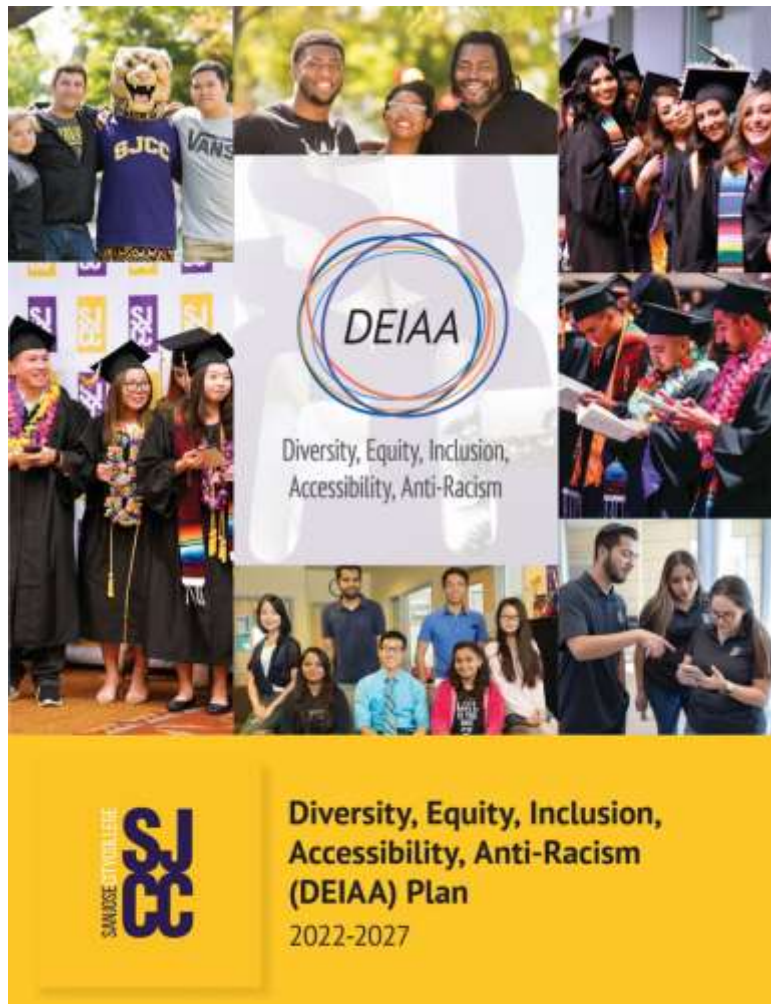# 2023 SJCC DEIAA Plan Annual Status Report



Prepared by: SJCC Diversity Advisory Committee

Jennifer Nestojko (Co-chair) | Dr. Rene Alvarez (Co-Chair) | Blake Balajadia| Dr. Maniphone Dickerson

Will Reyes-Cubides | Joshua Kas-Osoka | Yelena Lipilina | Joell Serrano | Daniela Munoz-Martinez

Theresa Martin | Carlos Corona | William Garcia (Ex Officio)

# 2023 SJCC DEIAA Plan Annual Status Report

The SJCC DEIAA Plan is integral in mapping the College's path to deepen students' and employees' sense of belongingness. Therefore, the Diversity Advisory Committee (DAC) prepared the following annual report detailing the status and accomplishments of the SJCC DEIAA Plan goals within each strategic priority: Strengthening Student Success, Advancing Anti-Racism, & Amplifying Accessibility.

 PRIORITY 1:

# Strengthening Student Success

**Targeted Areas:** _Learning Communities_, Library Resources, Basic Needs and Retention, Mental Health Services, Technology Equity, and Assessment Equity

## *LEARNING COMMUNITIES*

**Goal**: Establish an Asian American and Pacific Islander (AAPI) Learning Community program for SJCC AAPI students.

**Status**: Complete



LEAP (Leveraging Education for AAPI Progress) Learning Community was established at San José City College with funding secured from the Sobrato Family Foundation. A faculty coordinator was established and recruitment for the first cohort (AY23-24) is underway

**Goal**: Increase student participation in the SJCC Puente Program, SJCC Umoja Program, and SJCC Metas Program

**Status**: In Progress



SJCC currently supports a single-cohort model (n=25-30 students). SJCC is engaged in discussions with the State Puente Office to expand to a two-cohort model.

The SJCC Umoja Program updated its recruitment strategy to accommodate an academic year cohort model. As a result, the program recruited 50+ students for the Fall 2022 cohort compared to 12 students in Fall 2021.

The METAS Center has worked to increase student engagement and participation through events, workshops, and a new communication strategy including outreach campaigns to keep students engaged and informed year-round through phone calls, text messages, emails, and social media.

**Goal**: Increase support for English language learners

**Status**: In Progress

The SJCC ESL department hired staff to manage outreach and program application functions, rolled out new virtual & printed marketing tools, centralized ESL helpdesk operations, increased the number of hyflex courses to accommodate student need, and developed curriculum for mirrored courses that align with the for-credit offerings

# PRIORITY 1:
# Strengthening Student Success

**Targeted Areas:** Learning Communities, _Library Resources_, _Basic Needs and Retention_, Mental Health Services, Technology Equity, and Assessment Equity

## *LIBRARY RESOURCES*

**Goal**: Establish DEIAA-focused library collection (print and electronic) to support teaching and learning needs.

**Status**: Complete and On-going

The SJCC César Chávez Library strengthened the campus's sense of belonging and awareness within the past year through various Heritage Book Displays and programs. One of the objectives of this effort was to selectively acquire materials that better reflect the diversity of the student body. The focus of the library's DEIAA-focused collection building efforts has been collecting print materials to feature during campus Heritage Month Celebrations. The library purchased collections to support: Latinx Heritage Month, Filipinx-American Heritage Month, American Indian Heritage Month, and Black History Month. Acquisitions for Asian Pacific American Heritage, Middle-Eastern Heritage, and LGBTQ+ Pride months are planned soon. DEIAA-focused funds have also supported purchasing four new display cases, which feature book displays for Heritage Celebrations in the library in the coming months. The library DEIAA events and displays were:

- A display on the Life and Times of Cesar E. Chavez,
- Indigenous Art of North America display; and in collaboration with the Black History Month Planning Committee,
- Book Reading and Q&A featuring local Black Authors (2022) and
- Interrupting Microaggressions workshop (2023), which served, educated, and engaged an audience of over 100 participants.



# PRIORITY 1:
# Strengthening Student Success

**Targeted Areas:** Learning Communities, *Library Resources*, *Basic Needs and Retention*, Mental Health Services, Technology Equity, and Assessment Equity

## *BASIC NEEDS AND RETENTION*

**Goal**: Centralize the College's basic needs and retention coordination efforts.

**Status**: Complete

In compliance with AB 132, SJCC established a basic needs coordinator position and hired the inaugural person to begin working July 1, 2022. The College also established the SJCC Student Success and Retention Center located on the first floor of the SJCC César Chávez Library in the Learning Resource Center in room L-114.

## *MENTAL HEALTH SERVICES*

**Goal**: Increase access to mental health services

**Status**: Complete and On-going



**Research a secure mental health provider specializing in large-scale virtual mental health services.**

The San José City College Student Health Services mental health team has explored third-party vendors that provide virtual mental health services to students. The concerns expressed by the mental health team include sharing confidential student information, the long-term sustainability of entering into partnerships with third-party vendors, and the return on investment of limited mental health funds. Instead, the mental health team has suggested collaborating with local four-year universities to serve as an internship placement for graduate students who require completing internship hours needed for certification or licensure. The College has rehired a Mental Health Counselor who has previously served as an internship coordinator, and plans are underway to implement this action plan for the 2023-2024 Academic Year.

**Increase awareness of mental health services available on campus and with community partners.**

The San José City College Student Health Services mental health team partnered with The Steve Fund, a national organization focused on mental health specifically for students of color, for two years from the 2021-2022 Academic Year through the 2022-2023 Academic Year. Because we participated in the initiative, the College was able to create new outreach collateral, create a new webpage, create a new mental health referral online form, collocated Mental Health Counselors within the Counseling Division, and began conversations with stakeholders on best practices as it pertains to mental health. In addition, the College continues to invest in a Case Manager, which is a full-time, tenured faculty position, and invests in hiring Mental Health

Counselors to help meet the needs of students. Furthermore, Student Health Services has also begun working and strengthening relationships with entities including, but not limited to, the County of Santa Clara Behavioral Health Department and Bill Wilson Center to help meet the mental health needs of students not provided by the College.

## *TECHNOLOGY EQUITY*

**Goal**: Establish a "Mobile Campus."

**Status**: In Progress



The Technology Committee is working with the ITSS to complete the Technology Master Plan, which will address campus recommendations for software and other technology that the College will use to encourage the use of education technology for student success. The Technology Committee has also engaged in ongoing discussions on how the College will move forward to a mobile environment once HEERF funding has stopped. No immediate plans have been established yet. Additionally, the Technology Committee created a Standard Operating Procedure to incorporate into the technology requests and needs the total cost of ownership factor to plan for resources and support accordingly.

**Online Student Orientation**
Information Technology Services & Support (ITSS) recently announced that Comevo, the online student orientation for San José City College is now fully integrated and is populating Colleague data. Orientation is essential for reporting via Management Information System (MIS) each term and assigning course registration appointments to students.

**New CCCapply Admission Application Tutorials**
The Admissions & Records Office working in collaboration with Information Technology Services & Support (ITSS), created written instructions and an online video to help new students complete the CCCApply admission application. Plans are underway to translate the written instructions into Spanish and Vietnamese. A similar project will be undertaken for the Noncredit CCCApply admission application.

**Self-Service**
The San José Evergreen Community College District Information Technology Services & Support (ITSS) recently updated Self-Service to expand the options available to employees and students

as it pertains to gender identity. Employees and students may now choose from the following gender identity options:

> (1) Non-Binary;
> (2) Non-Transgender;
> (3) Transgender; and
> (4) Decline to State.

**Multifactor Authentication**

Information Technology Services & Support (ITSS) has asked all San José Evergreen Community College District employees use multifactor authentication (MFA) to access District software via a single sign-on (SSO). As a result, district employees have been receiving increased phishing email messages with malicious links. Furthermore, neighboring college districts have experienced cyber incidents that have limited or prohibited access to employee, student, and vendor records. Written instructions on how to turn on MFA have been posted online, and a video has been created and posted on YouTube. Employees who need assistance are asked to contact the ITSS Help Desk. The process of turning on MFA takes approximately 2 minutes. We aim to help protect the District from a cyber-incident and the potential costs of resolving such an incident. Thank you for your cooperation and support.

**Laptop and Hotspot Lending Program**

SJCC lends laptops and hotspots to current students registered for online or hybrid courses on a first come, first serve basis. The number of requests dramatically outweighs the number of devices available, as demonstrated by the extensive waitlist.

From July 1, 2021, to December 2022

- o Total number of laptops: 725
  - ▪ # Laptop Loans: 1,211
  - ▪ # Laptops Lost (not returned): 113

- o Total number of hotspots: 150
  - ▪ # Hotspot Loans: 232
  - ▪ # Hotspots Lost (not returned): 29
- o Cost per month for hotspot connectivity service: $40/month/student
- o Total number of student requests spring 2023: 530 (as of 2/24/23)
- o Waitlisted (not filled as of 2/24/23): 150
- o Not eligible (not enrolled in online or hybrid class): 105

**Migration to New College Website**

The Office of Marketing and Public Relations announced the migration to the new college website effective Friday, July 1, 2022. The new website features a modern look, simplified navigation, additional pictures, and embedded videos to help promote the College and highlight the academic programs and services that make us unique. Student Affairs personnel have been asked to review their respective webpages and to make modifications to ensure accuracy and ease of use by prospective and current students. The College also hired a web designer coordinator position.

# *ASSESSMENT EQUITY*

**Goal**: Enhance the College's capacity for assessing student equity.

**Status**: In Progress



SJCC has been working towards creating a data-informed institutional culture, where we will collect and use data to make decisions that serve our student population. Data on equity issues has been used for quite a while, most notably by the SEAP committee in the drafting of the 2022-2025 Student Equity Plan. In addition, the Caring Campus initiative incorporates data in looking at ways to reach and supports students. The Office of Research, Planning, and Institutional Effectiveness is a valued resource for the College and has designed an equity dashboard to assist members of the College in understanding and using this data. This dashboard must be fully utilized by faculty and integrated into our practices. The College is committed to using data to address equity issues. There have been presentations on student equity during PDD days in August 2022 and March 2023. In addition, our Quality Focus Essay for our Institutional Self Evaluation Report aims to create a culture where data is "humanized" and used to inform decisions. Lastly, the College successfully integrated the Student Equity Rubric into the Program Review process.

# PRIORITY 2:
# Advancing Anti-Racism

**Goal**: Establish SJCC Anti-Racism Taskforce and Increase institutional capacity to humanize education and dismantle systemic racism.

**Status**: In progress

The Diversity Advisory Committee will host a forum in Fall 2023 with representatives from all SJCC constituency groups to develop taskforce objectives and identify a cooperative plan and timeline to achieve them in the academic year 2023-2024.

The SJCC College DEIAA plan focuses on creating awareness about culturally relevant and inclusive curricula that will serve the needs of our student community and will help with student success.  As part of those efforts, we reached out to Ventura College for their Cultural Curriculum Audit Review program (CCAR), which has demonstrated student retention and success. As a result, our PD coordinators met with the Ventura College team in the summer of 2021, resulting in the Ventura College CCAR team presenting a workshop on CCAR on our professional development day in the fall of 2021. In the spring semester of 2022, a cohort of six academic faculty members, including a counselor, went through the five-week CCAR program at Ventura College. We created our CARE program (Curriculum Analysis for Responsive Education) to serve the needs of our students. We appointed two faculty coordinators to run the program for SJCC. We launched our first cohort in March 2023. The cohort will meet for five weeks (from March 27th to April 28th).

Outline of the CARE Curriculum:
  • Self-reflection for developing intercultural competence.
  • Equitable Access to Learning & Student Success
  • Building Inclusive Classrooms
  • Using disaggregated data to drive pedagogical interventions, classroom policies, and structures.

Our current cohort has six faculty participants, two from STEM, two from English, one from social sciences, and one from communication skills. The participants meet via Zoom once a week to discuss the application of one of the content areas from that week's module. The participants will commit to changing their teaching practices for the fall semester. They will measure the effectiveness of those in the form of data and student success stories and report back.  We plan to launch our second cohort in the summer of 2023.

# PRIORITY 3:
# Amplifying Accessibility

**Goal**: Enhance services to students with disabilities through advancements in processes and institutional capacity.

**Status**: Complete and On-going

**Conduct an annual comprehensive institutional accessibility audit to objectively evaluate student support services, curriculum, campus facilities, and the state of campus technology and identify a cooperative implementation plan to improve campus accessibility.**
Upon the recommendation of the Accessibility Committee, San Jose City College will participate in the Accessibility Capability Maturity Model, a pilot program of the California Community Colleges Chancellor's Office (CCCCO). The Accessibility Center of the CCCCO will send a team of experts to our campus in early August to evaluate the current status of our accessibility and provide us with an assessment of our baseline maturity. This will allow the College to develop and continuously revise an accessibility plan to ensure proactive, iterative improvement across various processes and procedures while addressing potential barriers for students, faculty, staff, and the general public. In addition, the Accessibility Center team will be leveraged as a resource to provide guidance and best practices across the goals and milestones outlined in our plan. President Tomaneng and the College Advisory Council wholeheartedly support this endeavor. The District ITSS and Physical Plant teams are also in support, and we hope that Human Resources and other Administrative groups will join this effort.

**Secure the Accessible Information Management System to centralize SAS services and remove communication/interaction barriers between SAS program staff, faculty, and students.**
Accessible Information Management System (AIM) is a comprehensive accommodation, appointment, and case management software solution that is widely used among disability services departments in higher education. AIM offers critical services related to accessibility, including accommodation requests, alternative testing, alternate media, note-taking, and deaf and hard-of-hearing services, to name a few. In addition, using AIM means SAS would become 100% paperless as New Student Applications, Accommodations Authorization Plans, Accommodations Agreements, and Test Scheduling will all be completed and managed online within the software. As a result, more time will be spent on direct counseling and support services, improving access, retention, and student success. With the support of SEAP and DAC, the software is now in the procurement process. Required paperwork has been submitted to District Fiscal Services, and requisition was initiated. Implementation is expected to start in Summer 2023.

# PRIORITY 4:
# Improving Campus Culture

**Goal**: Increase capacity of SJCC's Professional Development Program to enhance the College's DEIAA efforts and awareness of and access to SJCC DEIAA celebration and learning events

**Status**: Complete and On-going

The SJCC PD Committee and DAC designed, delivered, and facilitated DEI professional development and heritage celebration and learning opportunities to enhance the College's collective understanding of what it means to support meaningful belongingness for all campus constituents. These professional development and heritage celebration and learning opportunities included events, trainings, and workshops focused on: cultural learning & intersectional identities, equity-mindedness & cultural humility, justice-centered assessment methods & data collection, elimination of equity barriers, anti-racism advocacy & student success, accessibility, and equity-centered action plans & personal/institutional accountability. To that end, the College established a campus calendar to centralize the coordination and scheduling of all SJCC PD and DEIAA events. DAC also secured ongoing funding from SEAP to ensure the sustainable planning and execution of heritage celebration and learning events. Additionally, the SJCC Caring Campus initiative is in full swing with the establishment of a Caring Campus Taskforce and the scheduling of Caring Campus celebration and learning events. The College also was awarded the IEPI grant. Lastly, the College participated in the USC Race and Equity Alliance trainings.

**Goal**: Improve sense of belonging for SJCC employees and students who are LGBTQ.

**Status**: In Progress



In collaboration with the SJCC Safe Zone Committee and EVC colleagues, DAC supported the drafting and adoption of SJECCD LGBTQ+ Community Development Plan. SJCC & the Milpitas Extension will begin implementing the plan this upcoming academic year 2023-2024 Additionally, with support from Student Development and ASG, an LGBTQ+ student group and learning community is being formed for the upcoming academic year 2023-2024.