Cougar Talks

Solution Team Members:

Matthew Crater
Sarah Dettman
Michael Dioquino
James McLaughlin
Flavio Medina-Martin
Tina Tran

Table of Contents

Executive Summary

With Professional and Personal Development at the core of our mission, it becomes imperative that we at College of the Canyons (COC) invest in providing a platform to serve the blood stream of our institution of higher learning. The blood stream consists of all classifications and positions within our Classified Professionals. Utilizing technology in 2020 can be a learning experience for all. We have an opportunity to maximize the talents not only for classified professionals to guide and mentor other classified professionals, but we can also provide a platform for an intake of a wealth of knowledge that is yet to be shared. Our solution team would like to present and feature an Online/On Demand platform for classified professionals that will accentuate these efforts.

Why Online/OnDemand Platform is Important

The knowledge, skills, abilities and other characteristics of our classified professionals are constantly evolving. Although COC has an award-winning professional development program on campus and provides a plethora of professional development opportunities for the campus community, including faculty, the management team, college assistant, etc., this can be an opportunity for COC to demonstrate added value to our classified professionals.

Due to the diversity of employee classifications within our classified ranks, it is important that we recognize that there are a variety of personal and professional development layers that exist within our classified professionals. In order to best assist our students and our campus community, classified professionals need a variety of options they can utilize to expand their knowledge, skills, abilities and other characteristics to best serve our campus community. Moreover, they need a flexible platform for which to not only go to learn from, but also to share ideas learned among their colleagues. Cougar Talks is just that solution! It will provide a social learning venue for our Classified staff that is specifically tailored to the needs of our campus community.

The Vision of our Online/On Demand Platform

The vision of our learning platform is to provide:

- An easily accessible online/on demand resource to provide personal and professional growth opportunities for our Classified staff professionals.
- A dynamic learning space that will showcase the personal and professional skills, talent, and knowledge of our Classified staff, while also providing opportunities for peer mentoring.
- A social platform to cultivate a sense of community among our Classified professionals.
- A vibrant space for sharing ideas among the Classified Professional Development Committee, the Classified Senate, and other classified committees.

- Staff development opportunities that will create a positive climate of open communication, mutual respect and appreciation for the advantage of a diverse community.

Solution Team Goals

This Online/On Demand platform will have several goals,

- To provide a multitude of opportunities to learn new personal skills

- To provide a multitude of opportunities to develop new professional skills

- How to gain technical skills on various software

- To showcase and recognize individual staff learning accomplishments acquired through their professional development endeavors, i.e. Digital certificates and badges

Brainstorming Ideas Within the Solution Team

Initially, the group came up with some ideas to what we thought would be great topics to showcase with Cougar Talks. Here is a summary of what we came up with:

Personal

- Short videos showcasing personal talents
- Fun and learning atmosphere for employees to use on downtime
- Option to have recordings and present live presentations as an option
- How To:
    - Gardening / Landscaping
    - Dancing – Salsa / Merengue / Folklorico
    - Cooking, baking, grilling
    - Building a koi pond / home improvement
    - Share musical talents

Professional

- Videos for showcasing professional knowledge
- Portal for peer to peer to connection
- Portal for foundational networking system
- Area to host virtual training / town halls
- How To:
    - Request an absence
    - Submit timecards
    - Submit a purchase requisition
    - Best practices at taking meeting minutes
    - Create "fillable" forms

Other fun ideas for this platform:

- Development of a **Question of the Day** on Fridays to increase engagement
- Cougar Talk Tuesdays
- Providing a mobile link/app for user-friendly access

Possible Platform Hosting Locations

In reviewing the various locations this platform could best be utilized on, we identified three areas on campus.

1. Office of Professional Development Portal
2. Classified Senate Portal
3. Dedicated Canvas Course Page
4. Vision Resource Center

Office of Professional Development Portal

One potential location is the campus Professional Development website. The COC professional development website already offers several platforms for our employee groups to search for opportunities of growth.

Using the Professional Development website would require the creation of special pages devoted to Cougar Talks content, and someone within our classified ranks to manage and upload incoming user content to the website.

Some challenges with using the Professional Development website is, since the website is static, participants would be restricted to only viewing content, and not able to interact with one another. Additionally, there would not be a way to track staff progression or achievement of a given course. Access would not be limited to Classified staff. Therefore, this option would only meet a portion of the goals.

Classified Senate Portal

Another location for hosting this platform would be our COC Classified Senate Portal. The activities associated with this solution team parallels the mission of the Classified Senate Portal, not only on a local level, but also on a State level.

There are professional development activities and events that are recognized by the state, and the following language mirrors the overall goals of our Online/On Demand solution team project.

The following except was taken from a recent Classified Leadership Institute:

> *"explore numerous events that encourage personal development, leadership, and strong communication skills, leading toward increased confidence, enhanced professional skills, and broad-based knowledge and specific updates about our California Community Colleges. Activities include both interactive and informational sessions with ample time for networking and workshops where newly acquired skills can be utilized in a supportive environment. CLI is designed to meet the educational needs of today's California Community College Classified Staff."*

Much like the first option of the Professional Development website, hosting on our COC Classified Senate Portal requires the creation of special pages devoted to Cougar Talks content. The website is currently under construction, so it is yet to be seen what features and capabilities will exist on the site. If the web pages are static, then the same limitations would apply as the first option. Therefore, this option would only meet a portion of the goals.

Dedicated Canvas Course Page

A third option would be hosting Cougar Talks on a dedicated Canvas course page. Currently at COC, Canvas is used primarily for online and remote courses, which require user registration for a predetermined during of time. All participants are required to take an introduction to Canvas course, and faculty are required to take an Introduction to Online Teaching course.

Logistics to Consider

In order to use Canvas for Cougar Talks, we need to remove time restrictions from the page. We also need to decide on what requirements to impose on our Classified staff in order to register, i.e. the *Introduction to Canvas course* or other requirements. Video hosting, such as YouTube or 3C is necessary to post videos on the course page. Idea sharing or questions addressed to peers can be addressed in the Discussion Forum section of the course. Canvas does have a Badging App to integrate into the course, which is one of the goals of recognizing or incentivizing staff for courses they have completed.

Some schools are using Canvas to host "public" faculty training for online learning. These are courses open to anyone wishing to take the course and is not limited to a specific time frame. The challenge with hosting a public page rests in not being able to identify the individual taking the course or their accomplishments.

The Canvas option is a viable one, but it will require some logistical analysis.

The Vision Resource Center

The fourth option for a Cougar Talks location is the California Community College's **Vision Resource Center (VRC)**. **VRC** is a new portal dedicated to providing faculty and staff within the California Community College system exceptional support and training needed to meet the goals and commitments of the Vision for Success through the Guided Pathways framework. The goals of this site are consistently aligned with the professional development goals of this project.

The Professional Development Department is currently in the process of creating a dedicated COC landing page within VRC. This will enable Cougar Talks to be hosted within the Communities section of our dedicated page. As a result, the platform can be easily accessible to our Classified staff and would enable them to upload content without the assistance of a tech person. Discussions, ideas and questions can be addressed within the community page itself. The platform thus takes on a social learning element to it.

VRC is powered by Cornerstone OnDemand, which tracks the progress of staff professional development activities. We are interested in discovering whether a similar monitoring link can be made for the learning activities of Cougar Talks. We are in the process of exploring that option further.

Based on the stated vision and goals listed above, options **three –** a dedicated Canvas course**,** and **four** - the VRC, would provide viable solutions to host our platform. The Vision Resource Center would require

the least amount of resources (human and technical) to set up. Additionally, it affords the benefit of numerous other resources for our Classified staff to engage in. It has the potential to be a one stop shop.

Additional Factors to Consider

Content Coordinator

Once a platform is decided on, we envision appointing one person to reach out to classified employees to develop a roster of existing talents that may exist within our community. With a total of roughly 400 classified employees, we are confident there are classified employees that are willing to share their talents.

Portfolio Option

Within the online platform, one of the key components in tying together professional development, activities, and accomplishments into a system of recognition are digital certificates and badging. How one gets from point A to point B is of interest to everyone. Digital credentials provide evidence of specific, tangible skills: cognitive, soft, and technical. Moreover, digital credentials need a place to be showcased.

Electronic portfolios, or e-folios have become the accepted industry standard for demonstrating evidence of achievement. E-folios are designed to help individuals connect what they've learned in professional development activities with how it has prepared them for the job market.

Recently, the Canvas Learning Management Platform has merged with e-folio company Portfolium. The Portfolium Network is a space where faculty, staff and students can showcase their achievements to potential employers and network and collaborate with other Folio users. Folios not only display tangible examples of individuals' work; they provide proof of competence and skill mastery.

The Pathways component within Portfolium allows individuals to develop a plan of action for navigable pathways in pursuit of a specific skill, competency, result or digital credential. Pathways can be used for anything from a technical certification such as excel proficiency, certified automotive tech, or defining and proving a soft skill. Some colleges use Portfolium for faculty onboarding, professional development, and tenure and promotion.

Our goal is to incorporate an e-folio platform such as Portfolium for professional and personal development activities on Cougar Talks and the Vision Resource Center. If every Classified staff member is involved with Portfolium, we believe this would be the best way to showcase the professional and education development of our Classified staff.

We are in the process of furthering exploring this option, and how it could potentially integrate with selected platforms and current professional development activities. Please see the Appendix for examples.

Survey Sent out to Classified and Confidential Employees

The solution team reached out to our classified and confidential groups on Tuesday, June 16, 2020 and Friday, June 19, 2020 and asked the following questions:

1. Are you interested in sharing your talents and skill sets? What are your talents/skill sets?

2. In looking at **personal talents and skills**, what talents do you possess that you would be willing to share?

3. In looking at professional knowledge, skills and talents within the scope of your classification, what would you be willing to demonstrate or showcase to classified professionals within the scope of your professional landscape?

4. Have you ever taught on-line or posted a video on any platform? If so, what platform did you use? If not, would you require training?

5. Within an online context, what tools are you comfortable with utilizing for your teaching sessions?

6. On flip side, if you were seeking to learn from such a platform, what are the kinds of personal and/or professional development opportunities you would want to learn about?

7. Any additional questions, feedback or comments you would like to ask or share.

Survey Results

We collected responses from 13 individuals with varying responses for each question, answers are shared below:

1. Are you interested in sharing your talents and skill sets? What are your talents/skill sets?

   - **Absolutely**!! I have talents with workout design or a decent foundation of nutrition. My other area of talent would be coaching or motivating others
   - **Yes**. Cooking, jam making and gardening.
   - **Yes**. I've taught ballet Folklorico, Salsa and Merengue in the past
   - Gardening, cooking plant-based foods. speaking Spanish, writing children's books, or watercolors, drawing with charcoal.
   - **Yes**; I play guitar, sing, and write songs
   - (**Yes**)I love to cook. Especially ethnic foods. I could share my knowledge and passion with others. And I would LOVE to take folks to around to the various ethnic supermarkets in the San Fernando Valley (my family and I have a combined 100+ years in the grocery business). I would be a great guide/field trip chaperone! And I love to sing; but wouldn't be interested...
   - **Yes**. I am a skilled metalsmith. I design and hand make jewelry of fine metals i.e. sterling silver and gold. I own and operate a successful online business.
   - **Yes**, possibly! Cooking/baking, mix media art. Office organizational/time management skills.
   - I would probably **not** be comfortable sharing my talents and skills in front of people.
   - **No**
   - Workouts/Football for the Casual Fan/ Tennis?

o Yoga

2. In looking at **personal talents and skills**, what talents do you possess that you would be willing to share? For example, gardening/landscaping, Dancing (salsa/merengue), Cooking (BBQ, soups, cakes/desserts), cycling, chess, poker, coin collections, musical talents, building a coy pond, riding a horse, etc.

- I can share workout ideas, motivational skills. I also can make a few good dishes. Especially pasta
- I would be willing to share jam making.
- Yoga
- Dance skills
- Possibly cooking plant-based foods, speaking Spanish or painting with watercolors or drawing with charcoal
- Guitar, singing, songwriting
- jewelry design, soldering, starting and running an online business
- Mixed media journaling, baking of all kinds (pies, cakes, scones, cupcakes, sourdough pretzels), soups of all kinds, pasta dishes.
- I would potentially be willing to share how to bake certain dessert items.
- None

3. In looking at professional knowledge, skills and talents within the scope of your classification, what would you be willing to demonstrate or showcase to classified professionals within the scope of your professional landscape? For example, showing other classified professionals how to request an absence, how to submit time cards, how submit a purchase requisition, best practices as taking minutes, how to do professional landscaping, how to develop a website, how to make "fillable" forms, how to design a website, etc.

o I think my area of expertise would be in creating a online presence that can transfer to student or jobs
o How to analyze expense/revenue reports for grants, how to generate Datatel summary, and detail reports, review account balances, actuals, and encumbrances.
o How to assist students with resources and helping them find and manage their health care insurance.
o Setting up a template for commonly sent out emails/letters; how to load forms into COC's website; prioritizing work load and tracking long term projects; using reports in Informer.
o I would potentially be willing to demonstrate or showcase skills in organization of large, constantly changing rosters with multiple variables. Most specifically in excel or google docs.
o No
o No

4. Have you ever taught on-line or posted a video on any platform? If so, what platform did you use? If not, would you require training?

- I have not taught a 100 percent online course until this semester due to the circumstances. I have now been trained in canvas. At this point I think I would be comfortable posting videos
- No, I've not had the opportunity to post a video.
- No, would need training
- I've never taught online, but I have posted videos to Facebook. additional training would be nice
- Never have taught on video, only in person.
- Canvas/ Zoom / YouTube
- I would require training.
- I have not. I would require training.
- No, I would prefer not to create a video
- No
- No
- No

5. Within an online context, what tools are you comfortable with utilizing for your teaching sessions?

- PowerPoint, video material, zoom
- Datatel, OUCampus, Informer.
- I'm comfortable with whatever is needed as long as I know how to use/operate the tools.
- blog, article or essay, prepared question and answer article
- Canvas/ Zoom / YouTube
- Maybe zoom.
- Probably Zoom
- Zoom, YouTube, or willing to learn new tools
- Zoom
- Zoom

6. On flip side, if you were seeking to learn from such a platform, what are the kinds of personal and/or professional development opportunities you would want to learn about?

- I would like to have a little more training in zoom for my synchronous sessions
- I would be open to just about anything, I'm always happy to learn about and learn how to do new things.
- Excel and Adobe tutorials
- cooking, scrapbook, how to play the guitar/piano, book club, chess.
- Advanced workshops for excel, adobe, zoom.

- How to get hired in a different department at College of the Canyons possibly show how to develop some needed skills.
- I've really enjoyed the mindfulness, meditation, and/or yoga classes
- I want to learn how to play the guitar! And, since I've never really been interested in the topic of money -- but that apathy doesn't serve me well -- I wish I understood finances better (economics, investing, capital gains tax, mortgage loans, life insurance, etc.,).
- cooking and simple home repair
- Making forms 508 compliant!!
- I would like to learn about how to do certain professional development opportunities more specifically, so that I don't have to ask someone else how to do something every time I have a question, and I could just look up a video.
- Canvas/ Zoom / YouTube
- None

7. Any additional questions, feedback or comments you would like to ask or share.

- Thank you for doing this!
- This sounds like a great and fun project.
- I might be interested in teaching something. but not sure yet.

Company Description
Cougar Talks serves as an online, on-demand portal for Classified staff to create, upload and share videos. At the center of this experience, there would be a shared peer-to-peer networking opportunity that will enhance the knowledge, skills and abilities within each person's individual professional and personal development.

Market Analysis
We contacted several community colleges to see what they are doing in their professional departments. To broaden our options, we also reached out to two private employers to see how they offer professional development.

Community Colleges
Butte
Butte has a Classified Professionals' Week during their spring break and offer the Butte Employee Education Program. These feature classified professionals who teach sessions, lead activities, and participate in. Butte also hosts a Classified Professionals' Day which devotes a whole day to teambuilding and fun professional development events. Classified Professionals also present sessions during Flex Days, Diversity Days, and throughout the year, as appropriate.

Most classified professionals are happy to share their knowledge and expertise with colleagues. Participants are encouraged to attend, and nice refreshments are provided at all events.

Pierce
Pierce College traditionally offers professional development in-person. Because of COVID-19, they have shifted to using the Vision Resource Center (VRC), LinkedIn Learning, and Franklin Covey. With Franklin

Covey, Pierce also has the All Access Pass, which enables them to use their "Live Clicks" platform to do online, live trainings. Through the VRC, employees are unable to directly upload videos, but send them to the professional development director to do so. They are the main person for classified development and manage all the content through all platforms.

Generally, their activities are open to all employees including faculty, and some faculty participate depending on the topic. There are no incentives for employees to participate, when employees complete a series with the Franklin Covey material, they receive a certificate.

Private Institutions

PitchBook
Data specialist company out of Seattle

- First year employees go through a program called Pitchbook U where they learn the culture, programs needed and resources that will allow they to be great employees.
- Professional development opportunities are worked into the hiring process at all level of the company

Amgen
- Suggested Canvas was a great tool we could use and one that they have used in some areas for their own professional development
- Find way to get leadership involved on campus in the program

Both companies had employees that oversaw and ran these programs.

Organization and Management
The overarching organizational structure and management of this online platform would serve to provide services for specifically classified employees. Depending on how successful this is, we would like to expand to include other employee groups in the future.

The platform would be managed by the Professional Development department in collaboration with Classified Senate. The Classified Senate would assist with managing the content, presentations, and most importantly, classified buy-in.

Types of Service
Cougar Talks aims to provide a platform that allows classified employees to offer personal and professional enrichment opportunities to other classified employees. It will support a robust, easy to navigate web application for hosting videos and content.

Marketing

This service would be marketed to Classified staff only, with the potential for opening up to other areas in the future. Other options for marketing include word of mouth and presentations to areas with classified employees for classified employees.

Funding Request

There are no projected funding requests. The team is recommending usage of existing technical resources such as the CCC Vision Resource Center to host the platform.

Risk Analysis

Risk	Impact	Likelihood of Occurrence (L,M,H)	Degree of Impact (L,M,H)	Action Trigger	Responsibility	Response Plan
Online platform not easy to use during beta.	Users will not want to use the product.	M	H	Users providing negative feedback about platform usability.	Project Manager	Survey users for feedback on platform issues and begin assessing remediation.
Users not able to get manager approval to create/present content during work hours.	System will suffer low levels of content contribution and user participation	L	H	Users are reporting denied requests by their manager.	Project Manager	Work with Executive Cabinet and HR to begin process of creating an acceptable plan to allow users to participate.
Users have difficulty creating content.	System will lack new content availability leading to users not wanting to use the system.	M	H	Users are reporting difficulty in creating content.	Project Manager	Begin working with Classified Senate to find ways to find root cause of difficulty and plan for remediation.
Project require use of disparate systems.	Disparate systems will cause higher upkeep for technical resources.	M	L	Project team establishes the need for multiple systems.	Project Manager	Begin working with technical resources to handle expectations on upkeep for the Platform.

Key: L = low, M = medium, H = high

Appendix/Resources

Amgen – Biotechnology Company

https://amgenbiotechexperience.com/creating-strong-bridges-biotech-professional-development-action

Butte Community College – Classified Professional Development Page

http://www.butte.edu/

California Community College Classified Senate Page

http://www.ccccs.org/

College of the Canyons - Classified Senate Page

https://www.canyons.edu/administration/classifiedsenate/

Napa Valley Community College – Classified Professional Development Page

http://www.napavalley.edu/Pages/default.aspx

Pierce College-Classified Professional Development Page

http://www.piercecollege.edu/offices/cpe/

Pitchbook Data Mart

https://pitchbook.com/

Portfolium

Faculty Member Example

Business Student Example

Education Student Example

Pathways

Student Success Pathway

Critical Thinking Pathway

Certified Automotive Technicial Pathway