



2020 and The Year of the Great Pivot:

How Administrators are Adapting for Students

May 14, 2020



FOUNDATION *for* CALIFORNIA
COMMUNITY COLLEGES



Today's Panelists

CEO PERSPECTIVE:

Keith Curry, CEO, Compton CCD

STUDENT SERVICES PERSPECTIVE:

Cynthia Olivo, VP of Student Services, Pasadena CCD and President of CSSO

TECHNOLOGY PERSPECTIVE:

Scott Conrad, Interim Dean, Academic Information, Mira Costa CCD

**TECHNOLOGY
PERSPECTIVE:**

Scott Conrad

Interim Dean, Academic
Information, Mira Costa CCD



PIVOT

"A change in strategy without a change in vision." - Eric Ries

COVID-19 HOW WE PIVOTED TO RESPOND TO THE PANDEMIC

Scott Conrad, Ed.D.

Interim Dean Academic Info Services

MiraCosta Community College

May 13, 2020

CORONAVIRUS (COVID-19)



TECHNOLOGY RESPONSE



PHASE 1: 100% TELECOMMUTE



PHASE 2: 100% ONLINE
INSTRUCTION



PHASE 3: COMING BACK?

PHASE 1: 100% TELECOMMUTE

Close the college and shift all non-essential employees to working remotely over 1 week period.



100% TELECOMUTE



Communications- Web and email initially, broadcast text to students



Hardware and Software

- Add security software to all District owned computers that employees want to take home
- Setup special Help Desk Ticket Group →
- Hardware- laptop, desktop, monitors, scanners, (no printers), cameras, headsets
- Software- security software, like traps, VPN, VMWare, Zoom, Adobe Tools, Office Suite
- Furniture- office chairs
- Other District Equipment- e.g., instruments

Project Requests - requests requiring greater detail, resources, and coordination

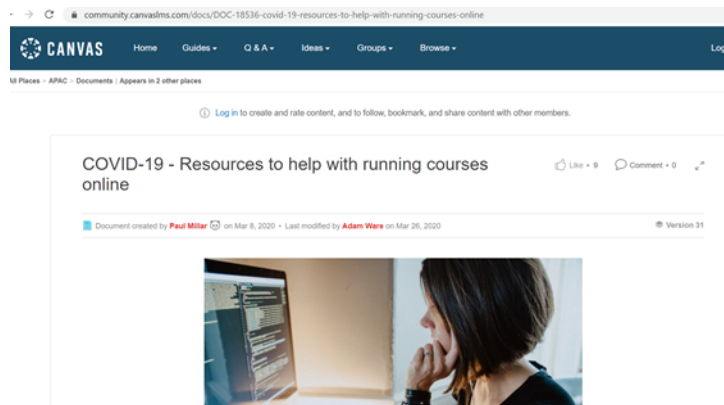
COVID-19 Equipment Requests
Request equipment to enable remote work from home



PHASE 2: 100% ONLINE INSTRUCTION- FACULTY

Faculty Training- Train the trainer, support groups

- Canvas
- Zoom
- Other tools for student services, tutoring, virtual labs
- Synchronous, Asynchronous, video labs



PHASE 2: 100% ONLINE INSTRUCTION- STUDENTS

- Repurpose District owned **computers** in labs → Loan via the library
- Partner with Student Services via CARE process to identify most needy students first
- Partner with Foundation to buy refurbished used laptops and **hotspots** to donate to students.
- Student Services coordinates who is eligible and pick up process following social distancing guidelines.



RESTART REMOTE INSTRUCTION



Zoom Meetings - all Zoom, all the time.

Zoom Bombing and Security- multiple software updates and changes in recommended best practices

KEY ISSUES:

- Life getting in the way
- Access to reliable broadband
 - District Outdoor drive-up Wi-Fi
 - Hot Spots
 - List public access- Star Bucks, etc.



TECHNOLOGY ADAPTATIONS



Microsoft Teams- some users prefer this alternative for remote interaction- share docs, text, video chat



Security Change- Add 2FA to better protect District from growing Phishing malware threats



Roll out Microsoft O365 for 16,000 students to allow browser access to MS



Excel/Word/PowerPoint/OneDrive and a student.edu email address.



Roll out softphones (software version of office phone)



Roll out Adobe Sign- electronic signatures in PDFs



Increase staffing of Help Desk, email, online, chat, zoom support, remote software updates



TECHNOLOGY TEAM MANAGEMENT ADAPTATIONS

- **Communication and Structure-** Zoom... Zoom, encourage everyone to be live in video in meetings
- **Schedule regular meetings** with teams
- **Learn to start and stop your day on a regular schedule**
- **Model the behavior you expect of your team**
- Work with key employees and managers for Comp Time for those that **lost vacation** because they had to work to convert the District.



PHASE 3: COMING BACK?



- **Starting planning-** categorize classes relative to importance of face to face, e.g., Automotive, Nursing, Welding.
- **Brainstorm options** for bringing critical classes back safely with social distancing
- Personal Protective Gear (**PPE**) for employees
- **Take temperatures and track?**
- **Cleaning supplies** for keeping areas used clean and safe
- What about **employees with higher risk**, e.g., older, pre-existing conditions?



LESSONS LEARNED SO FAR...

- **Amazing teams and dedication** to support all of our students and employees
- **Tracking computers** and making sure they are configured for security and remote updating a MUST before they leave campus.
- **Training-** use Canvas, Zoom, Teams, etc. to train our staff and faculty how to work remotely and use the tools.
- **Less is more-** many tools overlap, e.g., Zoom and Teams. Offer multiple tools if you must but recommend the solution that provides the most benefit to the most users that you can support.
- **Communications-** Web, Zoom, Email, Text, Softphones, Teams, Canvas, etc. Be consistent, be aligned and make sure you are reaching everyone.



LESSONS LEARNED SO FAR...

Help the whole person- a laptop, software and hotspot are tools, many students lost their jobs, *all employees and students experienced new stress from the changes.*

EAP - Managers encourage your employees to seek help.

Be Kind to Yourself and Others- Acknowledge that we are all less efficient working from home, it is new.

Practice Social Distancing NOT Social Isolation- reach out to your employees, communicate consistently and frequently.

Essential workers trying
to process the 35th policy
change in the last 3 weeks

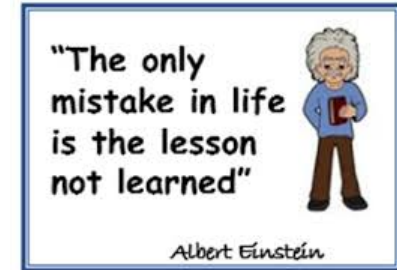


ONLINE IN THE FALL AND BEYOND

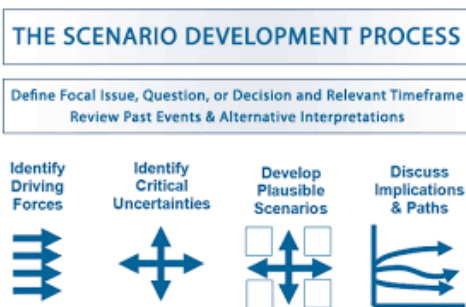
- **Broadband Access** is a big equity issue. 20% students do not have broad band access at home.
- **Think Different-** how do you reach graduating seniors when they are home schooling? Social Media ads on YouTube, Instagram, Facebook, Spotify, etc. Go where they are. No visiting the schools and counselors and bus ads and billboards not useful when everyone is sheltering in place.
- **Virtual Graduations**



LESSONS LEARNED → COMMON DENOMINATORS



- Change is the only certainty
- Systems must be flexible to bigger and faster changes
- The more connected we are the more vulnerable we are
- Scenario planning is critical
- Sharing best practices at the speed of communications



QUESTIONS?

We can
pivot fast
and
successfully

Some lab
classes can be
taught online

Telecommuting
Works!

We can work
paperless



TECHNICAL RECOMMENDATIONS

Future Considerations

- **Training**- online self-help, e.g., Chancellor's Office Vision Resource Center free access to Lynda.com training materials for all CCC employees. Lynda.com, in Learning, and skillsoft trainings/workshops are included free for all state employees. **Vision Resource Center**. Here is the link: <https://visionresourcecenter.cccco.edu/>



- **CCC Systemwide Common tools** at best prices and support, e.g., Canvas, Zoom, Microsoft O365, Turn-it-in, Proctorio. Opportunity: Common ERP, e.g., HR/FIN/Student like CSU but with cloud architecture for more cost effective scaling for all CCCs.
- **Less is More**
 - **Standardize on what software you will use for what** → pick fewer
 - Canvas LMS
 - Zoom teleconferencing or Teams
 - O365 or G-Suite
 - Adobe Sign for electronic signatures (part of Adobe Suite)
 - ERP- all PeopleSoft, or Ellucian, or Workday → Keep It Simple Stupid, KISS
 - **Standardize Hardware**- laptop and desktop computer versions, external monitors and other peripherals → Easier to swap and support fast, help desk can assist more efficiently, FAQs self-help easier and more used, e.g., self-help videos



TECHNICAL RECOMMENDATIONS

Future Considerations

- **Software**
 - Usable with low bandwidth connections- DSL, Cellular, etc.
 - Multi-platform compatible- Windows, iOS, Android, Linux, etc. “OS/Browser Agnostic”
 - Scalable? Cost ease of adding more licenses, extra cost to scale?
 - Secure? → Single Sign On and 2FA compatible
 - Ease of updating remotely → Cloud based vs. Server based
 - Ease of use and remote user support
- **Hardware**
 - Rugged enough for home use?
 - Easy to configure for a home network remotely?
 - Robust enough to use all day, e.g., ultra light small laptops and tablets not so much
 - Ergonomic considerations
 - Keyboards
 - Mice
 - Cameras- built in or separate?
 - Sound system- headset? Bluetooth speakers?
 - Extra monitor(s)
 - Arms for monitors?
 - Sit/Stand desk?
 - Chairs?
 - Other Peripherals, e.g., scanners and printers
 - Install security software, remote connectivity and tracking BEFORE it leaves the building
 - Remote firmware upgrades?
 - Remote access for applications software upgrades?
 - Remote image support, e.g., VMWare Horizon, VPN



**STUDENT SERVICES
PERSPECTIVE:**

Cynthia Olivo

VP of Student Services, Pasadena
CCD and President of CSSO





The Great Pivot: Student Services Approach

CYNTHIA OLIVO, PH.D.

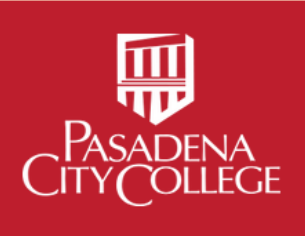
ASSISTANT SUPERINTENDENT/VICE PRESIDENT, STUDENT SERVICES, PASADENA CITY COLLEGE

PRESIDENT, CSSO

FOUNDING ORGANIZER, COLEGAS

COVID-19 Updates with a sense of Hope

! **CAMPUS ACCESS RESTRICTIONS** "Safer at home" is in effect. PCC is physically closed to student and public access. For updates about COVID-19 (Novel Coronavirus) and its impact at Pasadena City College [visit Coronavirus Updates](#).



Future Students

Current Students

Faculty & Staff

Community

Give



Login ▾

Apply Now ▶

About ▾

Admissions & Aid ▾

Academics & Support ▾

Campus Life ▾

Finish ▾

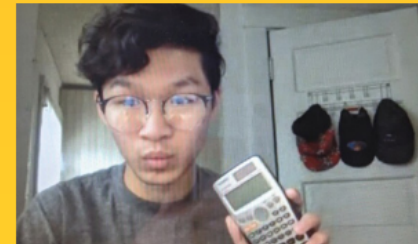


Keep dreaming. Keep doing. Your PCC community has your back.

Together, we're unstoppable.

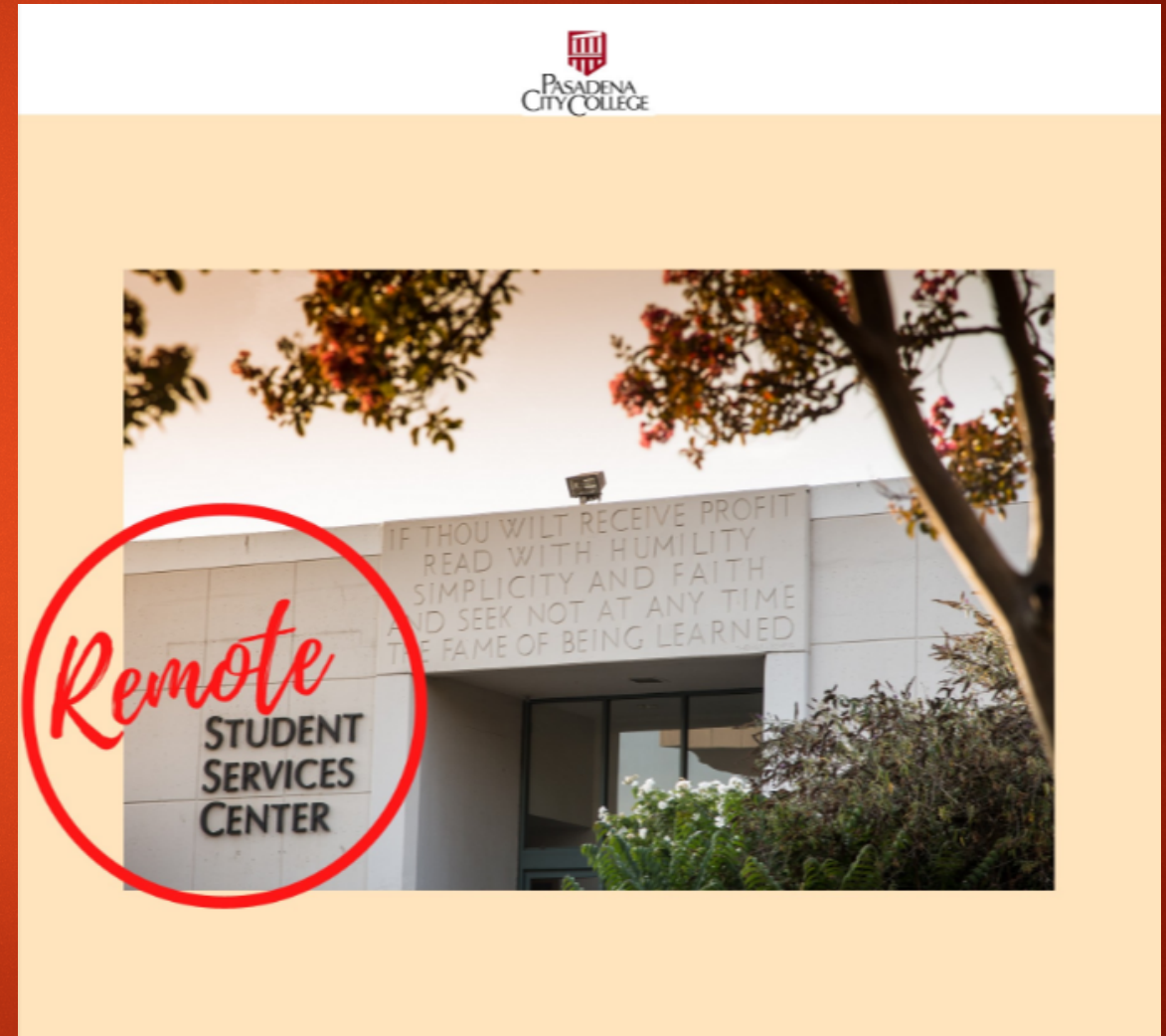
Have questions?

Call (855) GO-TO-PCC or
Email gotopcc@pasadena.edu



Student Services Areas

- ▶ Enrollment Support
- ▶ Retention Support
- ▶ Success & Completion Support



Departments

- ▶ A&R
- ▶ Financial Aid
- ▶ Counseling
- ▶ Transfer
- ▶ Outreach
- ▶ EOPS/CARE
- ▶ Former Foster Youth Services
- ▶ CalWORKS
- ▶ Formerly Incarcerated & System Impacted Student Services
- ▶ International Student Services
- ▶ TRIO Programs
- ▶ Student Equity
- ▶ DSP&S
- ▶ Health Center
- ▶ Mental Health Counseling
- ▶ Academic Athletic Zone
- ▶ Puente
- ▶ Ujima
- ▶ Veterans Resource Center
- ▶ Queer, Undocumented Empowerment for Students to Thrive
- ▶ Student Life
- ▶ Student Clubs & Orgs
- ▶ Associated Students
- ▶ Student Conduct
- ▶ Title IX
- ▶ Behavioral Intervention Team
- ▶ First Year Experience Programs
- ▶ Auxiliary Services
- ▶ Welcome Center
- ▶ Tutoring Programs
- ▶ Food Pantry
- ▶ Social Work Services


PCC Student Services Flip Book

► <http://online.fliphtml5.com/xrqwi/lqcg/>

SPRING 2020 ISSUE APRIL 10TH

PCC CONNECT

The latest activity, progress surveys, referrals and remote everything



In This Issue

- Progress Survey #2 available now!
- Activity by Division
- Tutoring Referrals and How You Can Stay Connected
- Why use Student Services and Library Referrals
- Contact PCC Connect | Early Alert:
Email: pccconnect@pasadena.edu
Webpage: pasadena.edu/academics/support/pcc-connect
Training: <https://bit.ly/PCCConnectTraining>

Spring 2020 Progress Surveys

Progress Surveys for Spring 2020 is ready now! If you are the instructor on record for the semester, you will receive an automated email message from PCC Connect about completing the Progress Survey for your class(es). Be sure to also check your spam folder in case you don't find or see it! You will also see a link/tab for completing your "Progress Survey" when you log into PCC Connect.

Now is a great time to nudge your students on ways to keep up the good work, and/or connect them to online and remote services and resources that PCC is offering!

It is an easy way for you to engage and work with your students while providing remote instruction.

Raise and Clear Nudges: Kudos | Flags

Essential Student Engagement & Retention

- ▶ Ensure Students can access all services in remote ways: phone, computer, web, social media
- ▶ Address the following needs:
 - ▶ Equity
 - ▶ Technology
 - ▶ Food, Housing & Social Work Services
 - ▶ Policy Changes: Excused Withdrawals, Pass/No Pass
 - ▶ Financial Impacts: Federal CARES Act Funds, Emergency Aid
 - ▶ Health & Wellness
 - ▶ Student Success: Transfer, CTE, Graduations
 - ▶ Communication Strategy for Students, Faculty, Staff & other stakeholders

Adapting Operations to Serve Students

- ▶ Employee Technology needs: Equipment, Wifi, Virtual Private Network, CCConfer Zoom Accounts, Cranium Café, etc.
- ▶ Every service has to be designed to be remote: Food Insecurity—electronic grocery store gift cards. Next iteration—Instacart Grocery Delivery.
- ▶ Emergency Aid funded by many sources—one application with a coordinated approach behind the scenes
- ▶ Social Media—go where the students are
- ▶ Identify ways to see if students are engaged—Canvas report on log ins—outreach campaign; Transcript Requests for 4 year universities
- ▶ Mass Texts via MoboMix
- ▶ Mass email via Constant Contact to measure how many students checked
- ▶ 1-800-GOTO-PCC

Managing Operations

- ▶ Meet with program leaders who are not your direct reports to ensure communication is flowing regarding student needs & resources available
- ▶ Meet with entire area via virtual platform—Student Services Breakfast
- ▶ Host Town Halls for Students
- ▶ Continue 1:1 Meetings with direct reports
- ▶ Use tools like Microsoft Teams
- ▶ Query to identify affiliated & unaffiliated students

CEO PERSPECTIVE:
Keith Curry
CEO, Compton CCD





*"Compton College has a
great story to tell!"*

– Former First Lady Michelle Obama

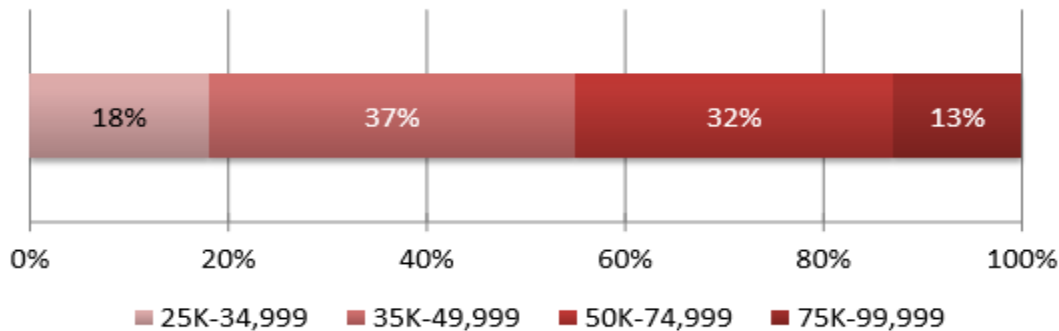
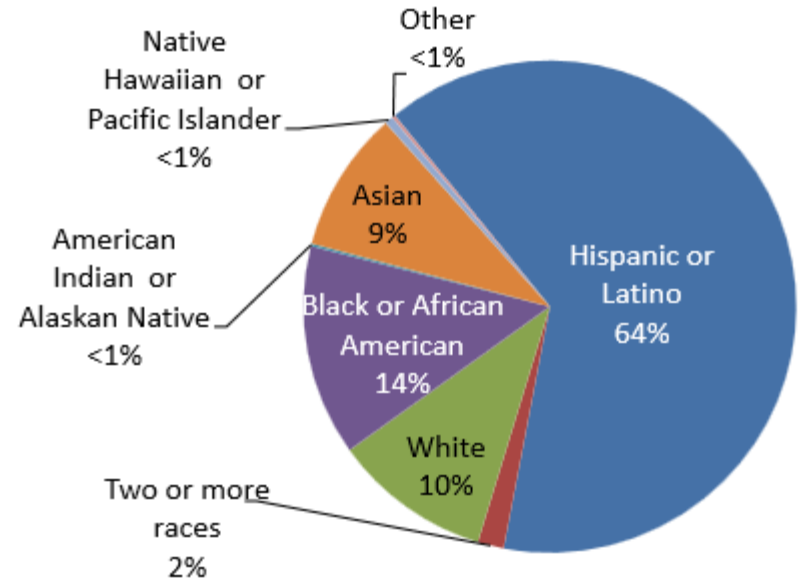
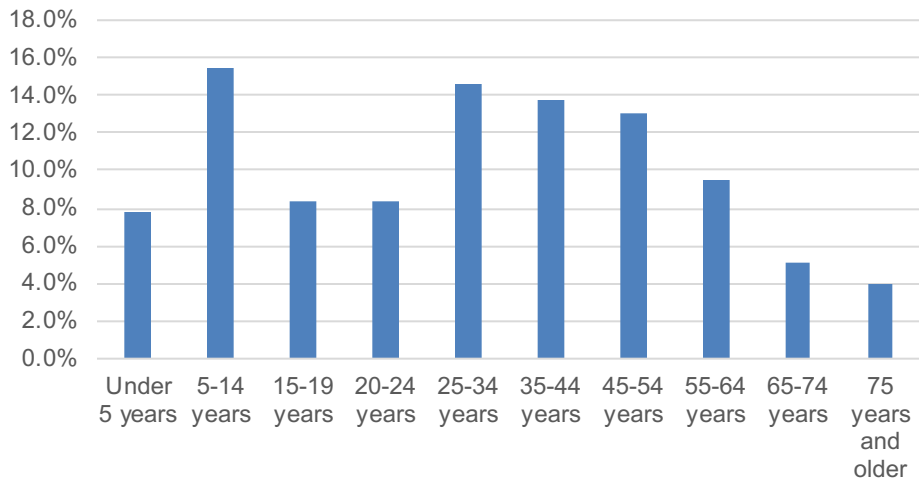
COMPTON COLLEGE



**Compton College – 2020 and the Year of the Great Pivot: How
Administrators are Adapting for Students**

CCCD Demographics

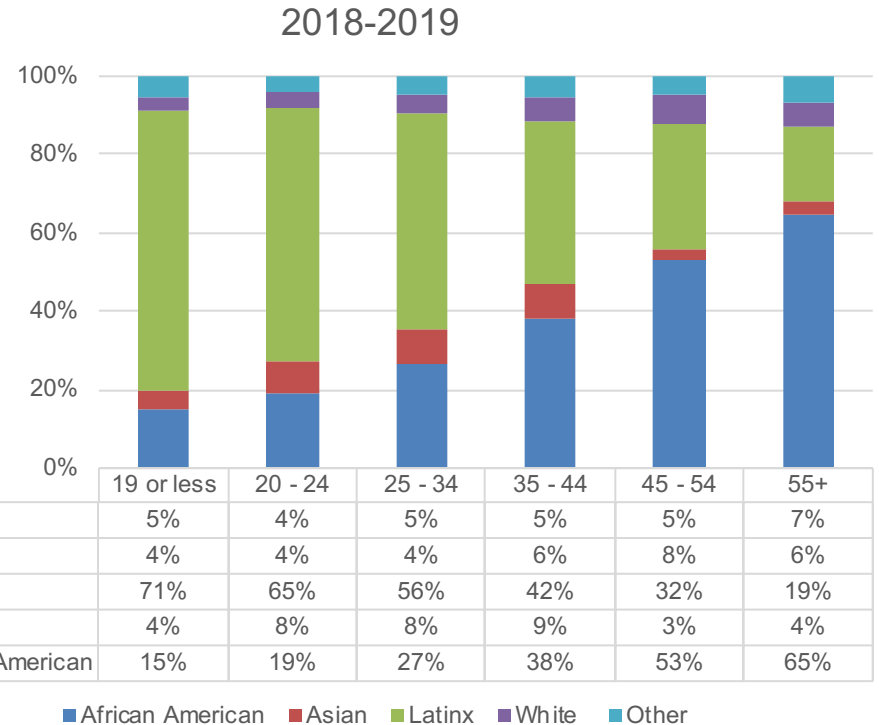
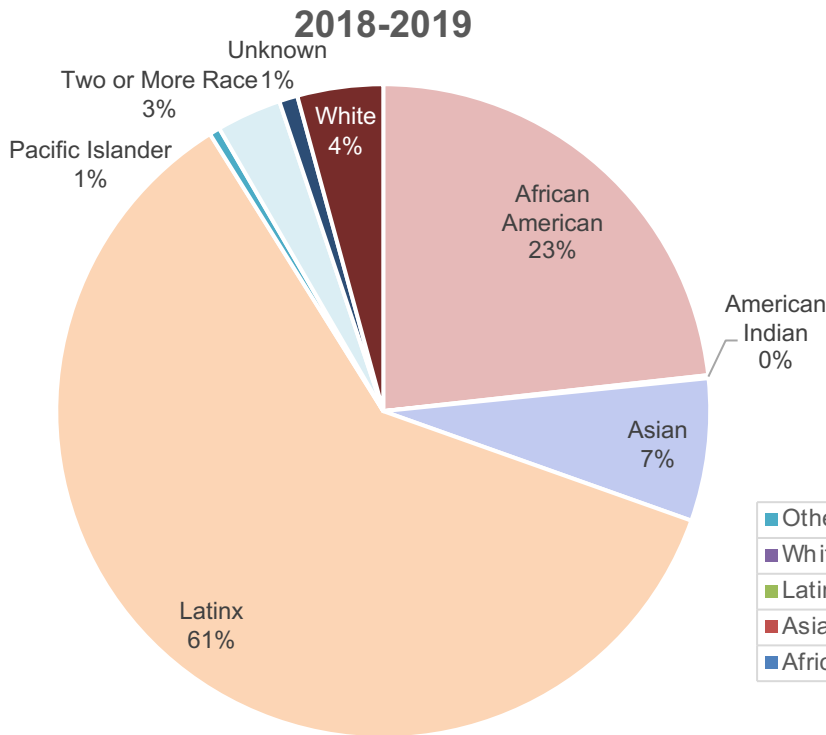
Service Area Population



Source: U.S. Census Bureau, American Community Survey, 2010-2014, S1903. <http://factfinder.census.gov>.



Compton College Ethnicity



Large Scale of Insecurity

Compton College outpaces other community colleges in housing and food insecurity.

	Food Insecurity	Housing Insecurity	Homelessness
Compton College – 2018	59%	68%	18%
California Community College - 2018	50%	60%	19%
Compton College - 2019	56%	63%	23%
#RealCollege National Survey - 2019	39%	46%	17%



3 out of 4 Students Face Some Food and/or Housing Insecurity – Compton College 2018



Food Insecure – Compton College 2018

Several student groups stand out as having high levels of food insecurity.

- 80% of students previously convicted of a crime
- 79% of students with a chronic illness
- 71% of black/African American students
- 67% of students with children
- 65%+ of students 26 years old or older
- 65% of former foster youth



Housing Insecure – Compton College 2018

Several student groups stand out as having high levels of housing insecurity.

- 85% suffer from a chronic illness
- 85%+ of those 26 or older
- 82% of former foster youth
- 80% of Southeast Asian students
- 77% of students with children
- 77% of those who are employed
- 75% of black/African American students
- 70% of women



Before COVID-19 Basic Needs at Compton College

- Established the Tartar Support Network in 2016-2017
 - Dedicated faculty, staff and managers
 - Coordinate showers, lockers and the Tartar Food Pantry
- Food pantry, Showers and lockers, CalFresh application assistance, Everytable meal giveaways, and Housing Navigator
- Partnership with the County of Los Angeles Department of Public Social Services
- Planning for Student Residential Housing at Compton College
- Partnership with CivicSpark for a Fellow for the 2019-2020 year
- Hired a Coordinator to address students' basic needs



Before COVID-19 Basic Needs at Compton College



Student Basic Needs Dashboard
Proof of Concept Functionality

Inspired by Compton College

How many times does a student need to tell you
that they are poor?" Dr. Keith Curry, President,
Compton College



Response to COVID -19

Basic Needs at Compton College

- Expanded our supportive services to Compton College student during COVID-19.
 - Partnership with Edquity – Emergency Grants for Students
 - Food Resources
 - Compton College + Everytable Partnership
 - Partnership with Grubhub
 - Technology Partnership with Foundation for California Community College
 - Student Laptop Loan Program
 - Wi-Fi Hotspots



Response to COVID -19

Basic Needs at Compton College

Compton College Coronavirus Aid, Relief, and Economic Security (CARES) Act Budget

Activity	Portion	Budget
Grants to Compton College Student eligible for Title IV	Emergency Financial Aid Grants to Students	\$1,550,000
Student Housing Support to Compton College Student eligible for Title IV	Institutional Portion	\$200,000
Food Resources to Compton College Student eligible for Title IV	Institutional Portion	\$200,000
Student Laptop Loan Program to Compton College Student eligible for Title IV	Institutional Portion	\$130,000
Wi-Fi Hotspots to Compton College Student eligible for Title IV	Institutional Portion	\$130,000
Distance Education Support, including Professional Development and technology support	Institutional Portion	\$328,405
	Total	\$2,538,405



New Vision for Basic Needs at Compton College Post COVID-19

- Technology
 - Every Compton College Student has a laptop computer
 - Wi-Fi Hotspots available for Compton College Students
 - All Compton College employees have laptop computers, with the ability to work on campus or remotely
 - Implement Multi-factor Authentication for Microsoft Office 365 for all faculty, staff, and Administrators
- Food Resources
 - Onsite Cafeteria operated by Everytable and Everytable
 - Vending Machines available on campus



New Vision for Basic Needs at Compton College Post COVID-19

- Hire a Carrier Services to deliver food resources and technology to Compton College Student
- Expanded Emergency Grant Opportunities with Student Equity and Achievement Funding
- In partnership with Ellucian implement the Banner Student Basic Needs Dashboards.
- Focus on policies to ensure maximum flexibility at college campus to ensure all resources are available to students.
- Work with the California Community Colleges Chancellor's Office to inventory Best Practices



Resources

- [California Community Colleges #RealCollege Survey](#)
- [#RealCollege 2020: Five Years of Evidence on Campus Basic Needs Insecurity](#)
- [A Helping Hand: How The California Community Colleges are Addressing Insecurity](#)
- [Community College League of California Affordability, Food, & Housing Access Task Force Results Summary](#)
- [Beyond the Food Pantry - Maximizing the Impact of CARES Emergency Aid Funds for Students](#)
- [Compton College COVID-19 Information](#)



Thank You!

QUESTIONS?

Dr. Keith Curry
President/CEO

kcurry@compton.edu



Webinar Resources

[Chancellor's Office COVID-19 Resources](#)

[Foundation's CollegeBuys Contracts Library for systemwide contracts for services and products](#)

[Grubhub Systemwide Agreement](#)

[Vision Resource Center](#)

[Foundation's California Connects Hotspots Program](#)

[PCC Student Services Flipbook](#)

[California Community Colleges #RealCollege Survey](#)

[#RealCollege 2020: Five Years of Evidence on Campus Basic Needs Insecurity](#)

[A Helping Hand: How The California Community Colleges are Addressing Insecurity](#)

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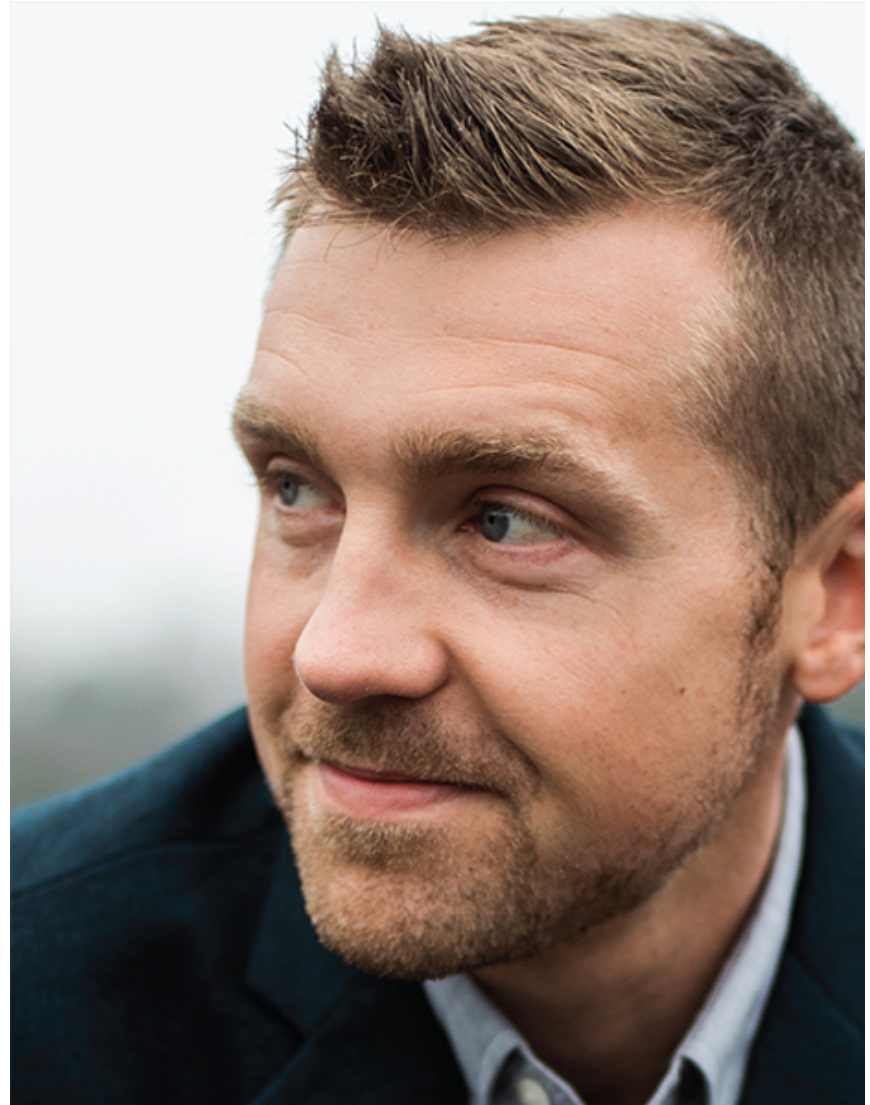
Next Webinar

May 28 at 2 PM

**“Leading Remotely: A
Primer for What
Community College
Managers Need to
Know”**

Darren Murph

Head of Remote at GitLab, the world's largest all-remote company with over 1,200 team members located in more than 65 countries around the world.



Questions or Ideas?



Susan Bray, Executive Director
ACCCA
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Elaine Reodica, Director of
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Foundation for California Community
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