

## Recommendation 7

First meeting, Thursday, April 14, 2016. Attendees: Pauline Trummel, Barbara Morrissey, Toby Bielawski, Angela Amaya, and Tina Inzerilla.

In order to improve, the team recommends the staffing and space needs as well as the hours of operation of the Library, Tutorial Center and the Reading and Writing Center are evaluated and the results of the evaluation be applied to ensure that equitable access to all services is provided for all students. (II.C1.c)

	Tutorial Center	RAW	Library
Student surveys evaluating hours available? On a semester or annual basis?	Yes, once a semester.	Informally, students are asked about the hours periodically through the semester.	Yes, every spring semester.
Have the results been applied to ensure equitable access?	No, would like to but do not have the staffing available to open later. The biggest complaint is about not enough Friday hours.	Yes, RAW hours have been adjusted to end at 7 pm on Monday and Tuesday.	Yes, in Spring 2015, the library hours were extended to end at 8 pm and in Spring 2016, the library hours were extended to end at 9 pm.
Fall/Spring hours. What are the hours open?	Mon., Tues., and Thurs. 9 am – 7 pm; Weds. 9 am – 7:30 pm; Friday 9 am – 2 pm	Mon. - Tues. 11 am – 7 pm; Weds. - Thurs 10 am – 5 pm; Friday closed	Mon-Thurs. 8am-9pm; Friday 8 am – 2 pm
Online access: Is there 24/7 access to the services?	Yes, via email Monday-Friday. There is a 24 hour turnaround time for response. The access is asynchronous.	Yes, via email, Monday-Sunday. There is a 48 hour turnaround time on the weekends. The access is asynchronous.	Yes, via email, Monday-Sunday. There is a 24 hour turnaround time for response. The access is asynchronous.
Summer access: What are the hours?	None. Tutors do not want to work during the summer. Observations have found tutoring doesn't make a difference until after 5 sessions.	None.	Library hours are variable during the summer. Currently hours will be 10 am – 1 pm. Currently lobbying for money to keep the library open 9:30-6:30 pm.

How should we define equitable access?

What is ACCJC's definition of equitable access? Research needs to be done. There was agreement that we should come up with some kind of definition for equitable access and that it's fine to have on campus and online as categories.

On Campus:

Not discussed.

Online:

Net tutor is a 24/7 service that is synchronous and may cover both tutoring and reading and writing center.

There are 24/7 services that provide reference assistance to students. The cost is approximately \$5,000/year.

We will either meet later this semester or in Fall 2016.