

2020 Instructional Program Review



CAN Program Review (Instructional) - Library (Fall 2023)

STEP 1: Annual Updates

2020-2021

1. Changes & Updates: Starting in the spring 2020 semester, the abrupt pivot to online instruction and student support as a result of the COVID-19 pandemic presented an urgent need to provide our students with technology equipment and internet access.

2. Progress Reports: To respond to this need the college acquired additional supplies of equipment such as laptops, chromebooks and wifi hotspots. Wifi hotspots are particularly needed, and the college purchased an additional 150 units in fall 2020, bringing our current supply to approximately 200 units total.

3. Rationale for New Goals: In order to continue providing wifi hotspots to our students we need to maintain funding for the monthly charge associated with each unit, which is approximately \$50. For the 150 additional hotspots purchased this represents a yearly cost of \$70,000 to cover internet access and funding for limited repair/replacement needs. Many of our existing supply of chromebooks are nearing the end of their useful lifespan, and need to be replaced. To address this need we are also requesting funding for an additional 30 chromebooks.

Annual Update Status: In Process

Goal Description: Equity in Internet Access

Increase student equity by providing one-week checkouts of portable WiFi Routers and chromebooks/laptops for student use.

There are many students on campus whose only home access to internet is through their phones. While internet access has grown over time it is still beyond the reach for many. According to the Pew Research Center 12% of adults in the United States (1 in 10) only have access to the internet through their smartphones. This situation is especially common among younger adults, non-whites and lower-income people. Twenty-three percent of Hispanic adults and 21% of adults who make less than \$30,000 only have access to the internet through their phone (<http://www.pewinternet.org/fact-sheet/internet-broadband>).

With the increase in OER and other electronic textbooks and use of Canvas for both online, hybrid, and in-person classes students are in need of reliable internet more than ever in order to be successful in their courses. By providing short-term checkouts of WiFi Routers we can help students who don't have reliable internet.

These mobile WiFi Routers will enable students to get access to the internet from anywhere. We are currently checking out 7 routers as part of the TLC program. This means that students who are not in the TLC program cannot access these routers. This limits the amount of students we can support and our ability to market these resources. We would like to:

A) increase our offering of WiFi Routers from 7 to 10

B) take funding for the WiFi Routers out of TLC/Equity funding and use Fund 1 instead. This way we can offer 1-week check-outs of the routers for all students.

Goal Status: 2 - Continuing (PR)

Relevant Program Review Cycle: 2018-2019, 2020-2021

Estimated Start Date: 01/16/2021

Who's Responsible for this Goal?: ASLT Division faculty and staff

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.

Please select the college strategic initiatives with which your program goal aligns.: Improve Student Completion, Implement

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Guided Pathways, Institutionalize Effective Structures to Reduce Obligation Gaps

Action Plans

2018-2019 - Increase student access to reliable internet. (Active)

Resource Requests

30 Chromebooks to replace older units (4-5 years old), and missing/unreturned units. - The bulk of existing Chromebooks are older and have extensive wear and tear. Additionally there are some units that have been taken offline due to breakage and some that were not returned from previous semesters.

Status: New Request - Active

Type of Resource: Equipment (Items Over \$5000)

Cost: 12000

One-Time or Recurring Cost?: One-Time Cost

Critical Question: How does this resource request support closing the equity gap?: As online resources become more and more integrated into all aspects of the student learning experience from matriculation to curriculum and student support services, students are in need of reliable learning technology more than ever in order to be successful in their courses. By providing these additional units we will help our most vulnerable students succeed in their courses.

Critical Question: How does this resource request support Latinx and AANAPISI students?: This request supports Latinx and AANAPISI students who do not have the resources to purchase their own technology devices to complete coursework and access online learning resources.

Dedicated funding source to cover the annual operating costs for 150 WiFi hotspots. - An additional 150 WiFi hotspot units were purchased during the fall 2020 semester using one-time funds. While these additional units and their associated internet access contracts have helped many more students successfully complete their courses, there is no dedicated funding source to cover the annual operating costs, which are significant.

Status: New Request - Active

Type of Resource: Budget Augmentation

Cost: 70000

One-Time or Recurring Cost?: Recurring Cost

Critical Question: How does this resource request support closing the equity gap?: Students who cannot reliably access the internet are much more likely to drop their classes or experience low course success outcomes. Providing stable funding for these hotspots will ensure that more students can succeed in their courses, particularly students from disproportionately impacted populations.

Critical Question: How does this resource request support Latinx and AANAPISI students?: This resource request will support students in our Latinx and AANAPISI populations who need reliable access to the internet to succeed in their courses, whether online, hybrid, or face-to-face.

Goal Description: Alleviate textbook costs for students

Support the College's ZTC efforts and reduce textbook costs for students.

Goal Status: 1 - New (PR)

Relevant Program Review Cycle: 2018-2019, 2020-2021

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Organizational Development - Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive, and transformative learning.

Action Plans

2020-2021 - Purchase eBooks available in EBSCO eBook Collection that are assigned readings for courses. (Active)

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Who's Responsible for Completing this Action Plan?: Librarians

Related Documents & Links:

[Classified Hiring Justification Increase.docx](#)

Resource Requests

Additional funds for purchasing eBooks from EBSCO eBook Collection. - Many assigned readings for English (and some for other classes) are available as eBooks through EBSCO's eBook collection database. However, we do need to purchase these eBooks so that they are available to students. We do not currently have an eBook budget for EBSCO, so this will allow us to increase both our online resources and our reserves. This will support the College's efforts to increase ZTC courses and reduce textbook costs to students, which will help with the College Goal of Student Completion/Success (Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success). According to a survey the ZTC/OER Taskforce sent out in Spring 2019, 36% of students reported that the cost of textbooks has prevented them from taking a course and 26% reported that textbook costs have led them to drop a class. Helping to alleviate textbook cost will impact student's ability to complete courses. This will also support the Equity Plans efforts to assist high-needs students by providing more free textbook options.

Status: New Request - Active

Type of Resource: Information Technology

Cost: 3000

One-Time or Recurring Cost?: One-Time Cost

Increase current Library Support Specialist position from 11 months to 12 months - This is not an entirely new position; instead we are requesting an extension of our current LSS position (Technology and College Reserves LSS) to be 12 months instead of 11 months.

The position requires extensive contact with students, staff, faculty, and the general public in which information is exchanged regarding county wide and college library services, resources, policies, and procedures. Due to the nature of this work the required 22 days of unpaid time off can only be taken during the times when classes are not in session: winter break, spring break, and hiatuses between the end of a semester and the beginning of a new semester. With the extension of the position from 11 months to 12 months employee will be able to more effectively assist with and complete:

- a. Migration to a state-wide college library services platform (Alma/Primo) that will launch in January 2020. Logistics such as data migration, new circulation procedures, inter-library loan (ILL), and student assistant and staff training need to be developed, reviewed, and implemented.
- b. Thorough inventory and maintenance of library material (college reserve items and technology items)
- c. Planning and conducting training sessions for new student assistants and refresher training sessions of current student assistants.

Status: New Request - Active

Type of Resource: Non-Instructional Personnel

Cost: 0

One-Time or Recurring Cost?: Recurring Cost

Goal Description: Implement new Library Services Platform

Implement new Library Services Platform. This will allow us more flexibility in how we provide access to our print and electronic resources.

Goal Status: 1 - New (PR)

Relevant Program Review Cycle: 2020-2021

Please select the college goals with which your program goal aligns.: Organizational Development - Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive, and transformative learning.

Action Plans

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2020-2021 - Implement new Library Services Platform. (Active)

Who's Responsible for Completing this Action Plan?: Librarians and Staff

Related Documents & Links:

[Classified Hiring Justification Increase.docx](#)

Resource Requests

Additional Student Assistant Hours - The Library is in need of additional funding for student assistants. Current funding for student assistants does not adequately provide coverage for the Circulation Desk. This means Library Support Specialists have to take time away from other duties such as ordering, processing, and cataloging new materials for students in a timely manner. This coming year has the additional challenge of the implementation of the new Library Services Platform. The LSP system will require time consuming training, practice, and adjustments to the migration process that will not be possible without sufficient student assistant coverage. The usual student assistant allotment of \$9,900 only covers about half the Library's open hours. It would take about \$18,000 to free up the Library Support Specialists enough to ensure that implementation of the new LSP system does not take away from services provided to students.

Status: Continued Request - Active

Type of Resource: Non-Instructional Personnel

Cost: 9000

One-Time or Recurring Cost?: One-Time Cost

Increase current Library Support Specialist position from 11 months to 12 months - This is not an entirely new position; instead we are requesting an extension of our current LSS position (Technology and College Reserves LSS) to be 12 months instead of 11 months.

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- c. Planning and conducting training sessions for new student assistants and refresher training sessions of current student assistants.

Status: New Request - Active

Type of Resource: Non-Instructional Personnel

Cost: 0

One-Time or Recurring Cost?: Recurring Cost

Goal Description: Provide more library instructional sessions

Provide more library instructional sessions by increasing our flexibility for scheduling.

Goal Status: 1 - New (PR)

Relevant Program Review Cycle: 2020-2021

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.

Action Plans

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2020-2021 - Have more flexibility in scheduling library instructional sessions (Active)

Who's Responsible for Completing this Action Plan?: Librarians

Resource Requests

New projector cart setup (cart, computer & screen) - Secure and maintain archives of college's student newspaper (from the opening of the college to the mid 90s), photographs, catalogs, and more. We'd like these items to last at least another 50 years. This can aid in outreach to campus community and Redwood City community. It can also be used to strengthen alumni relationships and be a part of campus events that celebrate Canada history. This aligns with the College Goal Community Connections (To build and strengthen collaborative relationships and partnerships that support the needs of, reflect and enrich our diverse and vibrant local community).

Status: New Request - Active

Type of Resource: Equipment (Items Over \$5000)

Cost: 6000

One-Time or Recurring Cost?: One-Time Cost

Goal Description: Increase student, staff, and faculty access to online resources for outreach and instruction.

Provide online resources in the form of high quality Library databases to support course curriculum and reduce barriers to success for students.

Goal Status: 1 - New (PR)

Relevant Program Review Cycle: 2020-2021

Estimated Start Date: 08/12/2020

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Organizational Development - Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive, and transformative learning.

Action Plans

2020-2021 - Increase streaming film subscription to meet faculty and student demand for spring and summer. (Active)

Who's Responsible for Completing this Action Plan?: Librarians

2020-2021 - Support our Business and Economics programs (Active)

Who's Responsible for Completing this Action Plan?: Librarians

2020-2021 - Support our Communication programs (Active)

Who's Responsible for Completing this Action Plan?: Librarians

Resource Requests

Increasing Kanopy funds by \$3,000 - Last year we put \$3,000 into our Kanopy account and were able to use one-time funds to put in an additional \$2,000. Still, we ran out of Kanopy funds in April 2019 and had to scramble to find funding to support some student's class assignments, negatively affecting student learning outcomes. Kanopy uses a patron-driven acquisitions model. This means that we put in a set amount of money and each time a video is triggered (watched four or more times) Kanopy deducts \$150 from the funds we put into it.

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Kanopy is used by campus groups for outreach events, as it includes the public performance rights for all its films, by faculty for course-specific assignments, and by students for research. Puente and the International Office have used it to show films as part of their programming. Anthropology, History, and English classes have used films in Kanopy as part of their course curriculum.

This streaming film databases both aligns with the College Goal of Student Completion/Success (Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success) and the College Goal of Organizational Development (Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive, and transformative learning.) by supporting curriculum. It also aligns with the Equity Plan by supporting equity events put on by Puente and potentially others such as the Equity Lecture Series.

It has proved VERY popular, with 4,480 visits, 1,825 plays, and a total of 52,755 minutes of video watched since we started subscribing to it. With the popularity of this service we would like to put in an additional \$3,000 into our funds (\$6,000 total).

Status: New Request - Active

Type of Resource: Information Technology

Cost: 3000

One-Time or Recurring Cost?: Recurring Cost

Journal of Communication and Communication Theory Online subscription - These are core journals in Communication studies and are requested by Communication faculty to support their courses. These could also be used by Business, Social Sciences, and other programs. This aligns with College Goal Student Completion/Success by minimizing logistical barriers to success.

Status: New Request - Active

Type of Resource: Information Technology

Cost: 1776

One-Time or Recurring Cost?: Recurring Cost

Mergent Online Database - Mergent Online database is an excellent resource for in-depth business and financial research. It includes corporate and financial data for all publicly traded companies (both active and inactive), covering both U.S. and international companies. In addition, company profiles include historical financials and management profiles. The database also provides access to government SEC filings and comes with a number of exportable report-building options.

There are about 660 students (not unique headcount) taking business classes in fall 2018. As such, the Library has been working closely with the Business department/faculty at Cañada College in providing business research support for students enrolled in various business classes, in particular, Business 100, Business 180, and Business 150. These courses require specialized company and industry profiles, and financial information to supplement student research projects. According to one business professor, approximately 200-250 BUS 100 students per calendar year rely on the library's business databases for their research needs. This does not count BUS 100 sections taught by other professors. Mergent Online will serve as the key database of research interest and would certainly be of use to all business students taking a variety of business courses at Cañada College.

By supporting Business courses we are aligning with the College Goal of Student Completion/Success by minimizing logistical barriers to success. We are also supporting student learning by providing resources students need to be successful in their Business courses

Status: New Request - Active

Type of Resource: Information Technology

Cost: 2500

One-Time or Recurring Cost?: Recurring Cost

New York Times Online Subscription - The New York Times Academic Site License will allow students, staff, and faculty access to current NYT articles as well as the NYT archives from 1851 to today. It includes Spanish and Chinese language editions, which will help our international/ESL student population. This aligns with College Goal Organizational Development by investing in our diverse student population with inclusive academic resources. It also provides resources faculty can use to incorporate NYT content to their courses.

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Already two faculty members from Business and Economics expressed the need for this subscription for their courses. The NYT subscription will also be used by English, Communication, History (access to primary sources through archives), ESL, and more. This aligns with College Goal Student Completion/Success by minimizing logistical barriers to success.

Status: New Request - Active

Type of Resource: Information Technology

Cost: 2662

One-Time or Recurring Cost?: Recurring Cost

Wall Street Journal online subscription - The Wall Street Journal College membership will allow students, staff, and faculty access to current and the past four years of Wall Street Journal articles. The subscription also includes interactive graphics, videos, and charts. It also gives students an opportunity to be published on the Wall Street Journal's website through their Young Audiences section. It also provides resources, such as case studies, for faculty to incorporate WSJ into their classes.

Already two faculty members from Business and Economics expressed the need for this subscription for their courses. The Wall Street Journal subscription will also be used by English, Communication, Social Sciences, ESL, and more. This aligns with College Goal Student Completion/Success by minimizing logistical barriers to success.

Status: New Request - Active

Type of Resource: Information Technology

Cost: 5300

One-Time or Recurring Cost?: Recurring Cost

Goal Description: Increase outreach to students, faculty, staff, and the community and preserve Cañada College history

Increase outreach to students, faculty, staff, and the community and preserve Cañada College history

Goal Status: 1 - New (PR)

Relevant Program Review Cycle: 2020-2021

Please select the college goals with which your program goal aligns.: Community Connections - Build and strengthen collaborative relationships and partnerships that support the needs of, reflect, and enrich our diverse and vibrant local community.

Action Plans

2020-2021 - Partner with Marketing to increase access to and knowledge of the Cañada College newspaper archives (Active)

Who's Responsible for Completing this Action Plan?: Librarians

Resource Requests

Archival document boxes and folders - Secure and maintain archives of college's student newspaper (from the opening of the college to the mid 90s), photographs, catalogs, and more. We'd like these items to last at least another 50 years. This can aid in outreach to campus community and Redwood City community. It can also be used to strengthen alumni relationships and be a part of campus events that celebrate Canada history. This aligns with the College Goal Community Connections (To build and strengthen collaborative relationships and partnerships that support the needs of, reflect and enrich our diverse and vibrant local community).

Status: New Request - Active

Type of Resource: Supplies (Items less than \$5000)

Cost: 250

One-Time or Recurring Cost?: One-Time Cost

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Goal Description: Help close the technology gap and provide students with resources needed to complete their course work.

Help close the technology gap and provide students with resources needed to complete their course work.

Goal Status: 1 - New (PR)

Relevant Program Review Cycle: 2020-2021

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Organizational Development - Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive, and transformative learning.

Action Plans

2020-2021 - Provide access to laptops to students for 1 week check-outs. (Active)

Who's Responsible for Completing this Action Plan?: Staff and Librarians

Related Documents & Links:

[Classified Hiring Justification Increase.docx](#)

Resource Requests

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Status: New Request - Active

Type of Resource: Non-Instructional Personnel

Cost: 0

One-Time or Recurring Cost?: Recurring Cost

20 Dell Laptops - In 2016 we purchased 15 Dell laptops using Equity funds to serve ESL, Basic Skills, and STEM students. They have seen strong use - checking out 393 times in 2018 (up from 336 in 2017). Though, because of this heavy use they experience quite a bit of wear and tear and due to damage and loss our collection of Dell laptops has shrunk. By purchasing a collection of Dell laptops using regular funds we can completely open this resource to students who are not ESL, Basic Skills, and STEM. It also ensures that this valuable resource stays up to date for students.

This supports the College Goal of Student Completion/Success by minimizing logistical barriers to success, as many of our students do not have access to a desktop or laptop at home. They also align with the College Equity Plan by contributing to student's ability to remain in classes and complete their courses. According to a fall 2017 survey we sent to students who participated in our TLC program (which gave them access to laptops as well as textbooks and graphing calculators) 94.7% of students rated the resources

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from the TLC program as very important to their academic success and 47.4% of students reported that they would not be able to take their class without access to these resources. About 57% of these respondents had checked out a laptop or Chromebook.

These laptops support student learning outcomes by allowing students to access Canvas, student email, and research for their assignments.

20 needed at about \$1,300 each; \$26,000 total

Status: New Request - Active

Type of Resource: Equipment (Items Over \$5000)

Cost: 26000

One-Time or Recurring Cost?: One-Time Cost

Goal Description: Help bridge the income equity gap and provide students with resources needed to complete their course work.

Help bridge the income equity gap and provide students with resources needed to complete their course work.

Goal Status: 1 - New (PR)

Relevant Program Review Cycle: 2020-2021

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Organizational Development - Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive, and transformative learning.

Action Plans

2020-2021 - Provide access to graphing calculators to students for overnight checkout (Active)

Who's Responsible for Completing this Action Plan?: Staff and Librarians

Related Documents & Links:

[Classified Hiring Justification Increase.docx](#)

Resource Requests

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Status: New Request - Active

Type of Resource: Non-Instructional Personnel

Cost: 0

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One-Time or Recurring Cost?: Recurring Cost

Graphing Calculators (30) - In the past these have been purchased using a combination of regular funds (specifically from our textbook reserve funds) and equity funds. Graphing calculators have been very popular with student, they were checked out 662 times in 2018.

With the implementation of AB 705, students are self-placing into higher/transfer level course such as MATH 200 (Statistics) and this has led to an increase in student need for calculators in order to be successful in their classes. The TI-84 is the standard calculator which supports many different levels of math including most if not all transfer level math courses. Although the library has a fair amount of TI-84 calculators due in part to the equity funded TLC program as well as smaller collection of short term checkout, demand has been overwhelming and it is not uncommon for all TLC calculators as well as short term reserve calculators to be checked out. Unfortunately, this leaves many students without support and since the calculators aren't always affordable for students, purchasing one can create an additional financial barrier that can impact student success. Since this will be an ongoing issue, additional calculators will help the library support students by providing access to technology which is vital to student success and learning.

This aligns with College Goal Student Completion/Success as access to graphing calculators minimize logistical and financial barriers to student success. They also align with the College Equity Plan by contributing to student's ability to remain in classes and complete their courses. According to a fall 2017 survey we sent to students who participated in our TLC program (which gave them access to graphing calculators as well as textbooks and laptops) 94.7% of students rated the resources from the TLC program as very important to their academic success and 47.4% of students reported that they would not be able to take their class without access to these resources. About 23% of those surveyed had used graphing calculators from the library's collection.

30 needed at \$136.99 each

Status: New Request - Active

Type of Resource: Supplies (Items less than \$5000)

Cost: 4109.7

One-Time or Recurring Cost?: One-Time Cost

Goal Description: Faculty wide survey on library instruction, services, and resources.

Faculty wide survey on library instruction, services, and resources.

Goal Status: 1 - New (PR)

Relevant Program Review Cycle: 2020-2021

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.

Action Plans

2020-2021 - Work with PRIE and Office of Instruction to develop and send out survey. (Active)

Who's Responsible for Completing this Action Plan?: Librarians

Goal Description: Assess reference stats and survey on student satisfaction

Assess reference stats and survey on student satisfaction

Goal Status: 1 - New (PR)

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Relevant Program Review Cycle: 2020-2021

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.

Action Plans

2020-2021 - Assess reference stats and create and implement a survey on student satisfaction of reference services. Adequate adjunct staffing, read articles and attend workshops on creating surveys will be needed. (Active)

Who's Responsible for Completing this Action Plan?: Librarians

Goal Description: Assess learning related to workshop or library instructional sessions

Assess learning related to workshop or library instructional sessions

Goal Status: 1 - New (PR)

Relevant Program Review Cycle: 2021-2022

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.

Action Plans

2021-2022 - Assess learning related to workshop or library instructional sessions by creating a short assignment for students. We will specifically look at student's ability to use the Library databases to find college-level resources. Adequate adjunct staffing, read articles and attend workshops on assessing information competency needed. (Active)

Who's Responsible for Completing this Action Plan?: Librarians

Goal Description: Assess students needs related to Library space

Assess students needs related to Library space

Goal Status: 1 - New (PR)

Relevant Program Review Cycle: 2021-2022

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Action Plans

2021-2022 - Assess students needs related to Library space through an equity walk through. We will partner with Student Life and ACES to do an equity walk through of our space to assess how students perceive the accessibility of the Library. (Active)

Who's Responsible for Completing this Action Plan?: Librarians