

Recommendation #2 - Brentwood Center

In order to meet the eligibility Requirements and Commission Standard, the team recommends that the College ensures it is meeting identified needs of students at the Brentwood Center including the quality and availability of student services, technology, facilities and support services. In addition, it must demonstrate that these services and resources, regardless of location or means of delivery, support student learning and enhance student achievement, fulfilling the mission of the institution (Standards II.B.1, II.B.3.a, II.B.4; II.C.1, II.C.1.c, II.C.2; III.B.1, and Eligibility Requirements 14 and 16)

Specifically, this response should address the following:

- *A need for more counseling hours, the availability of personal counseling, an increase in bookstore hours, Financial Aid assistance, library services and more parking*
- *Instructional lab assistance*
- *The use of student success and assessment data to assess and improve programs in a timely manner. (For example, it appears that Brentwood Center students may have to wait up to five years until the new facility is built before their counseling, financial aid and bookstore needs are met.)*
- *There should be monitoring and tracking of data/evidence of student demographics and degree completion of students taking classes at Brentwood only, and students taking classes at both sites in order to determine services truly needed.*
- *Library services are insufficient, even though students can access reference librarians from home or at the Brentwood Center through web cam for research purposes.*
- *Improvement of learning support services, such as tutoring and other academic support*
- *The absence of adequate support staff to ensure students' needs are being met.*
- *A strategy for building awareness about available resources and services at the Brentwood Center.*
- *A location to provide soft space for students*
- *More timely access to Information Technology (IT) services in Brentwood*

Student Services

Standard II.B.I.

The institution assures the quality of student support services and demonstrates that these services, regardless of location or means of delivery, support student learning and enhance achievement of the mission of the institution.

Standard II.B.3.a.

The institution assures equitable access to all of its students by providing appropriate, comprehensive, and reliable services to students regardless of service location or delivery method.

Actions taken to address recommendations for Standard II.B.I and II.B.3.a:

- The availability of counseling services will significantly increase with the addition of a second full-time counselor in fall 2015. The new position will provide general, DSPS, and veterans counseling services.
- Fourteen DSPS counseling hours were added to the Brentwood counseling schedule, effective in fall 2014. Additional hours are also planned for general counseling services.
- Funding for a full-time Financial Aid Assistant has been requested, which would provide significant improvement in the level of service for students requesting assistance with financial aid options.
- A representative will be available one afternoon each week to address scholarship information.
- The Bookstore will extend book sales at the Brentwood Center from two weeks to three weeks at the beginning of each new semester. Additionally, a book buy-back representative will be available at the Brentwood Center during finals week, at the end of each term.
- The Bookstore staff will provide sales of LMC logo merchandise (coffee mugs, clothing, supplies, etc.) at least twice every semester.
- With the hiring of a new Assessment Coordinator for the college, additional hours of assessment will be available for students in Brentwood.
- A representative from the main campus has been available to address Cal WORK student needs with regularly scheduled hours.
- Effective in fall 2015, a representative from the college EOPS Office will begin scheduling regular hours twice monthly, in Brentwood.
- A software package is being explored that would add online student support services 24/7 for students needing assistance in a variety of areas, such as career exploration, note-taking, study skills, time management, how to choose a major, resume writing, learning skills, and writing techniques. Information is ADA accessible and is available in English and Spanish.
- A new online orientation is required of all incoming students applying to the college and provides more access to information about student support and resources available through the college, 24/7.
- Workshops are scheduled at the Brentwood Center to address support services for students that are on academic or progress probation or dismissal.
- A monitor is being added to the entry way of the Brentwood Center that will advertise services, scheduled activities and events that are taking place at the center. An additional monitor may be purchased for posting the same information in another location of the Brentwood facility, closer to classrooms and labs.

Narrative response

In response to the recommendations found in the accreditation report, the college is responding with a number of solutions that should greatly enhance the experience of the students attending the Brentwood Center, as well as demonstrate equitable access to services.

The unduplicated headcount at LMC in Fall 2014 was 8,689 students. In Fall 2014, 2,669 total headcount attended the Brentwood Center. 1,060 of the 2,669 headcount attended only the Brentwood Center, which represents 39.7% of the students attending the Brentwood Center. The

remaining 1,609 (60.3%) headcount enrolled in courses at both the Brentwood and Pittsburg locations during Fall 2014. It is important to note that the 1,060 headcount attending ONLY the Brentwood Center represented 12.2% of the total Los Medanos College student population.

The Brentwood Center has increased enrollments by approximately 14% since Fall 2009. Given the enrollment growth that has occurred in recent years, the demand for support services has naturally increased. Evidence of this has been expressed in the survey results of students attending classes in the Brentwood Center (**evidence: Brentwood Student Survey**).

COUNSELING

In 2013-2014, a total of 7,809 general counseling appointments were scheduled on the Pittsburg Campus and 1,407 general counseling appointments were scheduled at the Brentwood Center. The number of appointments scheduled at the Brentwood Center represent 15.3% of the total available combined total 9,216 appointments. The Brentwood Center experienced a 77% show rate compared to Pittsburg's slightly lower 72% show rate. It is important to note that only 12.2% of the LMC headcount attend ONLY the Brentwood Center, yet 15.2% of the available counseling appointments are scheduled at the Brentwood Center.

Counseling services for the entire college suffered in recent years as the result of the economic downturn and gradual loss of permanent counselors through retirements. New counselors have been hired to replace retirees and new funding options, as the result of the Student Success and Support Program Plan (3SP), (**evidence: 3SP Plan**) have enabled the college to more fully support the counseling and educational planning needs of all LMC students, including the Brentwood Center. In fall 2014 an additional 14 hours of DSPS counseling hours were added to the schedule for the Brentwood Center.

In Fall 2014, a second counseling position for the Brentwood Center was approved through the new full-time faculty position allocation (Box 2A) process. As a result, a second permanent full-time Brentwood Center counselor has been hired that will provide a combination of DSPS and Veterans counseling services, as well as general counseling, effective in August 2015. Additionally, there will be six hours of ESL counseling scheduled, beginning in fall, 2015.

Based on the Brentwood Center Student Survey results (**Evidence: Brentwood Student Survey results, 2013**), it was expressed by a number of respondents that there appears to be a lack of personal counseling services available at the center. However, personal counseling and crisis counseling are services that are normally provided as part of the counselor responsibilities. While counselors offer assistance with personal, family or other social concerns as it relates to students' educational needs, student needs for on-going therapy are referred to community resources. The counselors collaborate with the Mental Health Network which provides our students with clinical support, childcare, elder care assistance, financial services, legal services and daily living services. (**Evidence: MHN Brochure**) If other health and support services are needed, counselors refer students to local agencies, such as the Housing Authority, food banks, or County Social Services. (**Evidence: East CCC Resource Guide**)

FINANCIAL AID

A permanent position has been requested for the Brentwood Center to provide full-time assistance with financial aid. A Financial Aid I position has been requested through the college request for funding process (RAP – Resource Allocation Proposal) (**evidence: RAP proposal**). If the proposal is supported, this new position would expand the number of hours for financial aid assistance from 5 hours to 40 hours per week, significantly improving the level of service for students in Brentwood. Another representative from the Financial Aid Office will have regularly scheduled hours one day per week to provide information and assistance to students that are interested in the availability of scholarships.

At the Pittsburg Campus, there are two full-time permanent Financial Aid I positions assisting student needs at the front counter, providing FAFSA information and handling the processing of financial aid documents for the entire student population (8,689). If the funding proposal for the same position is approved for the Brentwood Center, all students that are enrolled in classes in Brentwood can benefit from the consistent presence of a full-time Financial Aid professional to address the same level of service as is provided by two staff members at the main campus. This would be especially beneficial for the 1,060 students that only classes at the Brentwood Center.

BOOKSTORE

In past years, campus Bookstore staff had been available at the Brentwood Center for the first three weeks of the new semesters. In 2012, it was determined that there was not adequate demand for Bookstore services during the third week, once new classes were underway. Based on the apparent lack of need, the Bookstore reduced the availability of services to the first two weeks of the semester. This coincided with the implementation of a book rental service at the main campus, in addition to all LMC students being able to purchase textbooks through the college online service. Given recent survey feedback (**evidence: Brentwood Center Student Survey**), Bookstore staff will again expand services into the third week of the semester, beginning in fall, 2015. Effective spring, 2015, two days of book buyback services will be offered at the Brentwood Center during finals week; six days of buybacks are currently offered at the main campus in Pittsburg. In addition, Bookstore merchandise is now being advertised and sold at the Brentwood Center twice each semester. The first date for merchandise sales was scheduled on April 14, 2015.

The current Brentwood Center facility cannot accommodate an on-going bookstore presence due to lack of available physical space. The plans for the new permanent center include dedicated space for a bookstore. The new bookstore, in addition to selling/renting textbooks and merchandise, will also provide food service for the Brentwood Center.

ADDITIONAL SERVICES

Other services are being expanded at the Brentwood Center for students interested in EOPS and the CalWORKS Programs. There will be representatives from both programs present at the center with regularly scheduled hours twice monthly, effective in fall, 2015. The level of interest in these programs will be monitored to determine if additional hours of service for either or both programs is warranted.

For the first time since the late 1990's, the college has hired an Assessment Coordinator. With significant changes in the manner in which student assessment needs are underway, this individual is expected to devote part of her role to addressing assessment needs for students in Brentwood, as well as at the Pittsburg Campus.

A newly formed Student Success Retention Team has already begun to offer services for all enrolled LMC students, with workshops scheduled in Brentwood, as well as on the main campus. This team will focus on the needs of our at-risk student population, currently working with students on probation or dismissal status (**evidence: Probation/Dismissal Workshop Schedule**).

Additional online services for all LMC students are being explored with the availability of new software packages that can address a variety of student needs. The college will begin evaluating products in Fall 2015 that will enable the development and offering of online counseling. This work is being done in conjunction with the development of the distance education strategic plan. The college plans to begin offering online counseling services in Fall 2016. Another software package that is under review is one that would offer a variety of support services to all LMC students on a 24/7 basis, providing greater access to services such as: career exploration, recommendations for study skills, time management, financial literacy and learning skills (**evidence: Studentlingo.com**). A new districtwide online orientation is already available for all LMC students, with similar support modules for students needing assistance, 24/7.

Feedback received in the last two Brentwood Student Surveys (**evidence: 2013 & 2015 Student Survey results**) indicates that there are some students that remain unaware of services that are available to them, in addition to special events and activities that are scheduled throughout the semester in Brentwood. In an effort to address this concern, a large monitor will be placed near the entry to the Brentwood Center, highlighting available services and daily/weekly events that are planned in Brentwood. Feedback received from our LMCAS (LMC Associated Students) Board suggested that it would be beneficial to have another monitor (or two) located in the hallways leading to and from classrooms. This would enable students to access the information while they are waiting to go into or when they exit their classes. The possibility of purchasing additional monitors is being explored.

Standard II.B. 4

The institution evaluates student support services to assure their adequacy in meeting identified student needs. Evaluation of these services provides evidence that they contribute to the achievement of student learning outcomes. The institution uses the results of the evaluations as the basis for improvement.

Actions taken to address recommendations for Standard II.B. 4:

- Brentwood Center students were surveyed over two weeks in March 2015, to provide feedback regarding student and instructional support services provided at the Brentwood Center.

- A six year enrollment trends analysis was requested, showing percentage of students taking classes only at the Brentwood Center and percentage of students taking classes at both college locations (Pittsburg & Brentwood) and related completion rates
(Data on completion rates pending)

Narrative response

In fall 2013, Brentwood Center students were surveyed, providing feedback about their awareness of and satisfaction with available services in Brentwood. Although the majority of the respondents (81% of 589 students) indicated that the availability and hours of service were sufficient to meet their needs, some students indicated they would like to have access to extended counseling hours, a dedicated library and bookstore at the Brentwood Center.

The Brentwood Center Student Survey was provided to students again in spring 2015 (March 13 – 26), in an effort to learn more about the level of student satisfaction and interests in additional support services. The number of respondents totaled 452, approximately 17% of Brentwood Center enrollment (**evidence: Brentwood Center Survey instrument**). Student feedback addressed awareness of and usage of services, level of satisfaction of existing services and students were asked to indicate interest in additional services. Feedback was also requested regarding the most effective means for communicating with students regarding availability of services.

Survey results addressing student satisfaction with existing services at the center: Unsatisfactory – 5%, Satisfactory – 77%, Outstanding – 18%; indicating that 95% of the respondents were either satisfied or highly satisfied with the level of support and services at the Brentwood Center. Survey feedback indicates that students are still interested in additional counseling hours, which should be remedied with the addition of another full-time counselor in fall 2015. Specific types of counseling were noted for EOPS, CalWORKS, and DSPS, which again will be addressed with the hiring and scheduling of additional adjunct counselors for the fall semester. Financial aid assistance was also highlighted as a need and it is hoped that the request for a dedicated Financial Aid position for the Brentwood Center will be supported. If so, the new staff member may be available to begin working for the fall 2015 semester.

Additional library services were again noted in the latest survey responses and the campus librarians are working on a plan to address this interest (see responses for Standard II.C.1, II.C.1.c, and II.C.2). Another expressed interest is in having food services available, in addition to the existing vending machines located at the back of the Brentwood Center facility. Given the location of the Brentwood Center in the current Business Park, it is noted there are five restaurants/food service options sharing the same parking lot as the college center, within an easy walk (less than 300 feet) from the college facility. The accommodations for food service at the Brentwood Center actually exceed options available for students and staff at the Pittsburg Campus. Other expressed interests include improved parking and the offering of more classes. At the present, classroom space is fully utilized Monday – Thursday. Any additional expansion of course offerings will be focused on Fridays. The minimum number of courses currently offered on Fridays presents an opportunity to offer more classes at the Brentwood Center and

provide ample parking for students. In Fall 2014, seven classes were offered on Fridays. In Fall 2015, ten classes are being offered on Fridays (evidence Fall 14 & Fall 15 schedules).

Other interests expressed by students in the latest survey include an increase in available Math Lab and Reading Writing Consultant hours and an expansion of general tutoring for students in Brentwood. Plans for addressing these services are addressed in Standard II.C.1, Standard II.C.1.c, and Standard II.C.2.

Research data was also requested in spring 2015, providing a snapshot of enrollment trends for students taking classes only at the Brentwood Center and students taking classes at both the Brentwood Center and the main campus in Pittsburg. Results for fall 2014 indicate that 40% of Brentwood Center students are taking classes only in Brentwood, carrying an average of 10.60 units; the remaining 60% are attending both locations, carrying an average of 7 units. The percentage of students only attending the Brentwood Center increased by 2.5%, based on the average of previous enrollments from fall 2009 through spring 2014. This increase may be attributed to the opening of the science lab in Brentwood and continued growth in the Brentwood community (**evidence: enrollment trends research results**).

(Analysis of completions data pending.)

Library and Learning Support Services

Standard II.C.1.

The institution supports the quality of its instructional programs by providing library and other learning support services that are sufficient in quantity, currency, depth, and variety to facilitate educational offerings, regardless of location or means of delivery.

Standard II.C.1.c

The institution provides students and personnel responsible for student learning programs and services, adequate access to the library and other learning support services, regardless of their location or means of delivery.

Standard II.C.2

The institution evaluates library and other learning support services to assure their adequacy in meeting identified student needs. Evaluation of these services provides evidence that they contribute to the achievement of student learning outcomes. The institution uses the results of these evaluations as the basis for improvement.

Actions taken to address recommendations on Standard II.C.1, II.C.1.c, and II.C.2

- Brentwood Student Survey results were reviewed in order to identify the level of awareness Brentwood students had of available Library materials.
- Circulation statistics were reviewed to analyze size and actual usage of the textbook reserve collection in Brentwood.
- Scheduling data was reviewed to identify workshops being taught at the Brentwood Center.

- Planning discussions are taking place to explore the scheduling of non-class specific library workshops at the Brentwood Center, as well as the need for in-person drop-in reference assistance.
- The library staff is marketing its virtual reference services, including chat reference and video conferencing.
- The librarians are developing a reference consultation appointment system set up specifically for on-site appointments in Brentwood.
- Information and direct access to library resources have been incorporated into the online student services newsletter, specifically in the Brentwood News section, in order to highlight what available resources.
- The library staff will provide orientation materials to be included in the Brentwood Center's new student orientation packet.
- The library staff will participate in Mustang Day during the first week of each semester by staffing a table in Brentwood and providing materials to students.
- Student assistants will be hired to provide assistance with media support and also be available in the computer labs to inform the Brentwood staff when assistance is needed.
- A lab assistant already exists in the Science Lab. A full-time classified position of a Science Lab Coordinator was created to support the new lab-based science classes offered in the new science lab at the Brentwood Center. The position is a 10.5 month, 40 hour per week position and is dedicated to the Brentwood Center science lab.
- The addition of hours on Fridays in the Math Lab are being explored.
- Student assistants have also been hired to assist the Science Lab Coordinator with basic duties in the science lab.
- Additional general tutoring hours have been requested through the college resource allocation process to create a proportional offering of peer tutor and read/writing consultants available at the Brentwood Center (**evidence RAP proposals**)

Narrative response

LIBRARY

After reviewing the student survey data and comments, library circulation statistics and current scheduling information, the Library team has identified the need for more targeted and direct marketing of the materials, resources and services available to the students at the Brentwood Center. 30% of survey respondents were aware of the Library Textbook Reserve collection (a 4% increase from the 2013 survey) and 35% of respondents were aware of the On-line Library Resources. While the majority of respondents are satisfied with available services, these awareness numbers show that the students need more information about what the library is already providing to them and how they can access it from the Brentwood Center and from home.

The reserve textbook collection has increased from an initial count of 111 volumes in 2011 to a current count of 178 volumes and circulation has remained consistent with the number of checkouts at 450-550 during each fall semester since the program began. Better marketing of the availability of these books as well as how to search for a specific title in the collection should help to increase usage.

Library orientation workshops have increased in the last few years, with spring 2015 showing a count of 9 workshops conducted directly within course sections at the Brentwood Center, in addition to the 43 workshops that have been conducted directly within course sections on the Pittsburg Campus. The percentage of workshops offered at the Brentwood Center (17.3%) exceed the percentage of students taking classes only at the Brentwood Center (12.2%). With an average of 30 students per class, approximately 270 Brentwood Center students have participated in a library information workshop and 1,290 students in workshops conducted on the Pittsburg campus. The Brentwood Center workshops represent 20% of the current offerings, which is proportionate to the student population.

There is a clear need for a physical library space to be available for students to use for library services in Brentwood, however, the current facility cannot accommodate this particular need. The new center planned to be opened in 2018-2019 will include designated space for library services (**evidence: see JCAF of conceptual building layout**).

Additionally, the library will be submitting a proposal through the new full-time faculty position request process (Box 2A), for a new full-time librarian that will serve as the Brentwood Center librarian. The selection process for new full-time faculty positions takes place in September and October each year. Recruitment for the new position would then take place in Spring 2016 with a Fall 2016 start date.

To better meet the student library needs beginning in Fall 2015, the library will begin offering specialized information literacy and related library workshops open to all students (not course-specific). Additionally, new student and new faculty library orientation workshops will be held in Brentwood, and scheduled drop-in reference assistance at the Brentwood Center will be advertised in advance. Services that are already available, but that need to be marketed more, include online availability of resources and materials, research support through phone, email, chat and video conferencing, scheduled on-site research consultations for individuals and groups, and book requests/delivery from all 4CD libraries to the Brentwood Center. Library and Brentwood Center staff will begin directly marketing these services to Brentwood students via Insite portal, D2L, and in-class presentations in efforts to increase both awareness and utilization of these services.

COMPUTER LAB ASSISTANCE and MEDIA SUPPORT

Student assistants will be hired to provide assistance in the Computer Labs and to assist with media support. The students will be available to respond to students' questions or indication of the need for assistance and more complex needs will be relayed to permanent staff in the front office. Support provided by the student assistants should include the following:

- Assistance with printing problems and Pay for Print
- Restocking of paper and toner
- Keeping labs neat and organized
- Making sure the computers are working properly and reporting technical issues to the Business Coordinator

- Development and maintenance of the lab use calendar and monitoring of availability, for posting
- Assisting faculty and students with use of the media carts for instructional purposes

It is anticipated that student assistants will be available up to four hours per day, four days per week when classes are in session.

INCREASE IN MATH LAB HOURS

Feedback received in the most recent Brentwood Student Survey (**evidence: survey results**) indicates interest in having longer hours available for student use of the Math Lab. Currently, the lab closes at 2:00 pm on Friday afternoons. The ability to increase Math Lab hours on Friday afternoons is being explored.

SCIENCE LAB

A full-time classified staff position of a Science Lab Coordinator was created to support the new science lab in Brentwood. This position is a full-time 10.5 month position. This position mirrors the positions available to support science labs on the Pittsburg campus. The individual hired into the Brentwood Science Lab Coordinator position is also qualified to teach courses in our Biology Department. The District collective bargaining agreement with our Classified Union (Local 1) permits, with management approval, qualified classified staff to teach as long as the additional teaching assignment does not interfere or conflict with their classified staff work schedule and responsibilities. The college does not include instructional aides in our curriculum or staffing model for any science courses at the college. A budget is provided to the Science Lab Coordinator to hire and staff student assistants. The student assistants provide direct assistance to the Science Lab Coordinator in the preparation and maintenance of the science lab. The student assistants do not provide any instructional assistance to the courses held in the science lab.

TUTORING & READING/WRITING CONSULTANTS

Currently, the Center for Academic Support offers approximately 80 hours of tutoring services at the Pittsburg campus and only 5-9 hours of tutoring at the Brentwood Center. Assuming the lower number of hours currently offered at the Brentwood Center (5 hours), this represents only 5.8% of the available tutoring hours being offered at the Brentwood Center. This is less than 50% of the proportionate 12.2% student headcount that attend only the Brentwood Center. A RAP request has been submitted to provide minimally 20 hours per week of tutoring at the Brentwood Center, which will represent approximately 20% of the available tutoring hours college wide. This increased percentage of available tutoring hours exceeds the proportion of students that only take classes at the Brentwood Center (**evidence: RAP request**).

Two additional computers have been requested through the RAP process to provide additional support/access in the Reading/Writing Center (**evidence: RAP proposal**). *(Addl. Reading/Writing Consultant details pending)*

PHYSICAL RESOURCES

Standard III.B. 1

The institution provides safe and sufficient physical resources that support and assure the integrity and quality of its programs and services, regardless of location or means of delivery.

Actions taken to address recommendations on Standard III.B.1

- Options for addressing feasibility of parking expansion are being explored through the City of Brentwood and the private owner of open space behind the Brentwood Center.
- Possibilities for expansion of the Brentwood facility are also being explored with the City of Brentwood, including costs for square footage of existing office space adjacent to the Brentwood Center.
- Soft space and an area for breaks and/or studying will be provided outdoors, in the back of the Brentwood Center. Four – five tables with benches will be added to this outdoor space and cameras will be installed to ensure adequate security.
- Wi-Fi access will also be available in the back area.
- Timely IT and media support has improved with the addition of more regular staffing by the IT Department in Brentwood. The staff is available to provide assistance and address IT concerns at a minimum of two hours Monday – Thursday and on an as-needed basis on Fridays
- With the addition of another SMART cart, more classrooms will have improved access. This purchase has been requested through the budget allocation process.

Narrative response

PARKING & FACILITIES EXPANSION

With the gradual expansion of classes offered at the Brentwood Center over the years, it has become more challenging to address parking needs at this site. Facility expansions included:

- 2008: Three classrooms added, totaling 1,830 square feet
- 2010: Math Lab and one additional classroom added, totaling 2,692 square feet
- 2014: Science Lab added, totaling 2,800 square feet

Possible options for parking expansion have been underway with the City of Brentwood, as well as with local business owners.

The vacant parcel located directly to the North of the existing Brentwood Center on Sand Creek Road (**see evidence: ariel map**) is currently under review by City staff for a commercial development project (**evidence: email from City Staff**), therefore this parcel is not available for use to create additional parking options for students, similar to that of the additional parking created at the DVC San Ramon Campus.

Further review of other surrounding vacant parcels and analysis of the feasibility of utilizing these parcels for additional student parking was considered. The remaining vacant parcels are predominately located on the East side of Brentwood Boulevard, which presents only one safe pedestrian crossing at Brentwood Blvd. and Sand Creek Road. Brentwood Boulevard is a main

thoroughfare between the cities of Oakley and Brentwood. It was determined that if additional parking existed on the East side of Brentwood Blvd, it would be unlikely that students would utilize the location due to 1) increased walking distance to the Brentwood Center, and 2) lack of safe pedestrian crossing options across Brentwood Blvd. This perception was reinforced in the meeting of the LMCAS (Los Medanos College Associated Students) when they met to review the response to the Brentwood Center accreditation recommendations, on April 27, 2015. The students shared a collective negative reaction to this proposal during the meeting.

The feasibility of expansion of the Brentwood facility has also been explored with the City of Brentwood, including costs for square footage of exiting office space adjacent to the Brentwood Center. The college recently completed an expansion of the existing Brentwood Center with the creation of a 1,800 sq. ft. Science Lab and Prep/Storage Room. The expansion for the science lab project took over 18 months to complete once planning started with conceptual architectural design for the new science lab.

The total construction costs of the science lab project were approximately \$300,000. These costs did not include any furniture, fixtures, or equipment (FF&E). The total costs for the Science Lab project was approximately \$500,000, which included FF&E. This project was funded entirely by the HSI STEM Grant. No State/general funds were used for construction or FF&E. With the creation of the additional square footage for the science lab the City (owner of the leased building) agreed to assess \$1.41 per square foot for additional lease costs of the new space. The additional lease costs for the Science Lab are \$2,538 per month, \$30,456 annually. The HSI STEM Grant is funding the entire additional lease costs through the end of the grant in September 2016. The college will absorb the additional lease costs beginning in October 2016.

The cost per square foot for construction was approximately \$166 per square foot for the Brentwood Center science lab. We have determined that, while there are variables that could increase the cost per square foot, the \$166 per square foot is a viable projection/planning number for future construction costs if the college were to expand and take on additional square feet in the existing center. The City (landlord) has indicated that a similar rate of \$1.41 per square foot for additional lease costs would be applied to any future expansion. Assuming a similar expansion of approximately 2,000 square feet to create library, lounge, and additional tutoring space, the college could expect to pay \$332,000 in construction costs and approximately \$35,000 - \$75,000 in FF&E. This approximate \$367,000 - \$407,000 expansion budget would be a one-time non-reoccurring cost. The College would be required to use State apportionment funds, or funds from district/college reserves to fund this type of facilities expansion project. College Bond funds from Measure E are not allowable to be used for the temporary/leased Brentwood Center.

The additional monthly lease costs associated with a 2,000 square foot expansion would be approximately \$2,820 per month, \$33,840 annually.

The new permanent Brentwood Center, located at the Vineyards, is planned to be completed in 2018-2019. We will assume for this document that the new Center will open in fall 2019, however, it is likely it will open earlier in Fall 2018 or spring 2019. Assuming a 18-24 month planning and construction timeline for a future expansion at the existing center and a Spring

2016 project start, any new expansion of space at the existing center would only be available to students for a maximum of four semesters (Fall 2017 – Fall 2019) prior to the completion of the New Brentwood Center. The total construction and lease costs for a 2,000 sqft expansion at the existing center would be approximately \$502,360 - \$542,360 for a maximum of four semesters of utilization.

In addition to exploring a physical expansion of the existing center, we explored the possibility of leasing additional facilities that reside directly adjacent to the center at 101A Sand Creek Road. Only one available space was located (**see evidence: layout & email**). The available property is located at 151 Sand Creek Road, Suite G, located directly across from the Center to the West. The available space is 2,030 sqft, however, it is divided into six offices with a small reception area. This type of space layout is not conducive to creating soft space for students and would require a reconfiguration of the space. The owner of this space is not interested in altering the layout for a short-term (less than 3 year) lessee. Total costs to lease this additional space beginning in spring 2016 until fall 2019, would be approximately \$136,016 for a 3 year period.

Due to the separation of this particular available space from the center, it would be necessary to provide staff coverage in this space to provide adequate services to students and/or faculty. The space could not be left unattended for safety and service reasons. Assuming we staffed the space with a general office assistant position (**Office Assistant II – see evidence job description**) during peak operating periods Monday–Thursday 8am–7pm and Fridays from 8am – 4pm, we would incur 52 hours of staffing costs to adequately maintain this separate space. A temporary/hourly Office Assistant II costs \$16.92 per hour + benefits. The cost of 52 hours of weekly coverage costs \$879.84 + benefits. Coverage for the Fall 18 week semester, Spring 18 week semester, and Summer 8 week session would cost \$38,712.96 + benefits. The minimal three year cost of temporary staff for this additional space from spring 2016 to fall 2019 would be approximately \$116,138.88 + benefits. This cost would increase significantly if it is determined that a permanent position would need to be created for this position.

After the analysis of all of the above information, we have determined that physically expanding the existing center and/or leasing additional facilities located next to the existing center are not viable options. We believe utilizing general State funds for such a temporary and short-term use would not be aligned with our practice of being good stewards of public monies. The new Brentwood Center will open in spring 2019 or fall 2019. This new center will include ample parking for students, staff and faculty (up to approximately 1,350 parking spaces, which is approximately 50% of the available parking spaces on the main Pittsburg campus). Additionally, the new facility will have dedicated tutoring, library, soft space for student gatherings outside of classes, food service, and a bookstore. We have identified these types of spaces as needs and are planning to meet these needs when the new center opens (**see attached JCAF conceptual layout of Phase I**).

SOFT SPACE FOR STUDENTS

An area that will allow for student access to “soft space” for taking breaks outside of class time is under development in the rear of the current Brentwood facility. Inside, close to the existing vending machines, there is space available to add additional outdoor seating. The Wifi network

will be expanded to add service to the outdoor seating area. The door leading to the outdoor seating area that has previously remained locked during business hours will now be open, allowing students access to an outdoor space that will be equipped with tables and seating (**see evidence: outdoor table brochure and email**).

IT & MEDIA SUPPORT

Timely IT and media support for the Brentwood Center has been identified as an area requiring improvement. To address this finding, a schedule providing scheduled visits by IT&S staff from Monday through Thursday has been implemented. Visits are scheduled for a minimum of two hours. More time is allotted, if needed. Friday visits are on an as-needed basis or when projects are scheduled (e.g., lab re-imaging).

The schedule has been developed so that IT&S staff are present during the morning and afternoon of each weekday over a 2-week period. The following grid demonstrates the coverage:

	Week 1	Week 2
Monday	Morning	Afternoon
Tuesday	Afternoon	Morning
Wednesday	Morning	Afternoon
Thursday	Afternoon	Morning
Friday	As-needed	As-needed

Currently, all permanent IT staff participate on a rotating basis and will address all IT issues in a prioritized manner. IT staff will also identify AV/media-related issues and address them if possible. If there is not a quick resolution to AV/media issues, the Electronics Technician will be dispatched as soon as possible.

There are currently eight SMART classrooms at the Brentwood Center. SMART room technology is provided to other classrooms on site with the use of portable SMART carts, which include a laptop computer with internet access, a projector, DVD/VCR, and speakers. Newer SMART carts also include a document camera (modern version of an overhead projector). There are currently five SMART carts in use at the Brentwood Center, with the possibly of an additional one which has been requested through the budget allocation process (**evidence: RAP Proposal**). Although requests vary from day to day, having access to portable SMART carts has been sufficient in addressing the need for SMART technology in the classrooms.

Eligibility Requirements

14. Student Services

LMC provides appropriate services to support the educational needs of its increasingly diverse student body. The College provides all the support services of a typical California public community college. Support services directly support student learning and have learning outcomes that are assessed on a regular basis.

Narrative response:

The Student Services Unit is in the process of implementing elements of the college 3SP and Equity Plans, with the support of substantial budgets that will improve student access to services designed to increase student success. With the increased use of data and evidence to help guide changes in all available services, unit members are more deliberate and intentional in responding to the delivery of services. We recognize the need for an ongoing evaluation of our student demographics, especially with regard to the students attending the Brentwood Center only and those students attending both campus locations as they work toward completion of certificate and degree requirements.

The Student Services Unit is committed to fulfilling the expectation for providing appropriate and quality services for all LMC students, regardless of the delivery mode or location of courses in which students are enrolled.

16. Information and Learning Resources

LMC provides specific long-term access to sufficient information, learning resources, and services to support its educational mission and instructional programs in all formats and locations offered. Resources and services are provided by a number of organizational units, but are the primary responsibility of Information Technology and the Library.

Narrative response:

The library in Pittsburg currently holds 25,600+ print titles, with an additional 72,500+ electronic books available to all users. The library also subscribes to 53 electronic databases which include access to thousands of full-text journals and newspapers. The library also holds 2,676 videos, DVDs and CDs, along with the equipment needed to utilize them. All current students, faculty and staff located at the Brentwood Center may borrow materials from the library (as well as the libraries of CCC and DVC) through interlibrary loan and use the electronic databases and eBooks both on and off campus. The LMC Library electronic resources can be accessed 24 hours a day, seven days a week by all students, faculty and staff via the Library web site from anywhere with Internet access. All users of these resources at the Pittsburg campus and Brentwood Center gain access via IP authentication without additional log in requirements. Current students, staff and faculty log in from off campus via proxy server using their last name and student ID number. Selected to support student learning in programs across the college, the electronic resources collections contains a changing mix of 53 different subscription-based databases.