

Academic Services & Learning Resources Division  
Dean's Summary  
February 2020

As a reminder, in 2017-18, services areas, programs, and departments from two divisions, Learning Resources and Academic Support Services, were reorganized. The following areas are included in the Academic Services and Learning Resources division: **Articulation & Transfer Services**, Scheduling & Curriculum Offices, **Office of Professional Development**, **Online Education Center**, and the **Library**. It should also be noted that the video systems engineer is also part of the division and provide services and support to faculty and staff campus-wide. The bolded offices and services above routinely prepare program reviews utilizing data sheets provided by institutional research and internal data. Staff and faculty have carefully articulated the daily activities and projects in relation to the data, progress towards goals, and opportunities for continuous improvement.

While the program review documents detail specific activities and data for each respective area, the following are particular points of accomplishment and interest along with the funding priorities across the division.

### **Significant Projects and Activities**

Now that the campus is well-established on the Canvas course management system, the Online Education Center has continued to develop training opportunities, workshops, open lab support, and resources for faculty and students alike. The new OnlineU series has been very successful in recruiting faculty for a more intensive and long-term experience for those who wish to go beyond the cursory Canvas certification training required for teaching online. OnlineU is an option in addition to the workshops provided by the Instructional Designers each term.

In 17-18, the Library fully integrated Kanopy, a film and media subscription service into its offerings. The ease of use and integration with Canvas makes this a popular resource for faculty and students alike. In 18-19, usage has only continued to grow and, in fact, for 19-20, the allocated amount for the service lasted only seven months.

Our video systems engineer developed a self-recording studio in MLC. This has proven to be a well-used resource for faculty who want to create videos for their online and hybrid courses and provides a different way to engage learners in the online environment.

The Office of Professional Development welcomed a new Senior Program Coordinator in July 2019. This is a critical classified position on the campus and with the retirement of a larger number of both faculty and staff in June, it was important to have continuity and support from the Office of Professional Development. The Senior Program Coordinator develops and facilitates professional development opportunities primarily for classified professionals, consults with groups and individuals, serves on the staff revitalization and professional conference funds committee, and oversees the logistical and daily operations of the office.

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The Curriculum Office, along with the other stakeholders including the SLO leads, reviewed and identified a new curriculum/SLO/Catalog/Program Review platform just before the start of the Fall 2019 term. We are in the process of implementing the new system (migration, data input, training, and planning for a full rollout to the campus to include a new tool for Program Review!

### **Summary of Funding Requests for Division Areas**

B budgets are mostly adequate with the exception of Professional Development which typically runs negative due to expenses associated with new employee training and the intensive Instructional Skills Workshops. We do anticipate some software costs for both Online Education and the Professional Development Office in the near future since we hope to finalize the selection of a new software platform for both offices to utilize. The only area requesting instructional equipment and/or Lottery dollars is the Library.

Staffing remains the highest priority for all areas with needs indicated below.

A **full-time library faculty position** been requested each year for the past five years due to a retirement. While this position was eliminated due to budget reductions in 17-18, the restoration of this position is essential. Currently, only one librarian currently teaches all the online WSCH generating courses. Without a replacement position, the library will be unable to expand course offerings. One of our equity concerns is the lack of research assistance available to online education students. This position will closely collaborate with the Online Education Center in the coordination, promotion, offering and assessment of the Library's services and resources. Further, an incumbent in this role would be focused on working with faculty on Open Education Resources (OER) options for low and zero cost materials for students.

An additional **full-time senior library technician** in the Library will enable the library to meet the expressed need of students for extended hours and will also result in an overall higher quality of service. Classified professionals would be able to staff the circulation desk more regularly, support longer lab hours in the main building, and open Library Express for additional hours.

A **manager (director level)** would provide oversight and direction for an integrated service area with three areas: online education, technology training, and video systems. Given the federal and state mandates as well as major initiatives like the OEI, a director would lead comprehensive enrollment and student success efforts to increase the number of certificates and degrees offered online while supporting student success through continuing our efforts to offer quality online and hybrid course offerings.

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As mentioned in previous program reviews, an embedded **counselor** for online students is a critical need. Online education is a growth area for enrollment at De Anza College. Therefore, if we are to truly improve success rates in online education, a counselor assigned to the Online Education Center is essential.

The articulation and transfer office has been without a **full-time administrative assistant** for several years. As such, the two individuals in this area, the faculty lead typically handle needs within their area. Additionally, the Office of Professional Development has also been without administrative support for many years. Going forward, some of the needs may be addressed through the division assistant and I will work with both areas to determine priorities.

**Overall Comments**

The departments and offices in the ASLR division continue to routinely and consistently provides quality service and assistance to faculty, staff and students across the campus. We have leveraged our limited resources and looked for ways to collaborate with other departments and divisions. This also extends to our sister college as well, where we have frequent communication and discussions.