



FOOTHILL COLLEGE
Program Planning and Review - Student Services
(650) 949-7240 | <http://www.foothill.edu/services/index.php>

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I. Department/Program Mission

<p>1. State the department name and everyone who participated in creating the comprehensive program plan.</p>	<p>Linda Robinson, Media Center Supervisor Julie Riggins, Evening Supervisor Media/Tutorial Center</p>
<p>2. State the program's mission. If you don't have one, create one.</p>	<p>The Media Center supports students and faculty by providing access to non-print materials and media technologies in an environment that promotes interdisciplinary and trans-disciplinary 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.</p>
<p>3. Explain how the program/department mission is aligned with the college mission?</p>	<p>By providing the tools necessary for student success the Media Center supports the individual needs of students and their goals in accordance with the mission of Foothill College and its commitment to providing outstanding educational opportunities for all.</p>

II. Department and Program Description & Data

<p>1. Indicate all locations and service delivery options available.</p>	<p>Locations offered:</p> <p><input type="checkbox"/> FH Main Campus</p> <p><input type="checkbox"/> Middlefield</p> <p><input type="checkbox"/> Off campus</p>	<p>Delivery options offered:</p> <p><input type="checkbox"/> In-person</p> <p><input type="checkbox"/> Telephone</p> <p><input type="checkbox"/> Email / Online</p>	
<p>2. List current positions and descriptions for all personnel in your area on the chart below (include position titles only, not individual names).</p>			
Faculty Positions	Full-time Headcount	Part-time Headcount	Brief Description of duties
Position Title	0	0	
Position Title	0	0	
Position Title	0	0	
Position Title	0	0	
Management Positions	Full-time Headcount	Part-time Headcount	Brief Description of duties
Position Title	0	0	
Position Title	0	0	
Position Title	0	0	
Classified Positions	Full-time Headcount	Part-time Headcount	Brief Description of duties
Position Title Instructional Associate, Media Center	1	0	Supervise Media Center operations which include computer/audio visual workstation instruction and maintenance, hire, train and supervise student staff, engage faculty in using instructional systems, and work with library staff in the maintenance of our non-print library.
Position Title Instructional Associate, Media Center/Tutorial Center	0	1	Oversee evening operations of Media Center and Tutorial Center, coordinate instructional facilities

			and materials, instruct/inform/assist students
Position Title	0	0	
Position Title	0	0	
Position Title	0	0	
Position Title	0	0	
Position Title	0	0	
Student Worker Positions	Hours per Week	Months per Year	Brief Description of duties
Position Title	36 - 60	11	Assist patrons in the Media Center by providing basic computer and printing support, check out non-print materials and perform general clerical duties.
Position Title	0.00	0	
Position Title	0.00	0	

<p>3. Given available data, describe the trends in overall student usage (# served by total headcount, amount served through telephone, amount served through online communication). Are there changes in overall usage? What are the implications for your department/program?</p>	<p>Currently, there is no tracking system in place to accurately monitor student use. Observable head counts are taken every hour and recorded. Though this data is not scientific in nature, conclusions can be drawn when looking at the total number served. Statistics are kept, hourly, daily, weekly and quarterly. Attached please find corresponding graphs and charts to substantiate observable data.</p> <ul style="list-style-type: none"> • On average there are between 1500 and 2000 students per week served. • Student use is affected by external circumstances such as Internet interruptions, shortened operating hours, workstation availability etc. <p>Observable statistics support the viability of the Media Center as a service that is integral to 21st century instruction and</p>
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	learning.
<p>4. Scheduling of services: Given available data, describe the patterns in usage (times of day, times of year, weekend usage). Are there changes in when students access services? What are the implications for your department/program?</p>	<ul style="list-style-type: none"> • The peak times for student use are between the hours of 9am – 2pm. • The hour of 11 am to noon is the busiest. • Spring Quarter tends to have the highest number of students patrons • The 11th week of the quarter is the busiest. <p>The Media Center is a student service, utilized throughout the year with usage reflective of observable course and enrollment trends. During the noon hour and the 11th week of the quarter, student demand for computers is greater than what is available.</p>
<p>5. Student Demographics: Given available data, describe the trends with respect to student demographics and underrepresented students. Are there changes in access to and use of services? How will your program address any needs/challenges indicated by the data?</p>	<p>Statistics Not Available Note: The Media Center is open to all enrolled students and is a very diverse and inclusive environment</p>
<p>6. Student Academics: Given available data, describe the trends with respect to the academic characteristics of students, such as transfer or basic skills status. Are there changes in access to and use of services? What are the implications for your department/program?</p>	<p>Not Available</p>
<p>7. International Students: Given available data, describe the trends with respect to international students. Are there changes in access to and use of services? What are the implications for your department/program?</p>	<p>Not Available</p>
<p>8. Optional: Provide any additional data relevant to your program. (Indicate the source of the data).</p>	<p>Non-Print Materials Circulation Data</p> <ul style="list-style-type: none"> • 1850 items circulated 9/09 – 9/10 • 1754 non – print titles in collection • 4424 individual items in collection <p>Source of Data provided by Library Technology Coordinator</p>
<p>9. Are you seeing trends that are not reflected in the data cited above? If yes, please explain.</p>	

Summary of Planning Goals & Action Plans				
10. Identify 1-3 operational goals for the next 3 years and link them to one or more college strategic initiatives or to your operations.				
Department Operational Goals	College Strategic Initiatives			
Identify 1-3 operational goals	Building a Community of Scholars	Putting Access into Action	Promoting a Collaborative Decision-making Environment	Operations Planning
Short Term:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Install a designated computer that is ADA compliant for online material searches 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Refresh lab computers according to district refresh policy 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Build DVD collection and continue the transition to a closed captioned format 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Projected <ul style="list-style-type: none"> Install a tracking system to account for usage that works in tandem with an effective Pay for Print System Increase number of computer workstations Increase multimedia/group study rooms 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. What is your plan for accomplishing your goals?				
Dept/Program Operational Goals	Activities	Measures	Timeframe	
LRC/ Media Center	Work with Library Technology Coordinator to set up a designated computer for online searches that is ADA compliant		1 yr	

	Refresh lab computers according to district Refresh policy	Measure C	Summer 2011
	Work with faculty in purchasing media to support instruction		Continuous
	Work towards LRC/Media/Tutorial renovation which will include a tracking system, increase lab facilities and services		2015
	Replace rug with carpet tiles due to wear	Measure C	Summer 2011
	Replace pressboard tables with those deemed appropriate for computer use	Measure C	Summer 2011
12. Are additional resources needed to accomplish your department operational goals? If yes, identify the resource, as well as the purpose and rationale for each resource.			
Identified Resource	Purpose	If requesting funding, provide a rationale of how each request supports one or more college strategic initiative and/or supports student learning & success.	
District Funded	To Increase Non-print collection	Building a Community of Scholars	
Measure C	To increase and coordinate media and tutorial services for students	Building a Community of Scholars/Student learning and success	
Measure C	Refresh Computers	Building a Community of Scholars/Student learning and success	
Measure C	Repair/Replace Carpet and Tables	Operations/ Safety	

III. Service Evaluation	
<i>Service Evaluation Overview</i>	
<p>1. Student Services Survey: Given results of the Fall Student Services Survey, describe any trends with respect to student knowledge of and use of program services. Are there changes over time? What are the implications for your department/program?</p>	<p>Data Currently Not Available</p>
<p>2. “Internal” Evaluation: Given results of the Internal Evaluation, describe any trends with respect to internal perceptions of program effectiveness. Are there changes over time? What are the implications for your department/program?</p>	<p><i>See Attached Survey, Results, Responses</i></p> <p>Program Effectiveness</p> <ul style="list-style-type: none"> • Succeed in my Courses • Helpfulness of Staff • Knowledge of Staff • Workstation Satisfaction <p>Program Improvement</p> <ul style="list-style-type: none"> • Computer Availability • Operating Hours • DVD Resources <p>The two most repeated requests students had on the written response to the survey were for longer operating hours and more available computers.</p> <p>Budgetary constraints have reduced our operating hours for 2010-2011. Future planned renovation of the building in 2015 may help ameliorate the request for more computers, more study rooms and longer hours.</p>
<p>3. “External” Evaluation: Given results of the External Evaluation, describe any trends with respect to external perceptions of program effectiveness. Are there changes over time? What are the implications for your department/program?</p>	<p>Data Currently Not Available</p>

<p>4. Point of Service Surveys: Given results of the Point of Service Survey, describe any trends with respect to student evaluations of service. Are there changes over time? What are the implications for your department/program?</p>	<p>Data Currently Not Available</p>	
<p>5. Optional: Provide any additional data relevant to service satisfaction or perceived effectiveness of your program. (Indicate the source of the data).</p>		
<p>6. Are you seeing trends in service satisfaction or perceived effectiveness that are not reflected in the data cited above? If yes, please explain.</p>		

<p align="center">Summary of Planning Goals & Action Plans</p>				
<p>7. Identify 1-3 goals for the next 3 years related to service evaluation and provide action plans for accomplishing your goals.</p>				
<p>Dept/Program Operational Goals</p>	<p>Activities</p>	<p>Measures</p>	<p>Timeframe</p>	
<p>Renovate the Media Center to meet the needs of new and emerging technologies and student demand to stay current and competitive</p>	<p>Increase computer availability; increase small and group study rooms, update software, expand DVD collection in order to remain current and relevant.</p>	<p>Measure C</p>	<p>2015</p>	
<p>8. Are additional resources needed to accomplish your department service evaluation goals? If yes, identify the resource, as</p>				

well as the purpose and rationale for each resource.		
Identified Resource	Purpose	If requesting funding, provide a rationale of how each request supports one or more college strategic initiative and/or supports student learning & success.

IV. Service Area Outcomes		
<i>Service Area Outcome Assessment</i>		
<p>1. Be sure and complete your service area outcomes. SAOs are entered through the C3MS and archived in the public database found at: http://www.foothill.fhda.edu/schedule/learning_outcomes.php</p>		
<p>2. Are additional resources needed to accomplish your service area outcome goals? If yes, identify the resource, as well as the purpose and rationale for each resource.</p>		
Identified Resource	Purpose	If requesting funding, provide a rationale for how each request supports one or more college strategic initiative and/or supports student learning & success.
Computer Refresh Policy	Provide students with the latest in technology	Building a Community of Scholars, and workforce, transfer, and basic skills
B budget augmentation	Provide up to date and relevant media to support and enhance learning.	Building a Community of Scholars, and workforce, transfer, and basic skills
B budget augmentation	Provide funding for student workers	Building a Community of Scholars, and workforce, transfer, and basic skills

V. Resource Planning: Personnel, Technology, Facilities, and Budget	
<i>Faculty</i>	
1. What staffing needs do you anticipate over the next four years. (Consider: retirements , PDL , reassigned time , turnover , growth or reduction of the program)	
<i>Classified Staff</i>	
2. What staffing needs do you anticipate over the next four years. (Consider: retirements, PDL, reassigned time, turnover, growth or reduction of the program)	If Media Center services increase due to renovation, additional support staff maybe needed.
<i>Technology and Equipment (see definitions below)</i>	
3. Are the existing equipment and supplies adequate for meeting the needs of the program? If no, explain.	No, observable statistics show that there are not enough computer workstations to meet student demand
4. Do you have adequate resources to support ADA needs in your physical and/or online services? If no, explain.	Yes
<i>Technology & Equipment Definitions</i>	
<ul style="list-style-type: none"> • Non-instructional Equipment and Supplies: includes equipment for “office use” that is non-instructional and that is not used in a lab or classroom – it includes non-programmatic equipment for individual instructors and staff, such as a desktop computer for office use. Desktop technology (computers, printers, scanners, faxes) and software requests are processed through your Dean or Director. • Instructional Equipment and Supplies: includes technology, software, and supplies used in courses or labs, including occupational program equipment. Instructional program equipment requests are prioritized by the department and then by the Dean or Director. • Durable Equipment and Furniture: includes non-instructional, non-technology equipment (chairs, tables, filing cabinets, vehicles, etc.) necessary to improve the operational functioning of the program/department. • Note: It is recommended that divisions perform and maintain an inventory of all their technology and equipment. 	
<i>Facilities</i>	
5. Are your facilities accessible to students with disabilities? If no, explain.	Back door into patio and walk way into the library needs to be ameliorated

<p>6. List needs for upgrades for existing spaces.</p>	<p>Building</p> <ul style="list-style-type: none"> • Replace carpet • Replace roof – ameliorate leaks • New front, back doors and side doors • Improve HVAC • Reposition electrical outlets on the floors • PA system for announcing closure • Lighting • Additional Electrical outlets and ports for internet connection • Secure Exit on East side of building • Signage
<p>7. List any new spaces that are needed.</p>	<p>Expand size of lab by relocating Foothill Global Access. This would allow for more computer work stations and a larger inclusive lab.</p> <p>Increase number of multimedia/group study rooms</p>
<p>8. Identify any long-term maintenance needs.</p>	<p>Long Term Maintenance for all audio visual hardware/computers and printers, Go Print System</p>
<p>9. Are available general use facilities, such as student spaces and office/work space adequate to support the program? Please explain.</p>	<p>No, demand does not meet need regarding study space, multimedia rooms and computer workstations</p>
<p>10. Are work orders, repairs, and support from district maintenance adequate and timely? Please explain.</p>	<p>We have a problem with ceiling leaks and water damage after every storm. Repairs are timely. Janitorial are not.</p>
<p><i>Budget</i></p>	
<p>11. Are the A-budget and B-budget allocations sufficient to meet student service needs in your department/program?</p>	<p>We are currently under funded in providing student assistants to maintain the front desk during operating hours and to support and back-up existing staff members. This would require an augmentation to the B budget</p>

<p>12. Describe areas where your budget may be inadequate to fulfill program goals and mission.</p>	<p>We are currently under funded in new media acquisition, hiring student assistants and purchasing new technology. If the planned renovation occurs in 2015, the existing budget is not adequate to support additional services.</p>	
<p>13. Are there ways to use existing funds differently within your department/program to meet changing needs?</p>		
<p>Summary of Planning Goals and Action Plans</p>		
<p>14. What are your goals with respect to resource planning and how will those goals be measured?</p>	<p>Meeting the needs of students is a priority. Adjustments to staff scheduling, prioritizing and maximizing services will all be considered when planning. Student and staff feedback, and observable statistics will help us assess the effectiveness of our goals</p>	
<p>15. Are additional resources needed to accomplish your resource planning goals? If yes, identify the resource, as well as the purpose and rationale for each resource.</p>		
<p>Identified Resource</p>	<p>Purpose</p>	<p>If requesting funding, provide a rationale for how each request supports one or more college strategic initiative and/or supports student learning & success.</p>
<p>Measure C</p>	<p>Renovation</p>	<p>Supports Student Learning/ Community of Scholars</p>

VI. Final Summary of Goals, Commitments to Action, and Resource Requests

1. Upon review of this program plan, provide a comprehensive summary of goals met or in progress and resources awarded from the previous program plan.

Goal /Purpose - Met or In Progress	Resource(s) Awarded	Related Learning Outcomes	Related Strategic Initiative or Core Mission
<p>In 2012 there is a tentative plan to renovate the LRC. This renovation will provide for a larger and more comprehensive student service area by incorporating labs, which are currently located in other parts of the campus, into one facility.</p> <p>Renovation to a Multi-Purpose Centralized Lab will require/contain:</p> <ul style="list-style-type: none"> • Computer Tracking System to account for usage • Efficient, effective Pay for Print System which is linked to tracking • An increase in the number of computer workstations and desktops computers and printers • An Increase in the number of multimedia/group 			

<p>study rooms and necessary equipment</p> <ul style="list-style-type: none"> • An upgrade from the current tables used to support computers to be replace with contemporary workstations designed to support and secure equipment • Expansion of wireless workstations • Laptops for check-out • Streaming video 			

2. Upon review of this program plan, provide a summary of current or continuing goals and resources needed.

Note: If you are requesting resources this year, these items have to be included in your current program review. If you want the college to understand your full range of need, list every current and upcoming resource need in this section.

Goal/Purpose – Current or Continuing	Resource(s) Requested (Costs need to be included)	Related Learning Outcomes	Related Strategic Initiative or Core Mission
<p>Media Center Student Employees</p> <p>Provide assistance to Patrons Perform General Clerical Duties Provide Desk coverage and back-up for Media Center Supervisor (s)</p> <p>Estimated Cost for 2011-2012 \$15,000.00</p>			

<i>Supervising Administrator Signature</i>			<i>Completion Date</i>	