



Departmental Services Outcomes
Measuring Success to Improve Teaching and Learning

Department/Unit Garden Grove Center
 Team Members Marla, Connie, and Cynthia

I	II	III	IV
Expected Outcomes (Student Learning Outcomes, Student Service Outcomes, and/or Service Area Outcomes)	Assessment Plans (How will you measure your success? Include assessment method and how, what, when, and who)	Assessment Results (Describe results of the assessment. Include main findings, date, and report author.)	Implications and Plans for Improving Results (What operational changes, resources, or modifications to expected outcomes or assessment methods are needed?)
Prepare students for the new and emerging labor needs. (2.5)	Annually, track number of contacts and meeting scheduled with businesses and organizations which are potential partners.		
Ensure that the GGC is meeting the needs of the community. (4.2 & 4.7)	Hold local events, do specific outreach activities, and host general events related for specific student populations.		
In collaboration with the ESL and M & O Departments, develop an efficient parking permit process. (1.4)			



Program Review 2012-2013 Validation Report

Information Commons

1. List the most important things (issues, trends, concerns, etc.) that are apparent from this report:
 - A. The services offered by Information Commons were impacted by recent budget reductions with the loss of the full-time staff person who oversaw its operations.
 - B. The partnerships with Sylvan-Prometric, Pearson/Vue and Novell are languishing because Coastline does not have a trained/certified testing administrator (the retired Instructional Aide was a certified testing administrator).
 - C. Overall usage has increased as a result of the successful expansion of tutoring program.
 - D. ADA Compliance requirements need be identified and addressed.
 - E. Because of the change in the mission for the Information Commons and the expansion of services to other disciplines besides CTE, Perkins funding is no longer available to support the technology and staffing of the IC. The cost of upgrading the aging computers in the IC needs to be included in the Technology Plan and institutional budget planning.

2. List any realistic suggestions the Steering Committee may have for the program based on information in the self-study.
 - A. Continue to explore ways to use the existing facilities to expand tutoring support, particular for the STAR program.
 - B. Find ways to expand hours the computer equipment is available to students. As more on-site classes are offered, the number of students on-site (Garden Grove) increases and the use of the Information Commons provides a place for students to complete outside assignments.
 - C. Institutionalize budget support for the staff needed to adequately operate the Information Commons to support increased student use and support.
 - D. Look into the OC IOC for financial support for equipment needs for the Information Commons (to support ADA requirements).
 - E. Data should be gathered to evaluate student usage of the Textbook Reserve Collection and Telecourse Media Library.

3. List program accomplishments and aspects for which the program should be commended.
 - A. Maintaining lab availability to students while dealing with recent budget issues (at a reduced level).
 - B. Providing space and a proctor for certification exams.

C. Expanding the Information Commons to include tutoring services.

4. Does the data substantiate the conclusions and recommendations made?

Yes No

If no, note the areas and manner in which data does not match conclusions or recommendations?

5. Has the program adequately responded to the elements identified in the outline for instructional or student services programs (see appropriate checklist)?

Yes No

If no, note which topics were either omitted or not addressed clearly or substantially enough: