

Learning Success Center

Program Review

Reporting Period: 2019-2020, 2020-2021, 2021-2022

Part 1: Review of Past 3 Years

1. Service Unit Outcomes Assessment

A. Summarize assessment results.

The Learning Success Center collaborates with the JSCC Library (LRC) in connecting students with resources. Resources include Edmentum Courseware A Learning Success Center resource consisting of 400 plus subjects; PrepStep, Peterson’s Test and Career Prep both JSCC Library resources, and JSCC Tutoring Options.

There is a Learning Success Center (LSC) at the Jefferson and Shelby Campuses. The Jefferson Campus LSC was implemented in 1988 and the Shelby Campus LSC in 2008. The LSC at the Jefferson Campus includes two computer labs and a theater room. The LSC at the Shelby Campus includes two computer labs. One lab at each location is open to students and community members. One lab and theater room at the Jefferson Campus and one lab on the Shelby Campus are scheduled by academic classes, workforce development, enrollment services, and other organizations, to conduct simulated labs, testing instructional support, training, and presentations.

The Learning Success Centers at the Jefferson and Shelby campuses are staffed 8am to 8pm Monday through Thursday and 8am to 4:30pm on Fridays.

Utilization for the Learning Success Centers on the two campuses is identified in Table 1:

Table 1
Utilization Totals

Outcomes	2019-2020	2020-2021	2021-2022
Completed Online Tutorial Sessions	229 students / 772 sessions	194 students / 267 sessions	99 students / 303 sessions
Used Computer Resources for Developmental Support	304 students / 43,396 sessions	**146 students / 21,371 sessions	*0 students / 0 sessions
Used Computer Resources for College-level Course Support	6,631 students / 12,139 sessions	**151 students / 177 sessions	**2,862 students / 3,009 sessions

Utilized Scheduled Labs	5,506 sessions	**266 sessions	**2,723 sessions
Study Skills Courses	1,800 students/ 1,496 sessions	**980 students /1,292 sessions	**850 students /1,787 sessions
Learning Success Center Website Views	8,862 views	8,675 views	9,006 views
Proctored Exams for JSCC Students	265 exams	***0 exams	***0 exams
Unduplicated Headcount	2,194 students and community	**73 students and community	**882 students and community

*The LSC no longer directly supports developmental classes.

**Reduction due to COVID-19 response.

*** The LSC no longer proctors exams for JSCC students.

2. Analysis (as it relates to progress in achieving unit goals)

- A. Each student that visits the LSC is enrolled in an Academic Success Course in Edmentum Courseware and enrolled in Prep-Step and Peterson's Test and Career Prep offered through the LRC. The number of students enrolled in Edmentum, Prep Step, and Peterson's Test and Career Prep is documented.
- B. JSCC Covid-19 response closed the LSC at both campuses March 19, 2020, through February 8, 2021. LSC employees during this time worked remotely, monitoring chat on the LSC website and answering student requests, 8am to 8pm Mon-Thu; 8am to 4:30pm on Friday. The LSC at both campuses were reopened to students and community starting the Summer 2021 term.
- C. Continued to coordinate with nursing advisors to make students aware of the availability of ACT prep courses in Plato and Prep Step to help prepare nursing students for the residual ACT. Worked with advisors and Jeff Coaches at the Jefferson and Shelby campuses about available resources and student assistance offered by the LSC and LRC.

3. Primary Functions/Primary Purpose/Unit Mission

- A. No changes in the unit's primary services occurred since the beginning of the review cycle.
- B. No changes in the unit's primary services occurred in the past three years.

4. Goal Progress

- A. The unit's mission was to promote access to computer technology, online resources and instructional programs for college students and community residents. Goals were identified

that supported this mission. The labs were used by many students and community residents. Utilization exceeded the projections, therefore the unit met its goals.

- B. Adequate resources were provided to support achievement of goals. Resources were available to support staffing, equipment, software fees and supplies.

Part 2: Implications of Program Review for Developing 3 Year Plan

1. Vision and Direction of Unit

- A. The LSC model used on the Jefferson Campus and Shelby Campus has proven effective in promoting access to computer technology, online resources and instructional programs.
- B. Plans for 2022-2023 include collaborating with Dual Enrollment to ensure dual enrolment students are aware of LSC and LRC resources and setting up students with LSC and LRC resources based upon the courses they are taking during a specific semester. Develop email campaigns in collaboration with the LRC to promote JSCC academic resources and tutoring services.
- C. Students at the St. Clair and Chilton campuses have access to LSC resources and assistance via the LSC website and through monitored chat. This method of LSC presence at these campuses will continue.
- D. The LSC will continue to collaborate and develop relationships with other units.
- E. The LSC has effective lines of communication including a link on the College’s website that promotes access to available resources. Communication with students include email, chat, electronic forms, and phone contact.

Part 3: Evidence of Staff Participation in Program Review

- 1. The unit director communicates with staff regularly to discuss operations of the unit and identify any challenges. These discussions allow staff to discuss key components of this review. Discussions with faculty and administrators resulted in the sharing of resources between units and inclusion of the program’s needs in the College’s technology plan.
- 2. This unit does not have an advisory committee, but relationships are in place with units that have a shared mission.
- 3. List of names and titles of all participants in this program review.

Unit Staff		
Michael Payne	Director	Jefferson and Shelby Campuses
Stephanie Newman	LSC Lab Assistant	Shelby-Hoover Campus
Darryl Dancy	LSC Lab Assistant	Shelby-Hoover Campus
Jessica Dobbs	LSC Lab Assistant	Jefferson Campus
Shirley Grayson	LSC Lab Assistant	Jefferson Campus

Andrea Gumbs	LSC Lab Assistant	Shelby-Hoover Campus
Adrian Payne	LSC Lab Assistant	Jefferson Campus
Richard Foster	LSC Reading Lab Tutor	Jefferson Campus
Carolyn Breaux	LSC Reading Lab Tutor	Jefferson Campus
Victoria Smith	LSC Reading Lab Tutor	Jefferson Campus
Shanine Moore	LSC Reading Lab Tutor	Jefferson Campus
Felecia Lee	LSC Reading Lab Tutor	Jefferson Campus
Theresa Frank	LSC Reading Lab Tutor	Jefferson Campus
Charles Dickinson	LSC Lab Assistant	Shelby-Hoover Campus
Student Work Studies Up to 4 per semester	Student Work Study	Jefferson Campus
Student Work Studies Up to 3 per semester	Student Work Study	Shelby-Hoover Campus
Faculty & Staff Who Utilize the Unit		
Michael Payne	QEP Math Testing	Jefferson and Shelby Campuses
Leah Bigbee	Workforce Development	Jefferson Campus
Natalie Dudchock	English	Shelby-Hoover Campus
Tamara Payne	Ready to Work	Jefferson Campus
Debbie Conner	English	Jefferson Campus
Katherine Boyer	English	Jefferson Campus
Rodney Thompson	Enrollment Services and Orientation	Jefferson Campus
Stacye Thompson	Orientation	Jefferson Campus
Matthew Boehm	English	Jefferson Campus
Valerie McCombs	Blackboard Training	Shelby-Hoover Campus
Colin Fach	EMS	Shelby-Hoover Campus
Adam Goodman	Enrollment Training	Shelby-Hoover Campus
Daniel Howard	EMS	Shelby-Hoover Campus
Mandell Hill	EMS	Shelby-Hoover Campus

Matthew Panepento	EMS	Shelby-Hoover Campus
Jackie Eastman	English	Shelby-Hoover Campus
Wanda Welch	Developmental English	Shelby-Hoover Campus
Boy Scouts of America	Meeting	Jefferson Campus
Dianne Hargrove	Regeneration	Jefferson Campus
Amanda Kosmus	English	Jefferson Campus
Alan Davis	Training	Shelby-Hoover Campus
Kristen Henderson	English	Jefferson Campus
Jenny Smiley	EMS	Shelby-Hoover Campus
Mary Graves	English	Shelby-Hoover Campus
Karen Simmons	Training	Jefferson Campus
Dianna Hyde	Developmental English	Shelby-Hoover Campus
Beverly Edwards	EMS	Shelby-Hoover Campus
Jacob Call	New Student Orientation	Jefferson Campus
Lesley Warren	Theater Class	Jefferson Campus
Wendy Sweatt	MLT	Jefferson Campus
Beth Ray	PTA	Shelby-Hoover Campus
Cindy Elliot	PTA	Shelby-Hoover Campus
Donald Hurst	English	Shelby-Hoover Campus
Kamtek	Training	Jefferson Campus
Morgan Chandler	FASFA	Jefferson and Shelby Campuses
Barbara Goss	Training	Jefferson and Shelby Campuses
Girls Inc. of America	Teen Leadership Training	Jefferson Campus

WFE	Leadership Training	Jefferson Campus
Candace Hill	MLT	Jefferson Campus