

ICLCA Learning Center of Excellence Criteria

LCE Programs/Services Criteria

- Provides interactive academic spaces
- Reinforces and extends student learning
- Effectively uses physical and/or virtual environments
- Provides a variety of comprehensive support services and programs
- Enhances student academic success, retention, and graduation
- Aligns with best practices of student learning theory and addressing student-learning needs
- Fosters critical thinking, metacognitive development, and academic and personal success

LCE Organizational Framework Criteria

- Mission Statement is in alignment with its division and institutional mission statement as well as any institutional strategic plans, goals and outcomes.
- There is a regular review process for the mission statement.
- Mission statement is appropriate for the student population.
- The Director has appropriate blend of professional degrees, certifications and work experience for their position. (Minimum requirement of LCLC Level 2 Certification OR meet requirements for Level 2)
- Other Learning Center professionals (if applicable) have appropriate blend of professional degrees, certifications and work experience for their position. (Minimum requirement of LCLC Level 1 Certification OR meet requirements for Level 1)
- The Learning Center professionals are represented on the campus/university-wide committees.

LCE Academic Integrity and Learning Environment Criteria

- All staff members are trained on ethical practices and institution policies
- Learning Center employees respect student privacy and confidentiality.
- Scholarly integrity and academic honesty are upheld in all learning center programs and services.
- The center staff are sensitive to the needs of diverse populations through staff composition and/or diversity training of staff members.
- The academic support needs of diverse student groups are considered when planning programs.
- All staff members provide fair and impartial academic support for all students and promote a harassment free environment.

LCE Funding, Resources, and Design Criteria

- Funding is effectively used to provide services that meet the needs of the student population, in accordance with the mission and goals of the center.
- Administrative/clerical support is adequate to provide strong customer service for students and effective management of the learning center.

- Learning center professional staff is adequate to manage learning center programs and to promote the learning center.
- The learning center uses technology to enhance individual student learning and to deliver its programs and services. And, learning center professionals and student/peer professionals have access to online resources and technology to use in their work with students.
- The learning center is easily located and is accessible at convenient times with adequate space (both physical and virtual) for its programs and services.
- The learning center has adequate equipment and furnishings to implement its programs and services, and incorporates principles of universal design in facilities.

LCE Staff and Professional Development Criteria

- A staff strategic planning meeting is held at least once every academic year for all student/peer programming.
- Basic and advanced training is offered for all student/peer programming.
- Certified by appropriate professional organizations and/or local certification bodies.
- Evaluations of staff occur at least annually.
- Learning center professionals belong to at least one learning assistance organization and/or professional listservs and discussion forums.
- Learning center professionals participate in professional development/leadership opportunities at national, regional and/or local learning assistance (or related) organizations (including face-to-face and/or online).
- Learning center professionals are active in or contribute to the profession of learning assistance through publications and/or presentations at national, regional and/or local learning assistance (or related) organizations (including face-to-face and/or online).

LCE Promotion and Public Relations Criteria

- Branding of the learning center is well-recognized on campus.
- The learning center has a virtual presence through a website and social media.
- Informational/promotional materials are made available to students at least three times a semester/term, through any combination of course syllabi, campus tv/radio/newspaper, newsletters, handouts, bookmarks, library, classroom presentations, email, social media, or other modalities.
- Utilizes an advisory board.
- Provides program information to key institutional stakeholders (i.e. academic advisors, faculty and administration) on a regular basis.
- Feedback is solicited from key institutional stakeholders (i.e. academic advisors, faculty and administration) members on a regular basis.

LCE Assessment and Evaluation Criteria

- Data Collection Process
- Analysis Process
- Learning outcomes are clearly defined with a sustainable system in place to measure whether the outcomes are met.
- Process is in place to provide continual review and quality improvement in programs/services – including analysis of strengths and challenges and appropriate corrective actions (at least annually).
- An annual report is compiled every year, including quantitative and qualitative information/ data, and includes an executive summary.
- Alignment with assessment plan