

San Diego Continuing Education 2017 Institutional Accreditation Visit Recommendations *2019/20 Update*

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In May 2017, San Diego Continuing Education (SDCE) was re-accredited by the Western Association of Schools and Colleges (WASC) for a period of six years. The following year the institution obtained approval to extend the cycle to a period of seven years to align with our District colleges' cycles. SDCE is committed to implementing and monitoring progress on the school's Action Plan with annual updates that regularly assess the health of the institution throughout the 2017-2024 accreditation cycle (see the [2019/20 Annual Institutional Strategic Plan Update](#) (and [Progress Overview](#)) and the [2019/20 Accreditation Action Plan Update](#) (and [Progress Overview](#)).

This report highlights activities engaged in throughout the 2019/20 academic year (cycle year three); however, with a focus on progress in addressing the **five Visiting Committee Report Key Recommendations**:

1. Expand and increase access to course offerings, support services, and workforce development opportunities to support student success
2. Increase internal and external communication and collaboration
3. Provide equal access to targeted professional development with mechanisms that track and measure impact
4. Maintain and secure technology in support of data-driven instruction, decision making, and student services
5. Use integrated planning to support institutional and student success

Expand and increase access to course offerings, support services, and workforce development opportunities to support student success

Increase access to course offerings

- In the 2019/20 academic year, SDCE continued the campaign to address poverty and inequity in education through its' seven pillars: (1) employment security, (2) food security, (3) housing security, (4) financial literacy, (5) textbook and course material affordability, (6) intellectual and emotional security, and (7) transportation security. Addressing each of the seven pillars helps students complete certificate programs, improve employment prospects, and reduce the need for future support. Due to COVID-19 pandemic, many of the resources for students moved online. Highlights include: (Evidence: Convocation and Institutional Day presentations, SDCE President's Messages, 2019/20 SDCE Accomplishments Report)
 - Enrolled every San Diego Gateway to College and Career (SDG2CC) student successfully into online learning environments and students participated remotely. Met the target goal of enrolling 40 new students in SDG2CC.
 - Created a multilingual ESL help desk including testing, placement, and enrollment for the remote environment; and, successfully enrolled 1,800-2,000 students in the summer, which filled all ESL classes to capacity.
 - Developed five fully online programs and piloted three by the end of summer as ICOM Academy programs.
 - **Program Highlight:** The Automotive and the Skilled and Technical Trades programs transitioned courses into the online environment including: developing OER content for the programs, creating video content for online vocational labs, and creating an on campus welding pilot program.
- Open educational resource (OER) material use has grown at SDCE by 14 percentage points, from 29% use in 2016 to 43% use in 2019. In spring 2019, there were 3,856 enrollments in OER classes and 2,488

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enrollments in Zero Textbook Cost (ZTC) classes (Evidence: Objective 1.8 of 2019/20 Accreditation Action Plan)

- SDCE developed and submitted new categorical funding applications that resulted in approximately \$3,214,380 in funds (\$1,367,000 for strong workforce) + (\$1,847,380 for WIOA II) to improve and implement initiatives that support instructional programs and the student journey. (Evidence: 2019/20 SDCE Accomplishments Report)
- SDCE Foundation supported training through the Employee Training Institute (ETi) at the Naval Consolidated Brig at Miramar and Pendleton offering justice involved students the opportunity to train in plumbing, HVAC, small business, entrepreneurship, OSHA, and Hazwopper. (Evidence: 2019/20 SDCE Accomplishments Report)
- SDCE increased certified Veteran students by 20%. (Evidence: 2019/20 SDCE Accomplishments Report))
- At the completion of the SWP Faculty Institute, 21 faculty submitted action plans to conduct research designed to contribute to improved classroom enrollment, retention, and/or completion. (Evidence: Dean's report)
- Expanded the San Diego Gateway to College and Career program, ETi program, and Apprenticeship Readiness Program. (Evidence: 2019/20 SDCE Accomplishments Report)
- Overall, the SDCE Curriculum Committee reviewed and recommended approval of 41 new courses and 22 new programs; with revisions to 72 courses and 5 programs. (Evidence: 2019/20 SDCE Accomplishments Report)
- **Program Highlight:** The Child Development/Emeritus program finalized, reviewed by credit and curriculum committees and approved at CIC: 12 new courses and seven new programs. The School Age: Curriculum Planning and Guidance was written and under review by the SDCE Child Development Advisory Board. Child Development Course offerings were expanded in the Mid-City area to accommodate student access. Nine Emeritus courses were revised and approved through the SDCE Curriculum Committee. (Evidence: Instructional Services Manager report)
- **Program Highlight:** ESL received SDCE curriculum committee approval for 12 new Prevocational ESL course outlines and six new Prevocational ESL certificate programs. Anticipated start date for the new curriculum is summer 2021. (Evidence: Instructional Services Manager report)
- **Program Highlight:** The Healthcare program expanded clinical site agreements by adding two skilled nursing facilities for student placements, and developed a new community partnership for students seeking entrance to the nursing assistant program who need immunizations and physicals. (Evidence: 2019/20 SDCE Accomplishments Report)
- **Program Highlight:** The Skilled and Technical Trades program developed curriculum in several areas including: developing introduction to construction trades curriculum and math for trades curriculum, incorporating smog certification into automotive curriculum, expanding HVAC and Plumbing program offerings, and incorporating EPA certification into HVAC program. (Evidence: Instructional Services Manager report)

Increase workforce development opportunities

- Implemented the work-based learning project to assist in increasing work-based learning instances and the employment outcomes of students. (Evidence: 2019/20 SDCE Accomplishments Report)

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- SDCE ranked first in the SDICCA region and ninth in the state for strong workforce program outcomes. For student employment specifically, in PY 2019, students reported through the CTEOS survey that they experience a \$5.00/hour wage increase when they obtain a job in field closely related to their field of student which is up from a \$4.00/hour wage increase reported in PY 2018. The percentage of students who report obtaining a job either close or very close to their field of study has also increased from in 60.1% in PY 2018 to 64% in PY 2019. (Evidence: 2019/20 SDCE Accomplishments Report, CTEOS survey)
- Expanded Rising to Success Pathways through a \$200,000 partnership agreement with the Lucky Duck Foundation in support of 100 homeless adults enrolled at SDCE working toward living wage employment. (Evidence: 2019/20 SDCE Accomplishments Report)
- Completed the Certified Workforce Development Professional (CWDP) certificate that allows a better understanding of the process and goals of career advising for students, and the ability to gain greater partnerships with employers. (Evidence: 2019/20 SDCE Accomplishments Report)
- Created a series of YouTube presentations for a new Ready to Work series that helps job developers provide students with a platform to gain information needed in the world of work. (Evidence: 2019/20 SDCE Accomplishments Report)
- Increased employer engagement and partnerships by 50%. (Evidence: 2019/20 SDCE Accomplishments Report)
- Increased employer spotlights both virtually and in person that have led to greater employment awareness and opportunities for students. (Evidence: 2019/20 SDCE Accomplishments Report)
- Improved student engagement by 50% through career center; workshops; spotlights and hiring events. (Evidence: 2019/20 SDCE Accomplishments Report)

Increase support services

- Established a method for mass enrollment using an online platform that includes tutorials and videos for students and faculty specifically related to the Emeritus program. Emeritus instructors held SDCE institutional in-services in multiple areas (eRollbooks, Registration, Using Zoom, Using Outlook, Stress Reduction Techniques etc.). (Evidence: 2019/20 SDCE Accomplishments Report, Instructional Services Manager report)
- The Rising to Success (R²S) program initiated and implemented career fairs and high school information nights with the San Diego Unified School District. (Evidence: 2019/20 SDCE Accomplishments Report)
- R²S created an online Rising to Success Resource Guide, managed lending libraries, and referred students to internal and external programs. The Office of Instructional Services translated intake forms and required monthly forms into at least 5 languages to support student access to student services. (Evidence: 2019/20 SDCE Accomplishments Report)
- R²S created an SDCEats! food distribution guide and an online presentation about SDCEats! Marketplace, healthy recipes, wellness, and how to shop at the Marketplace. (Evidence: 2019/20 SDCE Accomplishments Report)
- The Public Information Office (PIO) created content for new web pages that promote Rising to Success Pathways, Veterans Services, Outreach, CalWORKs and SDCEats!. (Evidence: 2019/20 SDCE Accomplishments Report)
- R²S supported CalWORKs and PATHWAYS students and staff, including by enrolling and serving 150 career technical education students in R2S PATHWAYS. Affiliate services were provided to an additional

600 students (e.g. textbooks; bus passes; laptops; MS Suite 2016 software; equipment and materials). (Evidence: 2019/20 SDCE Accomplishments Report)

- Redesigned CalWORKs work study program and increased work study placements by 25%. (Evidence: 2019/20 SDCE Accomplishments Report)
- Redesigned CalWORKs intake and case management processes and increased students in the program by 32%. (Evidence: 2019/20 SDCE Accomplishments Report)
- Implemented the Technology Access Project (TAP) to process 1,000+ forms for 500 computers, and purchased an additional 500 laptops. (Evidence: 2019/20 SDCE Accomplishments Report)
- Designed and implemented online student orientations. (Evidence: 2019/20 SDCE Accomplishments Report)
- Remodeled and/or created several areas on campuses including the faculty/flex office space and Gateway to College and Career offices; new or expanded assessment rooms at five campuses; Mid-City conference room; CE at Mesa Student Services counter, and SDCEats! Marketplace at the Educational Cultural Complex (ECC). (Evidence: 2019/20 SDCE Accomplishments Report)

Increase internal and external communication and collaboration

Internal Communication and Collaboration

- This year, the president hosted a Día de los Muertos-themed President's Forum at the North City campus in October and a Mardi Gras-themed President's Forum at the Cesar Chavez campus in March. Both forums focused on updates from across the institution, encompassed student voice, and included student panels. (Evidence: President's Forum PowerPoint presentations)
- President Turner Cortez continued visits to campuses and classes during the fall term prior to the spring COVID-19 campus closures; visiting Emeritus, ESL, Business and Accounting, and Skilled and Technical Trades program classes at two campuses and two off-site locations. (Evidence: President's Office report)
- The Public Information Office (PIO) continued to place significant focus and resources toward increased communication, including weekly messages to faculty and staff that center on updates from the President's Office. (Evidence: PIO report)
- Continued the use of newsletters as communication strategies continue across the institution. (Evidence: SDCE Newsletter, ESL Newsletter, PRIE Newsletter, and Accreditation Newsletter)
- Due to COVID-19, SDCE leadership facilitated a series of town halls for student and employees to support the transition to online instruction and remote work. (Evidence: SDCE President's Message)
- Facilitated review of the mission and vision, and a new three-year Governance Handbook with all shared governance bodies. (Evidence: 2019/20 SDCE Accomplishments Report)
- PRIE, instructional services and student services, supported student access and the pathways initiative with student-based focus groups focused on improving the student journey to SDCE and through enrollment. (Evidence: 2019/20 SDCE Accomplishments Report)
- PRIE distributed a Student Technology Needs Survey in collaboration with the Vice President of Student Services to support students in their initial transition to online learning (3,730 respondents/25% response rate). PRIE also distributed a follow up survey, in collaboration with the Dean of Equity, to students who received laptops. (Evidence: 2019/20 SDCE Accomplishments Report)

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- PRIE distributed an Employee Remote Work and Technology Needs Assessment in collaboration with the Vice President of Administrative Services, to support employees in their transition to fully remote work (386 respondents/30% response rate). (Evidence: 2019/20 SDCE Accomplishments Report)
- Led a cross-functional team for participation in the leading from the middle academy that focused on course mapping, data coaching, and classroom intervention techniques. (Evidence: 2019/20 SDCE Accomplishments Report)
- SDCE utilized learning from the Student Centered Design Team to address gaps in the student journey and develop recommendations such as a Counselor by program list that was shared with CAEP partners and now listed on the SDCE website. (Evidence: Instructional Services Manager report)
- SDCE created a workgroup with institutional faculty coordinators to develop a framework for increased collaboration a reduction in silos. (Evidence: 2019/20 SDCE Accomplishments Report)
- A subcommittee of the Access, Retention, and Completion committee was created to focus on student pathways. The committee includes a cross-departmental team to facilitate student success through an integrated, collaborative effort that makes the student journey a seamless pathway. (Evidence: 2019/20 SDCE Accomplishments Report)

External Communication

- Increased SDCE in the news. Highlights include: (Evidence: 2019/20 SDCE Accomplishments Report)
 - National coverage on ABC, NBC, FOX, CBS for a welding student who was selected during a nationwide search by the Ironworkers Union to participate in a pre-apprenticeship at the Ironworkers Training Center.
 - Mayor Kevin Faulconer highlights SDCE Students and Faculty giving back to community during COVID19 during San Diego Steps Up Series in a Live Press Conference.
 - SDCE Gateway student selected for a state award from Outreach and Technical Assistance Network (OTAN).
- Launched a Black History Month campaign on social media, website, and on campus celebrating more than 100 years of Black History at SDCE. Engaged new users through a Women's History Month campaign on social media. (Evidence: 2019/20 SDCE Accomplishments Report)
- Captured important interviews from community leaders, and culture bearers surrounding the historic significance of the ECC campus in support of the ECC historic preservation project. (Evidence: 2019/20 SDCE Accomplishments Report)
- Developed and implemented various advertising campaigns for ESL including video, digital and social media. (Evidence: 2019/20 SDCE Accomplishments Report)
- Created 21 new marketing/promotional videos for web, e-mail and social media. Managed Google ads campaigns delivering more than 10 million Google ads leading to greater brand awareness with 82,300 clicks to sdce.edu. (Evidence: 2019/20 SDCE Accomplishments Report)

External Collaboration

- Built upon a successful inaugural collaboration with the San Diego Building Trades Council and the City of San Diego, San Diego Gateway to College and Career program and ETi have expanded due to the San Diego Workforce Partnership to secure \$1.3 million dollars in funding through Senate Bill 1 to implement five cohorts in the Apprenticeship Readiness Program. (Evidence: 2019/20 SDCE Accomplishments Report)

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- Increased community outreach partnerships by 5%. (Evidence: 2019/20 SDCE Accomplishments Report)
- Developed Family Health Centers of San Diego partnership for students seeking entrance to the CNA program providing options for required immunizations and physicals. (Evidence: Instructional Services Manager report)
- Developed a Teaching and Learning Collaborative in partnership with San Diego Unified School District. (Evidence: 2019/20 SDCE Accomplishments Report)
- Supported the remodel of the SDCEats! campus food mart through multiple grant funding sources including the County of San Diego and established a new partnership with the San Diego Food Bank. (Evidence: 2019/20 SDCE Accomplishments Report)
- Received emergency funding from San Diego Community Foundation and United Way of San Diego County to purchase computers and access to Wi-Fi hot spots for students in need. (Evidence: 2019/20 SDCE Accomplishments Report)
- Continued advocacy to establish census-based apportionment for Career Development College Preparation managed enrolled noncredit courses. (Evidence: 2019/20 SDCE Accomplishments Report)
- Hosted several important and notable community events at various campuses including Governor Newsom's binational meeting; a 2020 Census event, achievements of Assembly member Shirley Weber, and the Langston Hughes event. Hosted the Coretta Scott King Inaugural Benefit: A Gospel Brunch to Support the Historic Preservation of the Educational Cultural Complex, which raised over \$70,000. (Evidence: 2019/20 SDCE Accomplishments Report)
- Participated in the second annual City of San Diego Welcome Week to reaffirm our commitment to serving immigrant and refugee student populations. (Evidence: 2019/20 SDCE Accomplishments Report)
- The SDAERC has been an active member in the San Diego/Imperial Counties Super Region Consortium and has met monthly for the past five years to collaborate and leverage human resources. (Evidence: Instructional Services Manager report)
- President Turner Cortez participated in the following: Board of Directors, National Association for Community College Entrepreneurship; Board of Directors, San Diego Workforce Partnership Workforce Development Board; Board of Directors, Goodwill Industries; Board of Advisors, Jackie Robinson YMCA; Board, Thrive Public Schools Foundation Board; CEO Member Group, San Diego/Imperial County Community College Association (SDICCCA); and Advisory Committee on Legislation, Community College League of California. (Evidence: 2019/20 SDCE Accomplishments Report)
- Emeritus leadership collaborated with state committees and organizations and two Emeritus faculty members are serving on the state-wide California Senior Legislature, as an Assembly Member and a Senator. The Office of Instruction maintained membership on statewide instructional committees including for student success metrics. (Evidence: 2019/20 SDCE Accomplishments Report)

Provide equal access to targeted professional development with mechanisms that track and measure impact

- Hired a Contract FLEX/Professional Development (PD) Coordinator to support training that weaves equity, student pathways, and data-based decision making throughout development opportunities. (Evidence: 2019/20 SDCE Accomplishments Report)

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- Developed a temporary and voluntary distance education faculty support infrastructure to quickly support the transition to remote instruction. Expanded the temporary and voluntary distance education support structure to a strategically planned infrastructure to support ongoing quality faculty online teaching. The new infrastructure includes a managed faculty mentorship program, funded faculty leadership, short-term workshops, and online training. (Evidence: 2019/20 SDCE Accomplishments Report)
- Created online outreach workshops about various topics to support students including FAFSA; SDCE programs and general Q&A sessions. (Evidence: 2019/20 SDCE Accomplishments Report)
- Continued the Passport to Success onboarding program with two co-coordinators; provided training for all new (28) faculty and classified professionals. The program is now held online. (Evidence: 2019/20 SDCE Accomplishments Report)
- Supported continued classroom implementation of OER materials into curriculum to alleviate student textbook and materials costs through an OER “Escape Room” Workshop during SDCE Spring Institution Day with over 20 faculty attending (Evidence: Objective 1.8 of 2019/20 Accreditation Action Plan)
- SDCE has increased classified professional PD activities over the past few years. Marked by a transition to remote work from home in spring 2020, SDCE-hosted training activities for Classified Staff were offered fully online for the first time. The Vice President of Administrative Services, a committee of classified professionals, and the Classified Senate hosted a successful fourth annual Staff Training and Retention Conference (STAR) conference where classified professionals had the opportunity to participate in various online workshops. SDCE also celebrated the 2020 Classified Professional Service Awards through a virtual live awards show. (Evidence: 2019/20 SDCE Accomplishments Report, FLEX/PD Coordinator report)
- Widely attended programming for fall and spring convocation focused on equity in action. (Evidence: 2019/20 SDCE Accomplishments Report)
- Successfully ran the faculty institute with 25 faculty participants who created projects that contributed to enrollment, retention, and completion. (Evidence: 2019/20 SDCE Accomplishments Report)
- Planned a series of faculty trainings on curriculum mapping, SLOs and formative assessments to develop SLO leaders by disciplines and to push out to all programs best practices in teaching and learning via SLO Assessment and Backwards design; the series attracted upwards of 30 to 50 faculty per session. (Evidence: 2019/20 SDCE Accomplishments Report)
- Implemented a process to guide resources related to cross-functional team conferences and workshop attendance to ensure equitable and institution-wide professional development opportunities. (Evidence: 2019/20 SDCE Accomplishments Report)
- Child Development faculty were trained in an introductory trauma-informed care workshop. Counseling faculty attended professional development to increase expertise in providing counseling services remotely. CalWORKs personnel attended state training for CalWORKs and program leadership was appointed as a new certifying official. (Evidence: 2019/20 SDCE Accomplishments Report)

Maintain and secure technology in support of data-driven instruction, decision making, and student services

- Built, implemented, and trained stakeholders on a technology that supports electronic management and submission of annual integrated planning components, including: program review and resource requests. (Evidence: 2019/20 SDCE Accomplishments Report)
- Developed an infrastructure to support faculty focus on assessment through Student Learning Outcomes (SLO) training and began preparing for the launch of an assessment system in 2020/21. All programs audited course and program SLOs using the newly devised checklist. (Evidence: 2019/20 SDCE Accomplishments Report)
- Invested more than 260 hours to support the buildout and testing of the new Institutional Researcher Database. (Evidence: 2019/20 SDCE Accomplishments Report)
- Finalized the migration of data between Tops Pro Enterprise the new Campus Solutions for WIOA II and CAEP Reporting. (Evidence: Instructional Services Manager report)
- Transitioned to PeopleSoft and created multiple user guides for faculty, staff, and students. Implemented CE Enroll to make it easier for student to navigate the enrollment/registration process (class enrollment reached capacity for summer semester). (Evidence: 2019/20 SDCE Accomplishments Report)
- Due to COVID-19 necessity for remote work, SDCE loaned 162 laptops and 9 web cams to faculty and classified professionals, and installed LogMeIn on 105 computers for secure remote connection to campus computers. (Evidence: 2019/20 SDCE Accomplishments Report)
- Utilized available technology to deliver remote counseling. Conducted holistic and integrated counseling methodologies (e.g. counselor visits to online classrooms). (Evidence: 2019/20 SDCE Accomplishments Report)
- Utilized the learning management platform Canvas and created Canvas shells for Rising to Success and CalWORKs to provide information to students. (Evidence: 2019/20 SDCE Accomplishments Report)
- Maintained the online registration system for orientations; registered more than 16,500 students. (Evidence: 2019/20 SDCE Accomplishments Report)
- Maintained the sdce.edu webpage that sent 63,546 prospective students to the District website to register for a CSID, sent 120,000 users to the District website to search the class schedule, and that served 2.8 million pages to 530,000 users. (Evidence: 2019/20 SDCE Accomplishments Report)
- Successfully migrated all SDCE websites to new servers. (Evidence: 2019/20 SDCE Accomplishments Report)
- Replaced and installed new computers for student registration at CE Mesa. Replaced attendance computers and scanners and upgraded software. (Evidence: 2019/20 SDCE Accomplishments Report)
- Began planning discussions and implementation planning for a new MIS element to track the continuum of work-based learning services. (Evidence: Instructional Services Manager report)

Use integrated planning to support institutional and student success

- Facilitated implementation of the final year of the Innovation and Effectiveness Plan to support institutional effectiveness efforts, with a focus on: technology to support integrated planning;

institutional communication; and integration of program review, planning and resource allocation. (Evidence: 2019/20 SDCE Accomplishments Report)

- Provided 11 presentations/workshops to inform faculty, classified professionals, and administrators about integrated planning changes, labor market analysis, and administrative/instructional program review. (Evidence: 2019/20 SDCE Accomplishments Report)
- Developed an integrated education and training plan between ESL and career education programs that included eight pathways. (Evidence: 2019/20 SDCE Accomplishments Report)
- The 2019/20 WIOA Technology and Distance Learning Plan focused on increasing the use of and training for Canvas LMS adult students for adult secondary education (ASE) high school diploma students, English as a second language (ESL) students, and vocational English as a second language students (VESL). (Evidence: CDE Technology and Distance Learning Plan, 2019/20)
- Developed a CAEP strategic plan that included input from AE partner and 5 large goals to support Adult Education programming. (Evidence: Instructional Services Manager report)
- Facilitated the development of the Perkins Comprehensive Local Needs Assessment Process and the development of the Perkins V application. (Evidence: Instructional Services Manager report)
- Developed the 2020/21 Institutional Research Agenda to help SDCE 1) organize and prioritize research requests, 2) communicate available data and information to stakeholders, 3) integrate research and college-wide planning and priorities, 4) encourage data-based discussion and decision making, and 5) continuously improve the quality of data and information used on campus. (Evidence: 2019/20 SDCE Accomplishments Report)
- Reviewed and coordinated data from various internal and external sources (e.g. Cal-PASS Plus, Noncredit Launchboard, ACS/Census, Burning Glass, and COE) to ensure categorical fund planning and management was data-informed. (Evidence: 2019/20 SDCE Accomplishments Report)
- Developed an integrated team of instructional and counseling faculty coordinators for CAEP, Work-based learning, and guided pathways to focus on improving the “student journey” and facilitate increased internal communication and collaboration. (Evidence: VPI Report)
- Led development of a process to ensure cross functional plans are in place for all institutional support initiatives funded by OIS managed categorical funds. (e.g., marketing, outreach, job development, etc.). (Evidence: Instructional Services Manager report)