

2021-2022 ACCOMPLISHMENTS

SAN DIEGO COLLEGE OF
CONTINUING EDUCATION



2020-2021 SDCCE ACCOMPLISHMENTS

Planning, Research and Institutional Effectiveness

- Facilitated annual strategic planning activities to complete the institutional strategic plan, and collected evidence for year five of the seven-year Accreditation Cycle. Reported annual progress on SDCCE's Strategic Plan, Accreditation Action Plan, and Visiting Committee Recommendations.
- Managed the conclusion of a 15-month collaborative institution-wide strategic planning and will usher in the new 2022/23 – 2028/29 strategic planning cycle. The Strategic Master Plan document and the Institutional Strategic Plan were approved by SDCCE's Executive Governance Council. Both planning documents will be presented to the SDCCD Board of Trustees in August, 2022.
- Conducted more than 70 research and planning projects, including dashboards, surveys, reports, and interviews.
- Conducted an inaugural multilingual qualitative research project, interviewing 13 students in English and Spanish as part of the study: Binational Adult Education on the U.S.A. – Mexico border. This project will enable SDCCE to understand the factors affecting binational students in adult noncredit education and allow practitioners to support binational adult students in the student journey. Staff presented preliminary interview results at the RP Group annual conference, are scheduled to present at HACU.
- Expanded innovation in data displays through Tableau Data Dashboards, including a Student Equity and Success Metrics Dashboard and Headcount dashboard with ethnicity-gender segmentation.
- Piloted student success metrics (course success, course retention, completion) through the Faculty Institute, with feedback from program faculty and deans.
- Developed and/or conducted several survey projects to support student voice and employee feedback to inform decision making:
 - ◇ Institutional Student Planning Survey (bilingual) (ad hoc, new)
 - ◇ Student Enrollment Monitoring Survey (new)
 - ◇ Enrollment Preference Survey (new)
 - ◇ Annual Integrated Planning Feedback Survey for employees
 - ◇ Governance Self-Assessment Feedback Survey for employees
 - ◇ Administrative Unit Feedback Survey for employees (new)
- Supported multiple interdepartmental and institutional initiatives, including:
 - ◇ Student and Employee Accreditation Survey (collaboration with the District Institutional Effectiveness (IE) Office)
 - ◇ Enrollment Management Dashboard (collaboration with the District IE Office)
 - ◇ DataMart Platform Transition (collaboration with the District IE Office)
 - ◇ Marketing Reports (collaboration with Civilian consulting group)
 - ◇ Data Coaching for Student Services (collaboration with the SDCCE Student Services Office during employee retreat)
 - ◇ Data Coaching for BLM workgroup (collaboration with the SDCCE BLM workgroup)
 - ◇ SDCCE Economic Impact Report (collaboration with District IE Office, SWP Regional group, and EMSI)
- Received the “Dream Team” award at the SDCCE Classified Appreciation Awards. PRIE's Research Associate, Juan Salcedo, received the “Innovator” award; and the department received 12 nominations for various awards.
- Supported the SLO Program Review Coordinator to facilitate the update of 17 Program Pathway SLOs, including for student services programs.
- Supported the SLO/Program Review Coordinator, in collaboration with the SLO Taskforce, during the development and coordination of the 2nd annual SLO Assessment Week. SDCCE faculty participated in a full week of assessment activities in collaboration with CSUNs first annual Assessment Week, to celebrate the role of assessment on college campuses. For an entire week, SDCCE promoted workshops with scholars from across the country to talk about important assessment topics.
- Supported and encouraged faculty during SLO assessment week to conduct SLO assessments and report results. SLO Assessment Week results and trainings were made available on the SLO website and also presented in the the Spring 2022 SLO Newsletter. Ninety courses were assessed; among 4,589 assessed students, 3,944 (or 85%) met the SLO.

2020-2021 SDCCE ACCOMPLISHMENTS

Instructional Services

- Maintained a strong focus on DEIA and leadership of the development of the equity-focused strategic enrollment management plan.
- Built out the faculty mentoring program, OER coordination, and an internal technology/designer faculty lead to support continuous improvement.
- Supported movement back to on-campus through an equity lens (skilled and technical trades and lower-level ESL were the priority).
- Supported enrollment growth for beginning ESL by 170% from spring 2021 to spring 2022. Supported growth in the Vocational ESL program. Student headcount for healthcare careers classes increased 4% year over year. Significant growth and success of the online high school diploma and equivalency programs.
- Approved 50 curriculum proposals; including 38 for career education curriculum.
- Drafted and implemented a course outline rubric to identify key sections that give extra attention to diversity, equity and inclusion, and equity (DEI).
- Developed a relationship with Subaru for electric/hybrid vehicles for instructional purposes.
- Developed a Digital Literacy/Computer Basics course which is offered both online and on campus to increase student retention in other programs.
- Revamped the Child Development program into stackable programs and in alignment with industry.
- Transformed the Fashion Program to the Clothing and Textile Arts Program with industry collaboration. The result was the creation of a Fiber Technology Lab with a successful end-of-year industry summit.
- Provided leadership and kickoff of NCAL (Noncredit to Credit Alignment Initiative), a statewide effort where just 14 colleges were selected.
- Developed and implemented a Hackathon for SDCCE's Python Program.
- Partnered with the San Diego Housing Commission to provide educational services in Digital Media, Business and Information Technology programs.
- Partnered with Kearny High School's Early Graduate Program.
- Developed a relationship to transition students from Learn Academy to Business and IT.
- Implemented HyFlex teaching and learning.
- Increased partnerships with refugee agencies and the San Diego Unified School District.
- Supported the development and implementation of an Emeritus Benefit Concert.
- Supported the development of new offsite locations for the Emeritus program, and for the new partnership with Live Well San Diego.
- Designed, submitted and received approval for online CNA courses that were approved by the California Department of Public Health to allow for a portion of classes to remain online without a waiver in place.
- Maintained a 99% pass rate for state CNA testing certification even with moving to lab simulations versus direct patient care at clinicals.
- Moved healthcare classes to an online/hybrid modality with improved program completions representing 13% over a five-year average.
- Added clinical site agreements in north San Diego to support an expansion to CE Miramar campus for the Home Health Aide program (HHA).
- Incorporated a competition in the Cyber program and became an elite partner for SDWP's Cyber Hire program.
- Provided remote access to NetLab to facilitate network instructional access and remote learning.
- Continued partnerships with NASCO and BAE Systems.
- Expanded ICOM to include 29 programs.
- Led the regional Adult Educational Super Meetings.
- Implemented the CVC-OEI Peer Online Course Review process through the implementation of a pilot program.
- Expanded the CDCP Workforce Preparation Bridge Program, Hospitality Culinary Career Bridge Program with the emphasis on including messaging, and coordination meetings with San Diego Unified School District.
- Provided representation at multiple regional and statewide committees and meetings including: CA Joint Special Populations Action Committee, SWP Regional Oversight Committee, City of SD Promise Zone Job & Education meetings, Regional and Metro AJCC/SDWP quarterly partnership meetings, and CAEP Super Region.
- Implemented enhancements to industry advisory boards and worked to increase work-based learning within SDCCE virtual classrooms.
- Developed numerous online trainings for faculty about the roster, attendance, grading, and completion processes and procedures.
- Expanded Passport to Success by moving all components to an online environment and opening the program to SDCCE Foundation board members.

2020-2021 SDCCE ACCOMPLISHMENTS

Student Services

- Coordinated the division-wide Student Services retreat with over 100 participants from all campuses. Participants engaged in student-centered discussions on re-envisioning the student services mission, vision, and values statement, and developing practices of equity an excellence that guide how we serve students. Topics included a student panel and a keynote presentation from Lasana Hotep around developing a culture of care throughout the college.
- Supported organization efforts to develop a strategic enrollment management plan, which resulted in multiple taskforce committees and recommendations to improve student support services both in person and online to present greater access to programs and services.
- Launched a new Canvas web page for students to access and receive counselor information and important program information prior to enrollment.
- Coordinated internal training for counselors who are not familiar with the high school diploma/equivalency programs.
- Launched a ConexEd web page to support CalWORKs fully online and in-person services.
- Coordinated new CalWORKs programming with career counseling, career readiness, and job placement services.
- Increased employment and change in housing for homeless students in the PATHWAYS program; provided comprehensive case management support to increase retention and pathway to self-sufficiency.
- Provided over 2,000 computers and 1,000 hotspots to students and San Diego city residents through the Technology Access Program.
- Maintained and increased outreach services and maintained connections with school districts, organizations, and communities.
- Achieved the highest retention and completion rates among Immigrant-based Support Program students who transitioned to credit college through the CE Promise.
- provided over 300,000 lbs. of fresh and dry goods to-date through the SDCCEats program.
- Reinstated pop-up tabling opportunities on campuses as students returned to in-person classes.
- Continued to serve Veteran students through the pandemic with limited eligible programs.
- Conducted ASB elections and students elected the inaugural Student Trustee.
- Increased the number of students reached and supported through Be Well, SDCCE's mental health support initiative.
- Continued support and overall troubleshooting via the Helpdesk used by all campuses and SDUSD HSDPs, depending on the questions.
- Developed, implemented, and trained SDCCE employees with the Campus Solutions system including:
 - ◇ Coordinate with District offices to implement upgrades and changes
 - ◇ Create job aids
 - ◇ Provide troubleshooting and continuous testing
 - ◇ Monitor and correct certificate completion programs to ensure accurate reporting for MIS
 - ◇ Train the trainers (Campus Operational Supervisors) on system changes
 - ◇ Request security access for all employees
 - ◇ Merge all duplicate student records
 - ◇ Manage updates and corrections to student information
- Managed the clearance vaccine reporting and provided support for Campus Operational Supervisors.
- Worked with the District Student Services Office to develop, implement, and troubleshoot the ever-changing electronic Credit by Exam system.
- Managed SARS for all campuses including current student/counseling system for counseling and orientation appointment scheduling including adding staff security access.
- Implemented a new system for students to connect with staff and counseling.
- Distributed CARES/HEERF grants for approximately 2,300 students who were awarded \$3,393,500.
- Managed a successful scholarship event and processed 168 scholarships for \$63,800.
- Managed a successful commencement event for with approximately 1,500 attendees.
- Corrected several thousand certificate records (work is ongoing) for late MIS reporting.

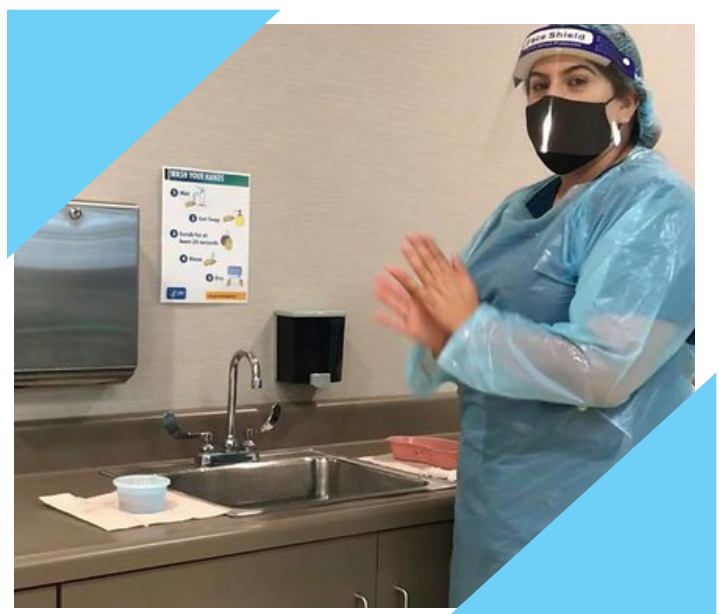
2020-2021 SDCCE ACCOMPLISHMENTS

Facilities

- Completed exterior wayfinding projects at Mid-City Campus and the Educational Cultural Complex.
- Expanded and improved space, including a new placement center for English as a Second Language student enrollment at the Educational Cultural Complex.
- Hosted several events including: the annual joint Board Meeting of the San Diego Unified School District and the San Diego Community College District; the Scholarship Awards Ceremony, and the Encore Vocal Ensemble.
- Completed many projects and efforts to make SDCCE more sustainable: Complex.
 - ◇ New car charging stations have been installed at ECC. These are very fast, electric vehicle charging units by EV car charging group called EVGo. Two stations were installed in the west parking lot across from the existing ADA parking area.
 - ◇ At ECC, a solar system was installed atop the roof of the Skills Center, and a photovoltaic solar panel carport system was installed in the parking lot.
 - ◇ New stickers were created for recycling bins. The stickers have pictures that show what does--and what does not--go into the bins. The stickers both clarify and educate.
 - ◇ SDCCE has transitioned to electronic signatures and most business processes have converted to using Adobe sign and electronic routing. Electronic signatures greatly decrease the use and waste of paper.
 - ◇ Added new water bottle fill stations campus-wide.
- Completed electrical Improvements for welding instructional equipment.
- Completed the Facilities Master Plan.
- Managed the phased-in return to onsite activities, including continuously updating health and safety policies and procedures, procuring and deploying a personal protective equipment inventory for masks, shields, gloves.
- Set up a COVID-19 Testing site at the Educational Cultural Complex.

Finance

- Monitored and accounted for \$31.5 million in unrestricted and \$20.4 million in restricted funding for a total of \$51.9 million. Administrative Services successfully expensed nearly \$7.8 million in Higher Education Emergency Funds (HEERF) to support remote teaching and learning and to ensure the college's safe return to campus after the COVID-19 pandemic.
- Administrative Services provided efficient processing of all purchase requisitions, travel authorizations, and expense reports that ensure efficient operation of SDCCE's needs. Vendor records were prepared and contracts related to purchasing were reviewed. The receipt of all purchases was managed and multiple campus deliveries were coordinated. Additionally, the budget was fully monitored, including setting up budget codes; making adjustments; preparing payroll expenditures and reports to all stakeholders.
- Managed multiple board agenda items for the Board of Trustees meetings; prepared and managed multiple contracts and memorandums of understanding between SDCCE and partner organizations.
- Prepared an automobile donation policy and updated the automobile intake policy and procedure.



2020-2021 SDCCE ACCOMPLISHMENTS

Technology

- Advocated and received two additional staff members to support SDCCE IT needs. Technology support was critical with the new demands required to support remote teaching and learning due to the COVID-19 pandemic. These two technology assistants completed a backlog of Help Request Tickets. These two staff members are consultants, and are not District employees, and will be with SDCCE for approximately one year.
- Received and are deploying additional OWL cameras to requested classrooms.
- Completed the installation of Hyflex equipment in 37 classrooms and continue to sign-off acceptance with a third-party vendor. Cesar Chavez Campus now has nine classrooms with Hyflex equipment, West City Campus has three, the Educational Cultural Complex has 13, and Mid-City Campus has 12. The conversion includes new digital touch panels, microphones, new projectors, speakers, and upgrades to the switching hardware to support the expanded services.
- Coordinated the training for the newly installed technology.
- Introduced the Dark Fiber/Network Token Ring project to bring digital equity to SDCCE. This project will be included in the SDCCD token ring infrastructure and will allow 10Gb data resiliency and improved performance to SDCCE locations.
- Expanding wireless services to all SDCCE internal and external locations. A site analysis was completed and the required network equipment has been purchased. The required wiring and cabling infrastructure has been negotiated.
- Upgraded technology at CE at Mesa Campus for employees working in the front office.
- Began a phone pilot with employees to enable them to communicate directly with our students. This pilot involved employees taking home their office handset and hooking it up at home. This was a very positive pilot and was expanded to multiple campuses during remote operations.
- Completed a computer inventory of all machines in SDCCE.
- Loaned 250+ laptops.



2020-2021 SDCCE ACCOMPLISHMENTS

Human Resources

- Administrative Services successfully processed all personnel action sheets for Non-Academic Non-Classified Personnel (NANCE) employees, adjuncts, and contract faculty assignments.
- Processed multiple personnel assignment status sheets following a budget change or a change in assignment. This time-consuming process is critical because each element of the general ledger must be accurate to ensure payroll expenditures are aligned with the budget.
- Updated organizational charts.
- Managed position management for SDCCE
- Tracked and approved remote work requests.

Professional Development

- Hosted more than 50 training courses, presentations, and facilitated activities for SDCCE, including project presentations, data coaching sessions, annual integrated planning trainings, facilitated meetings, and data dive-in sessions.
- Participated to engage the second cohort of faculty in the Faculty Institute, facilitated by the Strong Workforce Regional Consortium, PRIE researchers and the SDCCE lead Dean of career education.
- Supported the Flex/PD Coordinator to organize the annual S.T.A.R. Conference in collaboration with the VPAS and the Classified Professional Advisory Sub-Committee, with a full day of professional development activities for Classified Professionals.
- Supported the Flex/PD Coordinator to implement a new survey to gather feedback on SDCCE team conferences, including NCORE.
- Delivered a bi-annual newsletter to the faculty, classified professionals and administrators at SDCCE.
- Supported the SLO and Program Review Coordinator to deliver The Speedy SLO, a bi-annual newsletter, to the faculty, classified professionals and administrators at SDCCE.
- Delivered six (6) workshops to SDCCE faculty on using assessment results to inform practice, improve program pathways, and report results:
 - ◇ Online Instruction that Promotes Hands-on Learning
 - ◇ An introduction to Continuous Improvement in the Online Classroom and Beyond
 - ◇ Using Students Learning Data to Share Your Student's Learning Journey
 - ◇ Anthology Outcomes & Assessment Data Dive
 - ◇ Students Learning Journey II: Using Learning Outcomes to Tell Your Student's Story

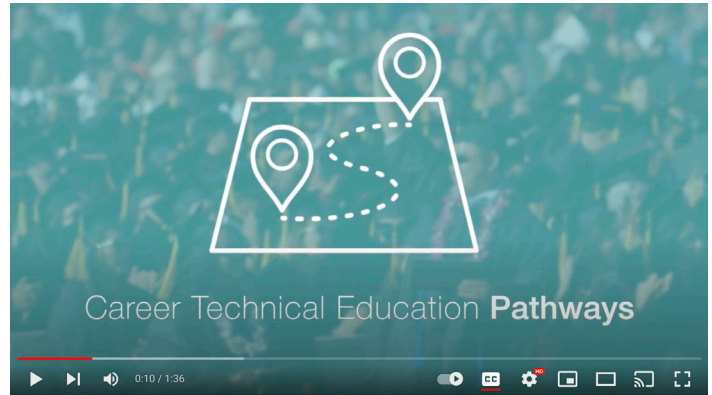


2020-2021 SDCCE ACCOMPLISHMENTS

Public Information

- Supported enrollment management efforts by integrating promotion with email marketing and social media.
- Supported District communication efforts.
- Supported the SDCCE President's office during a time of transition for interim and permanent presidents.
- Increased and refined the collection, reporting, and use of data to inform decision-making for website updates and enrollment campaign strategies.
- Supported outreach efforts with a campaign that focused on specific earnings and jobs that a person could achieve upon completion of a career training program.
- Continued to build the pathways project on the web, based on continued user research.
- Created an updated visual graphic to show career training pathways.
- Developed program videos for career training programs.
- Developed and distributed a digital newsletter for SDCCE's community network.
- Optimized and updated website navigation based on user research.

Career Technical Pathways Video



Pathways Campaign

Free Career Training

You Can Earn \$99,000/yr.

SAN DIEGO COLLEGE OF CONTINUING EDUCATION

Pathways Flyer

CHILD DEVELOPMENT CERTIFICATES & CAREER PATHWAYS

ENTRY POINT

CHILD CARE PROVIDER TRAINING CERTIFICATE
*3 units of college credit could be earned when 575A and 575B are both completed with a B or better.
 144 hours to complete
 18 weeks, 8 hours per week

Operate an Infant Care or Family Child Care Home Business

INFANT CARE SPECIALIST CERTIFICATE
 198 hours to complete
 18 weeks, 11 hours per week

CHILD HOME CARE TRAINING CERTIFICATE
 288 hours to complete
 18 weeks, 16 hours per week

Employment in Child Care Setting or Preschool

INFANT AND TODDLER DEVELOPMENT CERTIFICATE
 108 hours to complete
 18 weeks, 6 hours per week

EARLY LEARNER DEVELOPMENT CERTIFICATE
 216 hours to complete
 18 weeks, 12 hours per week

SCHOOL-AGE CARE & LEADERSHIP CERTIFICATE
 54 hours to complete
 9 weeks, 6 hours per week

Career Advancement or Professional Growth Hours for Child Care Providers

INFANT AND TODDLER ENRICHMENT CERTIFICATE
 99 hours to complete
 18 weeks, 5.5 hours per week

EARLY LEARNER ENRICHMENT CERTIFICATE
 117 hours to complete
 18 weeks, 6.5 hours per week

TRANSITION TO COLLEGE

Revised 3/2021

Student Success

Simone Scano
 Simone Scano traveled to the United States from a small town near Venice, Italy. Remembering his experience teaching Italian language to youth in Europe inspired him to explore a career path in child development. He completed the free Child Development Certificate program at San Diego Continuing Education (SDCE) in spring 2019. "I am happy I finally have the opportunity to study and work in early education. It is important for young children to have a positive male role model in their lives." Following SDCE, Scano was hired as a Preschool Assistant for the University of California San Diego Early Childhood Education Center.

2020-2021 SDCCE ACCOMPLISHMENTS

SDCCE Foundation

- Recognizing the San Diego housing crisis and taking direction from the Chancellor, SDCCE Foundation (SDCCF) sought and won funding from the San Diego Foundation and Lucky Duck Foundation to hire consultants to chart pathways to creating housing at each of the SDCCD colleges. In addition, 46 million dollars was requested from the CA state legislature, which is half the amount needed to build a 300-bed apartment/dorm on or near the ECC Campus.
- Successfully implemented four public sector grants. Two of the grants came through the City of San Diego as CBDG (Community Block Development Grants) and two of the came through the San Diego Workforce Partnership via the Department of Labor and State of CA. They included: Bridging the Digital Divide, Gateway to College and Career for High School Completers, Gateway to College and Career for Immigrant, Refugee and ELL Opportunity Youth, and Apprenticeship Readiness Program.
- Expanded Rising to Success Pathways through a \$300,000 partnership agreement with the Lucky Duck and Dana Foundations in support of 150 homeless adults enrolled at SDCCE working toward living wage employment.
- Received the third installation of funding from the trust of SDCCE North City math instructor William (Bill) Rosen. These funds support: Promise Students, Barrier Grants, Scholarships to College, and Gateway Students.
- Deepened SDCEF collaborations with SDCCE programs and the greater community particularly the San Diego Promise Zone, San Diego Workforce Partnership, CalCoast Credit Union, and the US Navy
- Provided training through the Employee Training Institute (ETi) at the Naval Consolidated Brigs at Miramar and Pendleton offering their inmates the opportunity to train in plumbing, HVAC, small business, and entrepreneurship, OSHA, Hazwoper and Construction Trades and preparing them to be self-sustaining civilians.
- Provided specialized skill training through ETi to Naval Special Warfare Construction Battalion (SeaBees) in preparation for deployment.
- Through UpSkill CA Provided Utility Line Clearance Arborist Training through the Employee Training Institute (ETi) for Opportunity Youth enrolled in a full-time program with the Conservation Core of California.
- Established partnership with ETi and SDG&E to continue providing Utility Line Clearance Arborist Training as part of the SDG&E Wildfire Mitigation Program twice a year, for the next three years.
- Provided services to the EMT and Fire Safety programs at Miramar College through ETi (Employee Training Institute).

