**CLASSIFIED STAFF NEEDS ASSESSMENT APPLICATION**

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| Name of Person Submitting Request: | Marie Mestas; Celia Huston | | | |
| Program or Service Area: | Academic Advancement/Auxiliary Computer Lab | | | |
| Division: | Library and Learning Resources | | | |
| When was the last Program Efficacy document completed? | Spring 2008 | | | |
| What rating was given? | Continuation | | | |
| Current number of Classified Staff: | FT | 1 | PT |  |
| Position Requested | Computer Technician | | | |

1. Provide a rationale for your request.

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| Job Description: Under general supervision, assists faculty, staff, and students in operating and troubleshooting a variety of technical equipment including computers, printers, and copy machines in campus wide areas or in an assigned area or lab. *Note: This request is for a Computer Technician to work in the ACAD/Auxiliary Computer Lab. The position would primarily serve students using that lab.* The ACAD Lab is a satellite location in LA 206 has 74 computers for student use.   * The ACAD Lab offers the only location for basic skills students taking ACAD 910x4, a self-paced class providing basic skills instruction via a computer-based program – PLATO – in mathematics, reading, language arts and writing. The ACAD Lab also serves as the site for self-paced, basic skills modular math courses MATH 942A-C and MATH 952A-D. Additionally some Reading courses, including online instruction, use PLATO in the laboratory portion of their class. * The ACAD Lab also has open use computers that are available to all students with a valid SBVC Library card. Additionally, several computers have been made available for any potential student to apply to the college, fill out financial aid applications and register for classes. * The Students enrolled in the classes using PLATO computerized instruction are assisted by Tutor IIs who assist with curriculum and PLATO software only, all other computer software and technical uses requires a Computer Technician. * There currently is only a Circulation Clerk to assist students in this lab. There is no help from a Computer Technician in using the computers, and no one to troubleshoot problems when they occur. A Computer Technician could relieve the clerk for break times and lunches without a break in services to students. Currently, if the Circulation Clerk is ill or otherwise away from the Lab, it is forced to shut down the entire operation. This puts these basic skills students at risk for failure if they cannot complete the components of their curriculum in a timely manner that fits their study and work schedules. |

1. Indicate how the content of the EMP One-Sheet and latest Program Efficacy Report support this request. How is the request tied to program planning? (*Reference the page number(s) where the information can be found on the EMP and Program Efficacy).*

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| The Library and Learning Resources Division were not included in the current EMP, but will be included in the update*. The Division apologizes that this Needs Assessment submission a just a tad too long, but the need to include data charts/tables rather than referencing the EMP makes it necessary.*  The Division tracks a variety of statistical data including how often the ACAD Lab computers are checked out. Data is also available on the number of courses supported by PLATO software that is only available in the ACAD Lab.   |  |  | | --- | --- | |  | A projection based on the number of ACAD Lab computer check-outs for Fall 2010 to date forecasts that circulation is down 28%, which is direct result of the 39% reduction in service days and hours detailed in Question 3 |   **Number of Courses using Plato software exclusively in the ACAD Lab**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | **Fa 08** | **SP09** | **FA09** | **SP10** | **FA10** | | **ACAD 910** | 4 | 4 | 4 | 0 | 1 | | **Math 942 A, B, C** | 12 | 12 | 12 | 6 | 12 | | **Math 95 2A,B,C,D** | 16 | 16 | 16 | 8 | 16 | | **Reading** | 4 | 7 | 6 | 7 | 6 | |  | **42** | **45** | **44** | **21** | **41** | |

1. Indicate if there is additional information you wish the committee to consider *(for example: regulatory information, compliance, updated efficiency and/or student success data or planning etc).*

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| *It is important to understand that this lab is not in the main Library building but at a  separate location with its own staff and hours.*   * The ACAD Lab has traditionally been open 74 hours a week, most recently  7:30 a.m.-9:30 p.m. Monday-Thursday and 7:30 a.m.-4:30 p.m. Fridays and Saturdays. * The ACAD Lab is currently staffed by one FT Library Media Clerk to work the service desk, checking computers in and out, issuing library cards, processing fines and printouts, and collecting payment for printouts. In the past the FT employee’s breaks and lunch period and Saturdays were covered by the Learning Resources Assistant, ACAD Faculty or Tutor II’s. * The Learning Resources Assistant and ACAD Faculty retired last year and are not being replaced at this time. Tutor II’s can no longer work the service desk because contractually they cannot handle money which is an integral part of the work done by the FT Library Media Clerk. Thus, the ACAD Lab is now only open 45 hours a week from  8 – 5; M – F. This represents a 39% reduction in service hours. Lab is closed Sat. * Additionally, the ACAD Lab has to ‘borrow’ an employee from the Library building to cover breaks and lunch periods; if this employee is not available, the Lab must close the service desk until the Library Media Clerk returns. The Library, also short staffed, loses the services of an employee for a minimum of 7.5 hours a week. Consequently, the employee is unable to complete weekly tasks in a timely manner. * A Computer Technician in the ACAD Lab would increase computer technical support services to students, be able to cover the ACAD service desk and handle money during breaks and lunch, and potentially allow for an increase in ACAD hours. |

1. Evaluation of related costs (including any ongoing maintenance or updates) and identification of any alternative or ongoing funding sources. (for example Department Budget, VTEA or Perkins)

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| Starting salary is 40,202/ yr plus benefits. Salary would be ongoing. |

1. What are the consequences of not filling this position?

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| Students in Math 942 A, B, C and 952 A, B, C, D and student who utilize the ACAD Lab for their Reading Courses will have limited access to the only lab on campus that supports their classes.  There are 14 sections of Math 942 A, B, C and 952 A, B, C, D scheduled for Spring 2011 that need access to PLATO in the ACAD Lab and will be limited to 8 a.m. – 5 p.m. Monday – Friday. Students who are only able to come to campus on evenings and weekend will not have access.  ACAD lab will have to be closed when the Library Media Clerk is ill or taking holiday and vacation time.  When the Library Hours were cut in 09/10, the ACAD Lab was the only computer lab open on Saturdays. Now, there are no Saturday computer services on campus offered by the Library and Learning Resources Division. |