

Recommendation 7, September 25, minutes

1. Review for Fall 2018. Any changes?

	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. Spring 2016	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
Fall/Spring hours Fall 2017	Mon 9 am to 6 pm, Tuesday and Wednesday 9 am to 5:30 pm, Thursday 9 am to 6:30 pm, and Friday 9 am to 3 pm	Monday – Thursday 10 am to 2 pm	Mon-Thurs. 8am-9pm; Friday 8 am – 2 pm
Fall/Spring hours Fall 2018	M-Thur 9-7:30 pm Fridays 9-3pm	Mon-Thurs 10-3:30 pm; Tues and Weds 5:30-6:30; Fridays 11 am to 2 pm. Hours are variable based on funding.	Mon-Thurs. 8am-10pm; Friday 8 am – 4 pm; Saturday 11 am to 6 pm.
Online access: Is there 24/7 access to the services?	Yes, NetTutor	Yes, NetTutor	Yes, 24/7 Chat, Question Point.
Summer access: What are the hours?	None. Tutors do not want to work during the summer. Observations have found tutoring	None.	Library hours are variable and last summer was open 10 am-6 pm.

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	doesn't make a difference until after 5 sessions.		
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2. Review numbers related to students using the services and adjust the goals for the October survey as necessary.
No changes to the goals. The group decision is to go with the "all" numbers instead of the ones who used the services.
3. Any other goals people would like to add. Goal of access: increase access for students to RAW and Tutorial Center to be opened during the summer.
4. Midterm report – draft paragraph for review

College Recommendation 7

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)

Responsible Parties: Library, Tutorial, Reading and Writing Center (RAW)

Status: Ongoing

Timeline for completion is Fall 2021.

Narrative: The College formed a task force to review Recommendation 7. There have been several meetings. The Library, RAW, and Tutorial Center have increased the open hours to their services since Recommendation 7 arrived at LPC. 24/7 online tutoring via NetTutor for the Tutorial Center and RAW. 24/7 Chat via Question Point for the Library. The Student survey that Institutional Research developed has been updated to ask students questions about each of the services. The questions ask if the service is available when the students need it. This survey is given every two years. A baseline was set 2 years ago. Goals have been set for each area to make their area provide more equitable access. The committee has also created a definition of equitable access. The next survey will be sent out in October, 2018.

5. Other agenda items?