College of the Canyons
Institutional Effectiveness and Inclusive Excellence (IE)2
Steering Committee - Meeting Minutes
November 10, 2020, 3:00-5:00pm

Welcome and Introductions

Special Recognition
- Dr. Michael Wilding was awarded with a Certificate of Appreciation for keeping our students on the path to greatness and upholding the Canyons Completes mission.

Connection of (IE)2 Committee Work
- Canyons Completes Adopts the College's Scale of Assessment Adoption (as the committee's Operating Plan (2019/20).
  - We adopted that as part of our committees operating plan when we submitted the SOAA to the state and this is as an assessment of where we are with our Guided Pathways work.
  - The areas that the SOAA looks at are mapping pathways to students end goals. One example you will find in the operating plan is the Program Mapper, their career trees and program copy points. We had to identify what the challenges were, what the next steps were and what additional resources are needed.
- Aligned SOAA Plan with the College's Strategic Goals (Access, Engagement and Success with equity as the foundation)
  - With the four pillars of Guided Pathways, we believe equity is the foundation that cuts across everything we do.
  - In each of the areas which align with pillars, they also have equity prompts. They want colleges to be thinking about different equity prompts as you're looking at each of those areas of the Scale of Adoption.
    - First Pillar- Mapping pathways and to student end goals.
    - Second Pillar- Helping students choose and enter program pathway (Canyons Promise, Outreach, Career Pathways)
    - Third Pillar- Keeping students on a path. (My Academic Plan, Student Success Teams)
    - Fourth Pillar- To ensure that students are learning. (Student Learning Outcomes, Project Based Learning)
  - Sample Equity Prompts
    - Equity Considerations in Area
    - Are the college's website and program pages easy to navigate and understand for students and families without prior experience with higher education?
    - How could the college ensure that access to and use of this information is equitable for students who have been historically underrepresented and/or underserved in higher education (e.g., racial/ethnic minority

> students, lower-income students, first-generation students, students with disabilities, indigenous students, formerly incarcerated students, veterans, undocumented students, etc.)?

- We monitor the Student Equity and Achievement Plan and our Local Goal Setting.
- CCCCO held "Call for Action California Community Colleges " on June 3, 2020 following the death of George Floyd. Chancellor Oakley called for the CCC's to change the culture of our system and outlined six key areas that require a work plan to hold CCCs accountable:
    - o A System wide review of law enforcement officers and first responder training and curriculum
    - o Campus leaders must host open dialogue and address campus culture
    - o Campuses must audit classroom climate and create an action plan to create inclusive classrooms and anti-racism curriculum
    - o District Boards review and update Equity plans with urgency
    - o Shorten the time frame for the full implementation of the Diversity, Equity and Inclusion Integration Plan
    - o Join and engage in the Vision Resource Center "Community Colleges for Change"
- California Guided Pathways (CAGP) 1.0 follow up and CAGP 2023 PARTICIPATION
    - o CAGP 1.0 Follow Up Priorities will be incorporated into the Canyons Completes Operating Plan
    - o CAGP 2023 priorities will help strengthen and advance Canyons Completes Operating Plan to support student success and completion of their educational and career goals.
- Caring Campus Introduction
    - o The basis of this group was to implement some tangible work that we could easily implement across campus.
    - o Caring Campus comes from grassroots efforts from classified professionals can exercise leadership using their subject matter expertise and develop knowledge to better service students within their roles.
    - o Classified lead and shaped framework to aid student in completion.
    - o Campus Commitments
        - ▪ 10-foot rule: Ensuring that any student within ten feet are acknowledge by staff members
        - ▪ Name Tags: All employees should consider wearing name tags simply to exemplify that they are staff
        - ▪ Become well acquainted with all departments on campus: The more knowledgeable we are about the campus, the more well equipped we will be to answer student inquiries
    - o Virtual Commitments
        - ▪ Obtaining student contact information

- Name Tags and Virtual Backgrounds
        - Become well acquainted with all the departments on campus
- During our 2020 2023 Guided Pathways anchor event, the group presented a template for everybody to use. We made it our own and took what we've been doing at Canyons Completes and put them into the pillars of all the work that we've been doing. We wanted to create a simplified area so that it shows what is the activity and what's the data that it affects so that we could start really conducting the two. (Template can be found on the slide provided)

Creating Our 2020/21 Priorities
- CAGP #1 – Priorities
    - Onboarding and Orientation
        - Triage Live Chat Option
    - Identifying and screening for basic needs
        - Promise "Bootcamp" for all students
    - Early, Intentional Involvement in Meta Majors
        - Expand Project Based Learning
    - Course Scheduling
        - Department Chair Annual Retreat

- Building Connection to Our Campus Community
    - Student perspective needed what they need from us.
    - Departments to collaborate when giving advisement to students about the workforce.
    - What role can you play what role do you want to do.
    - Design of engagement messaging to the needs of the individual.
    - Identify what people are doing and enhance that to reach more students.

- Building Connection to the Campus's Call to Action
    - Mode of communication varied
    - Invite in people
    - Scale up empathy
    - Add the why component to all meetings

- Canyons Completes Current Work
    - Canyons Connects (SOAA, GP)
    - Equity Minded Practitioners (GP, SEA)
    - Anti-Black Racism work (Call to Action, SEA)
    - Student Success Teams (GP, SEA)

- o Multicultural Center (Call to Action, GP, SEA)
- o Diversity Talks (Call to Action, SEA)
- o Program Mapping (GP, SEA)

- Ideas We Have Created
    - o Live Chat
    - o Caring Campus
    - o Create a department liaison a designated person.
    - o Callout the work of the Alliances connections
    - o Get more people involved ambassadors
    - o History of structural/institutional racism in our system.
    - o Black Lives Matter on the website
    - o Student Portal for Canyons Connects
    - o Build, help test, investigate opportunities for students
    - o Get more faculty on Canyons Connects
    - o One stop-shop with links for students
    - o Our Call to Action Work
    - o Bootcamp for all our students (Expand Canyons Promise)

Breakout Rooms – Prioritization of Activities/Ideas

ROOM 1
Facilitators: Ryan Theule, Liz Shaker
Attendees: Andres Varney, Nadezhda Monosov, Alene Terzian-Zeitounian, Mathew Crater, Collette Gibson

REPORT OUT
1.) Please help us prioritize how we should focus our attention for the remainder of 2020/21 based on the priorities we discussed prior to the breakout rooms.
- Canyons Connects
- Program Mapping
- Student Success Teams
    - o Department liaison is key during the online/virtual experience
- Anti-Racism
- Multicultural Center
- Additional ideas created:
    - o Bootcamp for all our students.
    - o More faculty on Canyons Connects.
    - o Call to action work

- o One stop shop - with links for students

2.) Identify what we can expect to accomplish within your top 2-3 priority areas by June 2021 and what resources (including workgroups) are needed to accomplish the priority areas.
  - Current activities that stand out: Canyons Connects, Program Mapping, Student Success Teams
  - Also drawn toward anti-racism work and multicultural center. Noted themes of practical impact and overarching philosophy/moral imperative of this work.
  - Caring Campus
    - o Some plan elements in faculty and staff work, including "soft" handoff from class to support (HA/HI).
    - o FLEX workshop in spring to highlight student basic need resources. FLEX for faculty, PD for classified for ex. (staff bootcamp)
  - Canyons Connects
    - o One stop-shop Canvas portal for students, with built in information on support services, hours, etc.
    - o Utilize a similar resource for all staff as an easy resource to find to serve students
  - Success Teams
    - o Identify champions and leads

Low Impact / Low Ability	
Lower Ability / High Impact	Canyons Connects – training, advertising Student Success Teams – leads and champions needed and ongoing conversations Live Chat – very useful for short/urgent questions, but some tech challenges to deploy
High Ability / Low Impact	
High Ability / High Impact	Multicultural Center BLM / anti-racism on website Program Mapping and connections to alliances One Stop shop with links for students Caring Campus elements – staff/faculty boot camp

  - Humanizing the human experience is extremely important currently. Recognition of how we too often continue to speak negatively about students – deficit-thinking,

lazy, underprepared. Reaching out and having more high-touch connections to humanize the experience (as noted in ENGL examples) is an opportunity to connect to lived experience and support our students better.

• Student basic needs and resources. Not always clear what resources are available and how.

ROOM 2
Facilitators: David Andrus, Garrett Rieck
Attendees: Pamela Williams-Paez, April Barcus, Carly Perl, Jennifer Godzak, Alexa Dimakos

REPORT OUT

1.) Please help us prioritize how we should focus our attention for the remainder of 2020/21 based on the priorities we discussed prior to the breakout rooms.
   • Call to Action (4) High Ability/High Impact (3.5)
   • Caring Campus (4)
   • Onboarding/Orientation (3)

2.) Identify what we can expect to accomplish within your top 2-3 priority areas by June 2021 and what resources (including workgroups) are needed to accomplish the priority areas.
   • Call to Action
     o We need exponential growth in our visibility on our web sites, and other areas.
     o Diversity Training for staff (support for ALL our students)
     o Student diversity training (Onboarding)
     o Curriculum development
     o Implicit Bias and micro-aggression training

ROOM 3
Facilitators: Michael Monsour, Brandon Ashford
Attendees: Flavio Medina-Martin, Nick Schultz, Vida Manzo, Alicia Kaminsky, Anthony Morris

REPORT OUT

1.) Please help us prioritize how we should focus our attention for the remainder of 2020/21 based on the priorities we discussed prior to the breakout rooms.

- **Caring Campus:**
  - Keep it coming
- **Student Portal for Canyons Connects**
  - Even if you have a Canyons Connects button, you need someone staffing it, and trained to execute this. We rate it at a 2.5, as this is a longer-term goal, but will take a while to have the pieces in place to have it done right.
- **One stop shop –with links for students**
  - A one stop shop is complex to do in a clear way. We need to fix problems before we add more to the website. In particular we need to get away from the A-Z index, and do a scan to clean things up across the website. 2.5 as, this is a good idea, but a big project (one stop for one student is different than for another, so you need to have adaptive menus – consider the "home base" models).
- **Black Lives Matter on the website**
  - It is technically fairly easy to make a change, but we are concerned about the political support to make these changes. There is also great pride in being a Hispanic Serving Institution (HIS), but the visibility of this is relatively low on our site.
- **Call to action:**
  - We are in support of the call to action, but this is more of an umbrella that integrates into each of the other things we are doing.

ROOM 4
Facilitators: Andy McCutcheon, Preeta Saxena
Attendees: Emily Correa, Catherine Parker, Angeli Francois, Teresa Ciardi, Dianne Avery, Eric Harnish

REPORT OUT
1.) Please help us prioritize how we should focus our attention for the remainder of 2020/21 based on the priorities we discussed prior to the breakout rooms.

How do we change it up, do we add things, take away? Same people.

- Revamp work groups?
- How do we know it's working? Some kind of self-assessment, maybe a survey, a rubric. Maybe High impact/Low impact

- Student surveys? But will we see impact if we haven't yet defined our outcome/goal.
- We asked Emily what would be high impact? Multicultural Center, talked about in ASG, feels she'd benefit. She likes A-Z directory
- Define goals for each activity, Anti-Racism vs. Canyons connects will be different.
- Web page
  - Look at mission statements over the years, old language *He*, etc.
  - There was a speaker from Equity Summit or AACU who deconstructed CCC Master Plan as "Masser Plan," examined the structural racism of tiered system of CCC to Cal State to UC, issues of access, etc.
- Live Chat for Students- Could be good for students who are shy or anxious.
  - IT live zoom room. Could that be applied to pathways, etc. Didn't have to get on camera.
  - Would it be connected to each department? Counseling, A&R, Financial Aide?
  - One stop-shop but with links to each department.
- Banner for BLM on homepage is doable, maybe something we can do now!
- Multicultural Center, ASG student felt this would be helpful for and other students.

Current Activities

- Canyons Connects (SOAA, GP)
- Equity Minded Practitioners (GP, SEA)
- Anti- Black Racism work (Call to Action, SEA)
- Student Success Teams (GP, SEA)
- Multicultural Center (Call to Action, GP, SEA)
- Diversity Talks (Call to Action, SEA)
- Program Mapping (GP, SEA)

New Workgroup Opportunities

- Live Chat Workgroup
  - Michael Monsour and Jasmine Ruys are working together to form another work group to start conceptualizing how live chat would actually function. They will be looking into demos of different products.

- o A work group needs to start thinking about what's the best use of energy, time, how do we actually get this because our college starts looking forward to its future. We're moving towards more of a hybrid model for education in community colleges.
- o With each department managing their own websites and departments, there needs to be some cleaner navigation for people to help find their way, if you're a new student, you know, the websites can be very overwhelming.
- o Contact Michael and Jasmine if you are interested in joining this workgroup.

Wrap Up / Closing Comments

Other upcoming (IE)2 Subgroup Meetings:
- Equity Minded Practitioners Contact Preeta Saxena at preeta.saxena@canyons.edu for more details
- Multicultural Center Contact JasmineRuys at jasmine.ruys@canyons.edu for more details
- Alliances see meeting days/times at https://www.canyons.edu/administration/ie2/equity/alliances.php

Next Meeting:

- February 9, 2020, 3:00-5:00pm