Clark College

Board of Trustees Work Session

Wednesday, April 27, 2022 at 3:30 PM

Join Zoom Meeting

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Meeting ID: 895 0941 7049
Passcode: 899322

Board of Trustee Work Session, April 27, 2022, at 3:30 PM

I.   Call to Order/Agenda Review – Chair Bennett

II.   Guided Pathways - Rhianna Johnson

III.   Phone System Replacement - Das Gupta

IV.   Public Comment – Chair Bennett
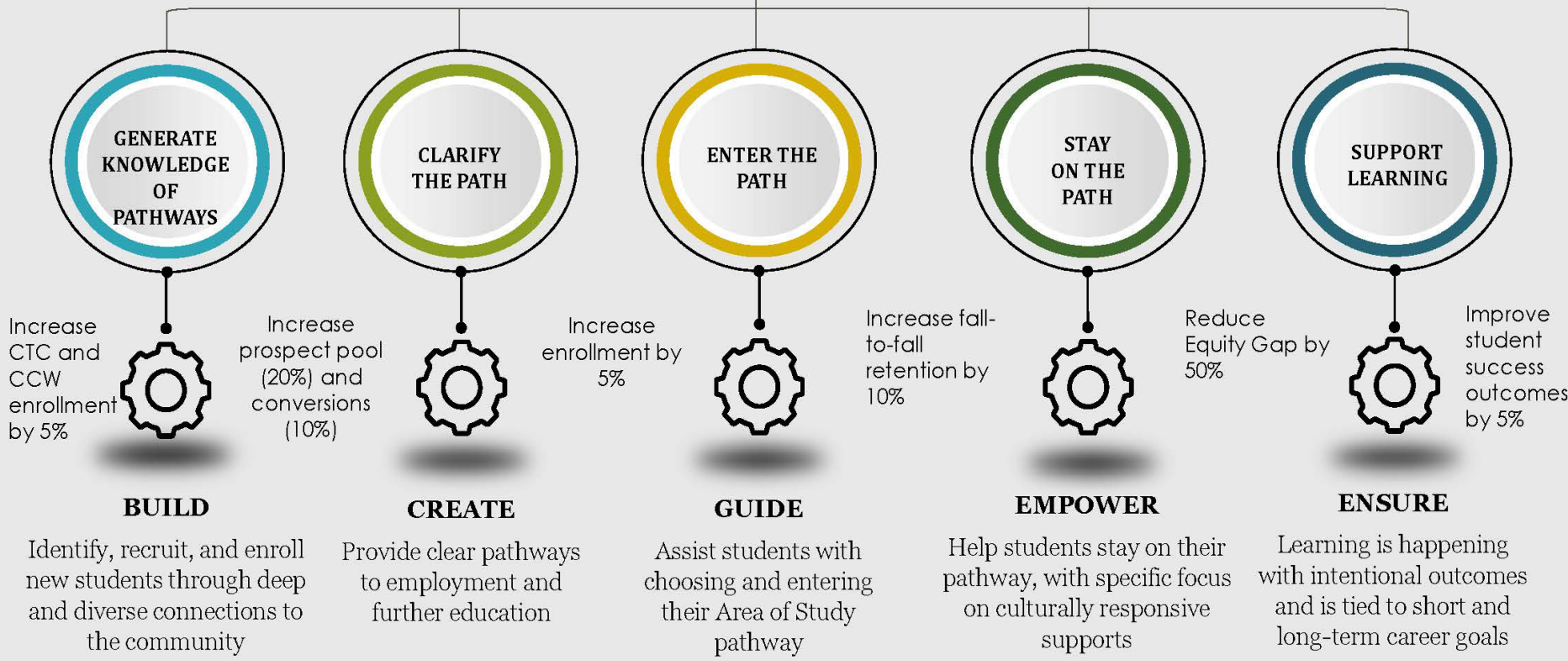
V.   Adjournment – Chair Bennett

Guided Pathways

April 2022

Rhianna Johnson, Guided Pathways Program Director

GUIDED PATHWAYS
At Clark College

GENERATE KNOWLEDGE OF PATHWAYS

Increase CTC and CCW enrollment by 5%

BUILD

Identify, recruit, and enroll new students through deep and diverse connections to the community

CLARIFY THE PATH

Increase prospect pool (20%) and conversions (10%)

CREATE

Provide clear pathways to employment and further education

ENTER THE PATH

Increase enrollment by 5%

GUIDE

Assist students with choosing and entering their Area of Study pathway

STAY ON THE PATH

Increase fall-to-fall retention by 10%

EMPOWER

Help students stay on their pathway, with specific focus on culturally responsive supports

SUPPORT LEARNING

Reduce Equity Gap by 50%

Improve student success outcomes by 5%

ENSURE

Learning is happening with intentional outcomes and is tied to short and long-term career goals

Senate Bill 5194-Our Why

- Lift families out of poverty
- Increase post-secondary credentials in Washington
- Focus on first-generation students, students with disabilities, and systemically excluded and oppressed students
- Double completion rates
    - English and math gateway courses
    - Quarter-quarter and Year-year retention and persistence
    - Completion in 3 (ctc) and 6 (university) years
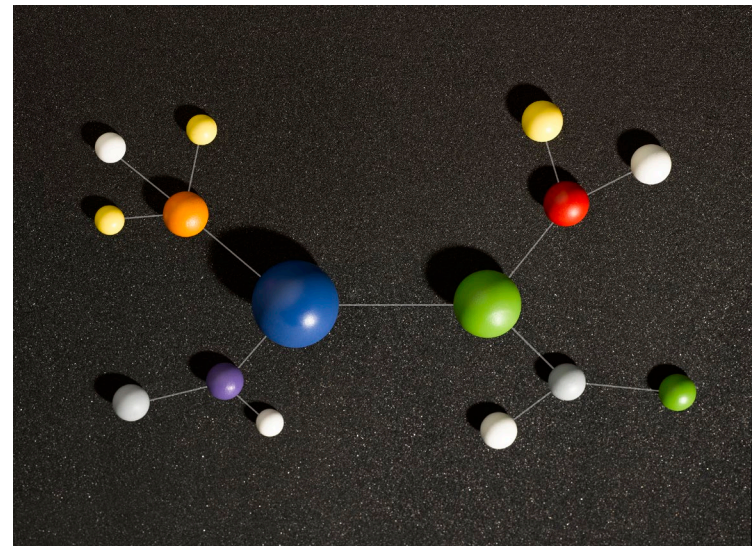
Economic Empowerment

Healthy communities and access to quality of life

Equity and Justice

Stakeholders

- Guided Pathways Strategic Planning Committee
  - Vice presidents + GP Director
- Guided Pathways Advisory Council
  - Cross section of campus
- Department leads
  - Cross-functional project teams

State Guided Pathways Plan

- Each college was asked to complete a work plan that consisted of 262 questions in three areas.
- The college selected two focus areas in both Pathway Design and Student Experience, while continuing to advance work in other areas as well.

Implementing Large Scale Change

Pathway Design
Pathways/Program Maps
Outcomes Alignment
Structured Exploratory Experience
Predictive Courses
Math Pathways
Scheduling

Student Experience
Intake
Equity Competent Ed Planning
Math and English - Year One
Progress Monitoring
Student Engagement/Completion
Classroom Environment/Course Design

Outcomes Alignment

Course outcomes are aligned with program and pathway outcomes, and those learning outcomes inform a default course taking framework.

**Throughout the 2021-2022 Guided Pathways State Plan, and within each focus area, the need for representative, reliable, and disaggregated data is expressed as a core theme.

Mid-Year Accomplishments

- Hired new Director of Assessment and Institutional Research, Ben Moll
- Identified two new data tools for analysis and visualization: Rapid Insight and Power BI
- Training plan has been developed to support departments with effective use of data to assess outcomes of efforts and for strategic planning purposes
- Guided Pathways project plan has been fully integrated into the SEM plan

Scheduling

Schedules are consistent and predictable and are organized in a way that makes it possible for a full-time student to complete a two-year degree in two years.

Courses are scheduled to ensure students are able to enroll in the courses they need when they need them and can plan their lives around school from one term to the next (considering course conflicts, complementary and toxic course combinations, etc.).

Mid-Year Accomplishments

- Academic Advising Reports have been built out
- Rapid Insight has been identified as a tool for analyzing course combinations
- Plans have been developed to utilize AARs for course scheduling
- Dacum completed for Clean Energy Pathway and Advanced Manufacturing Center
- The OER (Open Education Resource) team has made significant progress to identify new OER materials and designate them in the catalog and schedule

Intake

Every new credential seeking student is provided structured exploratory experiences (through orientation, entry advising, college success course, ethnographic experience, etc.) informed by labor market information and designed to support their choice of a pathway upon enrollment and confirm a major within the first two quarters. Orientation and intake activities are mandatory and designed to build a sense of belonging, clarify student career and college goals, and to create a comprehensive individual education and financial plan based on program/degree maps.

Mid-Year Accomplishments

- Entry Services "One-Stop" location was implemented in Fall 2021
- Two culturally inclusive videos were added to orientation. Survey results indicate a high level of sense of belonging for new students.
- A new accommodation specialist, communications manager and credentials evaluator have been hired and onboarded
- Area of Study videos have been shared widely, with much acclaim
- Reorganized website according to student types and made several changes to website content and flow, in collaboration with student consultants

Engaging Students in Support of Completion

The college identifies when students are losing momentum in progress toward completion and has communication tools, policies and supports in place to work with students to address their identified barriers.

Mid-Year Accomplishments

- Both Disability Support Services and MESA Program have implemented a peer mentoring program, in conjunction with the existing ODEI peer mentoring program
- The CARE/Conduct department expanded its use of interns to support student case management
- Academic Advising Reports and live program maps are now available to students to ensure understanding of program requirements. Faculty have assisted with adding program notes to program maps
- Area of Study Success Coaches and Associate Director of Student Equity and Success have been hired

Math and English in Year One

Most students (including basic skills/ transitional studies students) earn pathway/ program appropriate college-level English and degree math credit within one year of enrollment (for part time students, within 45 credits).

Mid-Year Accomplishments

- Funds have been spent to improve and enhance curriculum to support student success
- 8 faculty have committed to serve as mentors to departments for infusing PPI and culturally relevant curriculum for their programs
- Math and English departments have spent considerable time and energy reevaluating course practices for equity and consideration of student needs
- Instruction is also working on infusing PPI into curriculum broadly
- Math bootcamp planned for summer

Professional Development & Partnerships

Intentional efforts are in place to broaden Guided Pathways framework to the community, while ensuring infusion of diversity, equity and inclusion

Mid-Year Accomplishments

- High wage, in-demand jobs have been identified through partnership with WSW and plans are underway to hold a college open house for students to explore those programs and industries
- STEM bootcamp will take place in summer
- Health Occupations will be offering a crisis scene simulation for students to gain exposure to those careers
- The Marketing and Communications Department has developed several outreach plans, including utilizing a market research firm to gather data and feedback about perceptions of Clark in the community to inform branding, outreach and reengagement with Guided Pathways

Guided Pathways SBCTC Retreats

10 faculty and staff attended the Fall 2021 GP retreat; 18 staff, faculty and students attended the Winter 2022 GP retreat

Key Themes

- An overarching theme in retreat content and small group sessions is **connection**
  - Staff and faculty want connection to data and information that help them understand the student experience and equity gaps better
  - Staff and faculty want connection to a unifying vision for the college
  - Students want caring connections to resources in ways that are easy to understand and that make them feel welcome and respected
  - Students want to connect what they're doing at Clark to career pathways
  - All want virtual connections in the digital landscape and may need more supports in that area

22-23 Focus Areas

Retention=Stay on the Path

- 22-23 SBCTC Work Plan Focus Areas
    - Programs of Study (clustered into Pathways) are well-designed with clearly defined learning outcomes aligned with industry identified needs and transfer pathways and are clearly mapped to guide and prepare students to enter employment and/or further education regardless of point of entry and course load.
    - Students know which courses they should take when, are directed to default course selections designed to lead to on time completion and are able to customize their academic plans by working with an adviser or faculty member to address their individual context.

22-23 Focus Areas

Retention=Stay on the Path

- 22-23 SBCTC Work Plan Focus Areas
  - Classroom Environment and Course Design-Faculty are active partners in improving student success. Faculty provide meaningful and equitable learning experiences for all students and assess whether course design is resulting in student mastery of outcomes without disparities by race or gender.
  - The college uses disaggregated student course outcomes data in addition to regular feedback from faculty and students to support focused professional development opportunities designed to improve instruction, course design, pedagogy, and assessment.

Questions, comments, feedback?

Contact: Rhianna Johnson, rjohnson@clark.edu
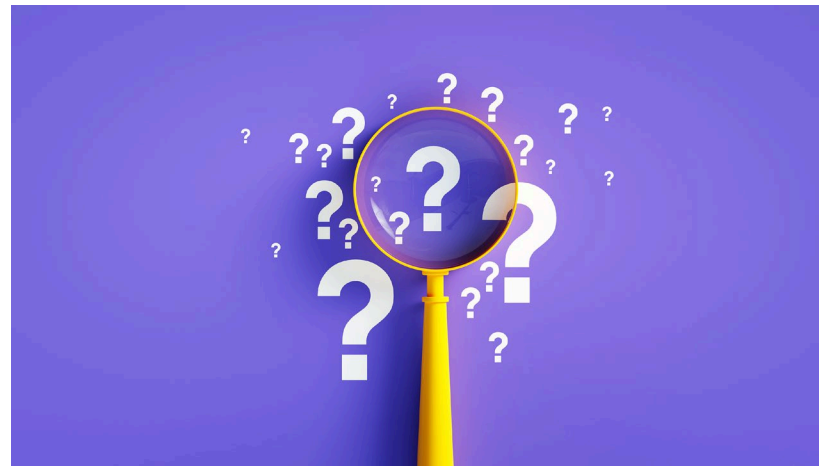
PHONE SYSTEM REPLACEMENT

CLARK COLLEGE

WHY NEW PHONE SYSTEM?

- Clark College currently uses a Cisco phone system

  - Phone system hardware is end-of-life and end-of-support in June 2022

  - Three-year support contract ends in June 2022

- Risks if Phone System isn't replaced

  - Phone outages due to equipment failure, refurbished hardware

  - Cyber Security vulnerabilities due to unsupported hardware and software (patching)

  - Additional costs to repair/replace system after failure

  - Lack of off-campus/remote operational support

  - Unable to go to month-to-month contract. Must sign one-year contract which will be more expensive

OPTION 1 – CISCO & WEBEX

WebEx soft phone is not accessible

WebEx backend needs more hands to manage

Ongoing costs of hardware replacement

Must use VPN connection when remote

Requires separate phone carrier

Cisco IP Communicator

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Das Gupta - 2131
3603

Security

Your current options

New Call   Redial   CFwdALL

OPTION 2 - ZOOM PRO WITH LUMEN

- Zoom soft phone meets Clark's Accessibility requirements

- Ongoing hardware costs after five years

- VPN login required for remote access

- Must have a phone carrier; incurs on going carrier costs

- Staff and Students are already familiar with Zoom

- Multiple channels of communication within single platform

OPTION 3 -ZOOM UNLIMITED

Zoom soft phone meets SBCTC Accessibility requirements

Minimal hardware failure & upgrade costs after five years (PAAS)

Does not require VPN login for remote access (Cloud Based)
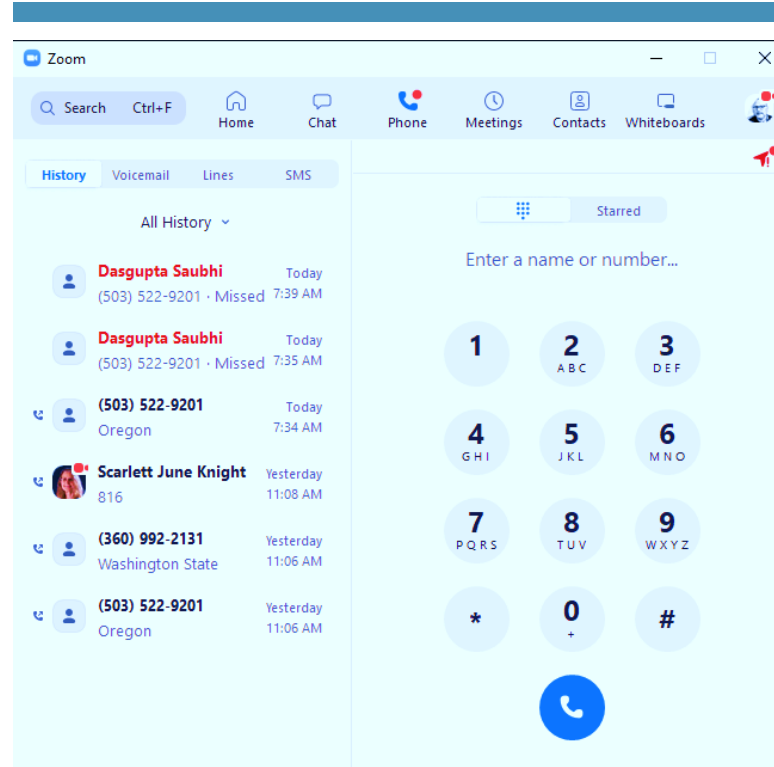
Disaster Recovery Ready, 100% scalable on demand

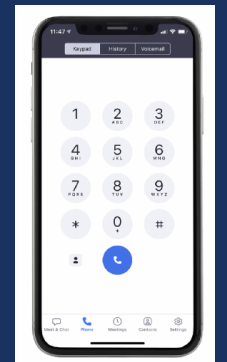Fully integrated Voice, Text, Video Conferencing ready

Staff and Students are already familiar with Zoom

Easy to maintain compliance and updates

ZOOM PHONE SYSTEM HARDWARE OPTIONS

WHAT VALUE ZOOM ADDS ?

- We will be better prepared for the next Pandemic

- Event or incident ready deployable work force.

- All productivity tools are on your laptop

- Faster response, higher productivity

- Zero learning curve, you have been there, done that

- Freedom from your desk

NEXT STEPS

EC selects replacement solution

Complete Procurement

Survey users for Handset

Communicate Project Timeline

Training and User success support

Deployment and Enhancement

Tasks	Dates
Sign the Contract	Late April
Communication	In Process
Survey for handset/hardware	Finalizing Survey
Order handsets	Estimate ready
Start implementation	Mid May
Cisco contract ends	06/30/2022*
First Payment due	04/22/2023
Second Payment due	04/22/2024

FAQ

- Will this solution work across multiple devices, like a cell phone?

- Can this decrease the colleges cell phone costs?

- Will classrooms still have wall mounted phones?

- Can this work over Wi-Fi?

- Will elevators and other locations have physical phones?

- Will SMS be integrated allowing teachers to send text messages to students?

- Will this be more secure and have MFA?

- How will this affect emergency notifications?

- Can Adjuncts have softphones?

- Can Cisco Phone work in tandem to Zoom till project completion?