



## Serving Students Remotely and Strategically

Along with online instruction, student service programs will provide all services online for the fall semester. From counseling, financial aid, and admissions & records, to tutoring and health services, all student programs have successfully moved their services online. Links to all e-services can be found on the respective website for that department. Below are highlights from programs using innovation to ensure student support is seamless.

### ***Pathway Academy Launches [Virtual] Canvas Classroom***

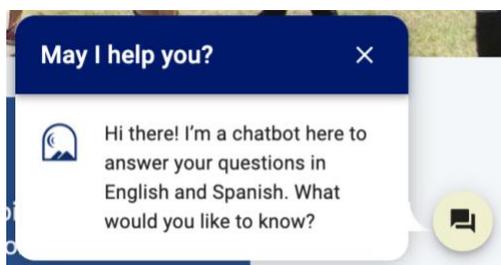
When campus closed in March, the Pathway Academy team at Cuyamaca College turned to Canvas to create a virtual office space. The team provides students support, guidance, and feedback as they navigate Cuyamaca College.

Using Canvas as a shell, the team created two virtual spaces: Jumpstart, a space for students who have applied but not yet enrolled; and the Virtual Office, where students in existing cohorts can communicate and receive advising and support from Pathways staff.

Through Canvas the team is able to provide virtual orientation for new students, and have created a clear and simple process for students to upload and track the progress of their onboarding and paperwork. Jumpstart is connected to other departments on campus and easily allows for direct communication with students. Each student receives individual support through Canvas from staff in admissions and records, financial aid, and Pathways. Current Pathway Academy students in cohorts by their first academic year receive support via the Virtual Office and can schedule appointments for advising or receive drop-in service during business hours.

The team is working to connect with more departments across campus, and has recently been asked by peers across Region 10 to present their Canvas shell as a model for other colleges.

### ***Financial Aid Chatbot***



On July 14, the Financial Aid & Scholarships team launched a chatbot on their webpage. The chatbot automatically loads when visiting their webpages and can provide general answers to financial aid and scholarship questions or searches 24/7. The chatbot is available in English and Spanish, with Arabic language responses coming soon. For some responses, students receive

Welcome-Bienvenidos!



Pathway  
Academy  
Virtual Office



Announcements

Appointments

Resources

Contact Us

Pathway Academy Family:

We hope you and your family are doing well. Although these are trying times, please be assured that we are here to help and support you. With the new changes to online learning, we want to inform you of Pathway Academy program changes, how to access online support services, and provide you with instructions to communicate with Pathway Academy staff and counselors. In order to access these services, you must click the blue Canvas buttons above where you will be able to find program reminders, deadlines, and book appointments with a counselor.

information via text and video tutorials. Ocelot, the chatbot vendor, produces the videos and is also working on making this content available in Arabic in 2021.

The chatbot uses artificial intelligence and is learning continuously from interactions with students. The Financial Aid and Scholarships team will periodically add more content as new questions arise. Based on the questions received and reports/feedback from chatbot, we will be able to utilize the information to enhance our services.

### ***Communication***

In our new physically distant reality, we will be connecting with students via email at least twice per month with information applicable to all students. We will begin a social media campaign to ensure students have their correct email in WebAdvisor and are checking it when important emails are sent. Additionally, we will post important information on institutional social media accounts on Facebook, Instagram, and Twitter. Finally, important announcements will be posted in Canvas with links to detailed content on the website.

## Cuyamaca's Youngest Graduates "Cross the Bridge"

On Thursday, July 23, the Cuyamaca College Child Development Center (CDC) hosted a socially-distanced "Crossing the Bridge" ceremony for students moving on to kindergarten. At the end of each academic year children leaving the Center and moving on to kindergarten are invited to cross over a wooden bridge on the CDC playground to symbolize their transition from preschool to kindergarten. This year's ceremony was different, but no less important.



"This is such a special time for the children, their families, and our staff," said Melanie Roberts, Coordinator, Cuyamaca College Child Development Center. "Despite the pandemic, we wanted to make sure we celebrate and reflect upon the children's time with us at the CDC."



Nearly 20 families participated in a drive-through, parade-style celebration in the Cuyamaca College parking lot. Staff lined the route with celebratory signs/ decorations, and waved, clapped and cheered for each student as he or she drove by with their family in the car. At the end of the route, families received a certificate of completion and a small gift for the child.

## Acceleration Success Featured in CAP Gazette

The July issue of The CAPacity Gazette (of the California Acceleration Project) broadly featured the on-going success of Cuyamaca College's acceleration efforts.

One article featured pedagogical support provided by Cuyamaca faculty to their peers as colleges across the state transitioned to a variety of remote modalities. ESL Professor Guillermo Colls provided a webinar to illustrate instructional design, and Rachel Polakoski shared strategies for using high-support, high-challenge pedagogy in online Statistics with corequisite support.

A second article highlighted continued analysis of the success of corequisite-support models of College Algebra and Precalculus. The data revealed growing STEM offerings and an increase in the success of and the number of Black and Latinx students in these disciplines. Between fall 2015 and fall 2019, enrollment in Precalculus has nearly tripled, and the enrollment of Black and Latinx students more than quadrupling. In fall 2019, almost two-times as many Black and Latinx students completed the course as had pre-acceleration reform.

#### Latinx Students in Introductory STEM (Pre-Calculus or College Algebra)

Colleges that Have Largely Replaced Traditional Remedial Math with Corequisite Models

College	Latinx Enrollment (pre- & post-reform)	Latinx Successful Completion* (pre- & post-reform)
Citrus College	3.4 x higher 89 → 299 students	2.2 x higher 61 → 136 students
Cuyamaca College	4.0 x higher 27 → 107 students	2.2 x higher 24 → 53 students
Victor Valley College	4.1 x higher 231 → 945 students	4.4 x higher 97 → 427 students

\* Course success = Earning C or higher

## American Political Science Association Taps Cuyamaca Professor



Josh Franco, Ph.D., assistant professor of political science has been selected to serve as member of the American Political Science Association's Committee on the Status of First Generation Higher Education Scholars in the Profession from September 1, 2020 to August 31, 2023.

The goal and mission of the Committee on the Status of First Generation Higher Education Scholars in the Profession is to bring focused attention to the ways that class, economic inequality, and mobility can affect political scientists' ability to thrive educationally and professionally throughout their careers.

Dr. Franco is a first generation college graduate and introducing political science to the next generation of leaders and scholars is his mission. He previously served five years working in the California State Capitol and U.S. Congress for former Lieutenant Governor and current Congressman John Garamendi.

## Student Success Day Goes Virtual

Following the overwhelming success of 2019, Cuyamaca College again held Student Success Day 2020, albeit virtually. On Monday, August 10, representatives from Cuyamaca's Academic and Career Pathways (ACPs) provided presentations to introduce new students to each ACP and overview of the majors and types of support for students.

As part of the Guided Pathways efforts, students learned about the degrees and certificates offered, as well as career opportunities, general introductory courses that are key for students in each ACP, and the variety of categorical and support programs available to students and how to access them remotely.