

Academic Services & Learning Resources Division  
Dean's Summary  
April 2019

In 2017-18, we reorganized a number of services areas, programs, and departments into two divisions: the Academic Services & Learning Resources (ASLR) division and the Equity & Engagement division. The following areas comprise the division: **Articulation & Transfer Services**, Scheduling & Curriculum Offices, **Office of Professional Development**, **Online Education Center**, and the **Library**. The above bolded offices and services produced program reviews utilizing provided data sheets and/or 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. As a note, the technology trainer and video systems engineer are also part of the division and provide services and support to faculty and staff campuswide.

The areas that make up the ASLR Division are integral to student success and engagement at De Anza: staff and faculty in the division collaborate with other instructional divisions and with student services in ongoing and intentional ways. A few major highlights from 17-18 are shared below.

### **Significant Projects and Activities**

2017-18 marks the first full academic year on Canvas. The Online Education Center developed and facilitated the training for Canvas certification into four modules to provide faculty with a more comprehensive overview of system capabilities and emphasizes features such as notifications, opportunities for student collaboration, and methods of student-instructor interaction. During 17-18, advanced Canvas workshops were developed and offered to highlight new features, tools, and techniques to support the online pedagogy.

Shortly after the start of Fall 2017, the articulation and transfer services office also transitioned into the ASLR division given the strong connections to curriculum and instruction as a whole.

The Library opened for extended hours during the finals period of Fall Quarter 2016 remaining open until midnight for four nights. Student response was very strong and positive. The Library opened the first floor of the library for the Winter 2017 finals period giving student access to a computer lab and group study rooms in addition to textbooks and other course materials. This practice continues each quarter although staffing is a challenge.

The Library fully integrated Kanopy, a film and media subscription service into its offerings. Films on Demand continues to also have significant use by faculty, staff, and students.

The Office of Professional Development welcomed a new Faculty Director in 2017-18. The Faculty Director develops and facilitates professional development opportunities primarily for faculty, consults with groups and individuals, and serves as chair of the staff revitalization and professional conference funds committee, and assist with the coordination of the Flex calendar.

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**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. We anticipate some software costs for both Online Education and the Professional Development Office in the near future. 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 four years. This would restore a position due to a retirement. 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.

As mentioned in previous program reviews, an embedded **PT 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 PT counselor assigned to the Online Education Center is essential.

The articulation and transfer area 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. Going forward, some of the needs may be addressed through the ASLR division assistant and I will work with the articulation and transfer services folks to determine priorities.

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The Office of Professional Development has also been without administrative support for many years. As part of the Integrated Plan for De Anza College, funding has been allocated for PT administrative support however, given the budget reductions and SRP transitions, this position was on hold and will be reviewed and considered for hire in 19-20.

**Overall Comments**

We have leveraged our limited resources, created avenues for working together, and have provided solid service to the campus community even with limited staff and reduced budgets. We will continue to look for ways to work with faculty, staff, departments and divisions and are continually considering ways to improve along with celebrating accomplishments.