



Presidents Task Force

Impact of COVID-19

Santa Monica College

Board of Trustees Study Session

Tuesday, March 22th @ 5pm

Michael Tuitasi, VP of Student Affairs

Taskforce Convener




BOT & DPAC Recommendation

It was recommended that the Superintendent/President establish a broadly-based Presidential Task Force to assess impacts of the remote environment on the SMC student experience, identify practices that generated benefits, and develop plans to integrate beneficial practices into SMC's post-pandemic environment.

Superintendent's Response

I approve the recommendation to create a Task Force. However, I will add that the task force's review and assessment include identifying ways college services and operations were less effective. What operations, programs, services, academic disciplines worked well/better or did not work well/could have worked better. I will identify participants/areas/departments for the task force, objectives/ charge, timeline for action/recommendations with fiscal impact. I have been working on a review strategy and appreciate this recommendation from DPAC.



The report, a Resource Manual, is a starting point for further discussion and inquiry on the impact of the pandemic on the student experience and effective practices during the pandemic; it is not a comprehensive report that accounts for factors such as:

- Declining enrollment
- Budget
- Structural issues or challenges
- Possible strategies

Timeline

2020

- March –College goes fully remote
- April 2-Organized first drive through pantry
- April-Organized and provided the state with respirators and medical equipment for use in hospitals
- June- Continued and modified on ground classes for nursing and respiratory therapy
- August- Courses and services remain remote (Essential personnel courses offered on ground)
- August- Developed Roadmap to Recovery Plan
- December- Alpha Variant spikes

2021

- January-equipment loaner programs for Fashion, Math, Photo, Theatre, Science and specialty programs
- February/ March- Vaccinations roll out
- **April-Taskforce formed**
- May- SMC rolls out COVID-19 safety training program- Initiated Safety Plans for on ground activities
- July- All staff and managers return 2 days a week on ground
- August- Offered 14% of courses on ground
- August-Delta Variant spikes
- September- Taskforce recommendations submitted
- October- Offered limited on ground Services
- October- All staff and managers return 3 days a week on ground
- November-Omicron Variant spikes

2022

- February-Increased on ground course offerings to 30% and all core services
- March 15- COVID booster required for SMC students taking courses on ground
- May 15- COVID booster required for SMC staff working on ground
- September- Educational Master Plan process begins

2023

- Continued Planning

Data Source	Team Members
<p><i>The Student Experience:</i></p> <ul style="list-style-type: none"> •CCC Covid-19 Student Impact Survey •Real College Survey Results (Student Basic Needs) •Student Covid-19 Technology Needs •Virtual Counseling Satisfaction Survey •Fall 2020 Distance Ed Need Student Survey •Final Student Return to On-ground Results •DSPA Student Survey •SEM SWOT Survey Report, Participants, and Comments •International Student Future Plan Survey 	<p>Teresita Rodriguez Susan Fila Maria Munoz Johnnie Adams Cindy Ordaz Tafari Alan</p>
<p><i>The Employee Experience:</i></p> <ul style="list-style-type: none"> •CCC Covid-19 Employee Impact Survey •COVID info session, 3 data slides – Hannah’s analysis of employee survey above •Final Employee Return to On-ground Results (3) •DSPA Faculty and Staff Survey •M.A. Survey Results, 2020 	<p>Sherri Lee-Lewis Peter Morse Dagmar Gorman Grace Smith Josh Elizondo Bob Myers</p>
<p><i>Program Review – Instructional:</i></p> <ul style="list-style-type: none"> •Annual Program Review, Spring 2020, COVID focus •Six Year Program Review, Spring 2021 	<p>Jennifer Merlic and Bradley Lane Eric Oifer Jamar London Anne Marre Bautista</p>
<p><i>Program Review – Student Services:</i></p> <ul style="list-style-type: none"> •Annual Program Review, Spring 2020, COVID focus •Six Year Program Review, Spring 2021 	<p>Mike Tuitasi Don Girard Nate Donahue Hannah Lawler Kennisha Green</p>
<p><i>Program Review – College Services:</i></p> <ul style="list-style-type: none"> •Program Review, Spring 2020, COVID focus •Six Year Program Review, Spring 2021 	<p>Chris Bonvenuto Daniel Phillips Mike Roberts Marc Drescher</p>

Observations

- Taskforce formed on April 2021 (Information gathered from first year into the pandemic.)
- Survey data has been collected thus far is not representative of the experience and perceptions of all students and employees. However, they offer some useful information that can lead to insight to help the district respond and plan.
- The taskforce conducted a meta-analysis of existing data. A major limitation of the data includes the fact that the scope of the past projects were specific in purpose, time, and context and were not designed to address the specific scope and purpose of the taskforce.
- Program Review data provides a snapshot in time. Therefore, it may not apply to the current situation.
- What did a department do in response to COVID-19, can inform certain practices moving forward.
- The data examined by the taskforce were collected during different points during the pandemic. As a result, all data should be interpreted with caution and with this context knowledge as the crisis was and continues to evolve.



Themes:

Common themes that were identified in the data and program reviews include:

- Effectiveness of Remote Environment
- Training and Professional Development
- Additional Research



Limitations to the Data

- Environmental Impact on Behavior of Students- These surveys were all conducted during a pandemic while students were following a stay at home order, were essential workers, caring for loved ones, at risk for COVID-19, and many other environmental factors that could have impacted their emotional state when responding. All data should be viewed with the understanding that the external environment likely affected the participant's response.
- Student surveys not representative: Many of the student surveys had low responses and were not a representative sample of all student groups.
- Changes and the relaxing of policies could also have an impact student performance.
- Many external life factors also impact student success.
- We don't have data that is discipline specific. How were specific programs impacted?
- The date does not include information related to the impact of the Delta Variant (new variants).



Recommendations

1. Future Inquiry: Conduct further inquiry and pursue follow-up questions that were generated based on the meta analyses conducted by the Task Force on existing data.

SERVING & SUPPORTING STUDENTS

2. LARGE EVENTS: Review the format for large events, such as graduation, ceremonies, and recognition events, as well as explore alternatives to promote student attendance and engagement.
3. ONLINE SCHEDULING SYSTEM: Expand the use of an online scheduling platform to effectively manage appointments both virtually and in-person
4. VIRTUAL STUDENT ID: Prioritize efforts to implement the virtual student ID card to expand student access on mobile devices.
5. SYNCHRONOUS OPTIONS: Investigate the best ways to expand online offerings of courses and services, and increase synchronous components/options.
6. REMOTE SERVICES: Offer a combination of remote and in-person student services.
7. ELECTRONIC CLASS MATERIALS: Continue offering class materials electronically through the learning management system to reduce print and paper costs.
8. BASIC NEEDS RESOURCES: Expand messaging to students and employees about available basic needs resources on campus.



Recommendations

SUPPORTING EMPLOYEES

9. **TRAININGS:** Continue to offer online and in-person trainings for all employees to increase knowledge and skills related to the pandemic, safety guidelines and regulations, and effectively managing home-life balance.

10. **REMOTE WORK PROGRAMS:** Develop a remote work program to improve efficiency and quality of services to constituencies, where applicable. A well-developed remote work program has the potential to improve employee morale and productivity, reduce workplace injury, and reduce the District's carbon footprint.

11. **MASS SUPPLY DISTRIBUTION:** Continue using the bookstore and receiving, or other designated locations, as central points for mass equipment/supply distribution for students and employees.

12. **SIMULTANEOUS TEACHING MODE:** Explore the best ways to enable faculty to teach in person while simultaneously streaming to remote students.



Recommendations

SAFETY

13. SAFETY PLANNING: Continue daily safety practices, including trainings such as "Safe Colleges", inspections, and safety hazard reporting.

14. SAFETY PROTOCOLS: When emergency situations exist, safety protocols will continuously be reviewed to mitigate the fear employees and students are experiencing.

15. MANAGEMENT OF PPE: Continue to manage Personal Protective Equipment (PPE) centrally to allow the District to achieve economies of scale and effectively monitor PPE usage by department.



Recommendations

TECHNOLOGY

16. TECHNOLOGY FACILITATING REMOTE WORK: Prioritize the District's investment in software and technologies that facilitate remote work, including Citrix and SharePoint.
17. WI-FI: Expand additional outdoor Wi-Fi on the various campuses to provide free internet access to students and the campus community.
18. IT HELP DESK: Continue remote IT student help desk services.
19. HYBRID SERVICES FROM IT: Offer IT services with both online and in-person to increase access to support all constituencies more effectively.
20. REMOTE LABS: Institutionalize the use of remote labs as an option for students and faculty, where applicable.



Next Steps

- ▶ Additional/recent data collection needed
- ▶ Include Impact of COVID-19 in all plans:
 - Accreditation
 - Master Plan for Education
 - Strategic Enrollment Management Plan
 - Equity Audit
 - Facilities Master Plan
 - Technology Master Plan



Questions?