



Academic Support and Learning Technologies

Division Program Review

Year: 2014

Submitted by: Jennifer Taylor-Mendoza

The new division of Academic Support and Learning Technologies (ASLT) was organized to promote student success, professional development, and institutional effectiveness. Many of the programs contained within the division, like the Center for Academic Excellence, New Faculty Institute, Learning Center, Learning Support Centers, Professional Development, Reading Apprenticeship, Supplemental Instruction, Tutoring, Distance Education, and Technology, are all designed to enhance the educational opportunities for everyone in the campus community. Primarily, the ASLT division is dedicated to improving and offering instructional support programs to enhance student learning/achievement by creating a culture of access, equity, and excellence. Such instructional support programs include Basic Skills Initiatives, Pathway to College, SMART, Learning Communities, Middle College, and the Honors Project. Other activities in the division, like Student Learning Outcomes Assessment and College Initiatives, provides institutional structure to improve students' experiences at the College of San Mateo, and also, ensures that the College fulfills its institutional priorities and educational master plan.

The Academic Support and Learning Technologies division has been in operation since February 03, 2014. The ASLT division supports the **College's diversity statement** by fostering an academic learning environment, which values the experiences and perspectives of others. In this environment, diversity matters and is manifested through the division's planning processes, service/programs, and staff development. The division dean is committed to hiring and retaining team members who represent a wide range of cultural diversity and who are dedicated to the deliberate inclusion of multicultural competence in all areas of their work.

CSM Institutional Priorities 2008-2013: Priority 1: Student Success; Priority 2: Academic Excellence; Priority 3: Relevant, High-Quality Programs and Services; Priority 4: Professional Development; Priority 5: Integrated Planning Cycle, Fiscal Stability, and the Efficient Use of Resources; Priority 6: Institutional Dialog (*CSM Institutional Priorities draft updated on 12-11-13*)

<b>PROGRAM/PROJECT/INITIATIVE</b>	<b>ACCOMPLISHMENTS</b>	<b>GOALS</b>	<b>NOTES/INST PRIORITIES</b>
Basic Skills Initiatives	Approval of institutional committee status	Develop priorities and institutional action plan	1.1, 2.1, 4, 6.1, 6.2
College Initiative: ACCEL (AB 86)	Identified and coordinated team members for Adult-Education College and Career Educational Leadership (ACCEL)	Continue to plan and participate through 2015	1.1, 1.2, 1.3, 1.4, 1.5, 2.1, 3.1, 3.2, 3.3, 4, 6.1, 6.2
College Initiative: Reading Apprenticeship	Institutionalized program 2014	Develop budget and action plan	1.1, 1.2, 1.3, 1.4, 1.5, 2.1, 3.3, 4
College Initiative: Supplemental Instruction	Institutionalized program 2014	Develop budget and action plan	1.1, 1.2, 1.3, 1.4, 1.5, 2.1, 3.3, 4
Distance Education and Technology	Development of Student Orientation for WebAccess and development of training modules for use in new faculty institute	Implement Summer 2014 and Fall 2014	1.1, 2.4, 3.1, 3.3, 4
Honors Project	COI approval of IDST courses	Institute new Honors seminar courses for Fall 2014	1.1, 1.2, 1.3, 1.4, 1.5, 2.1, 2.2, 2.3, 2.4, 4
Learning Community Programs	Umoja institutionalized 2014	Begin program Fall 2014	1.1, 1.2, 1.3, 1.4, 1.5, 2.1, 2.2, 2.3, 2.4, 3.3, 4, 6.1, 6.2, 6.3
Professional Development: Center for Academic Excellence	In consultation with Academic Senate leadership, redesigned SoTL and renamed it Center for Academic Excellence	Identify location of center and develop action and staffing plan	1.1, 1.2, 1.3, 1.4, 1.5, 4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3
Professional Development: Habits of Mind (HOM)	Promoted a new campus wide initiative in support of student success	Implement HOM in AY 2014-2015	1.1, 1.2, 1.3, 1.4, 1.5, 4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3
Professional Development: New Faculty Institute	In consultation with Academic Senate leadership and professional development coordinators, developed a program to support new FT faculty, the New Faculty Institute will incorporate CCTLP	Launch program Fall 2014 in support of new FT faculty cohort	1.1, 1.2, 1.3, 1.4, 1.5, 4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3

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**Resources Requested (Non-Duplicates with Individual Program Reviews)**

*Classified Staff*

**Replacement Position in LC - Program Services Coordinator (Staffed in the Learning Center reports to ASLT Dean)**

Examples of Essential Functions:

- Coordinates Supplemental Instruction program
- Clerical support for Honors Project
- Coordinates Learning Communities
  - Career Pathways
  - Pathway to College
  - SMART
  - Puente
  - Umoja
  - Writing in the End Zone

**Replacement Position in LC - Instructional Aide II (Staffed in the Learning Center reports to LC Manager)**

Examples of Essential Functions:

- Exchanges information with students, faculty and staff regarding subject-matter, resources, materials, policies and procedures associated with the classroom or laboratory setting; confers with faculty regarding curriculum, computer hardware, software and other learning tools, student assignments and progress, tests, student test scores, alternate learning methods and other technical information related to the services and programs provided; attends meetings, conferences and workshops to obtain current subject-matter, procedural and other information; participates in division and department planning activities; makes presentations to small and large groups to publicize the services and programs as assigned
- Tutors and/or demonstrates equipment, techniques, and other aspects related to a particular subject-matter, in conjunction with faculty; demonstrates subject-matter skills; directs students in practical laboratories; tutors students on problem areas of the subject-matter as directed by faculty or as the result of a student learning plan; demonstrates safety procedures for use of classroom and laboratory equipment and supplies; trouble shoots operational problems with laboratory and classroom equipment
- Researches background of subject-matter to maintain current information; as directed by LC Manager. Compiles and organizes lesson plans and materials for presentation; recommends the modification or purchase of laboratory and classroom equipment.

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- Uses a variety of computer software to organize and maintain learning resources and related data, compose and prepare correspondence, reports, publicity and other materials; writes, administers and scores tests in conjunction with faculty; sets up and maintains online and manual files; enters, modifies and retrieves a variety of statistical and other data for special and regular reports
- Trains and directs the work of student assistants, tutors, clerical and other staff as assigned
- Works closing shift 12:00 pm to 8:30 pm Monday – Thursday, 9:00 am to 5:30 pm Friday

**Staff Assistant or Division Assistant (Staffed in the division office reports to ASLT Dean)**

Examples of Essential Functions:

- Assists Dean and supports the AS/LT division
- Provides clerical support for all programs in AS/LT division
- Maintains budgets (Banner) for eleven programs
  - Performs departmental budget maintenance, including processing budget transfers and expenditure journals
  - Prepares purchase requisitions and completes electronic supply orders
- Schedules classes (LCTR and IDST)
- Enters SLO data (CurricUNET and TracDat)
  - Collects and maintains data processing for both systems
  - Updates and revises template for data collection
  - Enters Course IDs and SLOs
- Serves on assessment committee
- Exchanges information with college staff and others regarding department services, as well as to provide operating policies, and procedures
- Screens calls, visitors and electronic inquiries to provide policy and procedural information and/or to take messages and make appropriate referrals
- Sets up and maintains a management calendar
- Plans and coordinates program/department events and activities in conjunction with other faculty and staff
- Attends meetings and other events to obtain and provide current information
- Uses a database and a variety of computer software to set up, track and maintain a wide variety of data and electronic and manual files and to perform data entry and retrieval
- Composes and prepares correspondence, memoranda, report narratives, forms, publicity materials and other materials from original ideas or with general instruction

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- Uses standard software applications to prepare correspondence and reports, agendas and meeting minutes, and spreadsheets
- Researches, compiles, and maintains data for reports, grant applications, contracts, special projects, correspondence, surveys, presentations, and department programs and services
- Compiles items and materials for meeting agendas
- Takes and transcribes meeting notes as assigned
- Sorts and distributes department mail as needed and coordinates bulk mailings
- Exchanges information with college staff and others regarding division services, as well as to provide and/or interpret operating policies and procedures
- Serves as liaison between division staff and other college offices and district departments for a variety of procedures or issues
- Uses a database and a variety of spreadsheet and other computer software to set up, track and maintain a wide variety of data and files, including educational and faculty schedules, class schedules, budget and financial records, confidential student demographic data, and other information
- Trains and leads the work of other division support staff, volunteers, and student assistants
- Reviews office workflow for efficiency and makes recommendations for modifications, including planning, creating, and implementing new and modified office forms and procedures in conjunction with management and other staff
- Troubleshoots and resolves class scheduling problems

**DE Coordinator/Instructional Designer (Staffed in the Center for Academic Excellence reports to ASLT Dean) 50% asking to increase to 100%**

Examples of Essential Functions:

- Assists in coordinating distance education
  - Maintains website
  - Chairs DE committee
  - Leads WebAccess training for faculty
  - Meets with faculty on a regular basis to assist in designing and developing course shells
  - Leads student orientations for WebAccess
  - Monitors and evaluates distance education courses
  - Develops and implements policies and practices related to electronic learning
  - Oversees the development and delivery of electronic resources for students and faculty
  - Works one-on-one with faculty to develop and enhance distance education courses and provide assistance with WebAccess

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- Serves as liaison between divisions and departments, including the center for academic excellence and information technology services
- Participates in school-wide initiatives, development, and meetings

### *Facilities*

Center for Academic Excellence requires a space since 12-170 will continue as a rental space for external organizations.

### *Equipment and Technology*

The new staff or division assistant will need a workstation with a computer and monitor.

### **Additional Information:**

1. The Learning Support Centers Coordination Committee has identified disparities in centers coordination/reassigned time. The committee will be revisiting this topic.
2. Professional development might incorporate more direct initiatives in support of cultural diversity and awareness. We also have a disparity in representation of minority groups among faculty, staff, and administrators that we might consider addressing in conjunction with Academic Senate, Deans, and institutional committees.
3. To more fully address the needs of San Mateo County high school students, Middle College needs to increase enrollment. In addition, there is a need to explore dual enrollment opportunities to enhance students' experience of and transition to college.
4. Many of the programs under the ASLT division should submit an annual program review. The ASLT Dean will consult the Vice President of Instruction on this matter.