

**II.B.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 college supports student learning and achievement by providing library and learning support services to students that are managed by designated, qualified personnel. The Moorpark College Library, the Teaching and Learning Center, our Online Student Support service, equipment/textbook lending and open access computer lab offer learning support services to encourage student achievement. These support services are all advertised and accessible to the students (II.B.1.04; II.B.1.05) and faculty (II.B.1.09; II.B.1.25).

The Teaching and Learning Center (TLC) provides learning support services that includes 6 days a week of online and on ground tutoring with a wide bandwidth of disciplines covered (II.B.1.04) as well as course embedded tutors placed in approximately 30 classes per semester (II.B.1.18). A satisfaction survey is administered every semester indicates that students are very satisfied with the tutoring services our institution provides (II.B.1.17). The TLC oversees the athletics study hall which is required by all athletes to attend 2 hours a week and weekly reports are emailed to the athletic director, athletic counselors, and all coaches (II.B.1.1). In addition to providing support to students, the TLC provides professional development to all faculty (II.B.1.11) including monthly book discussions on pedagogy as well as weekly teaching tips that are published online (II.B.1.1). The TLC offers a variety of workshops on an ongoing basis including transfer essay sessions and resume writing.

The library houses a large collection of resources that support all academic areas on campus.

The collection includes print books, digital books, scholarly and popular periodicals, streaming video, and physical audiovisual recordings (II.B.1.06). The library collection is regularly maintained by librarians through content review, weeding and collection development. Librarians work collaboratively with academic departments on campus to review and develop the library collection. The library also circulates textbooks and equipment (laptops, hot spots, calculators, tablets, and smart pens) to support student learning (II.B.1.24). Students who visit the library have access to computers, printers, scanners, and private study space. The Online Student Support desk is housed in the library and provides in-person and online technology support for students (II.B.1.23). Students can access library services through the main Moorpark College Library website (II.B.1.06), via the MyVCCCD portal, and through the current learning management system.

Library research assistance services are available online and in-person for student and faculty use. Library instruction sessions are offered in-person, and online via synchronous live sessions or recordings for asynchronous courses. Professors can request these services for their courses through an online request form (II.B.1.21) or in-person request. Librarians have created online research guides (II.B.1.07), a web-based library of video tutorials (II.B.1.08), and embedded instruction modules compatible with the current learning management system (II.B.1.16). Librarians staff virtual chat, text message correspondence, and online reference appointments (II.B.1.19) to provide reference support for students. The Moorpark College Library also subscribes to a chat co-op service which allows Moorpark College students to access chat services with librarians 24 hours a day, 7 days a week (II.B.1.21). These services and general library information are promoted and announced through our library website and our social media channels (II.B.1.20).

The Library, the Teaching and Learning Center, and the Online Student Support desk are adequately staffed by full-time personnel, as well as peer tutors and student workers. Faculty and staff meet regularly to review and assess library and support services (II.B.2.02). Peer tutors and library student workers receive appropriate training from staff members.

### **Analysis and Evaluation**

The college supports student learning and achievement by providing library and learning support services to students that are managed by designated, qualified personnel. These support services are available through multiple modalities and are accessible by all students, staff and faculty, whether they are online or in-person. Learning support services are varied in type and function, and include the library collection, the Tutoring and Learning Center, computer labs, equipment lending, textbook lending, additional learning technology, and ongoing instruction for users of the library.

In looking at the options for tutoring, Moorpark College clearly offers the sufficient quantity and depth of tutoring necessary to support all our students. When we surveyed our tutees they responded that they feel supported and respected when utilizing our tutoring services. The students that received tutoring reported that they felt more confident and that they had a better understanding of the material in the subject area that they received tutoring in. The students were very satisfied with the service provided and would recommend the service to fellow students. Many of the students stated that they benefited and enjoy the tutoring options we provide including online and on ground. We should continue our efforts at maintaining the level of support, both online and on ground, as our students have voiced their needs.

## Evidence

### POSSIBLE SOURCES OF EVIDENCE:

DK - College catalog information on library and other learning support services. These services may be repeated in a Student Handbook, Faculty Handbook, and/or Personnel Handbook;

RP - Web-based access to all library ✕ and learning support services ✓; (www.moorparkcollege.edu/tlc)

RP - Web instructions on how to use online library ✕ and learning support services ✓; (Welcome to MC Tutoring – YouTube video)

RP - Schedules of trainings/workshops/podcasts on how to use library and learning support services ✓; (Welcome to MC Tutoring – YouTube video)

DK - ask Jeremy Kaye for agenda - New staff and faculty orientations that include library and learning support services on the agenda;

RP - Results of student satisfaction surveys or other evaluations of library and learning support services ✓; (Spring 2021 TLC Survey)

DK (Gap) - Results of faculty and staff satisfaction surveys or other evaluations of library and learning support services;

DB (Accudemia) and DK (LibCal) - Enrollment reports of library and learning support users;

RP (demographic reports) and ED (textbook lending) - Other reports of student use of library and learning support services; (Tutoring Summary DI Report ✓)

And/or other documents that demonstrate the institution is aligned with this Standard.

- DB - NetTutor
- DB - Attendance Demographics
- RP – Campus Update Video/Slides
- BGS – AB705 Faculty Readiness Sessions

### REVIEW CRITERIA:

- The institution assesses the effectiveness of its own library and learning support services in terms of quantity, quality, depth and variety.
- The institution has an established evaluation process to determine it has sufficient depth

and variety of library materials, including technology support, to meet the learning needs of its students.

- All campus locations/all types of students/all college instructional programs are equally supported by library services and accessibility.
- The college provides equitable learning support services for DE/CE students and traditional on-campus students.

**Notes for discussion—Academic Senate:**

Based on the narrative above, does this meet the standard?

What suggestions, if any, do you have for how to improve this standard?