

What's New

at the
District
Office

KERN COMMUNITY COLLEGE DISTRICT

NOVEMBER 2020

OUR REMOTE WORLD

Measure J Getting Closer

Adult Education - Free
Wi-Fi & Chromebooks

**EMPLOYEE ASSISTANCE
PROGRAM (EAP)**

**Effects of COVID-19
on Enrollment
and Awards**



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Thank You for Another Great Year



**Thomas Burke
Chancellor
Kern Community
College District**

In spite of the recent challenges we have faced as a nation and community, I am extremely grateful for the outstanding faculty, staff and administrators, that serve the three Kern Community College District Colleges (KCCD). The past school year has brought earthquakes, pandemics, and social unrest—any of which on their own would have made for difficult days. That they happened within months and sometimes concurrently made them exponentially more formidable.

However, because of our great KCCD team, their wise and strategic thinking, and their immediate responsiveness, we have not only survived, but grown as leaders and community. I cannot thank you enough for enabling students to learn in a safe environment, whether it's checking the structural safety of campus facilities at Cerro Coso Community College after a significant earthquake or

the timely response to making virtual learning possible for thousands of students district-wide due to the COVID-19 pandemic or the willingness to look at our own policies and strategies to make education and life better experiences for all our students, regardless of race, creed, religion, or anything else that might divide instead of unite us.

I am humbled by the great people I work with as well as those who are dedicated to the education of students in Ridgecrest, Bakersfield, and Porterville and their surrounding areas in the face of adversity.

In the midst of all that has happened, I want to be sure to extend a heartfelt welcome to Dr. Sean Hancock, who assumed the duties of President of Cerro Coso Community College in October. President Hancock brings a wealth of experience in higher education and I look forward to working with him to continue building a successful future for Cerro Coso students.

Additionally, I am excited to move forward in applying what we have learned through the California Community

Because of our great team, we have grown as leaders and community.

I have no doubt that we will rise to the occasion
and be successful in this endeavor to
improve opportunities for our students.



Colleges Trustee Fellowship Program. Overall this program's goal is to align our resources and programs to put students first, by utilizing tools such as policies, fiscal plans, and programs to produce guided pathways that clarify the path for students, help them enter and stay on the path and ensure learning.

Our goals in doing this include increasing the number of certificates and degrees awarded, increase transfers to four-year universities, decrease units to complete, increase employment in a student's field of study, and close equity and achievement gaps. All of which will improve the future for our students and communities.

Another way we are working to be better leaders in our community is through the Equity Training Series (ETS) staff development program. All KCCCD managers will take part in this program, developed by Lasana O. Hotep, an antiracists/antisexist educator, strategic thought partner, and transformative executive coach who is the founding Executive Director of the Equity Institute at Skyline College. The ETS features in-service training on equal employment opportunities (including training on

implicit bias); best practices on issues related to diversity, and professional development focused on supporting diversity. Each experience in the Equity Training Series features a different competency, cultural community, or framework centering antiracism and educational equity.

Finally, as we look to the next fiscal year budgeting process, we know that we will face some challenges due to potential significant reductions in State funding levels, among other issues. Nevertheless, the District is ready to confront these challenges head on. We have deliberately built up significant reserves and concurrently developed District-wide budget strategies in order to withstand these rough waters while minimizing the negative effect any reductions would have on our students and employees.

We have work to do, but I have no doubt that we will rise to the occasion and be successful in this endeavor to improve opportunities for our students.

Finally, as you may already be aware the Board of Trustees is beginning the process for recruiting my successor as Chancellor. I will be retiring in 2021 after 24 years with the District. I

cannot tell you how wonderful this District has been to me, helping me achieve my career goals, working with the most talented faculty, staff and administrators. More information is to come in the coming months on the progress of the recruitment.

Although we may be at the beginning of a long road, I am encouraged and hopeful about our future. We have great people doing great things. I am grateful for each of you!

Tom Burke
Chancellor, KCCCD



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I am encouraged and hopeful about our future.
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Information Technology



Gary Moser
Chief Information Officer
Information Technology

Our Remote World

We all have made a significant technology shift due to the COVID-19 pandemic, including the Information Technology department. After the initial goal of getting our employees set up with laptops and access for remote work, the objective and ongoing work now is to make sure we have technology to address key instructional challenges.

Work continues in testing new cloud-based technologies to address student growth and their needs for remote access applications using AWS AppStream. Group testing at Bakersfield College for general use (i.e., Microsoft Office) and specific instructional application (i.e., SPSS) use is underway and progressing. Cerro Coso has also been providing testing for access in the remote areas we serve that have challenging tech availability.

We also have a new ongoing support requirement for our technology that we are continually developing. This will ensure our laptops are getting the care (e.g., Windows patches and security updates) and support that on-campus computers get.

In most cases, setup requires remote laptops be brought to campus so



that IT can apply changes and necessary updates. You will hear more on this in the coming months as we expand technology functionality that includes services such as installation of additional software and updating security solutions.

Our IT Cloud Goal

Our goal of moving IT to a service-based organization versus maintenance based is continuing at a good pace as we continue with our next wave of applications to be moved to our cloud environment. Wave 2 continues this and remains on track this year with several additional applications migrating to our cloud.

The next phase of our Banner environment cloud solution is being planned with our move to a software as a service (SaaS) solution enhancing our service ability, cost position, and preparation for the future. This primary initiative remains essential in our strategy to provide services to our colleges and district in a timely and effective way.

We are also continuing our work with our 4CIS partnership (with 4 other districts) to provide a proof of concept on a statewide ERP (Banner) solution that will provide great benefits to all in the Kern Community

We've all made a significant technology shift due to the COVID-19 pandemic, including the Information Technology department.

College District. This is helping achieve great benefits through standardizations, cost reductions, training, and other components. Key goals of 4CIS are sustainability of services, technology equity cross the system, and cost efficiencies for our colleges.

In this light we have received great news! Kern as a leader in our 4CIS consortium has received word that California Community Colleges Chancellor Eloy Oakley has approved a single statewide ERP system being added to the roadmap!

Thank you for your support of this initiative!



Enterprise Applications:

Online Course Exchange – CVC-OEI Phase 1

We have completed the implementation of CVC-OEI Phase 1 so that seat availability in the online class search will be updated in real time. We will soon begin discussions around the implementation of Phase 2, which will be much more involved and will allow students to register and take courses between all colleges.

Banner Document Management

We are well into the Banner Document Management (BDM) implementation project. Admissions & Records, Financial Aid, the President's and Chancellor's offices, and HR have launched, and we're on track for Business Services to launch in November. There will be other aspects of the project continuing to mid-Spring dealing with legacy document retention and post go-live support, and we are currently on time and under budget!

Enterprise Apps had some other key successes, including Campus Logic for PC, Banner grants module, and the Electronic Personnel Action Form (ePAF) module.

IT Infrastructure Updates:

Remote Work

The DO IT Infrastructure team continues to support our new mode of working and learning remotely. This includes supporting existing users and continually adding new users to our JAG and RD-web remote access

services. This was a significant lift and effort by our team in a short timeframe!

Wi-Fi

As part of KCCCD's response to the COVID-19 pandemic and requests from the colleges, there are several projects that have either been completed or are in the process, one of which is to install outdoor Wi-Fi services in parking lots at all three colleges. We see this work continuing for the foreseeable future as part of a broader effort to provide outdoor Wi-Fi services district wide.



Cerro Coso has also been providing testing for access in the remote areas we serve that have challenging tech availability.



There were also some other key successes to include: phone systems, district-wide software upgrade, door lock system software upgrade district wide, upgrade BC and PC Video Surveillance, and brought the BC Homeless Center Online with WAN, Network, Wi-Fi, etc.

IT Security:

Multi-factor Authentication

In order to protect our accounts from being compromised via phishing and other attacks, we have completed the process of rolling out multifactor authentication (MFA) for Office 365. What this means is that users who have MFA enabled on their accounts will need to use the Duo app, receive a PIN code via text message, or respond to a voice call in order to log in to Office 365/Outlook when they are off campus. If you do not have Duo (e.g., to use JAG, VPN, or RD-web), this will not affect you at this time.

Once MFA is enabled, you will need to log in to Outlook and other Office 365 services using MFA. Office is able to remember the devices you log in from so you will not have to use MFA every time you log in. For mobile apps, it should be a one-time process. For

those of you logging in to Outlook via the web, you may have to periodically reauthenticate, e.g., after clearing the cache and cookies in your web browser. We have already enabled MFA for Duo users at the district office. We plan to enable MFA for Cerro Coso and Porterville at the end of September and for Bakersfield at the beginning of October. We will send further instructions along with specific dates and times for these changes. **We have had 41 employee account compromises since January 1.** Of those, 11 were repeats, just over 25%. Please think twice before opening that email or clicking on the attachment.

Password Planning

We are currently planning for a significant upgrade of our password system and processes. This upgrade will allow us to remove legacy security applications and provide more of an automated approach to password security.

Incident Response

We are in the process of formalizing our incident response procedures for different types of IT security incidents and requests. This will enable us to respond faster and more consistently.

There were also some other key successes to the Portal Guard SSO migration and continued work with our security upgrades due to our penetration testing.

Staffing Changes

We were able to hire a new Security Engineer and help in supporting and improving KCCCD's overall IT Security operation. We were also successful in recruiting to backfill the position of Systems Administrator, which primarily focuses on Microsoft On-Premise and Cloud Technologies such as Active Directory and Office 365.

We still have four vacant positions in Enterprise Applications and are currently in the hiring process for three of these positions. We are hopeful that with our new telecommuting agreement in place we will be able to fill these positions in a timely way. I appreciate HR asking us to collaborate to get this agreement in place!

Project information is always available at it.kccd.edu/.

Requesting IT Assistance

As a friendly reminder, please remember to contact the KCCCD IT Help Desk at **x5197** or **1.877.382.3508**

for any IT support issues. You can also submit a service request online or chat with a Technical Support Specialist directly via the KCCCD IT Support website at support.kccd.edu/.

Due to the new remote world we are in, submitting your request through the Help Desk is a VERY IMPORTANT part of KCCCD's IT operations. The Help Desk provides a single point of contact that allows us to communicate, log, track, and manage requests to ensure they are resolved as quickly as possible.

Please feel free to reach out to our IT Customer Support Manager, Hernando Mondragon, with any IT support related questions or feedback. He can be reached at **661.336.5033** or hernando.mondragon@kccd.edu.

Educational Services



John Means
Vice Chancellor
Educational Services

The Accessibility Task Force was formed last year per Chancellor Burke's request to ensure compliance with federal and state laws providing civil rights protections to all individuals with disabilities. The district-wide Task Force is composed of 24 members representing all three colleges and the district office and includes faculty, Instructional Technology staff, administrators, staff from the DSPS offices, procurement, and Human Relations. A consultant was hired to conduct a review of the programs and services provided through the colleges and district office. The full report can be found on the KCCD website. <https://www.kccd.edu/educational-services/accessibility-task-force>

In the United States, persons with disabilities are a protected class. Public colleges, universities, and many private compliance institutions of higher education have a legal obligation to ensure that all environments across the campus are made accessible to all students. Schools seeking to achieve and maintain compliance must note there are both federal and state laws that may apply to their institution's campuses. Three of the most important

legal requirements are the Americans with Disabilities Act (ADA) and the U.S. Rehabilitation Act Section 504 and Section 508.

In 1990, the Americans with Disabilities Act (ADA) became a law. It was designed to prohibit discrimination against individuals with disabilities and provide civil rights protections to individuals with disabilities. The law helps ensure that anyone who has a disability can access the same rights and opportunities as anyone else, similar to the protections offered by other laws on the basis of race, color, sex, national origin, age, and religion.

The U.S. Rehabilitation Act prohibits the discrimination of any individual based on a disability (or disabilities) in programs receiving federal financial assistance. It was enacted in 1973 and amended in 1998 to include equal access to electronic and information technology.

Section 504 of the Rehabilitation Act mandates that an individual with a disability must have equal access to all programs, services, and activities receiving a federal subsidy. Section 508 of the Rehabilitation Act mandates that all web-based or electronic communications must be accessible to

Public colleges have a legal obligation to ensure that all environments across campus are made accessible to all students.

people with disabilities.

Most campuses are already compliant with accessibility mandates for physical spaces, but in many cases, compliance with accessibility for digital and web-based technologies have fallen behind. Since these technologies are now vital to education, colleges and universities must take steps to achieve compliance with the law and support their students.

Universities and colleges must ensure that electronic communications and information technologies such as websites, email, and web documents must be fully accessible to all individuals regardless of disability.

Closed captioning is a specific requirement for any and all video content when requested by a student with a disability. Textbooks and all classroom handouts must be in a format that supports converting to braille or other assisted technology. Our three colleges were successfully on the way towards compliance when almost all classes were moved to an online format in March. This has added a new sense of urgency to our work.

The consultant conducted a review and made recommendations for next steps in seven areas.



Those are:

- **Web-team connections** – To assist with website compliance and accountability
- **Distance education compliance** – To ensure accessibility of all online courses
- **Procurement** – Evaluation of accessibility for all hardware and software purchases

- **Communicating focus and commitment** – Ensuring that all employees understand the importance of accessibility
- **Make responsibilities clear** – Add accessibility to job descriptions
- **Solicit input from Academic Senate** – To ensure that faculty are provided every opportunity to co-create a fully accessible learning environment.

- **Provide professional development training**

The lead team members for each of the seven “Next Steps” will provide monthly reports on the status of the recommendations. <https://www.kccd.edu/educational-services/accessibility-task-force>



We are fully staffed to provide our employees, students and community members with optimal service.

Human Resources Department



Dena Rhoades
Interim Director
Human Resources

Staff Updates

Welcome to the Human Resources page. For those of you who I have not had the pleasure to introduce myself to, I am Dena Rhoades, Interim HR Director at the District Office. I have been with the district for 14 years now. I was previously the HR Assistant Director at Bakersfield College, and prior to that I held the position of HR Specialist at the District Office. The Human Resources department has experienced some staffing changes over the last few months; below is a list of the current changes:

- **Amalia Calderon**
Interim HR Manager
Bakersfield College
- **Johanna Fisher**
Interim HR Manager
Bakersfield College
- **Judy Caballero**
Interim HR Specialist
District Office

During remote work, all staff is available by email. You can find the email addresses on the [KCCD](#) website. We are fully staffed to provide our employees, students, and community members with optimal service.

Winter Closure

The District Office and the college campuses will be closed for the winter break beginning Monday, December 21, 2020, and will re-open on Monday, January 4, 2021.

Employee Assistance Program (EAP)

During this time of COVID-19 uncertainty and with the upcoming holidays, I want to remind you of our Employee Assistance Program. The District offers a robust Employee Assistance Program for every employee even if you are not eligible for the regular benefit program. It also provides counseling services for employees and retirees regarding relationship difficulties, marriage and family situations, stress or anxiety, and depression issues. Concerns such as alcohol and drug problems or family violence may be discussed with an EAP counselor in this program. Statistics show that the national suicide rate has increased during the pandemic and, in previous years, has shown an increase during the holidays. This benefit is completely confidential. If you feel you need this benefit, please do not hesitate to

contact our EAP provider at 800.999.7222 or visit the [EAP](#) website.

HR Successes!

Banner Document Management (BDM)

Banner Document Management implementation was a success! Human Resources implemented BDM in collaboration with our Information Technology department. The days of shuffling employment paperwork between the district office and the college campuses are over. This new

implementation now allows for the HR staff to scan employment documents and load them into the system, eliminating possible loss or delay of paperwork. We will be incorporating all of our documents into this implementation. This is a huge Lean Six Sigma win for the department.

Electronic Personnel Action Forms (EPAF)

In collaboration with the Bakersfield College Job Placement Department, Human Resources piloted the creation of EPAFs for

student employment. This process allows for the Job Placement department to enter the student information into the system and Human Resources to process it electronically, allowing for students to be employed more quickly than what was possible during the previous paper process. Thank you to Bakersfield College's Job Placement department for the collaboration.

Employment Verification Link

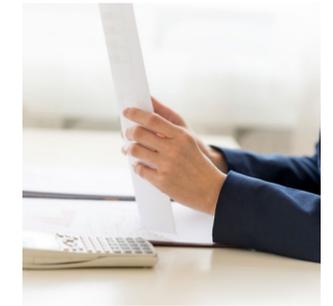
Working remotely during

COVID-19 has presented a number of HR process challenges, with employment verifications being one of the most difficult. To remedy the challenge, our payroll department has created an email link to send all employment verifications. If you need an employment verification, included is the email link: employment-verifications@kccd.edu

Highlights of Upcoming Projects

We look forward to some upcoming projects. One project is to expand EPAFs for other processes including labor distribution changes and separation of employees.

Another project HR is piloting the Banner Employee Dashboard. This will be tested at the district office and, following a successful testing process, will be disseminated out to the colleges.



Construction and Facilities Planning Department



Randall Rowles
Associate
Vice Chancellor
Construction and
Facilities Planning



2019-2020 Activities and Accomplishments

In 2019-20, the Construction and Facilities Planning department continued with the implementation of the \$502 Million Measure J Bond Program. AECOM/Parsons continues to provide program management services for Measure J at Bakersfield College while the District Office provides program management services at Cerro Coso Community College and Porterville College. All Measure J projects have now been identified and many projects are being designed or have started construction. The department continues to enhance the FacilitySoft project management tool, which has allowed the department to be much more transparent with our space inventory data as well as project expenditures and schedules. This software program houses all building floorplans, space inventory, classroom space utilization rates, capital construction projects as well as other construction projects funded by various fund sources. The next enhancement will be the addition of electronic plans and construction documents into the system.



Project Updates

In 2019-20, full implementation of the Measure J Bond Program is occurring, and several capital outlay projects have started the design drawings or construction phases. Measure J Bond Projects and other projects updates in 2020-21 are:

Bakersfield College

- BC Veterans Resource Center *Complete and Occupied*
- BC ABC Building/ Campus Center Modernization *Under Construction*
- BC Wireless Infrastructure *In Close-out*
- BC Delano HVAC Lab *Under Construction*
- BC Memorial Stadium Phase 1 *Complete*
- BC Memorial Stadium Phase 2 *Under Construction*
- BC Swing Space *Under Construction*
- BC Infrastructure *Under Construction*
- BC Campus Signage *Under Construction*
- BC Science and Engineering *Under Construction*

We've continued with the implementation of the \$502 Million Measure J Bond Program.

- BC Combined Gym and Fieldhouse *In Design*
 - BC Welcome Center *In Design*
 - BC Surface Parking *In Design*
 - BC Campus Center Annex *In Design*
 - BC Delano LRC Multi-Purpose Building *In Design*
 - BC Arvin Educational Center *In Design*
 - BC Center for Student Success Modernization *Design Starts 2020-21*
 - BC Agriculture Center *In Design*
 - BC Asbestos Floor Removal and Replacement *Under Construction*
- Cerro Coso Community College**
- CC Art HVAC *Complete*
 - CC Solar Panel Upgrades *Complete and in Close-out*
 - CC Physical Education Outdoor Complex Renovation *In Design*
 - CC Physical Education Gym Renovation *Under Construction*



BC Vernon Valenzuela Veterans Resource Center

- CC Monument/Digital Sign *On Hold*
- CC East Kern Development *Under Construction*
- CC College Wide Water Conservation *In Design*
- CC M&O Facilities *In Design*
- CC Mammoth Parking Lot Maintenance *Construction Complete*
- CC Bishop Parking Lot Rehabilitation *Complete and in Close-out*

- Porterville College**
- PC Gym Floor Replacement *Construction Complete*
 - PC Allied Health Building *In Design*
 - PC Infrastructure *Under Construction*
 - PC Land Acquisition Project *Currently In Process*
 - PC Campus Restroom Renovations *Under Construction*
 - PC Kitchen Plumbing *Under Construction*

- PC Campus Security Upgrades Phase 3 *Under Construction*
- PC Stadium Upgrades *In Design*

To view the full Facilities Master Plan for each college, visit <https://www.kccd.edu/reports/business-services/facility-reports>

Hundreds of Adult Education students get free Wi-Fi and Chromebooks for distance learning.

Economic and Workforce Development



Trudy Gerald
Associate
Vice Chancellor,
Economic and
Workforce
Development



As schools in the Kern Community College District (KCCD) service area transitioned from in-person to distance learning to mitigate the spread of the coronavirus, accessing the internet and computers at home began a significant barrier to learning for many of our students.

According to an Ed-Source analysis of data from the California Public Utilities Commission only about a third of California households in rural areas are subscribed to internet service, compared with 78 percent in urban areas. The students in our local adult school programs were no exception.

At the March Kern Adult Education Consortium (AEC) board meeting, members discussed the lack of resources our students were experiencing, including computers and Wi-Fi, in order to continue their education with distance learning. In response to this need, KCCD utilized available Adult Education Consortium funds to purchase and distribute 500 Chromebooks to adult education students living primarily in rural and remote areas.

Through the leadership of KCCD's Thatcher Weldon, Director of the

California Adult Education Program, the Chromebooks were delivered to the KCCD district office in the final two weeks of April. If you had been to the district office at the time and walked past room 101, you would have seen a mountain of boxes being stored. With great support from our facilities and IT team the Chromebooks were opened, sorted, documented, and tagged in preparation for delivery to sites located throughout KCCD's 24,800 square miles. After all Chromebooks had been documented, Thatcher distributed the 500 Chromebooks from Porterville, through the Central Valley to Bakersfield, and up to Mammoth Lakes.

Chrome Book distribution day was an exciting day for everyone involved. The students received an orientation along with a log on and password. The computers are preset to log directly on to Zoom and their Google Classrooms. Students are also provided with a help-line phone number they can call for assistance during class times if they have connectivity challenges. Safety protocols were followed to support a safe distribution of equipment. Much of the activity took place outdoors with the students lined up



in the chairs in front of the building.

As of now, the majority of these Chromebooks have been lent to adult education students throughout the adult education consortium who are using them to continue their education in English as a Second Language programs, high school diploma programs, college and career pathways programs, and programs designed to ensure that they can help their children with their homework and schoolwork. It was a big project, but, ensuring our adult education students have the equipment they need to avoid a pause their

education, career goals and dreams is well worth the work. Students can now continue the pathway to entering our local community colleges and increasing the number of local citizens obtaining degrees, credentials, certificates, and skill sets to prepare them for an in-demand job.

Thank you to all adult education team members at the district office, at our partner colleges, and at our adult schools for helping complete this work. Also, a big thank you to the KCCD IT team for their help and

support with purchasing, and a huge thank you to the custodial services department at the district office for all the help in ensuring that we kept our offices safe for workers coming in for necessary support services.



Business Services Department



Dr. Arlitha Harmon
Interim Chief
Financial Officer

Business Services continues to support the colleges and their students during COVID-19. To minimize the impact of the COVID-19 related funding deficits, the Governor and Legislature have proposed a series of funding deferrals for community colleges. The 2020-21 Kern Community College District's Adopted Budget is based on a conservative budget approach. The District is in a strong financial position having a healthy financial reserve and adequate operating funds. Prudent fiscal stewardship and proactive planning allows KCCD to continue operations in the recessionary environment. The California Community Colleges Chancellor's Vision for Success Plan aided in the integration of

strategic-financial planning practices. The old funding model (SB 361) was based 100% on full time equivalent students (FTES). Whereas the new Student-Centered Funding Formula (SCFF) focuses on student access (FTES) while rewarding colleges for student equity and success.

Business Services' staff are considered essential and have continued to work a socially distance office schedule throughout this period of uncertainty. Payments, purchase orders, and contracts are being processed despite having several vacancies. Business Services staff located at the District Office and campuses are working overtime and performing additional duties to prevent service interruptions. The key



Business Services continues to support the colleges and their students during COVID-19.

performance indicators reveal that Business Services is conducting business as usual to support all internal and external customers.

Business Services experienced changes in transaction processing due to the COVID-19 campus remote operational environment. Purchase orders decreased by 8,893 (43%) over the prior year; whereas, check payments and warrants increased by 7,565 (8%) over the prior year. The grants accounting function is supporting 15% more restricted program funds than last year. Additionally, Business Services is collaborating with other District departments and the campuses to implement new budgeting software, streamline contracting, and establish a document imaging system.

Key Performance Indicators (KPIs)

2019-20

Number of District sub-funds supported by district accounting services	239
Value of all District funds expenditures supported by district accounting	\$454,944,359
Value of restricted general fund expenditures supported by the District	\$40,839,005
Number of invoices processed	113,964
Number of purchase orders processed	10,436
Number of warrants/checks issued	104,898
Number of journal entries processed (excluding foundation activity)	9,509
Bank and Investment funds reconciled	72
Number of contracts processed through Business Services	1,033
Percentage of contracts processed over prior year	14%
Percentage of all contracts processed over base year (2013-2014)	100%
Number of Business Services contracts processed	744
Percentage of Business Services contracts processed over prior year	0%
Percentage of Business Services contracts processed over base year (2013-2014)	265%
Number of Foundation and Student sub-funds supported by District	1,139

Business Services by the Numbers:

Student Centered Funding Formula:

- 10% Student
- 20% Supplemental
- 70% Base FTES Allocation



General Counsel



Christopher Hine
General Counsel

General Counsel's Office Attends Investigation Training

In the past 3 years the General Counsel's office has seen a large increase in the number and complexity of outside investigations required by the district. This increase is consistent with a nationwide trend in higher education for investigations conducted internally and by external investigators. Moving forward, we believe that the number and complexity of investigations will continue to increase. We have already seen increased activity related to the "Me Too" movement. There are signs that the "Black Lives

Matter" movement may also result in an increase in complaints of discrimination. The new federal Title IX regulations and state Title 5 regulations governing the investigation of sex discrimination and sexual harassment complaints, will also add to the complexity of investigations and may result in a rise in the number of investigations.

In order to prepare for this increase in investigation activity the General Counsel Chris Hine and Executive Assistant to the General Counsel Suzanne Galindo have become members of the Association of Workplace Investigators (AWI). AWI is an international association with the mission of "promoting and enhancing the quality of impartial workplace investigations." AWI offers a number of training opportunities including AWI's Training Institute. In February of this year the General Counsel and Ms. Galindo attended the Training Institute.

The Training Institute is a weeklong course consisting of both lecture and workshop training. The first four days were 8 hour days spent in training. Sessions included Bias, Planning, Interviewing, Law, Evidence, Credibility, Ethics, Report Writing, Post-Investigation,

Half Day Small Group Analysis and Report Writing Exercises, Full Day Small Group Mock Investigation and Question and Answer Sessions.

The last day was a 6 hour exam consisting of 100 multiple-choice questions, a written exam on report writing and an interview exam. Individuals who passed the 6 hour exam received a certificate that entitles them to use the initials AWI-CH designating them as AWI certificate holders. The General Counsel and Ms. Galindo successfully passed the examination and received their certificates. The AWI certificate program is certified by the American National Standards Institute (ANSI).

Both the General Counsel and Ms. Galindo found the course to be challenging but also a great experience. It provided an excellent opportunity to learn from expert investigators, many with more than 30 years' experience, and to network with a number of attorney investigators and licensed private investigators from California and throughout the United States.



The district rolled out a suite of dashboards to assist the college in their program review process.

Institutional Research & Reporting



Bob Ngo
District Director
Institutional Research & Reporting

New Faces

The Bakersfield Institutional Research team welcomes three new members. **Patsy Garcia** and **Maricela Orozco** join the team as research analysts. Patsy has a BS in Statistics from Cal Poly in San Luis Obispo. Prior to joining us, she worked in the oil field industry as a project controller. Maricela earned her EdD from CSU Fresno and worked for eight years in the Office of Institutional Research at CSU-Bakersfield before joining our team.

Bakersfield College also hired **Sooyeon Kim** to be its Director of Institutional Research. Sooyeon has her Doctorate in Family and Consumer Economics from Purdue University and comes to us most recently from Michigan where she was the Executive Director of Institutional Effectiveness at Oakland Community College. Patsy and Maricela have been with us since last fall, and Sooyeon joined us this past summer.

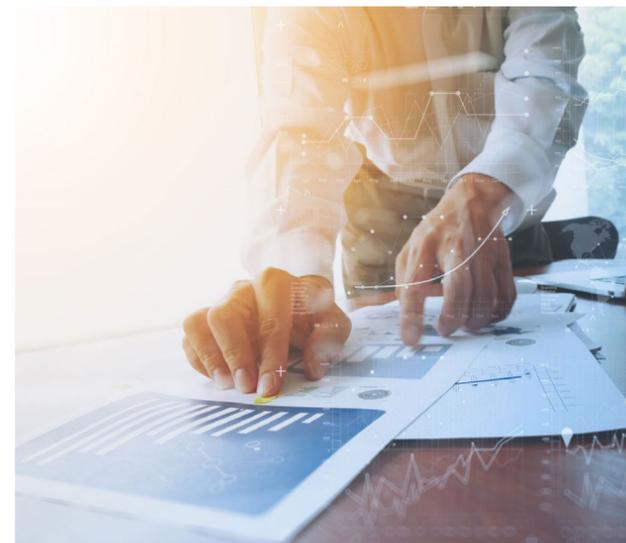
The district office also welcomes **Kelly Levig** as its new Career and Technical Education research analyst. A Bakersfield native, Kelly worked for Kern County government in many roles, most recently as the Coordinator for Administrative and Legislative Analysis for

the Behavioral Health and Recovery Services division. Kelly joined the team in November 2020.

Data Dashboards

The District Institutional Research and Reporting Office continues to expand the use of interactive dashboards as a medium for delivering timely data about the district in innovative and engaging ways. This past summer the district office rolled out a suite of dashboards to assist the college in their program review process. These dashboards include historical enrollment, section, faculty workload, student success, and award data for the last five years. The dashboards allow district and college staff to see data for different groups of students and courses in a variety of ways that will help colleges and programs plan for the future. Additionally, these dashboards will serve as the template for the new public dashboards that will be available to the public and will help tell the story of KCCD's success.

In November we rolled out a new suite of student success dashboards. These dashboards provide a way to look at our first-time degree-seeking cohorts and measure their progress





toward the goal of getting an award or transferring to a four-year school. Some metrics that are tracked include units completed in the first year, completion of college level math and English, and persistence. Like the program review dashboards, these dashboards will provide users the ability to drill down deeper into the data than ever before to find new ways to improve student outcomes.

Phase 2 of the student success dashboards will be a parallel suite of dashboards that look at equity in student success. These dashboards will allow the

district and the colleges to monitor the success and progress of closing the equity gaps that exist for different population types such as historically under-represented ethnic groups, veterans, and students with disabilities.

District and College Staff can access the dashboards on our website at www.kccd.edu/institutional-research.

The Effects of COVID-19 on Enrollment and Awards

Because of the sudden onset of the COVID-19 pandem-

ic, institutions of higher education had to radically change the way they did business to support students who were affected by the state's shelter-in-place orders. In addition to switching to mostly online instruction, the state made a change to its refund and academic policy to allow students who were affected by the pandemic to drop a course without financial or academic penalty.

Many of our students took advantage of this change and KCCD experienced a large drop in enrollment in Spring 2020. Table 1 shows the number

Over 1,000 additional students were recaptured and back on track to complete their educational goals.

of students who dropped all of their classes between March 15 and the end of the semester. The dropout rate for Spring 2020 was more than double the rate from the same time period in Spring 2019.

With this data, the colleges worked with the Office of Institutional Research and Reporting to identify these students. Colleges then engaged in outreach efforts offering assistance in re-enrolling for the summer and fall semesters. As a result, the percentage of spring dropouts that re-enrolled in the subsequent summer and fall was almost 30%. This recapture rate is nearly 10 percentage points higher than the previous spring. This represents over 1,000 additional students who were recaptured and back on track to complete their educational goals at KCCD than from the previous year.

On first look, it appears that the total number of awards conferred was not affected by the pandemic. KCCD conferred 8,407 awards in the 2019–20 academic year. This is an increase of 3% from the previous year (8,132). However, on closer examination, we can see that different

award types showed different trends. Chart 1 shows the changes in number of awards conferred from the 2018–19 academic year and the 2019–20 academic year (excluding bachelors and non-credit awards).

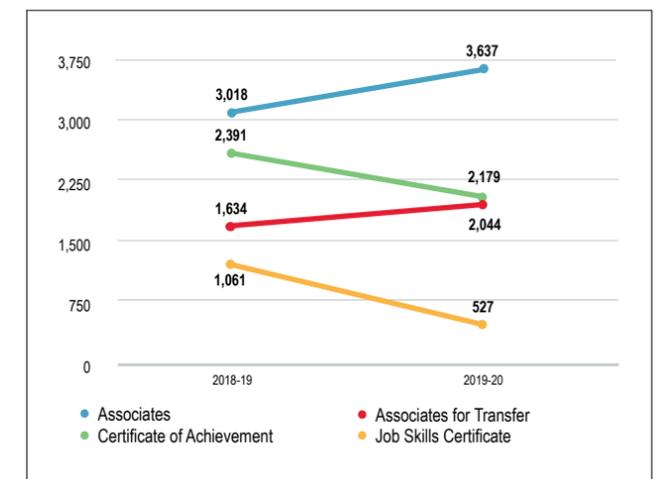
The chart shows that, while the number of Associates and Associates for Transfer degrees increased, the number of Certificates of Achievement and Job Skills Certificates decreased. From this it can be inferred that a large number of students who dropped out were students who were in Certificate programs and in Career and Technical Education programs. Those students in associates programs powered through and with the support of the colleges were able to finish their degree program. This data provides further information for colleges to adjust their programs for the Fall to get the certificate numbers up for 2020–21. This is just one example of the real time data and analysis that the new dashboards provide which allow KCCD colleges to react in a timely manner.

The COVID-19 pandemic has presented KCCD with many challenges and having

Table 1

KCCD	Spring 2019			Spring 2020		
	Registered on March 15	No Longer Registered at End of Semester	%	Registered on March 15	No Longer Registered at End of Semester	%
BC	22,578	856	4%	22,291	2,418	11%
CC	4,852	193	4%	4,918	492	10%
PC	3,798	105	3%	4,062	301	7%
KCCD Total	31,228	1,154	4%	31,271	3,211	10%

KCCD Degree Awards | 2017-18 & 2018-19



actionable data is more important than ever. The Office of Institutional Research and Reporting will continue to expand and improve to provide this information for the district in 2020–21.

Together, we're stronger.

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*The mission of the Kern Community College District
is to provide outstanding educational programs
and services that are responsive to our diverse
students and communities.*



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