



*Photo: Dr. Shohreh Rahbarnia, Dr. Kim Salt, and Daniel McCoy at spring in-service.*

## Crafton Hills 'Superheroes' Are Using Online Instruction to Continue Educating

The Crafton Hills College (CHC) Emergency Distance Education team is nicknamed "DE Superheroes," and it's no wonder why. With little time to prepare, the team transitioned the college to online instruction to prioritize the health of both the college and the greater Yucaipa communities.

The team is a portion of the larger Educational Technology Committee (ETC), and has provided ongoing remote training, an organized page of resources, and regular email and website updates. An extended spring break allowed more time for instructors

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## Online Answer Center

Every problem is an opportunity for innovation. When the campus closed for COVID-19, Jonathan Townsend noticed that the campus lacked a general help line. He proposed an online answer center, a Zoom room, staffed throughout the day to ensure that students receive the information they need from a live person that they can see. Jonathan was tasked by instructional dean Kay Weiss to organize and maintain this online answer center which has run since the beginning of April and continues each week during the business day.

The answer center team ensures that our students not only get the answers and information they need but are also met by the most important part of our college, employees who are committed to students and who love to see students thrive. The answer center is expected to continue for the duration of the campus closure.



*Photo: Jonathan Townsend, CHC instructional assessment technician.*

## Crafton Hills 'Superheroes' Are Using Online Instruction to Continue Educating continued..

to be trained and to transition, and the team plan to offer ongoing support, continuously updated resources, and real-time help throughout the remainder of the semester.

"Crafton's DE Superheroes have pulled together as a community so that we can all be successful in these uncharted waters," said Brandi Bailes, math professor and EDE team member.

The team is working hard to ensure faculty's technical success, since some faculty are new to teaching exclusively online.

"We have emphasized that regular and effective contact with and among students is the number one priority going forward," said Cynthia Hamlett, DE coordinator and ETC chair. "That includes consistent course announcements, Canvas discussion forums to facilitate group conversations about course materials, and auxiliary forums where students can help each other with anything from tech issues to the understanding of course materials. We have also encouraged making use of Zoom for conferences and virtual class meetings so students and faculty both will have some 'face time' to help them feel less isolated working from home."

However, the team also recognizes the need for individual wellness for each member of the Crafton learning community.

"We want to connect with our colleagues, not just to assist with training them on the various ways we can teach remotely," said Gwendolyn Diponio, English professor and co-chair of the Curriculum Committee. "But also to connect with them on a human level, to let them know it is ok not to aim for perfection, and it's ok not to expect perfection from students.

The key is to reassure one another, be flexible, and do the best we can to help each other through this period."

In response, CHC faculty are displaying extraordinary flexibility, using any means necessary to continue to support one another and educate their students in difficult times.

For example, chemistry professor and DE superhero Kelly Boebinger recorded a video for all of her classes to explain the new processes and what to expect. Since then, she continuously communicates about college updates using email, and provides updates via Canvas and email when she has developed new content for lectures, labs and exams - which is now fully online. She also is conducting office hours online.

"My goal for my students is still the same," she said. "I want them to be successful. Keeping that point of view in mind during this transition has made this easier. Since I have already taught a chemistry lecture course online, I was fortunate enough to have many of the skills needed to convert the rest of my courses, including lab, online. Our Chemistry department is awesome. I work with Dr. Kim Salt and Dr. Shohreh Rahbarnia, and we work well together. We have shared ideas and even video conferenced a few times to help each other with ideas."

Transitioning from in-person to online instruction is not without its challenges. "Due to extremely supportive colleagues, the changes are going as well as can be expected," Bailes said. "There will always be bumps in the road, but with a strong team of peer support, we are confident we can handle them.

For Boebinger, teaching chemistry labs remotely is the most challenging.

"Our students have had hands on experiences and learned a lot of lab techniques for many labs before this happened," she said. "Keeping that in mind we know that we can change the delivery of the information and techniques. I have found some videos on YouTube with the lab technique demonstrated that was the main point of the experiment. I also went into my lab room and videotaped myself performing some of the lab techniques or the actual experiment... These videos are being shared with other instructors teaching the same experiments, so our students in different sections all get the same information. Students will still have lab reports from their lab manuals to turn in, they will fill in the data as they are viewing the lab videos. They will scan the completed reports and submit them electronically. We want the lab experience to be as similar as possible as the face-to-face class. Our students need these skills to move on in their education."

One challenge is serving students with less access to distance learning than others.

"Chromebooks are being made available while supplies last to students who may not have access to the necessary technology at home," said Dean Kay Weiss.

Additionally, a limited number of computer workstations are available two days a week so that students who need computers and internet will have availability. Social distancing will be enforced, and each station will be sanitized appropriately.

Through difficult times, Crafton Hills DE Superheroes are demonstrating the strength of creativity, communication and extraordinary empathy.





Photo: Child interacting with CDC teacher.

## Child Development Center

Learning continues, even for our youngest students at Crafton Hills College. Child development center teachers remain engaged with the children and families even during school site closure due to COVID 19. Students are provided virtual weekly activities, story times and even Zoom meetings in an effort to continue the early learning program provided by the campus.

The Crafton Hills College child development center provides a high quality developmental and educational program to serve the college and community. Applications for morning, afternoon, or full day care will be available June 1st for the 2020-2021 school year for children ages 3 to 5 years.

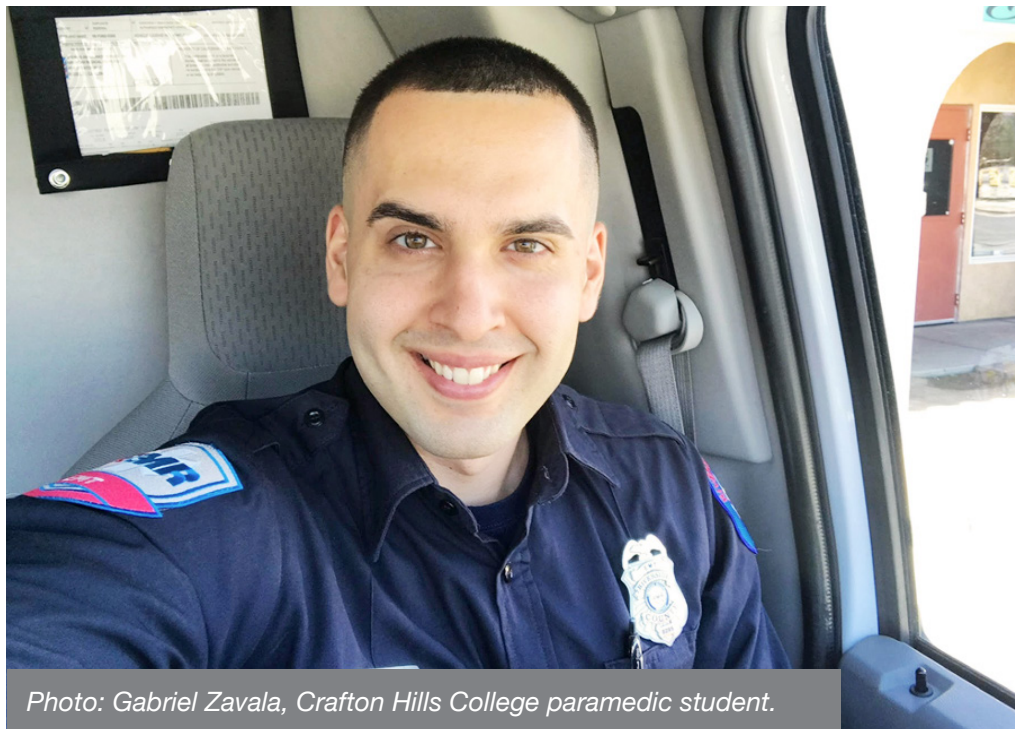


Photo: Gabriel Zavala, Crafton Hills College paramedic student.

## Crafton Hills College Continues to Train Paramedics Amid Pandemic

The COVID-19 global pandemic is causing a strain on every part of the healthcare system, calling for “all hands on deck.” Crafton Hills College student paramedics feel the tension as well, as they navigate a strenuous paramedic program while also working the front lines in the field.

One paramedic student, Gabriel Zavala, says that the most important thing he is learning in paramedic school amid a global pandemic is adaptability. “EMS is a constantly changing field,” he said. “During times of worldwide adversity, maintaining composure is the only way to persevere, and composure is essential while working in the field.”

In order to be eligible for licensure as a paramedic in the state of California, students must complete the 39 units of the certificate program, pass National Registry written and skills examinations, and meet all other licensure requirements established by the state. The Crafton Hills Paramedic Program offers two cycles per year, and is broken down into three sections

- didactic, clinic and field.

Zavala says that the program’s instructors are helping students to stay on track to graduate on time. “Our program leaders are admirable, knowledgeable and helpful during this pandemic,” he said.

Students like Zavala are gaining increased amounts of field experience, serving their communities alongside first responders.

“Working as an EMT, serving the community, and helping others in need is something I will not take for granted,” Zavala said. “I am incredibly honored for the career that I have and what this program continues to teach me.”

“Paramedic school has been the most challenging and rewarding time of my life,” he continued. “I am blessed to be in a program with many other great students who I know will be some of the best paramedics once the program is complete.”





Photo: CHC Alumna, Lorin Costello.

## CHC Alumna, Lorin Costello

As I prepared to graduate high school in 2017, I was starting to feel the pressure to attend a 4-year university. I was rejected from two of my dream Universities and waitlisted for the third. At the time it was a hard pill to swallow, but little did I know it would lead me to a gem that is Crafton Hills College.

I remember attending a SOAR day at Crafton, still waiting to hear back from my third-choice university, and immediately I was blown away by how helpful the counselors were when they sat down with me to pick classes. My potential professors had roaring 5-star reviews, and the cost of enrolling in 15 units was just about the same price as

a parking pass at a 4-year institution. It was a no-brainer at that point, and with confidence I decided that Crafton was the right path for me.

I got plugged in right away and was fortunate enough to join the Student Senate on campus. I connected

with driven peers like former Senate President, Valerie Johnson, and selfless advisors like Dr. Ericka Paddock, who valued student needs and campus-wide success. In the classroom, professors like Jimmy Urbanovich exceeded my

**“Your experience at Crafton is what YOU make it. Stay focused and ENJOY it all.”**

expectations; for the first time, I wanted to truly learn the content, and dedicate my time to excel in the courses because of how committed, personable, and passionate my instructors were.

I declared Communication Studies as my major, and within two years I earned my Associates Degree, along with two Student Senate Scholarships and Medals of Distinction. After graduating from CHC in 2019, I transferred to California State University, Long Beach where I am currently pursuing a Bachelors Degree in Communication Studies. I have since joined multiple campus organizations and pursued leadership positions in both my sorority and communications club. Building genuine connections and networking with those around me has played a huge role in deciding what I want to do once I graduate next year. I have goals to work in the entertainment industry focusing on communications coordination or event planning.

My advice to current CHC students is to take advantage of the resources around you. Reach out to peers and faculty, get involved in campus clubs and organizations, attend workshops and events on campus; your experience at Crafton is what YOU make it. Stay focused and ENJOY it all.

I look back now and I am incredibly thankful for the rejection that I faced along the way. In the end, it has taught me to make the absolute best out of where I am using what I have.

Things will not always go as planned, but that is just an opportunity to overcome obstacles and work towards something greater than we could have ever imagined.

I am more than proud to be a Crafton Hills College Alumni, and I cannot thank this institution enough for shaping me into who I am today.





Photo: Amanda Ward with CHC Paramedic students.

Ward is extremely excited to share the lessons she has learned from teaching at Crafton. “This is an amazing opportunity to remind educators of the importance of being a teacher worth following,” Ward confided.

The COVID-19 crisis has highlighted the essential work of EMS professionals, and how colleges like Crafton have a key role in preparing students for the profession.

“This field is exhausting, mentally and physically,” Ward remarked, recognizing that students are tasked with walking into a total stranger’s worst day of their life. Ward is proud that Crafton’s program prepares students to deal with the toll on their well-being and the importance of mental resilience.

The CHC paramedic program is a rarity, as it includes an entire course dedicated to helping students manage the human aspects of this career field. Ward hopes to help other professionals while representing Crafton’s Paramedic program at EMS World Expo.

Currently the EMS World Expo is proceeding as planned for September 2020.

## Crafton Emergency Medical Services Professor Selected to Share Knowledge at Prestigious Conference

Amanda Ward, Emergency Medical Services Professor at Crafton Hills College, was recently selected to present at the EMS World Expo in Las Vegas. This is the largest event of its kind attracting more than 6,000 EMS professionals from all over the world.

This prestigious conference offers cutting-edge training and professional development sessions including Professor Ward’s session, Be a Teacher, Preceptor, or FTO Worth Following!



## One Book One College

One Book/One College at Crafton Hills is a college-wide reading initiative with the main purpose of bringing together the Crafton Hills campus community through the reading of a common book focused on equity and inclusion. This year, students, faculty, staff, and administrators will select and read a common book. The One Book/One College task force in collaboration with the Professional Development committee will hold a series of free events to encourage college-

wide conversation, creativity, and community. The group has received nominations and will be selecting a book based on the following criteria: Addresses issues of equity and inclusion, is relevant to the current CHC student population, inspires critical dialogue and an opportunity to test one’s own ideas, is interdisciplinary, has a message that can develop empathy, can build community amongst students and staff, and is accessible.



Photo: Fernando Flores.



Photo: Suzanna Smit.

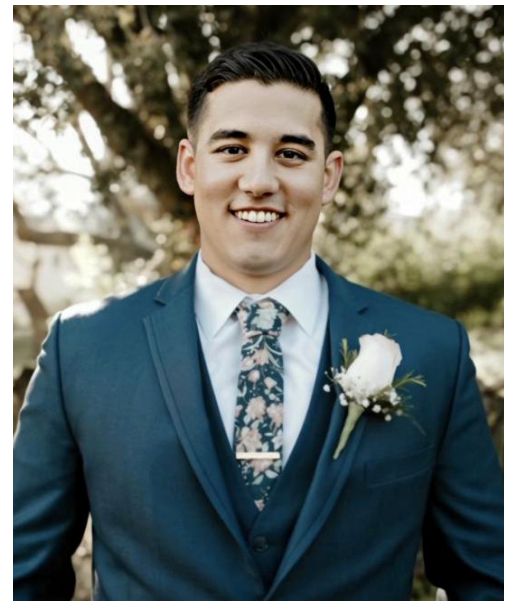


Photo: Eric Zaragoza.

## Virtual Student Awards

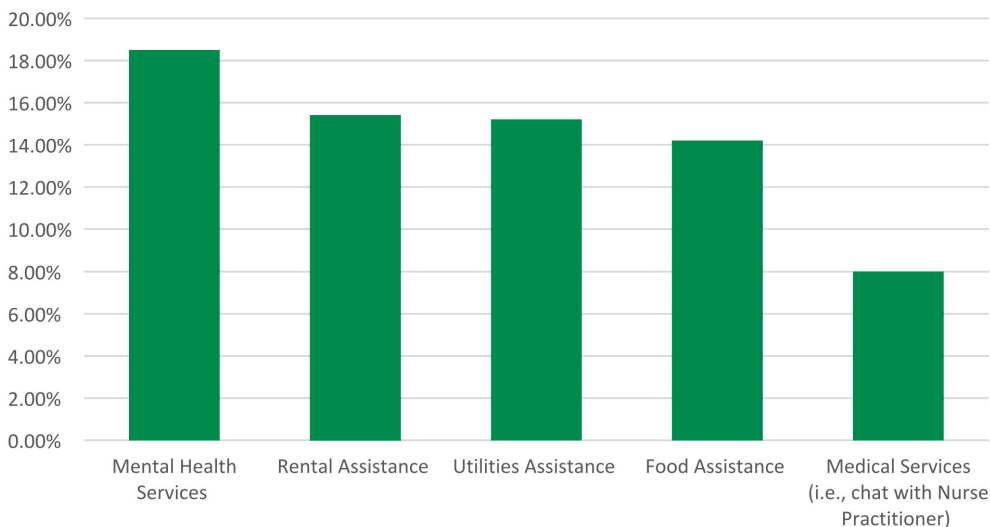
Each year, Crafton Hills College faculty and staff honor the best and brightest students from their programs with a Student of the Year award. Historically, the awards are presented during the Student Recognition Dinner organized by the Office of Student Life. This event is always a highlight of the year, kicking off the spring celebrations at Crafton. This year was a little different with COVID-19 required social distancing,

rather than having student recipients and their families for dinner, the Office of Student Life awarded the recipients virtually through a newly designed webpage and emailed certificate.

Each student is listed on the Crafton Hills College website under latest news with a photo, the department recognizing them, and a quote from the faculty or staff member who nominated

them. These students come from all walks of life and stand out from their peers for a variety of reasons. Whether they have the highest grade or the strongest work ethic, are the first to help others or exhibit some other exceptional characteristic, the College is extremely proud of these students and their contributions to our campus community. Pictured above are three of this year's recipients.

Self-Reported Personal Support Needs



## Student Needs Survey

As we transitioned to online instruction and services at Crafton Hills College, we asked students to respond to an online survey about the recent COVID-19 pandemic related changes. Their responses are being used to help Crafton Hills College develop interventions and offer additional support. Students were asked questions related to online student services, training needs, technical, personal, and financial support, and campus communications. There were 827 surveys collected. The results of this survey will inform decisions to help students achieve their educational goals amidst this time of national emergency. As an example, please refer to the graph of self-reported personal student needs.





Photo: CHC cadets practice rappelling.



Photo: CHC cadets practice extrication.

## Fire Academy Through the Fire and Flames

Amid campus closures and stay-at-home orders caused by the COVID-19 pandemic, the Crafton Hills Fire Academy has continued to meet and train students who will join the front lines with other first responders fighting fires and saving lives. Against all odds, 29 cadets will complete their Fire Academy training in mid-May.

Despite these overwhelming circumstances and challenges to instruction, Crafton Hills College is the only college Fire Academy in California that continued their 16-week training program while also adhering to and maintaining the strictest of social-distancing guidelines. All 29 students have earned their firefighter 1 certificates.

“It is truly exceptional how our college president, Dr. Kevin Horan, our Trustees, our administration, and our faculty have stepped up to keep our program going,” said Michael Alder, Chief, Crafton Hills College Fire Academy. “In the face of many uncertainties, everyone was adamant that we should keep going, meet the needs of our firefighting workforce and complete training for these students in advance of the 2020 fire season.”

Crafton Hills faculty adjusted for COVID-19 safety requirements by limiting groups of students, adjusting instructional methods, and increasing cleaning of equipment and surfaces between each training exercise. Students were split into three groups for instruction. Each group met in their own classroom and maintained 6 feet social distancing while instructors used live stream and Zoom technology to share classroom information with students before going out into the field. Alder also added, “the cadets and instructors perform temperature checks twice a day and will continue

Because firefighting is a physically demanding profession, strength and physical stamina are required. Maintaining these rigorous training requirements for the program were also challenging during the pandemic.

“Our students must meet certain physical requirements before they are accepted to the Academy,” Chief Alder said. “This program has a kinesiology and physical training component that requires our students to meet each morning for a series of conditioning workouts to prepare them for the day-to-day tasks of a professional firefighter.”

**“These students have persevered and earned their firefighter 1 certificates despite even more intense circumstances than most of our cadets.”**

to do so throughout the remainder of the academy.”

“We also had a friend of one student who heard that we needed masks,” Alder said. “She volunteered and made masks for all students, faculty and staff in our program so that we could continue to meet safely and protect everyone as requested under COVID-19 guidelines.”

Fire Academy instructors were able to continue this regimen with our students by monitoring them through the Strava activity tracker app. “Our instructors even took the physical activity component of our training into consideration and hosted Zoom or Facetime workouts, Strava activity check-in’s, etc. to make sure that students were staying in shape despite our stay-at-home order.”

Applicants for municipal firefighting jobs generally must pass a written

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## Fire Academy Through the Fire and Flames continued..

exam; physical test of strength, physical stamina, and agility; and a medical examination that includes drug screening and a psychological test; a lie detector test and an oral interview. Those who receive the highest scores in all phases of testing have the best chances for employment. The completion of community college degree in fire technology, and the completion of a community college Fire Academy Program may significantly improve an applicant’s chances for appointment.

“Not only are the physical requirements of these cadets demanding, but their coursework is also very challenging,” Alder added. “All students must pass a series of competency exams in three main categories - firefighter skills, hazardous materials, and wildland. These exams alone are stressful, but adding the pandemic component drives the stress level even higher.”

The fire service has been experiencing

higher than normal employee turnover due to the Baby-Boomers that are exiting the workforce for retirement. This has left a large workforce void that needs to be filled. The Crafton Hills College Fire Academy and Fire Technology Program are fully prepared and committed to continuing to meet that demand and professionally educating and training these future firefighters.

“I shared with our cadets that they would be in a unique position upon completion of the program,” said Alder. “The job outlook is very favorable, and they will not be competing with other applicants as they normally would at this time of year. I shared this statistic with the students, and I believe it was a pivotal moment that motivated them to keep going, work hard and complete the program in the face of these circumstances.”

In California between 2014 and 2024 it is expected that approximately 1,200

new firefighters will be hired annually, with 100 of those each year in the San Bernardino and Riverside area. Employment of firefighters is expected to increase slightly faster than the average for all occupations. Labor Market Source: State of California Employment Development Dept.

“These students have persevered and earned their firefighter 1 certificates despite even more intense circumstances than most of our cadets,” said Alder. “It truly is extraordinary how our administration, faculty, staff and students have worked together to be successful during these challenging times. I am so proud of how everyone pulled together. These cadets will graduate with honor and they have exhibited the can-do, persevering attitude and character that all amazing firefighters show.”



Photo: Rene Sampay, CHC Custodial Supervisor.

## Welcome Custodial Supervisor, Rene Sampay

Rene Sampay joined the CHC team in April, bringing with him over 15 years of experience in educational custodial operations. Rene is looking forward to building professional relationships with his team, and his priority is to “meet APPA cleaning standards at a level 4 or above.” To meet these standards, all custodial staff are being trained on proper floor care, routine maintenance, and daily cleaning operations. During this period of the COVID-19 pandemic, all areas on campus are being thoroughly cleaned and disinfected systematically. Once they have completed a building, they lock it up and monitor the usage to determine if any additional services are needed. Rene’s wife, Shana, is an educator in a K-5 elementary school and the couple have two sons, Daymonne who is 18 and Jayden who will be 7 in May.





Photo: Robert McAtee and fellow Rotarians.



Photo: Sherri Wilson's sewing station.

## Crafton volunteers helping our community respond to COVID-19

Robert McAtee volunteered with the Rotary Club of Fountain Valley to assemble 55,745 face shields to be delivered to various hospitals in California. This work was done at seven different locations over a three-week period.

Retired math Professor Sherri Wilson is

using her sewing machine to assemble masks for health care workers at Arrowhead Regional Medical Center. She started by making masks from HEPA vacuum bags which give protection almost as good as the N95 masks. She also made several covers for the duckbill style N95 masks to keep noticeable soil off the masks

and add some cheer to the look. In addition, Sherri and her sister have made over 60 additional cloth masks for the hospital, friends, and family. She offered, "if you know of people who need a cloth mask, I can make some more."



## Crafton Hills College New Student Saturday

On Saturday, April 25th, students were able to meet with a counselor virtually to complete a two-semester ed plan and get assistance with registration.

Other student services available were Financial Aid, Admissions and Records, and the Free College Promise Program. Almost 100 students received the help they needed to enroll and register. Thank you to all members of our student services team for helping our new students over the weekend.

Photo: Courtney Hogate, former CHC student and Promise Professional Expert.

