

De Anza College—Dean's Summary_ Learning Resources

The mission of the Learning Resources Division is to provide students and faculty with academic support, information resources and technology in engaging and supportive learning environments that promote academic and lifelong success. The many staff, student, and faculty leaders (hundreds of employees in all) of the three main areas of the division are continuing to find new ways to strengthen their programs and provide more opportunities to more students in more effective ways.

For the first time, this division benefited from the leadership of a dean, whose focus has been on finding synergies, facilitating cooperation, seeking support, and ensuring operational efficiencies. As De Anza's newest division, the Learning Resources resulted from a college-wide restructuring which affected staff and faculty work in all three areas. Most dramatically affected by the realignment is the SSC, where year on year comparisons are particularly hard to make, given the dramatic changes of the discontinuance of of the College Readiness program and the associated elimination and reassignment of many classified and faculty positions. Despite the upheaval and the instability of much of the funding for the library and the SSC, the three areas are making excellent progress in improving efficiency, meeting student learning outcomes and program learning outcomes, and serving the college's instructional support needs more effectively.

Library

By any measurement, the library's service to and impact on the entire college is huge. Similarly, by any definition, the essential role of the library in promoting student access, retention, and success and empowering instructional faculty is also huge. While one indicator of usage -- gate count -- went down, this is explainable by the reduced FTES enrollment experienced throughout De Anza. Other indicators are higher, including a significant 27% growth in enrollment in credit-bearing courses and an increase in over 100,000 academic searches. Service to the college's faculty from every division is increasing, as detailed in the APRU. Faculty leaders take very seriously the equity gaps and are seeking ways to close the gaps. Increased staffing is also required if the library is to fully meet the potential demanded by an academic institution as large as De Anza. The employment of the Systems Librarian is finally providing some relief to chronic staffing challenges, and faculty leaders are seeking ways to meet the defined outcomes.

Distance Learning

The department is completely dedicated to serving students and faculty across the college. Decisions around enrollment in distance learning are made by disciplines and divisions. Similarly, all FTES enrollment is counted in each division's totals. With these two premises in mind, it is easy to see how enrollment and usage in distance learning can go up and down. Between 09-10 and 10-11, for example, the number of total sections offered at a distance grew 35%. Nevertheless, regardless of how many courses are offered or other changes, the Distance Learning Staff strives

to serve all students and faculty who need support. Staff are seeking ways to support effective technology enhanced instruction, encourage engagement of students in their online learning experiences, and plan for increased access to student services for online students. Staff leaders recognize their role in helping faculty close equity gaps, and are developing professional development opportunities, attending events on their own, encouraging and supporting other departments' faculty in their own professional development, and soliciting input and guidance about distance learning from faculty advisers.

Student Success Center

Growth in the reorganized SSC has been strong. Innovative programs are being improved and creative interventions are being tested. Staff are striving to create new opportunities for more students through increasingly efficient use of grant money, DASB funds, B-Budget, and other sources of funding. The staff leaders, each of whom manages and coordinates multiple student employees and the work that they do, are all committed to increasing the cultural competence of all who work in the SSC. More student employees from targeted populations are being hired and retained, and the huge emphasis in equity and diversity training is paying off. Cooperation and collaboration with clubs, departments, programs, and faculty leaders has improved the success of outreach, as staff are committed to bucking the tendency of the most privileged among our students accessing resources at higher rates. Enrollment has increased dramatically in skills and learning assistance courses, as more faculty and students understand the crucial role that the SSC can play in retention of students and attainment of academic goals. Improved data collection, analysis, and interpretation of data has resulted in changes to practices and improved student learning outcomes, with the visiting team from the ACCJC commenting on how close to proficiency the SSC has become.

Bottom Line

The three centers all provide essential services that every division depends on. Though seriously understaffed, each of the three areas continues to provide the highest level of service and support to students and faculty from across the college. Each APRU below demonstrates through data and analysis the thoughtful work that our leaders do as they seek to improve our work for the college. With increased and more stable revenue streams, better facilities, and complete staffing, it is clear that the division could help transform the work of De Anza College.