

Section 1 and 3 - Analysis of Unit PIE & Updates on Goals



PIE - Library & Learning Resources Manager

2020-21

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Division Mission Statement: The Library & Learning Resources division is committed to providing a full line of resources and facilities that will help enable students achieve academic success. Learning Resources has a number of services and facilities available to students.

Analysis of conditions and resulting plans, activities, resources, progress and critical decisions.: PIE - Library & Learning Resources Manager
2020-21

Summary of Notable Achievements: The Library & Learning Resources (LLR) Division's achievements played a crucial role in the College's capacity to continue to offer the majority of their classes online during the Covid-19 pandemic. The division, in collaboration with units across campus, provided vital support, training, resources, and services to students and faculty during this difficult time. Serving the entire campus, the LLR division was particularly impactful this year in the areas of distance learning, student access and equity, collaboration with other campus groups, and professional development.

DISTANCE LEARNING: Various units in the division were instrumental in facilitating and supporting the success of students taking online courses while the campus continued to operate mainly remotely.

- DL Course approvals: Over 1,500 DL courses were approved in 2020-21. By comparison, DLC approved 156 courses in 2019-20 and approved 68 courses in 2018-19.
- SPOT certification: As of June 1, a total of 211 faculty members completed SPOT, the highest in an academic year.
- Canvasadors: Mt. SAC students dedicated to helping their peers navigate Canvas offered online assistance and Canvas workshops every semester.
- Online Tutoring: ASAC created and sustained online tutoring for the majority of 2020 and 2021.
- o Increased online Embedded Tutoring (ET) & Supplemental Instruction (SI) support:
 - o SI/ET Fall 2019: 16 sections, Fall 2020: 72 sections = 350% increase
 - o SI/ET Spring 2019: 41 sections, Fall 2020: 99 sections = 141% increase
 - o SI/ET Total sections: 19-20: 57, Total 20-21: 171 = 200% increase
 - o Net Tutor usage by # of students increased, 19-20: 415, 20-21: 878 = 111.57% increase.
- Library Online Resources: Library faculty increased efforts towards acquiring e-textbooks, promoting the adoption of Open Education Resources (OER), acquiring new databases in support of remote instruction (streaming media, biology, and anatomy databases).
- FCLT Recommended tools: The team rolled out critically important tools to support online teaching such as Screencastomatic, Cidi Labs, DesignPLUS, Otter.ai, and VITAC, among others.
- Flexible Support Options for Library Reference & Instruction
 - o 24/7 online chat with a librarian (increase coverage since the pandemic)
 - o one-on-one 30-minute research appointments through Zoom (new)
 - o synchronous online instruction through Zoom (new)
 - o asynchronous online instruction through Canvas (some workshops are new)

STUDENT ACCESS AND EQUITY: Central to the services the division implemented during the 2020-21 year was ensuring access and success to our disproportionately impacted students. Below are the various ways our division sought to carry out this work.

- Laptop & Hotspot Loans: Checkout 6463 pieces of technology to students to support remote instruction and learning. 4,221 laptops, 401 ipads, and 3,627 hotspots.
- Research found that both credit and noncredit students relied on the technology loans to be able to take classes online. 80% were first generation students and 91% of them were on financial aid. Racial/ethnic demographics for students who checked out technology: 68% Latinx, 27% White, 11% Asian, 10% African American.
- Online Textbooks: The Library implemented an e-textbook course reserve program and processed 7,313 student requests. Providing access to learning materials for those students who could not afford their textbooks.
- OER Adoption: The Library provided stipends and support to faculty for the adoption of OER in place of traditional textbooks to make learning materials more affordable and accessible on the first day of class for students. From Spring 2019 to Spring 2020, there was a 34% increase in sections labeled "no cost" in the Schedule of Classes. One year later, in Spring 2021, there was an additional 133% increase in sections labeled "no cost" in the Schedule of Classes.
- The Learning Assistance Department planned and facilitated the Spring 2021 Inspired Teaching Conference on "Designing for Care." It focused on reducing barriers to success for diverse populations of community college students and was attended by nearly one hundred faculty members.
- Pre-semester Academic Support Activities: The ASAC spearheaded the division's pre-semester academic support activities by organizing canvas, zoom, academic management workshops to new and continuing students during week zero and the first week of a new term.
- SEAP: The ASAC developed SEAP assessment with RIE looking at first year math completion among Latino and African American males.
- Accessibility: The DL unit, through an accessibility course in Canvas and tools such as Ally and Cidi Labs, expanded faculty's capacity to create and deliver accessible content (videos, PDF).
- Through the Improving Online CTE Pathways grant, 30 faculty members participated in the Equity and Culturally Responsive Teaching course commissioned just for Mt. SAC faculty.

COLLABORATION WITH OTHER CAMPUS GROUPS: The success of the work of LLR is not possible without collaborating with other campus units. We continued this work during the remote work.

- Worked with IT, Student Services, and Non-Credit to checkout 6463 pieces of technology to students to support remote instruction and learning.
- Led by FCLT, a cross-unit workgroup collaboratively found an institutional solution for providing real-time captioning in all live-streamed college activities. The workgroup included reps from DL faculty coordinators, ACCESS Center/DHH, Broadcast and Presentation Services, FCLT, and IT Web and Portal Services and the Help Desk.
- ASAC participated in the Student Services Zoom at Noon series fall 2020 and spring 2021.
- ASAC oversaw a major redesign of the Mountie Student Hub canvas shell in collaboration with other academic support centers and FCLT.
- FCLT has began discussions with the Outcomes Coordinator about leveraging Canvas data analytics to support faculty work on outcomes.
- Learning Assistance reading faculty worked on providing embedded, contextualized reading support for students in CTE, STEM, arts, and humanities courses accessible through the Canvas Commons. Close-reading videos were piloted in Respiratory Tech, Welding, Administration of Justice, and Anatomy-Physiology.
- LLR established the Faculty Advisory Board for Academic Support (FABAS) which brought together faculty from various disciplines.
- Library collaborated with Psychology, Child Development, Speech, and Paralegal to develop scaffolded information literacy instruction to integrate into those GPS pathways.
- Library collaborated with Counseling to integrate the library into STEP, the Career Resource Hub, and guides that Patricia Maestro created for majors.
- Library Marketing and Outreach engaged with campus groups such as Dream, CalWorks, CARE, Rising Scholars, Arise, Womxn's Empowerment Talking Circles, and El Centro.

PROFESSIONAL DEVELOPMENT: The contributions LLR made in the area of professional development this past year also merits mentioning.

- SPOT certification: As of June 1, a total of 211 faculty members completed SPOT, the highest in an academic year. Compared to previous year: 2019 – 2020: 45 faculty newly online certified, for a 369% increase.
- Tutor DEI Training: Expanded staff professional development opportunities for ASAC staff and tutors.
- Library created online workshops that supported faculty in their adoption, adaption, and creation of Open Education Resources.
- Awarded 2 Level 1 CRLA (College Reading & Learning Association) certificates and 15 Level 2 CRLA certificates to our

student tutors.

- Library faculty led Spring Flex presentations:
 - O "Bridging the Digital Divide: Partnering with the Mt. SAC Library to Promote Tech Equity and Information Access" (Associate Dean Romelia Salinas and Pauline Swartz)
 - O "No Purchase Necessary: Using Open Education Resources (OER) for an Equity-Minded Classroom." (Esteban Aguilar, panelist)
 - O "Real World Assignment Design for #RealCollege Students: Applying an Equity Lens to Design Research Assignments" (Monika Chavez, Kolap Samel, and Pauline Swartz)

UNIT NOTABLE ACHIEVEMENTS & CONDITIONS (not listed above)

ASAC: ASAC successfully offered all services (with the exception of in-person testing) online while the college was remote. All staff quickly became well versed in using the online platforms to engage with students including tutors who needed to also learn the use of tablets and other software to tutor effectively.

- All services, with the exception of testing were able to transition online successfully.
- SI/ET Total sections: 19-20: 57; Total 20-21: 171; 200% increase

Conditions: As a result of remote instruction, the drop-in tutoring attendance was low. However, there was a significant increase in the need for supplemental instruction. Decisions: Mountie Student Hub in Canvas is moved to the ASAC director for planning, oversight, and management.

Distance Learning Unit: The DL unit contributions to faculty development for the 2020-21 has been unprecedented.

- The retention and success rates across ethnic groups did not reveal a big decline (see the RIE Data Dashboards) although African American/Black and Latino groups' success rates are disproportionately lower than Asian and White students' success rates.
- Review online proctoring tools resulting in the discontinued use of Proctorio after Summer 2021 and to use HonorLock effective Fall 2021.
- Supported the college's implementation of Phase 2 in CVC's Student-Centered Exchange to go live as a Teaching College by Winter 2021.
- Faculty Mentors (known as Fac-Fac) answered Canvas related questions to augment the small FCLT team.

FCLT: FCLT's team continued to support the college's 94% online instruction throughout 2020-21. Supported by IT, FCLT successfully implemented Canvas upgrades, and supported the vetting of new tools such as Honorlock to replace Proctorio.

- FCLT's Michelle Newhart built FOMAR using a SCORM file type so that the interactive learning modules could live within Cornerstone, the POD data system for all employees' professional learning.

Conditions: Synchronous and asynchronous instructional sub-modalities drew attention to the need for synchronous instruction, monitoring of cheating activities, and live transcription. The work of mapping accessibility resources on the FCLT website was partially completed by the Technical Expert Shawn Jordison, which revealed a critical need for an Accessibility Specialist to continue this work because it is a huge job and it intersects with other units that also support accessibility compliance.

Learning Assistance: The faculty of Learning Assistance continue to teach and be active on campus.

Conditions: The COVID-19 pandemic reduced the number of students enrolled for those who do not wish to participate (or are unable to participate) in online learning. Many students and instructors are also experiencing emotional distress over health and well-being of family and friends. And for students and instructors who lack of experience navigating Canvas, there is a steep learning curve.

Library Instruction: The library faculty continue to expand services to meet the needs of our distance learning students.

? The Library Marketing and Outreach Team, newly formed this year, was instrumental in sharing information about library resources and courses with campus.

? This year, the Library Department has formed the Library Initiative for Equitable and Affordable Learning (LIEAL) with the Associate Dean.

Conditions Analysis: COVID-19; Los Angeles County Department of County Health COVID-19 guidelines for higher education and guidelines for libraries

Library Services: The library continue to provide services online and work on improving the facility.

- Wrote and revised workflows for all areas for working in the new Library Services Platform.
- Replaced 30 chairs in the Quiet Study room.
- Installed some new furniture for the Quiet Study room.
- Participated in the development of the new library building state funding proposal.

Conditions: Migration to new Library Services Platform. Down one part-time permanent library tech position due to frosting of positions.