

## STUDENT SUCCESS COMMITTEE PROPOSAL

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### CCC STUDENT TECHNOLOGY RESOURCES PILOT

#### GOALS, PURPOSE AND TIMELINE

In response to the 2020 COVID-19 pandemic and change to remote instruction and student services, the Student Success Committee proposes a comprehensive, sustainable approach to providing additional technology resources to Contra Costa College students. The intention is to provide immediate services to address current needs of students while piloting new resources and assess for long-term technology resources for students. The Student Success Committee believes providing additional technology resources to students is in line with CCC's efforts to promote equity in our instruction and service delivery. These efforts are consistent in addressing national and state enrollment disparities among communities of color and low-income students.

#### PHASE I: IMMEDIATE RESPONSE

In the initial response to the COVID-19 pandemic and rapid shift to remote instruction and services (March through August 2020), CCC purchased and provided laptop loans (Chromebooks), web cameras, scientific calculators, and Comcast internet codes. In concert with IT (James Eystone), the Library (Erica Watson) and the CCC Foundation (Sara Marcellino), the following requests were made from students:

- The grand total amount of 494 technology student requests.
  - 417 laptop checkouts
  - 5 webcams
  - 11 scientific calculators
  - 61 internet codes

The goals of this proposal are as follows:

- Implement and address immediate, short-term technology resources for students through the expansion of current student technology needs.
- Utilize a variety of funding sources for technology directly to students.
- Provide comprehensive solutions and pilot new resources towards long-term, sustainable technology support to students in perpetuity at CCC.
- Request \$260,750 in seed funds towards student technology resources. (This does not include by-appointment parking lot expansion of WiFi or on-campus WiFi access.)

To achieve these goals, the Student Success Committee plans to proceed with participatory governance committees through the following timeline of procedures (Phase I, Immediate Response was implemented in the Spring and Summer of 2020):

## PHASE II: Immediate Implementation and Assessment

- SEPTEMBER 2020
  - Vet Student Technology Resources Proposal to Academic Senate, Classified Senate, ASU, and Management Council for edits and feedback.
- OCTOBER 2020
  - Present final document to Student Success Committee meeting on October 1, 2020 for approval.
  - Forward approved proposal to College Council for approval at the October 8, 2020 meeting.
  - Work with the Budget Committee for appropriate fund allocation, as needed.
- NOVEMBER/DECEMBER 2020
  - Work with CCC personnel and administrators, including 4CD personnel, to purchase and implement some student technology resources as soon as possible, with target date no later than January 15, 2021 (in time for the first day of instruction for Spring 2021).
  - Identify managers and/or coordinating departments to oversee implementation
- SPRING SEMESTER 2021
  - Assess effectiveness and usage of technology resources by measuring cost and usage of resources.

## PHASE III: Long-Term Planning and Technology Sustainability

- LATE SPRING SEMESTER AND SUMMER 2021
  - Adjust proposal and secure funding for 2021-2022 fiscal/academic year and plan for additional technology purchasing and implementation for the Fall 2021 semester.

Although this proposal is meant to be an exhaustive list of recommendations, the Student Success Committee requests multiple methods, over time, as deemed appropriate to the college with respect to available funds and fund source allocation.

## CONTEXT & RESEARCH

### NATIONAL TRENDS

In March 2020 COVID-19 created a disruption in higher education that forced all institutions to abruptly pivot to remote learning and student services. As the pandemic has progressed, national trends have emerged in providing insight to populations most affected. On September 16, 2020, the [Washington Post published evidence](#) that:

- Approximately 100,000 fewer high school seniors completed financial aid applications this year.
- According to U.S. Census information, “students from families with incomes under \$75,000 are nearly twice as likely to say they ‘canceled all plans’ to take classes this fall as compared to families with incomes over \$100,000.”
- National trends indicate that steep drops in enrollment are occurring among Black students and rural White students.

- The top reasons why students are not enrolling this fall include: classes changed/uncertain (55%), concerns about getting COVID-19 (45%), unable to pay after income loss (42%).
- "...enrollment trends show particularly large drop-offs at community colleges, another statistic [that] suggests many lower-income students aren't going to college at all during the pandemic."

## CALIFORNIA TRENDS

California state trends, [as presented to the Student Success Committee on June 4, 2020 by Dr. Vanessa Mercado](#), indicate:

- California community college students face the following top challenges: 1) Higher levels of anxiety, stress, depression, and/or any other mental distress than usual (67%); 2) Doing well besides from having to adapt to online learning (41%); 3) Income loss (40%)
- Students are struggling with the move to an online-only environment particularly:
  - Lack of services normally available through campus-based resources such as library, counseling, EOPS, DSPS, college jobs, financial aid, and health services.
  - Students who do well in courses held face-to-face may not do well in an online environment.
  - Need for additional resources to help students transition such as clear expectations, ability to engage with faculty more frequently and visually, consistency in learning experience including with Canvas, and leniency (without sacrificing quality).

In response to the economic and technology needs of California community college students, some colleges have provided additional resources such as laptops, free Wifi (including on-campus/parking lot Wifi) to students including: [Fullerton College](#), [Cypress College](#), and the [San Mateo County Community College District](#).

## DISTRICT TRENDS

Locally, 4CD's Office of Planning and Research conducted a [student COVID-19 survey and analysis](#). At Contra Costa College, the following data was found:

- 857 student drops with the reason code "cannot participate online" were recorded between March and May 2020.
- The Hispanic/Latinx population had the highest frequency of "cannot participate online" course section drops. As CCC's Hispanic/Latinx population student ratio is 44%, 51% of these drops show a disproportionate impact on this population.
- Qualitative and quantitative data shows higher amounts of stress and challenges with online classes/distance learning among survey participants.

It is evident that CCC's student population, including communities of color and families, are impacted by income loss. These national, state, and local trends substantiate demonstrated need in our community.

## RECOMMENDATIONS & BUDGET ANALYSIS

The Student Success Committee recommends a combination of methods and resources below to ensure appropriate access to the student population. All numbers listed below are estimates based on the information available.

- LAPTUPS – Laptop computer loans are among the highest in demand for requests.
  - Cost: ~\$300 per computer
  - Quantity: 250 additional computers
  - Total Cost: \$75,000
  - LAPTOP ASSOCIATED COSTS:
    - CHARGING CARTS
      - Cost: \$1500 each
      - Quantity: 6 carts
      - Total Cost of carts: \$9000
    - POWER SUPPLIES
      - Cost: \$25 each
      - Quantity: 50 power supplies and accessories
      - Total cost of power supplies: \$1250
  - **TOTAL LAPTOP COSTS: \$85,250**
  
- SCIENTIFIC GRAPHING CALCULATORS – According to the Library, the current scientific calculators on hand are out of date and require replacing.
  - Cost: ~\$150 per calculator
  - Quantity: 50 calculators
  - **TOTAL CALCULATOR COSTS: \$7500**
  
- WIFI HOTSPOTS – It is recommended that for students who are housing insecure, WiFi hot spots will allow access at most locations. There is some discussion and anecdotes that certain hot spots may not be able to handle high bandwidth connection for Zoom.
  - Cost: ~\$20-\$50 per hot spot per month (depends on memory) = \$240-\$600 per student
  - Quantity: 200 hot spots
  - **TOTAL HOT SPOT COSTS: \$48,000 - \$120,000**
  
- COMCAST INTERNET CODES – Foundation Director Sara Marcellino reports that of the 100 internet codes distributed to students, about 30 are remaining. The initial code requires a student to receive a physical box at their place of residence and initial access is good for 6 months, with option to extend to 12 months.
  - Cost: \$10 per month per student = \$120 per student per 12-month period
  - Quantity: 400 internet codes
  - **TOTAL INTERNET CODES COSTS: \$48,000**
  
- WIFI EXPANSION TO CCC PARKING LOTS AND CAMPUS LOCATIONS – The Student Success Committee recommends WiFi expansion to CCC parking lots and/or other locations on campus (I.e. Quad). In general, WiFi usage would be limited to a particular limited number of students, by appointment only. Other community colleges have designated spaces for drive up WiFi access as well as limited on-campus and an outdoor location. It is the committee's understanding that Mariles Magalong will be convening a group to research these costs prior to making a decision. The SSC strongly recommends any variation of the following ideas, with respect to cost and staffing, as deemed appropriate:

- PARKING LOT WIFI
  - “Drive up” WiFi has been used at other community colleges including the San Mateo Community College District.
  - WiFi would be limited to Parking Lots 1, 2, 3, 5, and 7, as current coverage is available in those lots.
  - Students would schedule appointments or “spaces” online during designated times of service.
  - Secondary costs, if needed or approved, would include: WiFi set-up and equipment including signal boosters (see James Eystone), tents/canopies in the parking lots (10’ X 10’ or 10’ X 20’ tents would roughly cost \$150-\$200 per tent rental), security and staffing of the parking lot (if possible)
  - Some recommendations for potential staffing include: student workers for Police Services (I.e. police aides), additional time for current Police Services staff, and/or contracted security workers.
  
- OUTDOOR WIFI
  - The Quad has been cited as a recommended outdoor location to host specified, appointment-only Wifi access.
  - Potential secondary costs include tents/canopies (see above); staffing to include: technology support, buildings and grounds, facilities/custodial, and police services.
  
- Other cost considerations: if staffing is permitted for expansion of WiFi and resources, it is recommended that additional PPE (hand sanitizers, masks, space markers in the parking lot, etc.) is purchased for on-campus personnel. This includes library or other staff to assist with technology loan and pick-up, IT staff for upkeep and maintenance of laptops and other loanable equipment, buildings and grounds staff for campus maintenance, custodial staff for trash collection, police services staff providing security, among others.

## FUNDING SOURCES

The following fund sources may apply to each item listed above. The Committee recommends fund allocations to specific managers or departments, if easier and appropriate. The Student Success Committee will take into consideration any suggestions from the Senates, College Council, and the Budget Committee.

- CARES ACT FUNDING – institutional funding administered by the Budget Committee
- CORONAVIRUS RELIEF FUNDS - non-discretionary funds
- FOUNDATION – non-discretionary funds as designated by Sara Marcellino
- ASU – student funds approved by the Associated Student Union
- OEI – administered by Evan Decker (Dean of Workforce Development)