Recommendation #5 Progress  
Meeting Minutes  
May 5, 2011

Present: Susan Andrien, Angelina Duarte, Becky Reetz, Nanda Shorske

Absent: Luz Moreno, Greta Siegel

Recommendation #5
In order to meet standards, the team recommends that the college remedy the lack of library services, learning resources and student support services for evening, Indian Valley Campus, and online students. (II.B.3.a; II.C.1.c, ER 14, ER 16)

The following progress has been made to address this recommendation:

Library and Learning Resources

Evening services including a reference librarian, a Learning Resources Assistant, and a Media Center assistant, have been available at Kentfield for decades. In spring 2011 an online reference librarian has been made available to both online and IVC students via email or telephone.

A new librarian position assigned to IVC is funded for spring 2012 and will be advertised by September 2011. In spring 2011 our two librarians have traveled to IVC to give library orientations to six classes at the instructors’ request. Our short-term staffing solution for classified library staff is to assign library staff (Learning Resource Assistants) to work at IVC for 8 hours a week starting on Friday, April 6. The Media Services Coordinators currently located 100% at Kentfield have been assigned regular hours at IVC. In fall 2011 their positions will be changed to include library as well as Media Services.

In spring 11 the librarians created a budget for a basic print reference collection to be located at IVC; as soon as this resource has been approved by PRAC they will be ordered. IVC-based program coordinators have requested periodicals from each of their discipline areas that will be ordered and placed in the IVC library. The ProQuest database requested through program review by health programs located at IVC has been approved by the Instructional Equipment Committee and PRAC and will be ordered and installed for fall 11.

Student Services

Financial Aid  Expand hours to include Monday and Tuesday nights either 5-7pm or 4:30-6:00  
Greta to talk to David Cook and Bob Balestreri about it

Registration  Hours at IVC should be extended later in the evenings 1 week before school and 2 weeks after school.

Testing  Expand and/or reschedule testing times at IVC so they work best for students  
Greta to explore and make recommendation.
**Tutoring (TLC)**
Online Tutoring Request Application in development. Tutoring schedule will be posted online starting this summer. Online tutoring platform will be piloted this summer. Talking to instructors and IS’s at IVC to determine when to add in-person tutoring. ISes and tutors to visit classrooms and announce hours for services.

**Writing Center**
In fall 2011 we plan to add four hours of IS support at IVC.

**Math Lab**
It’s staffed by faculty and IS; are these hours being enhanced?

**Transfer**
Greta to investigate setting up a “transfer corner” in the A & R lobby area. Nanda looking for extra computer and phone for this purpose. Create program sheets listing all reqs for graduation/transfer.

**Bookstore**
“Book Depot” will be in building 17 in the large glass office.

**DSPS**
In spring, 2011, the DSPS counselor began spending 3-5 hours per week at IVC. Will move to new multi-departmental office in building 17 for fall semester.

**EOPS**
In spring 2011, EOPS is offering IVC counseling services by appointment. Piloting online counseling this summer.

**Health Center**
IVC services adequate. Greta to fill in with more information…

**Student Affairs**
ASIVC has now merged with ASCOM. ASCOM has begun hosting events for students on both campuses. Office open?

**Outreach**
Nanda writing up paragraph about outreach. Greta to talk to Anna about what’s been happening. (Through MCF funding, the college participated in College for All Partnership, the goal of which is to create a pipeline to college for students from communities in both Novato and San Rafael.)-Greta, I believe we have a student mentor working in Novato

**Interdepartmental Office**
Nanda is writing up notes on the location of the various services (Bldg 17 having offices for DSPS, the Book Depot, a Student Affairs office, a transfer computer in lobby with links to Assist and other tools called “Transfer Central,” and an office for various departmental adjunct faculty to hold office hours, Career Study Center). Twenty-four computers are being moved to the lab for student use.

**General Counseling**
Greta to describe. Begin offering evenings by request? Greta and Luz to report on status of online counseling. Greta, what change is planned in the status of evening (at least until 7 PM) counseling at KTD and IVC? Are counseling workshops planned?

To be explored: Adding Saturday services to IVC before school starts? Could relevant staff be rescheduled to work evenings instead of Fridays at IVC? No supervisor in A &R at IVC. We discussed formats for online support for student questions about Registration, Admissions, transfer, etc—either an ASK COM with links to Ask Admissions, Ask Financial Aid, etc. to be live in summer or fall. Julia Wood is an IS assigned to the open lab, not sure whether her duties have changed or been enhanced in any way since WASC visit.

Per Angelina, Greta will have a draft prepared and sent to the group by May 15th, using the reporting template that was sent out by Chialin a few weeks ago (attached).

**Book Depot at IVC:**
A glassed-in secure “double-office” space will be established to provide bookstore purchases in the Career Study Center in Bldg 17 facing the campus green at the Indian Valley Campus. This location will support a secure area for books and book store supplies that can be sold on a regular schedule. Office hours will flex to
As an example, during the high-demand weeks just before and just after each semester begins, the Book Depot will be open to sell books assigned to students for courses at IVC. In addition, regular hours will be established throughout the semester when students will be able to purchase basic school supplies, such as Scantrons, blue books, pencils, paper, pens and other supplies as requested by students to support studies throughout the year.

**IVC Inter-Departmental Offices: EOPS, DSPS, EOPS:**
EOPS, DSPS and EOPS programs now have a permanent location where students will be served on a regular schedule. This “interdepartmental office” will be also be co-located in the Career Study Center with other expanded student services such as tutoring and “Transfer Central” described below. It is believed that by co-locating programs designed to meet individual student needs such as tutoring and transfer assistance, students are more likely to access services also offered by EOPS, DSPS and EOPS in this informal and “easy access” environment.

**Transfer Central-IVC:**
“Transfer Central” is a computer station set up to automatically connect students to such websites as “Assist” and a direct line for phone, on-line counseling and regular transfer information sessions for students inquiring about or planning for transfer to four-year university programs.