Technology Committee

Sub-Committee of Planning and Resource Allocation Committee
Spring 2022 Semester

Meeting Wednesday April 20th, 2022 via Zoom at 12:40 p.m.

Membership: Kayla Alizadeh, Heather Rahman, Matthew Howard, Emy Bagtas-Carmona, Lance Barthelemy, Luna Finlayson, David Patterson, Caitlin Rolston, Grace Mengqi Yuan

Standing Items

1. Call to Order at 12:40pm
2. Approval and adoption of the Agenda
3. Approve minutes
4. Chair Announcements
    - Survey

Discussion Items

1. Tech-quity proposals (see attachment A)
2. Standing meeting schedule
3. Personnel change/Chair election

Attachment A:

Rough Draft: Tech-Quity Taskforce Proposals for Improving Non-Credit ESL Enrollment and Registration

Registration

1. **One-stop.** Long-term goal – Create a one-stop registration process for ALL students.
   See Details - 1
2. **Simplify.** Short-term goal – Create a one-stop, simplified intake process for ESL students.
3. **Variety.** Create a variety of ways for students to register. In person, online, on paper, on a cell-phone using a mobile friendly intake form. See Details - 3
4. **Vaccination.** Make the vaccination verification process simpler. Students who come in person to an orientation should be able to show their vaccination card to a staff member and be cleared. Currently, you must first have a M00 number and set up an account with College of Marin before you submit the vaccination verification.

Staffing

5. **Text and Phone.** Continue to offer support via text and phone.
6. **Hours.** Increase and standardize the evening and Saturday hours so that in-person help is available, when students are not working, for registration help, ordering textbooks, getting ID's, etc. See Details - 6
7. **Inter-Departmental.** Increase overlap between ESL and Enrollment Services, and improve communication regarding registration among all departments.

Recruitment

8. **Text Outreach.** Do registration outreach via text. See Details - 8
9. **Text In-reach.** Register returning students (who miss in-class registration) via text.
   See Details - 9
10. **Paper Interest Form.** Create an interest form *on paper* asking for only basic information – name, phone number, email, and native language so that office staff can invite them to orientations or follow up with them to get them through the registration process.
11. **Update.** Update current student addresses and phone numbers during the semester, instead of asking students to do it themselves in MyCOM. See Details - 11

Technology

12. **Phone Number.** Have ONE phone number for ESL to reduce confusion. Calls or texts can be distributed to multiple people from a centralized number.
13. **Texting Technology.** Have phones with texting capabilities for office staff in ESL so that the staff can respond to students by text, sending links and following up. Use text messaging to invite students to orientations, to register, and to offer help. (Example: Google Voice) See Details - 13
14. **MyCOM.** Simplify MyCOM's registration process so that it is **intuitive**.   If we want students to be able to register without help and make the admin's load lighter, we must make the process simpler. See Details - 14
15. **Beta-Testers.** Generate a team of ESL instructors and possibly students to act as beta-testers whenever enrollment processes change.

Website

16. **Redesign Website.** Redesign the College of Marin's website. See Details - 16
17. **Redesign ESL Webpage.** Redesign the ESL department's page to make it simpler, more like Enrollment Service's page for enrollment steps with big buttons, but with active links.

Advocacy

18. **CCC Apply.** Petition the Chancellor's office to simplify the language of CCC Apply for all students.

Details – 1. One-Stop.
Reduce the number of separate steps to registration. Create a process that is seamless and takes a student from one step to the next with no wait. If they must wait for confirmation, then that wait should come at the end after collecting all of the student's registration information *in one sitting*. This is a college-wide process that needs to be changed. If we cannot change it at the college level, we must at least find a way to change it for non-credit ESL. (Questions: Can we generate M00 numbers immediately? Can we verify vaccination records with no wait?

Details – 3. Create a variety of ways to register.

A. In addition to online registration, create an alternative *paper* intake form that collects all information necessary to enroll. Not all students need this, but some do. It would simplify the wording of CCC Apply and collect ONLY THE REQUIRED INFORMATION for use when a student is not tech savvy or no one is available to help a student on a computer. This information will be entered into CCC Apply by staff. The intake form would also collect information necessary to set up a MyCOM account (use student phone number for password). It might also include a shorter placement test. We recognize that this involves staffing, budget, and union considerations.
B. Create a low-tech, phone compatible intake form for new students who are not tech literate
    a. Must be phone compatible so that students can easily access
    b. Must have multiple language options with an easy to see way to select the language (Maybe first page is just language options.)
    c. Must not be case or format sensitive and thus cause error messages
    d. Must have many yes/no questions that take you to the next appropriate question or piece of information, I.e. "Do you know your level?" If yes, "Click on your level". If no, next testing dates.
    e. If student chooses a level, automatically show the list of classes available for that level. Ask them to check the classes that they want.
    f. Simplify language of CCC Apply and collect all information for CCC Apply application.
        i. Use Yes/ No questions here when possible. I.e. Instead of asking "What is your parent's level of education?' Parent one- etc." Ask "Did your father graduate from high school?" If yes "Did your father graduate from college?". If no, "Did your father finish primary school?"
        ii. Have an "I don't know" option.
    g. If necessary for data reporting, ask sexuality and gender questions in a less intrusive way.
    h. Eliminate tribal options for Indigenous. The options listed in CCC Apply do not include Maya, the indigenous group most students belong to.
    i. Collect vaccination information here. Ask "Are you vaccinated?" Yes/no click option. If yes "How many doses?" 1/2/3 click option. Take picture of vaccination card and submit into the intake form. (Staff can upload info to the vaccination verification form in MyCOM later.)
    j. Create a system to track office staff's progress in completing registration and enrollment of students in case of glitches or the need to verify information submitted on the intake form. Steps:
        i. Check vaccination card to make sure there is proof of vaccination
        ii. Place the student in a class
        iii. Complete the official application in CCC Apply and MyCOM
            1. ESL office creates CCC Apply account and fills out application for the student. Once M00 number is generated, ESL office creates a MyCOM account for the student using their phone number as their temporary password. (Student may change the password at any time.) Text or email the student (to their personal email if email is used) the student's username and password for CCC Apply and for Mycom. ESL office submits vaccination verification to Mycom.

C. Consider not requiring Non-Credit ESL to use CCC Apply. According to Jane Linder, Software Product Manager at the CCC Tech Center, approximately half of California community colleges do not require non-credit students to apply using CCC Apply.

Details – 6. **Evening and Saturday hours.**
Have the Welcome Center and Enrollment Services, with ESL support, open during the evening and on Saturdays during the last three weeks of the semester and during the first month of the semester. Consider ways in which ESL and the Welcome Center could overlap, such as ESL personnel working in the Welcome Center.

Details – 8. ESL office using text as an official communication tool to communicate with students. Like with email, texting allows a message trail where you can find pertinent information. But whereas students don't use email, they do use text.

Details – 9. Returning student registration via text.
For returning students who missed the registration day at school, send, by text, a verification of student information on file (name, address, email and phone number) and ask them to check which classes they want, just like we used to do by mail on paper.

Details – 11. Updating Student Contact Info.
Teachers could have students correct their addresses and phone numbers and then submit to the ESL office for correction so that we have fewer problems contacting current students when it's time to register for the next semester. Currently, students have to correct their addresses themselves in MyCOM. This does not work when students are not tech literate.

Details – 13 (Same as Details – 8). ESL office using text as an official communication tool to communicate with students. Like with email, texting allows a message trail where you can find pertinent information. But whereas students don't use email, they do use text.

Details – 14. **Simplifying MyCOM's registration process**

A. Enable students to view welcome letter in as many languages as possible.
B. Do not require add codes for classes that are not full. This could be changed for all classes I would think. If not, can we program levels 10-40 to work this way?
C. Do not require (and perhaps it isn't) one to change to "web registered" after submitting and submit again.
D. Do not make students click "New search" and start over every time they want to check another section of a level.
E. Have classes searchable by day and time without doing an advanced search.
F. Students could choose semester. Then subject. Then level. All classes of a level should be listed together so that the student can see every choice at once and click on their selection.
G. Make the way things look on the website make sense to someone who doesn't know anything about the naming of our levels. When things are student facing, they should make sense to students, not just office staff. Look at other colleges' websites for examples.
   a. Names of the days of the week should be spelled out. "Saturday", not just "S".

      b.   "Long", not just "L"

Details – 16. **Redesigning COM's website.**

A. When giving information about a part of the registration process anywhere on the College of Marin website, about CCC Apply or the vaccination verification form for example, have clickable links to it. Enrollment Services' buttons link to information but not clickable links.
B. Have a wider choice of languages for all parts of College of Marin's website, including ESL. SRJC uses a Google Translate button and you can choose your language.

Details – 18. Petition Chancellor's Office.
Petition Chancellor's office to redesign CCC Apply's non-credit application to make it simpler for students to understand and complete online.

A. Have a wider choice of languages available for CCC Apply.
B. Simplify the way students must choose their birthdates. ESL students often don't know how to choose the year, month and date on the calendar menus.
C. Take out demographic information that is not absolutely necessary for non-credit. Info collected at the lower levels is inaccurate because students don't understand the questions.
D. If we must keep demographic information on the CCC Apply application, think through the ethnicity choices more. When asking whether Latino or not, the race questions that follow are strange. Latinos are usually indigenous, but if you choose Native American, the tribal choices that follow are overwhelming and do not include most of the indigenous groups that our students come from. Most of our students are not Zapotec. Most are Mayan, but Mayan is not a choice on the application.
E. Add a question about native language. This could be helpful for future contact.