

LRC Staff Meeting Minutes

January 10, 2017

Present: JLuna, LHall, MOchoa, SKunisaki

1) Annual Plan for 2017 – 2018

SKunisaki shared the recommendations for the LRC's 2017 – 2018 annual plan. This plan will be updated, and recommendations will be ranked when we know what has been funded for 2016 – 2017.

2) Service Area Outcome (SAO)

The LRC's SAO states: "Students who join the Learning Resources Center's team as a staff member or tutor will gain confidence, develop skills for the workplace, and be knowledgeable about services the Learning Resources Center provides."

LRC staff discussed the results of the survey that was given to student staff and student tutors to find out what they think about the skills they develop while working here. SK praised the full-time staff for their support and training of the part-time student staff. Most students' responses indicate they feel working here gives them a good experience.

Based on comments on the survey, staff will look into the following:

- MOchoa will find out prices for shirts and badges. Some students wrote that when they are seen in the LRC, other students expect them to provide assistance, even when off the clock. A badge or t-shirt would help identify workers while they were working.
- JLuna will look for an online quiz that can be used for training new workers. He will also look into team building exercises for LRC training.
- LRC staff will hold their next training session for new student workers before the summer 2017 term begins.
SK will work with tutors to update tutee responsibilities.

3) Staffing in Winter 2017

Class schedules for many student workers changed, leaving the LRC with a limited staff this winter. LRC staff discussed the possibility of closing one of the three areas if there is nobody to work at a service counter. Staff will remain flexible as needed.

4) **Student Survey for Program Review**

SK explained the LRC will give a survey to student users in the LRC. Results of the survey will be included in and used for the LRC's upcoming Program Review. Areas to focus on in the survey that were suggested are the noise level, eating in the LRC, and having computers and tables to facilitate group projects. SK will put a draft of the questionnaire on the P Drive so the staff can collaboratively gather ideas to present to Institutional Research, the office that will assist with creating the survey.

5) **Tutor Usage Data for Fall 2016**

Most of the data have been typed into Excel. MOchoa will find out what is left for chemistry tutor data. JLuna offered to type this data into Excel.

6) **Remind App**

Jluna has been investigating the Remind app as a tool to use to communicate with the LRC staff. It could be useful for daily and emergency communication with the LRC's part-time staff. JLuna will create a Gmail account for the staff to share. This account will be used when signing up for the Remind App group John created.

7) **First Aid Kits** – Before the spring semester begins, Lhall will finish updating the LRC first aid kits.

8) **Budget Update** – We are on track with our budget for student and casual help.