

Lassen College Bookstore NIPR 2021

LASSEN COMMUNITY COLLEGE BOOKSTORE

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Lassen College Bookstore

NIPR 2021

SECTION 1: INSTITUTIONAL EFFECTIVENESS PLANNING

I. Program Overview and Objectives

Lassen College Bookstore, located in the Student Union, carries required textbooks and supplies for classes offered at the college. In addition to textbooks and required supplies, the Bookstore carries a large selection of apparel, hats, logo merchandise and art supplies.

Studies have found that students are more successful when they have their required materials, especially at the start of class. Lassen College Bookstore strives to meet those needs by having the necessary textbooks and supplies available for students when needed.

Description/Evaluation:

- a. Describe and evaluate the program objectives against the LCC strategic plan, specifically the mission statement and strategic goals [available online or in the current catalog].

Mission Statement: The Bookstore directly supports the mission of Lassen College by ensuring that all necessary instructional materials are available for students in their pursuit of their higher education goals.

Values: The Bookstore directly supports the Lassen College Values of (1) Student Success, by ensuring availability of instructional materials that fulfill Student Needs and minimize barriers to student success, and (2) Educational Excellence, by distributing to high quality instructional materials.

The Bookstore supports Strategic Goal #1 - Institutional Effectiveness by supporting an inclusive learning environment through ensured availability of all necessary instructional materials for students.

The Bookstore supports Strategic Goal #3 - Resource Management by ensuring availability of all necessary instructional materials for students to effectively support the learning environment.

The Bookstore supports Strategic Goal #4 - Student Success by ensuring availability of all necessary instructional materials for students to provide a college environment that supports students and minimizes barriers to their higher education goals.

- b. Evaluate any changes in the program since last review. Include summary of Annual Updates completed since last review.

LCC's strategic plan advocates for superb programs which foster/ensure obtainment of higher educational goals.

ADDRESS:

1. On campus

Due to COVID-19 textbooks are currently available for store purchase or pickup by appointment only. Textbooks can also be purchase via Lassen College Bookstore website and shipped to the customer.

2. Off campus

Textbooks for all classes are listed on the Bookstore's website for purchase via credit card and can be shipped directly to the student.

3. Inmate/Correspondence

The Bookstore helps Correspondence purchase books for their inmate program at cost. Lassen College Bookstore staff also works with family members in purchasing books for inmates outside of the Inmate Lending Library programs.

4. Departments/Programs

Lassen College Bookstore orders textbooks for various campus departments/programs such as High School Dual Enrollment, Library and EOPS at cost.

5. Easy to navigate and updated web site

All college texts are also available online. Go to <http://bookstore.lassencollege.edu> to purchase your texts. It's a simple process. Select Textbooks and follow the directions. Once you have chosen all of your textbooks you will be directed to checkout where you will pay for your books. The Bookstore accepts payment by credit (only these books can be shipped), Scholarship, Department of Rehabilitation, EOP&S, Cal Works, or you can pay when you pick up your books. After you have completed the process you will receive an e-mail confirming your order. When the Bookstore has completed your order, you will receive an e-mail notifying you your books are ready.

The Bookstore is also working on adding its logo items onto the website for purchase.

6. Maintaining inventory

The most commonly sold classes texts are kept in stock as much as possible and reordered as needed. All other text are ordered as needed.

7. Facilities : secure; organized; clean

8. Staffing

Previously: before August 2019

Bookstore Operations Assistant: 1 (37.5 hours), 12 months

Bookstore Assistant: 1 (37.5 hours), 12 months

Bookstore Assistant: 1 (20 hours), 10 months

Student Workers: 4-5 per semester, excluding summer

August 2019 through June 2020

Bookstore Operations Assistant1 (37.5 hours), 12 months

Bookstore Assistant: 1 (20 hours), 10 months

Student Workers: 4-5 per semester, excluding summer

Currently

Bookstore Operations Assistant1 (37.5 hours), 12 months

9. Maintain & present policies & procedures for Board approval (Senate & Consultation Council).

10. Compliance with ADA Section 504 of the Rehabilitation Act

Textbooks, which are currently housed upstairs in the Student Union, are brought downstairs by staff members for student purchase.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Student Services Planning, and/or Academic Planning tables at the end of the section for any recommendations requiring institutional action.

Lassen College Bookstore Staff is currently working on adding logo items to the website for purchase. By doing so, it is hoped to increase sales of such items by 2%.

I Administrative Unit and/or Student Learning Outcomes Assessment

Student Learning Outcome Assessment

AUO and SLO assessment is important to maintain and improve institutional effectiveness and provide an effective learning experience for LCC students. Departments are expected to measure AUO and/or SLO annually; these records are maintained in WEAVE and are available for review at any time.

Description/Evaluation:

1. Identify and evaluate Administrative Unit and/or Student Learning Outcomes including the relationship to strategic goals for AUOs and institutional student learning outcomes for SLOs utilizing information from WEAVE.

ISLO	Strategic Goal	AUO	Assessment Measure/Target
4	4	Build, support and grow campus pride.	Measure: Sales of college logo merchandise Target: Increase sales 1% annually.

2. Attach an AUO and/or SLO assessment summary as provided by Office of Institutional Effectiveness.
Lassen College Bookstore Staff is currently working on adding logo items to the website for purchase. By doing so, it is hoped to increase sales of such items by 2%.
3. Provide an analysis of findings of the assessment results may be leveraged to support equipment, facility, staffing, or other budget and planning need and include the justification in your analysis.

N/A

Planning Agenda:

List recommendations and actions by the above evaluation of AUO and/or SLO results. Complete Institutional Effectiveness Planning, Student Services Planning and/or Academic Planning tables at the end of the section for any recommendations requiring institutional action. For any items needing Human Resources Planning, Institutional Technology Planning, or Facilities Planning action, please make sure to include the information within the appropriate section and table later in the program review document.

N/A

III. Equipment

Description/Evaluation:

1. List capital outlay equipment, age of equipment and replacement schedule.
N/A
2. **Identify any existing equipment maintenance/service agreements.**
The Bookstore/Café uses Nebraska's PRISM RBX as its operating system. Item Maintenance, Point of Sale, and Meal Plan Accounting are maintained through PRISM.
3. Evaluate the condition of capital outlay equipment in light of the replacement schedule and available funds.
N/A
4. Evaluate the effectiveness of and need for additional maintenance /service agreements.
N/A
5. Justify any proposed modification or additions to equipment available for students and/or faculty/instructional assistants within the program.
N/A

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Student Services Planning, and/or Academic Planning table at the end of the section for any recommendations requiring institutional action.

N/A

IV. Outside Compliance Issues (if appropriate for program)

Description:

If appropriate, describe the role of outside compliance issues on the program.

N/A

Evaluation:

Assess changes in compliance or identification of compliance-related needs and the impact on the program.

N/A

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Facilities Planning, Technology Planning and Human Resource Planning Forms as appropriate for any recommendations requiring institutional action.

N/A

VI. Prioritized Recommendations

A. Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section One that do not require institutional action (ie. curriculum development) in order of program priority.

N/A

B. Prioritized Recommendations for Inclusion in the Planning Process

List all recommendations made in Section One that should be included in Lassen College's planning and budgeting process, specifically in the Educational Master Plan, Student Services Master Plan, or Institutional Effectiveness Master Plan. Separate recommendations into the appropriate plan(s). Items to be included in the Human Resource Master Plan, Institutional Technology Master Plan, or Facilities Master Plan should be addressed in Sections Two, Three or Four in lieu of or in addition to inclusion in the Academic Master Plan. See Attachment A for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations for Inclusion in Institutional Effectiveness Master Plan

Bookstore 2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	N/A			

Prioritized Recommendation for Inclusion in Student Services Master Plan

Bookstore 2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	N/A			

Prioritized Recommendations for Inclusion in Educational Master Plan

Bookstore 2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	N/A			

Section Two: Human Resource Planning

I. Program Staffing

Description/Evaluation:

1. List the current staffing for the program include: managers, faculty positions, and classified staff.
Bookstore Operations Assistant1 (37.5 hours), 12 months
2. This section provides an opportunity for analysis and justification of projected staffing needs to support the program. Work-study student needs may be included.

There are currently no additional staffing needs projected for the Bookstore.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

N/A

II. Professional Development

Description/Evaluation:

1. Describe the professional development and professional activities of the program staff relevant to program improvements that has occurred during the period under review. (workshops, conferences, staff development, work experiences, etc.)

N/A

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

N/A

III. Administrative Unit and/or Student Learning Outcome Assessments

Description/Evaluation:

1. Describe any results from assessment of administrative units and/or student learning outcomes that affect human resource planning

N/A

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

N/A

IV. Prioritized Recommendation

Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section Two that do not require institutional action (ie. curriculum development) in order of program priority.

N/A

Prioritized Recommendations for Inclusion in the Planning Process

List all recommendations made in Section Two that should be included in Lassen College's planning and budgeting process. See Attachment A for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations for Inclusion in Human Recourse Master Plan

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Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	N/A			

Section Three: Facilities Planning

I. Facilities

Description/Evaluation:

1. Describe and evaluate the Lassen Community College facilities available to the program.
N/A
2. Describe and evaluate additional facilities utilized off-campus by the program (attach any relevant rental agreements)
N/A
3. Describe any facilities needs identified by assessments of administrative unit and/or student learning outcomes
N/A
4. Justify any proposed modifications or additions to existing facilities that would better serve the program planned for the next five years.
N/A

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness, Facilities Planning, and Technology Planning Forms as appropriate for any recommendations requiring institutional action.

N/A

II. Prioritized Recommendations

Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section Three that do not require institutional action (ie. curriculum development) in order of program priority.

N/A

Prioritized Recommendations for Inclusion in the Planning Process

List all recommendations made in Section Three that should be included in Lassen College's planning and budgeting process. See Attachment A for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations for Inclusion in the Facilities Master Plan

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Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	N/A			

Section Four: Technology Planning

I. Institutional Technology

Description/Evaluation:

1. Describe and evaluate technology and technology support provided for instruction and instructional support.

Technology and technological support of the Bookstore is adequate to its needs.

2. Describe any technology and technology support needs identified by assessment of administrative unit and/or student learning outcomes.

N/A

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Facilities Planning, Technology Planning and Human Resource Planning Forms as appropriate for any recommendations requiring institutional action.

N/A

II. Prioritized Recommendations

Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section Four that do not require institutional action (ie. curriculum development) in order of program priority.

N/A

Prioritized Recommendation for Inclusion in the Planning Process

List all recommendations made in Section Four that should be included in Lassen Community College's planning and budgeting process. See Attachment A for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations Inclusion in Institutional Technology Master Plan

[Bookstore 2021](#)

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	N/A			

Lassen Community College Master Plan Overview

Six master plans comprise the Comprehensive Institutional Master Plan. Recommendations from program reviews will be input into the selected master plans as determined by faculty in the prioritized recommendation spreadsheets. To better understand which master plan might be most appropriate for each program recommendation, a summary/objective of each plan is included below. More information can be found in the Shared Governance and Consultation Council Handbook and the Comprehensive Institutional Master Plan.

Institutional Effectiveness Master Plan (IEMP): the IEMP addresses college needs not addressed in other plans. These needs include research, governance, outcome assessment, and administrative operations.

Educational Master Plan (EMP): The EMP addresses the instructional planning needs of the college.

Student Services Master Plan (SSMP): The SSMP highlights the services needed to maximize the student experience through a variety of key student support services.

Institutional Technology Master Plan (ITMP): The ITMP addresses the technology needs of the campus.

Facilities Master Plan (FMP): The FMP addresses the physical infrastructure, facility, and maintenance needs of the campus.

Human Resources Master Plan (HRMP): The HRMP identifies and manages the administrative functions of recruitment, selection, evaluation, and professional development needs of the College to ensure a fully-staffed and highly functioning team of employees.