionals, the institution selects and maintains educational equipment and materials to support student learning and enhance the achievement of the mission.

Evidence of Meeting the Standard

Library and Learning Support Services provide educational support to the district's students and faculty through the selection and maintenance of educational equipment and materials. (IIB2-01 BP 4040 Library and Learning Support Services) In 2019-2020, the library identified T-Mobile wireless hotspots as needed educational equipment through their program review. (IIB2-02 Library Comprehensive Program Review Fall 1920) Using funds from the Strong Workforce Program and the Higher Education Emergency Relief Funds (HEERF), the library purchased 25 hotspots to ensure the educational support of student through use of wireless technology. (IIB2-03 Library T-Mobile 25 Hotspots Allan Hancock College 1.18.22) In addition, library and learning resources faculty serve on the Academic Policy and Planning Committee, where they track required and supplemental instructional materials through changes to the course outlines of record. Full-time and part-time librarians review curriculum proposals to identify purchases and include them in the annual program review process. (IIB2-04 AP&P Tracking Form)

In addition, the Distance Education department continues to offer expanded Canvas training, including 27 of Learning Tools Interoperability (LTI). (IIB2-05 Canvas LTIs Updated Spring 2022) These LTIs provide instructional faculty with integrated textbooks, software, and educational aids. For example, during the Spring 2022 semester, English department faculty will pilot a new integration called Hypothes.is, which allows students to digitally collaborate on shared documents. (IIB2-06 Allan Hancock Pilot Toolkit) The Academic Resource Center offers in person and remote tutorial sessions for students with most subjects offered in either modality. (IIB2-07 ARC Course Tutoring List)

Through the selection and maintenance of educational equipment and materials, the library and learning resources support student learning.

Analysis and Evaluation

The library and learning resources at Allan Hancock College rely on faculty, including librarians, to select and maintain educational equipment and materials to support student learning and enhance the achievement of the college's mission. The library and learning resources follow established board policies and selection processes to achieve the mission and meet the standard. Through curriculum development and program review, instructional faculty demonstrate professional judgement to select equipment and materials to achieve high student satisfaction and support learning.

3. The institution evaluates library and other learning support services to assure their adequacy in meeting identified student needs. Evaluation of these services includes evidence that they contribute to the attainment of student learning outcomes. The institution uses the results of these evaluations as the basis for improvement.

Evidence of Meeting the Standard

The library completed their last annual update for the 20-21 year and a comprehensive program review for 2019-2020. Learning Resources completed a comprehensive program review for 2019-2020. Each area reviewed services and programs related to their identified learning outcomes. To review the measurable student learning outcomes, the library and learning support services gather data from surveys, workshops, and other appropriate methods. (IIB3-01 LRC Prog Review FY 19-20; IIB3-02 Library Prog Review FY 19-20)

The Library

Each year the library submits an annual update with relevant program data, assessments and requests. The library completes a comprehensive program review every 6 years with a more robust overview of the department. These updates and reviews allow the library to track progress in certain areas, measure performance and evaluate needs. A comment on the trends for the library course (LBRY 170) in the 2019 annual update noted that increased outreach would be done to raise enrollment. In the 2021 annual update it is noted that this outreach and evaluation of the course enrollment was successful and led to expanding into a second section to be offered. This second, 8 week section, has continuously made enrollment each semester since it was created. (IIB3-03 Library Annual Update 2019; IIB3-04 Library Annual Update 2021)

In the spring of 2018, the library held a day long retreat where the faculty librarians and the dean reviewed the four program student learning outcomes (PSLOs). Evaluation of assessment data and previous program reviews led to the revision of three of the existing outcomes and the addition of a fifth. (IIB3-05 Library PSLO Retreat Notes 2018)

The library offers a two-unit credit online library research course which is assessed by measuring the course student learning outcomes (CSLOs). This course does not consistently make enrollment each semester, but when it does, the CSLOs are reviewed and data gathered guides any changes to curriculum or materials. For instance, low performance in CSLO 4, "Student evaluates the accuracy and bias of information in the context of an information need" resulted in a change in curriculum for modules tied to that outcome. (IIB3-06 Library Comprehensive Program Review 19-20 SLO Data)

In the fall of 2019, students and faculty were surveyed by the library with the assistance of the office of institutional effectiveness. In total, 601 students and 106 faculty were surveyed. Each group were asked a series of questions on their use of the library and it's resources. The findings indicated several things that have since guided the purchase and review of library materials. The findings also support the popularity of the library's online library and e-Reference services. (IIB3-07 Library Program Review Faculty Survey; IIB3-08 Library Program Review Student Survey)

Tutoring Services

AHC regularly evaluates tutoring services, associated student learning outcomes, and student satisfaction with the services (Tutorial Center, Writing Center, Math Center) through semester surveys and the annual update and comprehensive program review process (IIB3-09 DLLRC PR FY20-21; IIB3-10 IE Semester Survey Instruments).

The Academic Resource Center (TC, WC) and Math Center work with the Institutional Effectiveness Office to administer student surveys each semester to assess student satisfaction and measure student-learning outcomes. Surveys show high satisfaction with the services, regularly averaging above 85% satisfaction rate (IIB3-09 DLLRC PR FY20-21). The Tutorial Center uses TutorTrac software to track appointments, and the Writing Center uses Successnet to track drop-in visits. The coordinator and dean review usage reports to evaluate demand across semesters. (IIB3-11 TutorTrac Report; IIB3-12 Successnet Report)

The ARC also works with Institutional Effectiveness to assess the impact of tutoring on student success and retention (IIB3-09 DLLRC PR FY20-21). Overall, students who access tutoring in the Tutorial Center and Writing Center perform better in their classes (IIB3-09 DLLRC PR FY20-21; IIB3-13 IE WC Data Fall 2021).

The ARC also assesses faculty satisfaction with services through surveys. (IIB3-14 Writing Center Faculty Survey). The college uses the data collected in these surveys to improve services and request additional resources. Additionally, tutors self-assess and are evaluated by tutees each semester (IIB3-15 Tutor Self-Assessment; IIB3-16 Tutorial Center Student Survey).

Analysis and Evaluation

Ongoing assessment of service, programs and outcomes is completed regularly by the library and learning support services as part of the annual updates and comprehensive program reviews required of each area.

4. When the institution relies on or collaborates with other institutions or other sources for library and other learning support services for its instructional programs, it documents that formal agreements exist and that such resources and services are adequate for the institution's intended purposes, are easily accessible and utilized. The institution takes responsibility for and assures the security, maintenance, and reliability of services provided either directly or through contractual arrangement. The institution regularly evaluates these services to ensure their effectiveness. (ER 17)

Evidence of Meeting the Standard

The Library and Learning Resources relies and collaborates with outside sources to support instructional programs. The Library partners with the Council of Chief Librarians California Community Colleges (CCLC) to share library databases through a shared system, ALMA. Students and faculty access these resources through the library website which includes information on accessibility, usage statistics, faculty and student input, product comparisons and reviews for scope, currency, authority, and other factors. The Library expanded their electronic database to provide cost-effective access for both onsite and remote students. (IIB4-01 CCLC Fall 21 Renewals)

Canvas is Allan Hancock College's course management platform and provides both onsite and remote instructors the ability to communicate and instruct their students through the online platform. Faculty using Canvas for online instruction complete accessibility training (IIB4-02 AHC Distance Education Guidelines), which ensures students have equal and fair access. In Spring 2022, 419 Canvas course shells were used for online teaching and 260 course shells were used for faculty used Canvas for onsite teaching. (IIB4-03 Canvas Spring 2022 User Data) This is a marked increase from usage before the pandemic (Fall 2019) where 172 Canvas shells were created for online courses and 636 Canvas shells were created for onsite courses. (IIB4-04 Canvas Fall 2019 User Data) In recent the most recent program review for the Distance Education department, it showed faculty where satisfied with Canvas professional development training at 88% positivity rate. (IIB4-05 DLLRC Program Review FY 20-21) The Distance Education department plans to expand Canvas use beyond the classroom to and include Canvas shells for Student Services and Faculty Professional Development. Currently, Distance Education is piloting a short-term professional development for faculty, staff, and administrators called Hancock Academy. (IIB4-06 Hancock Academy Fall 2021 Flyer; IIB4-07 Hancock Academy Spring 2022 Flyer) Canvas regular updates their helpdesk/questions area to address student and faculty questions. (IIB4-08 Canvas Community Resource Guide) The college also funds additional phone support. (IIB4-09 Canvas Phone Support FY21-22). The California Community College Consortium supports the college's access to Canvas and offers discounted rates for additional learning resources, like Labster, NetTutor, Proctorio, and Smarthinking. (IIB4-10 STAC Order FY 21-22; IIB4-11 Smarthinking Invoice FY 21-22)

The Academic Resource Center oversees the use of Smarthinking and NetTutor. Smarthinking provides learning support focused mainly. The Academic Resource Center faculty and staff regularly review usage

and rates for both tutorial support systems. Both services are accessed regularly by students and offer students tutoring in Algebra, Basic Math, Precalculus; Anatomy and Physiology; Biology; Business; Calculus, Linear Algebra, and Differential Equations; English as a Second Language; FYE & College Student Success; History; Literature; Statistics; Writing and Paper Center; Online Writing Lab; Career Writing; Essay Center; Grammar & Documentation Review, etc. (IIB4-12 Smarthinking Usage Fall 2021; IIB4-13 NetTutor Usage Fall 2021) To provide accessibility to remote students, the Writing Center began offering remote tutoring and writing center services in Fall 2020. (IIB4-14 Writing Center Flyer Spring 2022; IIB4-15 Drop-inTutoringScheduleSpring2022)

Analysis and Evaluation

The Library and Learning Resources relies and collaborates with outside sources to support all instructional programs. Through partnerships with CCLC, Canvas, Smarthinking and NetTutor, the Library and Learning Resources establish formal agreements that support the institutions intended purpose and can be easily accessed and utilized. All services are regularly evaluated for effectiveness.

Evidence Cited:

IIB1-01 Education Master Plan Mission Statement

IIB1-02 LibGuide Information Literacy

IIB1-03 Education Master Plan ILOs

IIB1-04 Library Website

IIB1-05 Alma Analytics Report

IIB1-06 Alma Technology Report

IIB1-07 Library Annual Update 2021

IIB1-08 Professional Development Agenda Library

IIB1-09-Usage Report Library Databases

IIB1-10 Technology Master Plan

IIB1-11 Student Services brochure

IIB1-12 Math Center Website

IIB1-13 Tutorial Services Website

IIB1-14 Writing Center Website

IIB1-15 WC orientation Agenda January 2021

IIB1-16 Tutor Training Agenda October 2021

IIB1-17 Successnet Instructional Presentation Transcript

IIB1-18 Library3help Chat Contract

IIB1-19 Workshop Flyer

IIB1-20 Workshop Evaluation Survey

IIB1-21 Tutorial Center Course Tutoring List

IIB1-22 Smarthinking Invoice FY21-22

IIB1-23 STAC Order FY21-22

IIB1-24 DLLRC Program Review FY20-21

IIB1-25 ARC Technology Inventory

IIB1-26 MESA STEM Website

IIB1-27 Language Lab website

IIB1-28 Learning Assistance Program Website

IIB1-29 College Achievement Now (CAN) TRIO Website

IIB1-30 Veteran Success Center Website

IIB2-01 BP 4040 Library and Learning Support Services

IIB2-02 Library Comprehensive Program Review Fall 1920

IIB2-03 Library T-Mobile 25 Hotspots Allan Hancock College 1.18.22

IIB2-04 AP&P Tracking Form

IIB2-05 Canvas LTIs Updated Spring 2022

IIB2-06 Allan Hancock Pilot Toolkit

IIB2-07 ARC Course Tutoring List

IIB3-01 LRC Prog Review FY 19-20

IIB3-02 Library Prog Review FY 19-20

IIB3-03 Library Annual Update 2019

IIB3-04 Library Annual Update 2021

IIB3-05 Library PSLO Retreat Notes 2018

IIB3-06 Library Comprehensive Program Review 19-20 SLO Data

IIB3-07 Library Program Review Faculty Survey

IIB3-08 Library Program Review Student Survey

IIB3-09 DLLRC Program Review YEAR

IIB3-10 IE Semester Survey Instruments

IIB3-11 TutorTrac Report

IIB3-12 Successnet Report

IIB3-13 IE WC Data Fall 2021

IIB3-14 Writing Center Faculty Survey

IIB3-15 Tutor Self-Assessment

IIB3-16 Tutorial Center Student Survey

IIB4-01 CCLC Fall 21 Renewals

IIB4-02 AHC Distance Education Guidelines

IIB4-03 Course Modules, Online Teaching and Learning

IIB4-04 Canvas Fall 2019 User Data

IIB4-05 Canvas Fall 2019 User Data

IIB4-06 DLLRC Program Review FY 20-21

IIB4-07 Hancock Academy Fall 2021 Flyer

IIB4-08 Hancock Academy Spring 2022 Flyer

IIB4-09 Canvas Community Resource Guide

IIB4-10 Canvas Phone Support FY21-22

IIB4-11 STAC Order FY 21-22

IIB4-12 Smarthinking Invoice FY 21-22

IIB4-13 Smarthinking Usage Fall 2021

IIB4-14 NetTutor Usage Fall 2021

IIB4-15 Writing Center Flyer Spring 2022

IIB4-16 Drop-inTutoringScheduleSpring2022