Academic Computing Center
Proposed Restructure

Situation Analysis:

The Academic Computing Center (ACC) opened its doors in 1995 to support student technology needs as many SAC students did not have access to personal computers nor the internet. As computer/laptop prices have become more affordable and the newly launched Digital Dons Program, student access to laptops, internet/wifi, and smart mobile devices have increased. This along with reduced foot traffic in the Chavez Building due to the construction has created a steady decline of student usage in the ACC. In addition it became evident that capturing FTES with the current structure in place was less than optimal. The services offered in the ACC therefore needed to be reevaluated based on the current academic support and technology needs of our students.

Evaluation Process:

To address these issues the Academic Support Steering Committee (ASSC) was convened to discuss and evaluate the academic support needs of our students. The team is comprised of Faculty (9), Administrators (4) and Classified staff (1) working with students in the ACC, Learning Center, Library, Math Center and the Science Center.

Usage Data was collected over an 8-week period in Fall 2016 semester in the ACC to guide the discussion and decisions. The ACC student usage data includes traffic flow, length of stay, disciplines/courses, and usage activities. In addition an evaluation of ACC usage over the previous two semesters was reviewed.

Three meetings were held during the Fall 2016 semester after which a survey was completed to gather the decisions of the ASSC regarding programming in the ACC.

The Recommendations:

1. The ACC must become part of the larger Learning Center community in order to provide better student support.
2. The ACC should be a more collaborative environment to better engage today's students in learning and learning using current technology.
3. The ACC must be a place where SAC can collect FTES.
4. The ACC should be a place where students can get answers to their questions about school (Where do I go for? Who can help me with?).
5. The ACC consists of A104 & A106.
6. The ACC should be rebranded to the: Tech Learning Center

Tech Learning Center

Proposal

Activities:

The Tech Learning Center (TLC) will provide the following academic support services (% of space to be allocated):

1. Technology Tutoring (25%)
2. Peer Tutoring/Mentoring & Collaboration (20%)
3. Tutoring – Small Group & Individual (20%)
4. Open Computer Time (15%)
5. Workshops (10%)
6. Counseling, Mentoring Advising (5%)
7. IQ Bar & GPS Center (5%)
8. Industry Credential Testing Center

Disciplines- tutoring and support:

1. Accounting
    a. Content
    b. Software - QuickBooks
2. Business
    a. Content – Business Writing
    b. Software - (Microsoft Office & Adobe Acrobat)
3. Computer Science
    a. Programming – C++, Java, Visual Basic
4. Economics
    a. Content
5. Engineering
    a. Software – CATIA, AutoCAD, Bentley, Revit, GIS
6. Fashion Design
    a. Software – Illustrator, Lectra
7. Graphic Design
    a. Software – Adobe Photoshop, InDesign, Illustrator, Dreamweaver
8. Additional Opportunities:
    a. Auto/Diesel
    b. Fire Technology
    c. Other

Working in collaboration with the Learning Center, workshops will be scheduled in A104 which is already mediated for presentations (A106 is also mediated if we need large group workshop area). When not in use for workshops A104 will be a quiet space available for study time, computer use and quick printing. FTES will be collected when workshops are scheduled. Possible workshop topics would include but are not limited to the list below and will be open to students and to staff as professional development:

1. Blackboard/Canvas
2. Quick Tip for Microsoft Office (Word, Excel, PowerPoint, Outlook)

3. Adobe Acrobat – Creating Fillable Forms & PDF
4. Study Skills
5. Creating a Portfolio
6. Linked In Profiles
7. Resume Writing
8. Interview Skills
9. Online Class Orientations

Recommended Hours of Operation:

It is recommended that the hours of operation:

Fall/Spring
    Monday – Thursday 7:30 am – 8:00 pm
    Friday 10:00 am – 5:00 pm

Intersession/Summer
    Monday – Thursday 7:30 am – 8:00 pm

Physical Space:

To accomplish the above recommendations, the physical space of the TLC needs to be updated (and cleaned). This will include the following changes in A106:

1. Remove 4 rows of tables and replace them with 8 – 10 round tables wired for plugin
2. Remove 1 row of computers in A104 to allow students to bring their own devices for plug in for studying and during workshops
3. Provide 3 printer stations – 1 for quick print in A104 and 2 for work product printing in A106
4. Install an IQ Bar & GPS station
5. Install 1 table with a monitor for DLAs and project work
6. Install 8 – 10 testing bays in the back room of A106

The following changes are required in A104

1. Remove 1 - 2 rows of computers to allow students to plug in their devices
2. Move the copier from A106
3. Print Only stations for quick print
4. Relocate the DSPS Station

The proposed changes were made with the time and budget in mind. This should be considered a work in progress with alternative opportunities possible as we track/monitor usage and changing needs.
(See attached schematic for proposed layout.)

FTES Collection:

The TLC will collect FTES when Faculty are on site and students are receiving tutoring services or attending workshops. The new software developed by ITS will be deployed requiring
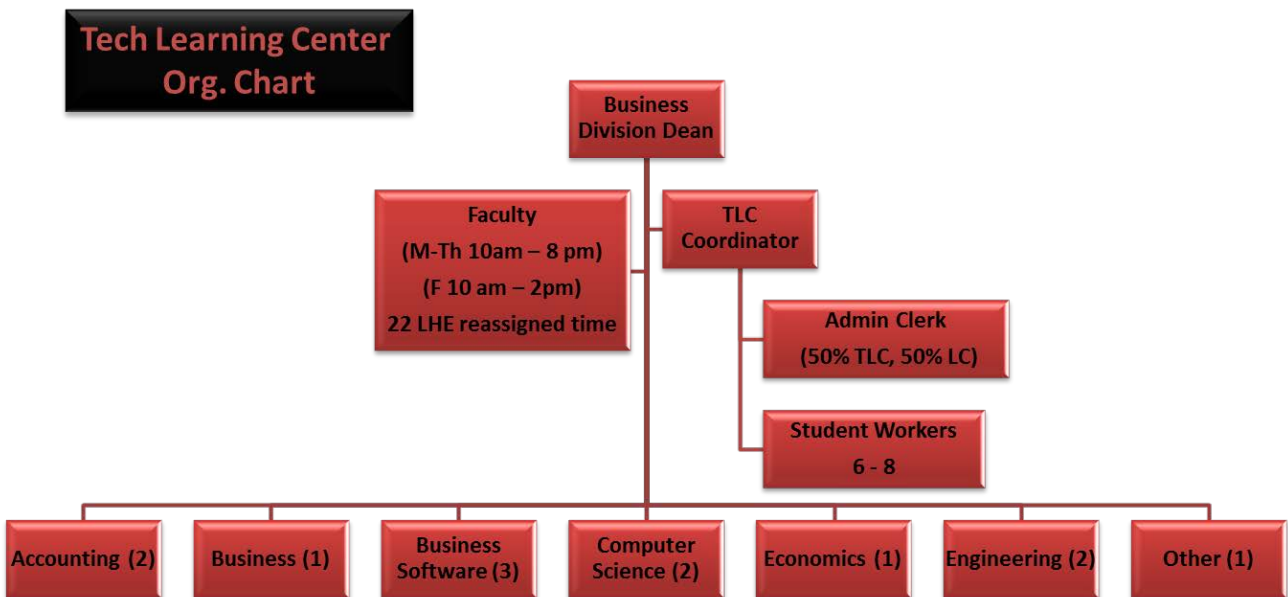
students to register for a Non-Credit class prior to working in the TLC. Meetings with ITS are scheduled to discuss deployment and the pros and cons to using the same class for the TLC and LC requiring students to register for only one class and access two centers.

Personnel:

It is clear that changes to the current structure in the ACC must be made in order to implement the recommended changes. Further discussions and decisions regarding open tutoring time versus scheduled appointments are needed to make final decisions. In addition there will be challenges in faculty staffing due to the limited number of full time faculty in the business division and available adjunct faculty. However this can be overcome with addition adjunct hiring.

It is recommended that the following personnel changes be considered. The proposed structure would mirror the Math Center.

1. Replace Faculty Coordinator with Classified Coordinator
2. Hire an Administrative Clerk to handle both the TLC & LC clerical needs including scheduling, payroll, creation of flyers, etc.
3. Reorganize the Instructional Assistants based on discipline specific needs.
4. Move the Accounting & Economics Tutoring (IAs) from the LC to the TLC.
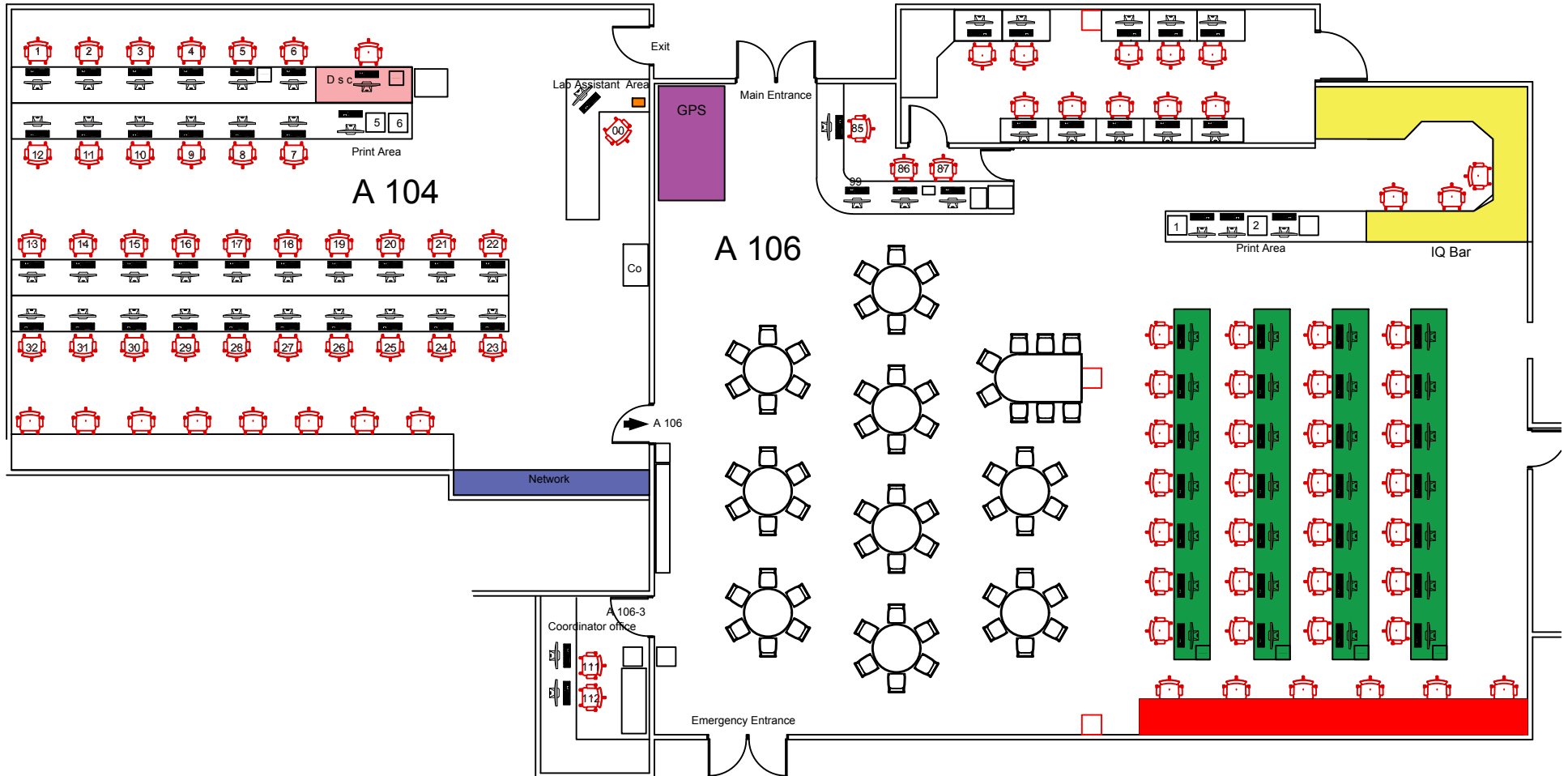
Tech Learning Center Org. Chart

- Business Division Dean
  - Faculty (M-Th 10am – 8 pm) (F 10 am – 2pm) 22 LHE reassigned time
  - TLC Coordinator
    - Admin Clerk (50% TLC, 50% LC)
    - Student Workers 6 - 8
  - Accounting (2) | Business (1) | Business Software (3) | Computer Science (2) | Economics (1) | Engineering (2) | Other (1)

Operating Budget:

The operating budget is still in development but initial estimates show that it should be very close to the current ACC budget.

Timeline:

- Workshops Scheduled – 2nd half Spring 2017
- Tracking Software Deployment – 2nd half Spring 2017
- ACC Webpage converted to TLC and updated to mirror LC
- Staffing changes should begin in the Spring 2017 semester (reorg to hire Classified Staff and Instructional Assistants). Launch in Summer or Fall 2017.
- Physical Space – Update after Summer 2017 for launch Fall 2017
- Rebranding – Fall 2017

PROPOSED

TECH LEARNING CENTER

Exit

Lab Assistant Area

GPS

Main Entrance

D s c

Print Area

5 6

A 104

Co

A 106

A 106

Network

A 106-3
Coordinator office

Emergency Entrance

00

85

86 87

99

1 2
Print Area

IQ Bar

1 2 3 4 5 6

12 11 10 9 8 7

13 14 15 16 17 18 19 20 21 22

32 31 30 29 28 27 26 25 24 23

11

12

Academic Computing Center (ACC): Transformational Concept/Vision for Students

The highlights below represent our evolving vision for a hybrid hub of academic and student support services in a transformed ACC that brings new life to the east end of the campus during these years of acute construction disruption. Knowing that an Academic Affairs Think Tank is also hard at work framing possibilities, we are eager to fuse our ideas into a fresh and powerful whole in the service of current and future students as we SAC-ify a state and national best practice in student engagement and success by co-locating support services in a welcoming and flexible space where students can study, meet, work, collaborate, utilize technology, and obtain critical information about resources available to them @ SAC.

Key Services: Using a model of informational service hubs that has been so successful during the first few weeks of academic semesters out on campus, these hubs would take the level of service higher and migrate to the new center to be continuously available to students via a rotating staff model. Core services that wish to be involved include:

- Counseling: Drop in services, waivers, registration guidance
- Financial Aid/Scholarship/Urgent Action: Help with FA & scholarship applications to maximize financial aid/scholarship funding for students. Emergency urgent action mini-grants
- Veterans: Program information, services, benefits
- Outreach/Admissions: Help with all phases of the application & enrollment process, including add codes
- Digital Dons: IQ Bar will provide peer tech support, modeled after the library & A&R hubs currently active on campus.
- Special Programs: We wish to include a special program hub that could be flexible and host EOPS during open enrollment, ASG for special awareness activities and community building.

Space Configuration: We are interested in collaborating with Academic Affairs partners to learn of their ideas and program requirements. In addition, we are interested in creating "flex space" that might be a few sectional thinking hubs with seating, partial walls w/ whiteboards, and more.

Timeframe: Ready for student use by fall 2017.