

LOS ANGELES COUNTY COLLEGE OF NURSING AND ALLIED HEALTH

ANNUAL PROGRAM EVALUATION REPORT

ACADEMIC YEAR: 2015 - 2016

REPORTING PROGRAM: EDUCATIONAL RESOURCE CENTER

PART I: EVALUATION OF ANNUAL GOALS AND COLLEGE ASSIGNMENTS AS APPLICABLE

Evaluation of annual goals from the preceding academic year

- Explore up-loading the College's training videos to the intranet. **Met & Ongoing.** The ERC posted 49 EDCOS lecture videos for the pathophysiology and the Phase I ICU programs. Additional training videos will be posted as requested.
- Hire a librarian to assist in maintaining and strengthen the library collection. **Ongoing.** The ERC and College administration are working with HR to begin the interview process for a librarian.
- Investigate converting the current paper card catalog to an electronic card catalog. **Ongoing.** The ERC has contacted vendors for quotes and other DHS librarians for input in developing the proposal for an electronic card catalog.
- Continue development of the dedicated simulation lab. **Ongoing.** The ERC continues to upgrade simulation lab equipment and supplies to improve and stream line operations.
- Continue to add books and journals to strengthen the library collection. **Ongoing.** The ERC has continued to add items to the library collection. The ERC purchased 94 new hardcopy books. The ERC also continued to maintain its current subscriptions to 37 hardcopy journals, 3 journal, and 2 eBook databases.
- Continue to up-date the ERC's media collection and remove out-of-date materials. **Ongoing.** The ERC is investigating streaming nursing video databases and DVD collections to up-date the current collection.

PART II: STUDENT PERFORMANCE EVALUATION

Assessment of Student Learning Outcomes:

The Student Learning Outcomes for the Skills Lab, computer lab, and library are that students:

- Demonstrate knowledge of skills development resources by accessing the skills lab and using these resources to enhance learning.
- Demonstrate psychomotor skills, critical thinking and communication skills in the skills lab setting to be used in the provision of safe care in the clinical setting to diverse patient populations.
- The Student Learning Outcomes for the Library and Computer Labs are that students demonstrate knowledge of available learning resources both in print and electronic form and effectively access, retrieve and analyze information. They utilize these resources for personal and professional growth.

The survey findings discussed in the following sections validate that the ERC has met its student learning outcomes for the 2015 – 2016 academic year and is continuing to sustain improvements achieved in the previous academic years.

Access:

Access to learning resources is reflected in usage statistics for the College Library, Nursing Skills Lab and Student Computer Lab.

Skills lab:

- The skills lab usage thresholds of ≥ 800 appointments and ≥ 800 student sign-ins were exceeded. There were 1,074 appointments made and there were 2,249 student Skills Lab sign-ins. This was an increase in the number of students signing into the skills lab during the 2015 – 2016 AY. Approximately 334 more students signed-in to the skills lab compared to the previous academic year. The students continue to successfully meet their skills objectives and learning outcomes.

Computer lab:

- The Computer Lab usage thresholds of ≥ 800 student sign-ins were exceeded. There was a total of 1,905 student sign-ins to the Computer Lab during the 2015 -2016 AY. This was an increase of 105 more students using the computer lab compared to the previous academic year. The increase of student usage of the computer lab is continuing from the last academic year. Computer lab usage has increased by nearly 765 students in the last four academic years. There may be several reasons for the increase in student usage of the computer labs, such as, new computers, increased electronic ERC resources, increased computerization of patient medical records and students' preference in using electronic vs. hardcopy learning materials.

Library:

- The Library usage threshold of $\geq 3,500$ student sign-ins was not met. There was a total of 1780 student sign-ins to the Library during the 2015 -2016 AY. This was a large decrease in the number of students signing into the library during the 2014 – 2015 AY. Approximately 386 fewer students signed-in to the Library compared to the previous academic year. The large decrease in the number of students using the library may have been due to several factors. These factors include the reduction in the library's operating hours due to a shortage in staffing and the increase in access to electronic resources that assist students/faculty/staff with clinical, academic research from home and their mobile devices.

Nursing Skills Lab:

- Ranking for the Skills Lab service questions, which reflect satisfaction with this learning resource, exceeded threshold. For the 2015 – 2016 AY, the overall ranking was 4.59. This ranking is a slight decrease from the overall ranking for 2014-2015 AY which was 4.63.

Computer Lab:

- Ranking for the Computer Lab service questions, which reflect satisfaction with this learning resource, exceeded threshold. For the 2015 – 2016 AY, the overall ranking was 4.67. This ranking is an improvement from the overall ranking for 2014-2015 AY which was 4.49.

College Library:

- Ranking for the Library service questions, which reflect satisfaction with this learning resource, exceeded threshold. For the 2015 – 2016 AY, the overall ranking was 4.62. This ranking is an improvement from the overall ranking for 2014-2015 AY which was 4.55.

Student related problems:

The number of students needing to use the computer lab for clinical preparation has dramatically increased since the County wide implantation of the ORCHID system. This increased demand for computer work stations to access patient information via the ORCHID system has exceeded the number computers available in the College's designated student computer labs. The ERC has addressed this increased demand for computers by reserving and making available DHS computer labs during periods of peak student usage.

Another identified issue impacting the students was the continuing reduction in the hours of operation for the library and computer lab due to staffing issues. The ERC is working to improve the hours of operation and staffing with the hire of a librarian.

Student Comments for the academic year of 2015 – 2016

- Skills Lab
 - Several students requested additional skills lab hours
 - Several student noted that the skills lab faculty was very helpful
- Computer Lab
 - Several students requested longer computer lab hours
 - One student requested Lippincott Advisor database
 - One student requested an interactive computerized skills procedures, sort of like a video game
 - Several students noted that the computer lab staff was very helpful
- Library
 - Several students requested that the library be open longer
 - Several students reported that the library staff was very helpful and supportive

Faculty /staff intervention to improve student learning:

Skills Lab

- Continue expanded Skills Lab hours prior to skills competency testing and provide data analysis of usage to College Planning Committee
- Continued collaboration with faculty to integrate simulation into skills lab clinical practice sessions. Evaluate student responses to this new teaching methodology and its effectiveness as a learning tool to enhance student success
- Up-date skills lab equipment per the equipment replacement plan

Computer Lab/Library

- Explore adding the Lippincott Advisor and an interactive computerized learning database
- Ongoing tracking and trending of survey questions and comments
- Continue book/media purchases to strengthen Library collection in support of nursing curriculum and student learning resources
- Up-date the ERC multimedia collection, such as nursing education videos
- Increase ERC staffing by hiring a librarian to open the library earlier and stay open later

PART III: PROGRAM PERFORMANCE EVALUATION

Nursing Skills Lab Usage:
Statistics:

Usage By Semester: July 2015- June 2016			Reason for Use: July 2015-June 2016						
Semester I	293	13%	Assess.*	131	3%	Bed Make*	55	1.3%	
Semester II	828	36.8%	Blood Draw***	41	0.9%	Chest Tube***	148	3.4%	
Semester III	900	40%	Crash Cart	0	0	CVC/PICC***	450	10.3%	
Semester IV	180	8%	Drsg. Chg.*	170	3.9%	IV starts***	584	13.4%	
LVN to RN	38	1.7%	Enema**	0	0	Foley**	249	5.7%	
Undesignated	10	0.46%	Injections*	171	3.9%	IVs**	716	16.5%	
Graduate	0		Isol. Tech.*	0	0	Med Adm*	63	1.4%	
			LVN Checklist	38	0.9%	NGT**	566	13%	
			Nwbrn Asses**	0	0	Ostomy**	1	0.02%	
			O2 Therapy*	0	0	POCT**	0	0	
			Peds IV**	0	0	Review Skills	13	0.3%	
			Remed.	53	1.2%	Suctioning***	393	9%	
			Sterile Tech.*	1	0.02%	Undesignated	153	3.5%	
			Trach Care***	492	11.3%	Wound Care*	0		
			VS*	32	0.7%				
Grand Total	2249	100%	Grand Total						4349

*- first semester skills

** - second semester skills

*** - third semester skills

As demonstrated by the skills lab statistics, the student usage of the skills lab is continuing to reflect a historic use patterns. The third and second semester students continue to be the most active users of the skills lab followed by the first semester students. The fourth semester students use the skills lab the least. The total percentage of specific skills practiced is distributed as follows; third semester skills 40%, second semester 36.8%, first semester 13%, fourth semester 8%, and LVN to RN 1.7%.

The average number of student visits to the skills lab per semester, based on the number of lab sign-ins and an average class size of 50, is 5.9 for first, 16.6 for second, 18 for third, and 3.6 for fourth. There has been a significant increase in skills lab usage during the 2015 – 2016 academic year. There were 334 additional student sign-in or an increase skills lab usage of 17.4%.

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**Student Computer Lab:
Statistics:**

Usage By Category – July 2015 - June 2016			Reason for Use - July 2015 - June 2016			Programs Used - July 2015 - June 2016		
Semester I	677	35.5%	Clinical Prep.	540	26.6%	Orchid	527	26%
Semester II	636	33.4%	Care Plan	238	11.7%	CINAHL	33	1.6%
Semester III	388	20.4%	Test prep/Written assg.	93	4.6%	Nrsg. Con.	1	0.05%
Semester IV	147	7.7%	Other	235	11.6%	RN Ref.	1	0.05%
Graduate	0		Internet	239	11.8%	Alex St.	1	0.05%
LVN to RN	15	0.8%	Email	13	0.6%	eBook		
Undesignated	42	22.1%	research	96	4.7%	EBSCO		
			MSW	1	0.05%			
			NCLEX	12	0.6%			
TOTAL	1905	100.00%				TOTAL	2030	100%

As demonstrated by the computer lab statistics, the first and second semesters have the highest number of computer lab users, followed by the third and then the fourth semesters. The LVN to RN students represents the transition class for the summer of 2015.

The average number of student visits to the computer lab per semester, based on the number of lab sign-ins and an average class size of 50, is 13.5 for first, 12.7 for second, 7.8 for third, and 2.9 for fourth. The average number of student visits to the computer lab has continued to significantly increase and has more than doubled since 2012-2013 academic year.

The leading academic reasons for the students to use the computer lab were for clinical prep and Orchid, followed by care plans and the internet, totaling 76.1% of usage. This percentage reflects the students' use of the lab to meet learning goals.

The individual program that showed the most usage was Orchid totaling 26%. This very high level of Orchid use indicates that students are using the computer lab to research their patients to prepare for their clinical experience. Students preparing for their clinical experience may be signing into the computer lab as Undesignated or Other.

The usage of individual database is not clearly reflexed by the data collected from the student computer lab sign-in sheets. Database usage is presented more accurately in the College library statistics.

The several individual programs, including Nursing Concepts case studies, NCLEX, and Drug Calculation software were removed from the collection due to being outdated or very minimally used by student. The NCLEX test review databases are no longer available for institutional purchase.

Due to the statistical support that a large number of students are using the computer lab to research patients for their clinical practice the ERC will investigate add additional computers to assist students with their clinical preparations.

College Library:
Statistics:

	FIGURES FOR 07/01/15 – 06/30/16
GENERAL SERVICES	
Users Signed In	1780
Audiovisual/Skills Lab Equipment Reservations Made	633 total number of reservations 616 LCD reservations (97.3%)
<u>Items Placed on Reserve</u> (textbooks, journal articles, videos, CD, DVD)	Titles: 7 Copies: 89
EXAMINATIONS ADMINISTERED	
<u>Critical Care Exams</u>	
Advanced Neonatal/ Pediatric Critical Care Program Pretest	0
Phase I Pretest	78
Phase II Pretest	0
<u>Total Critical Care Exams</u>	78
<u>Life Support Exams</u>	
Arrhythmias: Interpretation & Management	88
Basic Life Support	61
Total Life Support Exams	149
	FIGURES FOR 07/01/15 – 06/30/16
EXAMINATIONS ADMINISTERED (cont.)	
<u>Challenge Exams</u>	
Pathophysiology	0
Phase I	0
Phase II	0
<u>Total Challenge Exams</u>	0
Total Number of Examinations Administered	
	227
CIRCULATION STATISTICS	
Books	1607
Journals	3

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Modules	530
Reserve Material	808
Videos/DVDs	146
Electronic Databases Sessions/Searches	
CINAHL Plus With Full Text	19,924/30,009
Nursing Reference Center Plus	4,496/20,936
Health News	4,340/20,590
eBooks	1,075/6,089
Clinical eBooks	280/1,510
Nursing Assessment Streaming Video database	207
Total Number of Items Checked Out	3816
Pick-Up/Re-shelve	1937
New Users Registered	84
ACQUISITION STATISTICS	
New Books Acquired	94
New Journal Subscriptions	0
	0
New Video/CD-ROM/DVD Titles Acquired	
Video/DVDs Replaced with Updated Version	Titles: 0
	Copies: 0

	FIGURES FOR 07/01/15 – 06/30/16
ACQUISITION STATISTICS	
Books Withdrawn from Collection	0
Journal Subscriptions Cancelled	0
Video Titles Withdrawn from Collection	0
	0
Converted VHS to DVD	
Videos posted to intranet:	49
OTHER SERVICES	
Equipment Sent for Repair (1 library computer-replaced hard drive, 1 laptop to I.T. for repair)	0
Videos Dubbed for:	
College	0
Non-College	0

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Clinical Affiliate Faculty	3
Student Nurse Workers	0

As indicated by the statistics the library continues to be extensively used by students, faculty, and staff of the College and the LAC+USC Medical Center. There are several areas of note, including audio/visual (A/V) equipment, examinations, circulation, and acquisition.

The library A/V equipment (laptop computers and LCD projectors) was checked out approximately 633 times during the 2015-2016 time period. The most common type of equipment requested, 97.3% of the time, was the LCD projectors. The ERC obtained two new LCDs in the summer 2015.

The library staff proctored 227 examinations as prerequisites for several different continuing education programs and courses.

The library collection continues to be used by students, faculty, and staff with a total of 5,031 books; video, journals, etc. check out/re-shelved. The ERC continued to increase the library collection by adding 94 new books during the 2015 – 2016 AY. The total number of items check-out of the library is less than the 2014 – 2015 AY. This may be due to the increased use of the library's databases.

The library's electronic database statistics demonstrates extensive student usage of these resources. The statistical report has two categories, sessions and searches. Sessions indicates the number of users who logged-on and searches identifies the number of topics researched.

Problems experienced/changes relating to course/service/structure/process:

Staffing issues that continued the current reduction in the hours of operation for the library and computer lab due to the reassignment of a library assistant in the spring of 2013 and their subsequent resignation, followed by the retirement of the long standing ERC Director reduced staffing which in turn lead to a reduction in operating hours and services provided.

Another issue was the difficulty in obtaining funding approval for critical library services and equipment from the Medical Center's finance department.

Effectiveness of curriculum/services rendered:

The ERC in AY 2015-2016 results of the Program Evaluation Survey (which demonstrate satisfaction with service) show improvement in ratings since 2008. Threshold rating of 3.5 was exceeded and ratings of 4.0 or > were achieved.

Policies & Protocols:

The ERC reviewed and had the following policies approved by the College Planning Committee during the 2015 -2016 academic year:

- Policy # 410 – Class/Program Applications, Examinations
- Policy # 630 – Examination Administration
- Policy # 610 - Opening Procedure – Library & Student Computer Lab
- Policy # 611 – Closing Procedure – Library & Student Computer Lab

PART IV: PROGRAM STATUS AND RECOMMENDATION

Accomplishments of the Program:

The ERC has consistently continued to exceeded threshold on all measured items in the Program Evaluation Survey. Improvements from previous academic years have continuously been sustained.

The ERC implemented an expanded library/electronic database orientation for all incoming student in January 2016 to increase their understanding of available educational resources in the ERC.

The ERC has strengthened Library collection through on-going purchases in support of the College's divisions. Approximately 94 new books were added to the library collection and 49 EDCOS program lectures were posted on the County's YouTube. The ERC is progressing with its on-going salvage of out-dated material – both print and media. The ERC collaborated with faculty and staff from the School of Nursing and EDCOS to ensure collection reflects any curriculum or program changes.

The dedicated simulation lab opened in January 2015. The ERC continues to assist the School of Nursing faculty with the integration of the high-fidelity manikin it their curriculum. Currently, all four School semesters use the high-fidelity manikin as part of their clinical practice. Student surveys and comments regarding the use of the manikins as part of their clinical practice have consistently been very positive. The ERC in conjunction with the Simulation Lab Committee is continuing to up-grade the lab on on-going bases.

The ERC is continuing to up-grade and obtain equipment per the ERC technology replacement plan.

The ERC library staff and skills lab coordinator continued to receive many outstanding student compliments on Program Evaluation Survey regarding the services provided. Some examples:

- They are awesome
- Xxx is the best
- Xxx is a vital asset to the school and student!

Status to date:

As stated above.

Quality improvement plans:

- The ERC will continue ongoing tracking/trending of Program Evaluation Survey results.
- The ERC will further develop tutorials on internet searches, database collections, and other topics for inclusion on College website as well as student orientation.
- The ERC will continue collaboration with faculty to integrate simulation scenarios into student skills lab experience. Evaluate student responses to this new teaching methodology and its effectiveness as a learning tool to enhance student success.

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- The ERC will monitor the effectiveness of the expanded library/database orientation.
- The ERC will continue to improve the skills lab equipment per the technology replacement plan.
- The ERC is in the process of hiring a librarian to increasing staffing and provide additional library/computer lab hours.

Goals for upcoming academic year:

- Hire a librarian to assist in maintaining and strengthen the library collection
- Investigate converting the current paper card catalog to an electronic card catalog
- Continue to up-grade the simulation lab.
- Continue to add books and journals to strengthen the library collection.
- Explore up-loading additional College's training videos to the intranet

PART V: ACCOMPLISHMENTS TO THE STRATEGIC PLAN

Goal I.A. Maintain current educational equipment and materials to support student learning

- Continued book and database purchases in support of nursing curriculum and to provide resources for student learning. The ERC added 94 new books and posted 49 EDCOS program lectures to the County YouTube
- Replaced 2 LCDs and 1 Flat Screen TV
- Maintained status quo in print and electronic journal resources despite on-going budget constraints and funding approval issues
- Replaced 25 ACLS and BLS provider manuals to Library collection
- **Goal II.A. Explore use of alternative teaching/learning models/methods and integrate technology in teaching and learning**
 - Continue to revise of library orientation handout on locating books and journals in the Library as needed.
 - Continue to integrate simulation with computerized scenarios and high-fidelity manikin into student skills lab experience.

- **Goal II.B. Increase student retention in college programs**
 - The library staff assists students with research projects, internet searches and access to database to improve student learning outcome in theory courses. The skills lab coordinator assists students in practicing clinical skills and assisting faculty with student remediation plans. The ERC director assists students with tutoring. The staff also provides student orientation to the available resources to support them in meeting their learning goals. An expanded library/electronic database orientation was added to increase student understanding of available ERC resources and their use to improve academic success.

- **Goal V.C Participate in professional, academic, and community organizations**
 - ERC Director holds a certification from the Board of Registered Nurses, and is a member LAC+USC Medical Center nursing and College committees. The Director is also a member of the Statewide California Electronic Library Consortium (SCELC) and the Southern California Simulation Collaborative (SCSC).

PART VI: CONTRIBUTORS TO REPORT

- Jeffrey Anderson, RN, Director, Educational Resource Center
- Trina Trongone, RN, Skills and Computer Lab Coordinator
- Yolanda Ochoa, Library Assistant

PART VII: DATA SOURCES

- Program Evaluation Survey, Class of 2015-II and 2016-I
- Nursing Skills Lab sign-in sheet for AY 2015 - 2016
- Nursing Skills Lab appointment book for AY 2015 - 2016
- Library sign-in sheet for AY 2015 - 2016
- College Strategic Plan 2010 - 2015