



## Crafton Hills Math Professor Implements No-Cost Course Materials Class, Saving Students Hundreds

Crafton Hills College mathematics professor Joshua Robles is implementing a no-cost adaptation of a popular statistics course, saving students up to \$300 each.

“Textbooks remain one of the most significant expenses for our students and, unfortunately, a financial barrier for some of our most at-risk students,” said College President Kevin Horan. “Our CHC faculty are dedicated to finding innovative ways to make sure Crafton is accessible, a college degree is affordable, and removing financial barriers whenever possible,” Horan continued.

The course is completely housed in Canvas, an online learning management system used at many colleges, including CHC. A recent survey showed that almost half of Robles’ students primarily access their courses via mobile devices. Since the Canvas platform is already familiar to CHC students and provides excellent mobile support, he knew it would be a perfect option for easy access to the course’s text, homework, quizzes, and discussions.



Photo: Josh Robles.

“Even though the course materials are no-cost, they are still high quality,” said Robles. “The material is presented in small chunks and the text is written to be student friendly. We are excited to explore expanding low- or no-cost options for more of our courses.”

Typical math courses use a publisher textbook and its accompanying online homework system. Depending on the course, a new textbook with an access code to the online homework system can cost up to \$300, if bought used, \$200. Due

to budget restraints, many students often forgo textbooks altogether and pay only for access to the online homework system at approximately \$100.

Crafton Hills College plans to continue expanding the number of no-cost course materials classes. When registering, students are able to search for course sections that exclusively use digital or other instructional materials that are free of charge to students and in some cases have a low-cost option for print versions for students who prefer that format.

¡Únete a la Ventanilla de Orientación Educativa en vivo el jueves, 22 de Octubre a las 1PM!

Oportunidades para estudiantes indocumentados:

**De la escuela de adultos hacia el colegio comunitario y más allá**



Presentadora: Herberth "Alex" Jaco

Sr. Student Services Tech Outreach and Educational Partnerships



In support of our undocumented community, the Mexican Consulate in San Bernardino invited Herberth “Alex” Jaco, student services tech for outreach and educational partnerships at Crafton Hills College to present during a virtual event on Thursday, October 22. Jaco highlighted the opportunities that undocumented students have in adult schools and community colleges.

# SENIOR DAY

Friday, October 30th  
8:30 am-1:00 pm



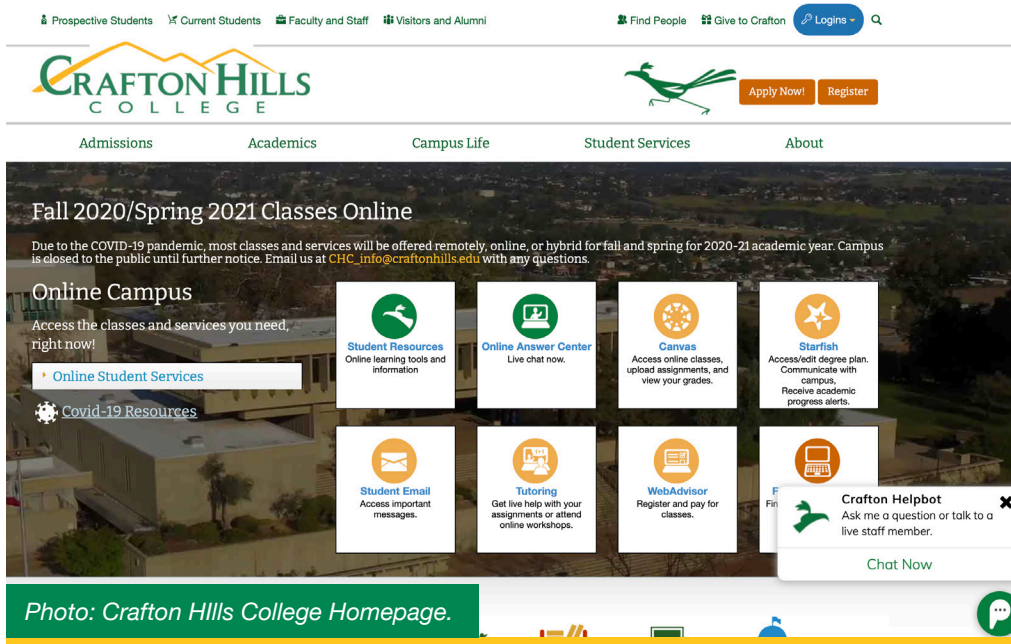
Apply to  
Crafton Hills College  
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## Virtual Senior Day

Twenty area high schools have been invited to have their seniors virtually visit Crafton on October 30 to find out more about the educational opportunities available at the College. The half-day conference for high school seniors will provide information about programs and services offered as

well as presentations and workshops from a variety of student services and instructional departments. Senior Day was developed to encourage high school students to attend college and discover what is available from their community college. This event is typically

held on campus but will be held in a remote format due to the pandemic. Vice President of Student Services Delmy Spencer added, "Crafton Hills College is staying connected with local communities. The faculty, staff and administration are being innovative during the pandemic."



The study revealed that while access-related (online service) inequity is regionally pervasive, some Crafton services improved in the remote environment. One Crafton student stated, "For the tutoring center, I love it and I hope they keep it that way when everything goes back to normal. It's convenient especially for those who can't make it on campus." Another student was pleased with the responsiveness of research librarian assistance available, stating, "They answer my emails in no time and they always check back to see if I've found what I need or if I was able to log in to the database." Student Services has used the student recommendations in this study to increase access-related equity.

## Student Voices Highlights

The Crafton Hills College Office of Institutional Effectiveness, Research and Planning has been sharing findings from its "Student Voices 2020" research study to inform recommendations for improvement based on student experiences. This innovative

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study was part of a regional effort to understand how students choose a college and their reasons for leaving, how they select a major or career path, and how they access services. The study also gathered perspectives about the impact of Covid-19 on student behavior.

The study also shows that Crafton students feel a sense of belonging and are thankful for the quality services they receive and helpful instructors. Although the study did not include website-related questions, students identified the website as the element most needing improvement since, even before Covid-19, it serves as a gateway to the services and information they need. As a result, a follow up study is underway to inform recommendations for improvement to the Crafton Hills College website.





Photo: Anthony Abate.

## Honors Program at Crafton Hills College is a Great Option for Students

As the cost of a university education continues to climb, Crafton Hills College offers another route for students who want to attend a prestigious university. Crafton provides an affordable alternative for the first two years of a student's college education and leads them towards their goal of earning a four-year degree. Participation in Crafton's Honors Institute not only prepares students for transfer but greatly enhances their chances of being accepted by the nation's top-ranked universities.

The College Honors Institute at Crafton provides support to highly motivated students who have demonstrated academic achievement by creating programs that challenge and deepen students' scholarship, creativity, and commitment to higher education. Program benefits include helping students develop research skills, providing opportunities to participate in research conferences and offering priority consideration for admission to a transferring university.

"Our students have direct access to me, our Honors counselor Debbie Bogh, and other Honors students," explains Honors Coordinator Judy Cannon. "Recently, we held our opening social via Zoom, where we had breakout rooms that allowed students to talk to each other. It's a real community

within a community."

To be considered for admission into the Honors Institute, students must meet certain criteria, like a 3.25 GPA and a base of transferable credits depending on if they are continuing students. Applications are accepted year-round, and once a student is accepted, the benefits – like open communication with its other members - are tremendous.

The program has grown by over 50% during the last few years, with 124 students being enrolled in the program last spring. Thirty-nine students completed the Honors program requirements and graduated in May 2020, with 38 transferring to four-year institutions, including UCLA, UC Berkeley, UC Irvine, UC Riverside, UC Santa Barbara, UC San Diego, University of Redlands, Cal Poly Pomona, and CSU San Bernardino among others.

Anthony Abate, a 29-year-old Crafton alumnus from Beaumont, heard about the program through a flyer he saw on campus. Abate said when he started at Crafton, he came onboard with a 10th grade education and the mindset that he couldn't succeed. That negative thinking didn't last long, he said.

"When I began to succeed at Crafton, I was

inspired to see what my full potential was, which led to joining the Honors program," he explained. "The program taught me to take a chance on every opportunity and to expand my knowledge and capabilities. It also taught me that with hard work, dedication and a support system, I can rise to any occasion."

Abate was selected as the graduation speaker and won the President's Award Scholarship in 2019. He is now finishing his bachelor's program at CSU San Marcos and continues to volunteer at Crafton as a member of the Foundation Board.

Sharing success stories like Abate's with others is what drives Cannon's work. She also likes to highlight the purpose of the Honors program and why joining is a good idea.

"If a student wants to go to a prestigious university – or any university, for that matter – the Honors program is a great place to start. Students can come to Crafton for two years, get a solid educational foundation in Honors and transfer to the university of their choice as a junior, all for a fraction of the cost of spending those first two years at a university," Cannon explained. "Also, being in a community of like-minded students gives them a sense of purpose and a support group."

## CHC Faculty Get Creative to Keep Distance Learning Fun and Effective

Brandi Bailes, mathematics professor, admits that statistics can be a dry subject, but humor, she has found, is a helpful remedy. “I’ve always been a ham in the classroom, but COVID has made me need that more as a teacher,” Bailes said. “People have a lot of math anxiety, so humor always helps with that. In a traditional classroom setting, there’s more natural camaraderie, so now it’s either I am humorous, light-hearted and funny, or this class is not going to be successful.”

With student achievement at the forefront of her mind, Bailes crawls under her desk each week as she logs onto Zoom. Her students watch expectantly as a small grey elephant appears on the screen to teach them the next lesson in Statistics. Using her child’s puppets - Eli the Elephant, Lion, Cow and Cat - Bailes presents effective lectures enhanced with funny anecdotes.

“It keeps students engaged on one hand just because it’s different, but also it helps to not ignore the fact that my students have family around,” Bailes explained. “It puts a lot of pressure on the students who are at home with kids to have to pretend like they are like other students in a distraction-free environment. I like to draw the kids in rather than ignore them and allow them to enjoy the puppet show while their parent is learning.”

Bailes acknowledges the reality of her students’ learning environment and adjusts her expectations accordingly. “We use Snapchat filters in class a lot,” she said. “The students really like using them because it’s more comfortable for them to not have to put their face forward while still having their camera on. Allowing them to hide their appearance as a duck or whatever allows them to still engage without feeling self-conscious.”

Gwendolyn DiPonio, English professor, has

Eli & Cat Binomial and Cumulative



Photo: Brandi Bailes with Cat and Eli the Elephant puppets.

taught online for more than ten years and has made adjustments to accommodate students who simply prefer face-to-face classes. Recently she dressed up as Professor McGonagall, fictional Hogwarts professor from the Harry Potter series, to spice up an English lesson on the correct format for research papers.

“My videos have a twofold purpose, both to ease the tension students must feel about electronic communication and to entertain them a bit,” she said. “My dressing up as characters or adding humor to required academic content adds an element of fun we might have if we were in a room together.”

CHC faculty members’ creativity is not limited to character acting though. Alexander O’Brien, instructor of multimedia and computer information systems, was inspired to find a way to make slides more

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accessible in Canvas, the College’s online learning platform. In an attempt to include an interactive feature, O’Brien found that there was no easy way to accomplish that without HTML coding.

Knowing that other faculty members may be looking for a similar solution, he found that

he could make a Google Slides presentation, publish it to the web, and place the provided coding from Google Slides into Canvas for a simple, looping set of images.

“It wasn’t the fully interactive element I was originally hoping for,” O’Brien said. “But it still provided a new way to look at the content.”

The end result allowed students the ability to see images before photo editing, and then blended into the altered image, which helps to distinguish the content from regular, static images. While it was a small change to the online course, O’Brien said it’s vital to make every aspect of distance learning accessible and engaging for students.

“Our students are struggling to perform their best in this new world,” O’Brien said. “It is up to us as teachers to be sure we continue to be vigilant and innovative in our approach to education.”

“For those students new to this online world, I hope our creativity shows them that taking online classes doesn’t have to be as frightening as they might think,” added DiPonio. “Hopefully professors will discover that teaching them doesn’t have to be frightening either!”





Photo: Paramedic Students.

## Paramedic Program has 100% Exam Pass Rates and Job Placement Rates

The Crafton Hills College Paramedic Program maintains its fully accredited status as it received confirmation from the Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions (CoAEMSP) that all thresholds were met for their most recent annual report review.

The CoAEMSP quality improvement subcommittee reported that the required outcomes thresholds were met with the following results: National Registry of Emergency Medical Technicians State Written Exam: 100%, Retention: 87.8%, and Positive Job Placement: 100%. These results are well above the national averages and align with the

program's stand-out reputation state-wide.

Program faculty reported that the national registry exam is a challenging and nerve-wracking computer-adaptive test that includes between 80-150 questions administered over two and a half hours. Having a 100% pass rate indicates that students who graduate from the CHC Paramedic program are well prepared with the skills needed to obtain their license and provide advanced emergency medical care for patients. The exam is randomized and bounces between concepts such as airway, pregnancy, and car accidents and includes patient care focused on adult, geriatric, and pediatric patients.

When asked about the success of the students, program director Kathy Crow indicated that it is all about the students who put in the hard work and hours of commitment that make the difference. Students who are accepted into the CHC paramedic program are asked to dedicate a year of their life to their studies. The student-centered, cohort-based program is one of the few in the state that implements pre-requisites. The 100% job-placement rate is an indicator that for students who dedicate themselves to this program, their perseverance will pay off in the end. Congratulations to the CHC Paramedic program!



Photo: Dr. Tim Karas, peer review team chair.

## Accreditation Site Visit

During the week of October 12 - 15, Crafton Hills College virtually hosted a peer evaluation team as a part of the accreditation process for the Accreditation Commission for Community & Junior Colleges (ACCJC). For the past 18 months, Crafton has been preparing for this review process, which is conducted every seven years.

At the exit interview, the team communicated that during their week, they had the opportunity to meet with many individuals and committees, review documents, and hold two open forums. Throughout their interactions, faculty, staff, students, alumni, and community members spoke highly of the many programs, services, and initiatives that we have at the College.

Words used to describe Crafton were student-centered, team-effort, deliberative, selflessness, interdisciplinary collaboration, inclusion, and innovation. Peer review team

chair and superintendent/president of Mendocino College Dr. Tim Karas stated, "Your pride in Crafton Hills and your commitment to your mission shine. Overall, the area identified to strengthen is for the college to ensure that the program review process is implemented consistently across all the learning support and student support service areas." Karas continued, "The team applauds your work to transform the English and math sequence to improve student success, efforts to support equity and inclusion, and mental health services. They were impressed with the guided pathways work, distance education training and verification process, use of qualitative and quantitative data in decision-making, and lastly during the pandemic, real-time change in adaptability that was demonstrated is noted."

Crafton will receive notification from ACCJC on the status of its accreditation in February. The College is optimistic that Crafton's full accreditation will be reaffirmed.



Photo: Technology Success Center.

## Tech Success Center Answers the Growing Challenges of Digital Learning

The Technology Success Center (TSC) is dedicated to creating pathways using technology to meet the learning needs of students and faculty. A part of the Disabled Students and Programs Services (DSPS) Department, the Center's purpose is to create equal access for students, which is a need that has expanded this year with mandatory distance learning.

"Our goal is to leverage COVID-19 by integrating key technologies in a way that would take us safely into our 'new normal,'" said Suzanne Delahanty, alternative media and assistive technology specialist at CHC. "COVID was a turning point; it justified a drastic rethinking of how we train and support students and faculty. Overnight, we had to identify how to leverage available technologies, to not just technologically transform traditional training and support methods, but also improve them. Going entirely remote provided us with the rare opportunity to quickly research and invest in promising virtual technology that will undoubtedly continue to support our college for years to come."

Delahanty estimates that since the initial campus closures due to the pandemic, the Center has served more than 500 students and worked with more than 100 faculty to expand accessibility and success in distance

learning.

Delahanty provided as example of how the Center has helped by telling of a student named Dan (not his real name) with visual impairments. He told her that reading was difficult for him but that his psychology textbook was unavailable in a digital format. She contacted the book's publisher and requested that the company make a digital copy, but they refused, so she manually scanned the textbook page-by-page into editable text, which he was able to use with a screen-reader. She also created audio files from the screen-reading so that he would be able to listen to each of the chapters individually.

As new student with disabilities, Dan was shy and seemed lonely, so Delahanty invited him to the Psychology Club, an organization

**"Because that's what we live for. I think that we really made a difference in his life."**

on campus made up of both students and faculty. After attending for some time, the organization chair shared with Delahanty that Dan had told club members that he was grateful to her -- both for introducing him to other people and helping him in the TSC so that he could get through his studies. Other students agreed that they had received help through the TSC.

"To hear that secondhand, of course, I started to cry," Delahanty said. "Because that's what we live for. I think that we really made a difference in his life."

Another student she provided services for was Brian (not his real name). He dreamed of going to college, but his parents weren't sure that he would be able to due to severe disabilities including being unable to speak or use his hands, and being bound to a wheelchair. After researching, Delahanty found a technology called the Tobi Dynavox that allowed Brian to control a mouse with his retinas, which allowed him to continue pursuing his dream of college.

As an ongoing service to all students, the Center offers on-demand technology support with commonly used platforms and apps. The Center also offers expertise for students like Dan and Brian, by which supplemental technology for study, research and notetaking will make the difference in their success. Delahanty often shares resources like voice dictation, audio transcription, audio recording, speech-to-text, screen-readers, writing and reading aids, and smart-pen use to increase students' accessibility and opportunity for success.

TSC supports faculty and staff with on-demand, live support, recorded tutorials, group training sessions and online resources and recently certified nearly 100 faculty members to teach Accessible Online Courses. "Technology has really been able to level the playing field, but it does have to have the human component," Delahanty said. "You have to have someone helping the students and getting them through it. The human element will always be there. Technology will never replace teachers."

To support its work, TSC has received Distance Education and Captioning and Transcription (DECT) grant funding of \$170,000, which will provide broad captioning services. Other plans include further developing online digital forms and requests across programs and developing a training resource to be linked in courses on Canvas for students to get support.



## Crafton's Kashaunda Harris Steps into New Role at Site

As the College's new professional development coordinator, Kashaunda Harris wants everyone to feel welcome at Crafton Hills College.

The new role will allow Harris to create and plan events - like on-campus in-service days - geared at getting Crafton's faculty and staff hyped about their own personal goals and the College's overall mission.

"Kashaunda Harris wants everyone to feel welcome at Crafton Hills College."

"I want to get faculty and staff excited about learning new things and about the activities and opportunities that we have on campus," Harris explained. "I want people to feel excited about what we are offering here."

September 8 marked Harris' official first day on the job, but she has been part of the Roadrunner family since 2015, when she joined the Extended Opportunity Program and Services (EOPS) Department. Her previous role at the College included providing first-generation, low-income and foster students with myriad services, including counseling and financial assistance.

The job, she explained, "fit closely with what I felt passionate about since I was a first-

generation and low-income college student myself."

Harris initially had plans to become a doctor but found her true passion was working with students from varied backgrounds. After high school, the Moreno Valley resident earned a bachelor's in African American studies with a concentration in psychology from UCLA and, later, a master's in counseling from San Francisco State.

In 2006, Harris began a career as a high school counselor, where she planned and orchestrated workshops, group counseling sessions and much more, all while working for a local group home. Next, Harris took a position with a college readiness program at Cal State San Bernardino before applying and being selected for the counseling position at Crafton.

Moving into her new position comes with some nervousness, but Harris finds comfort knowing she was encouraged to apply for it. And although the coordinator position is focused on faculty and staff-based learning opportunities, Harris will still have an important role in helping Crafton students on their path to success.

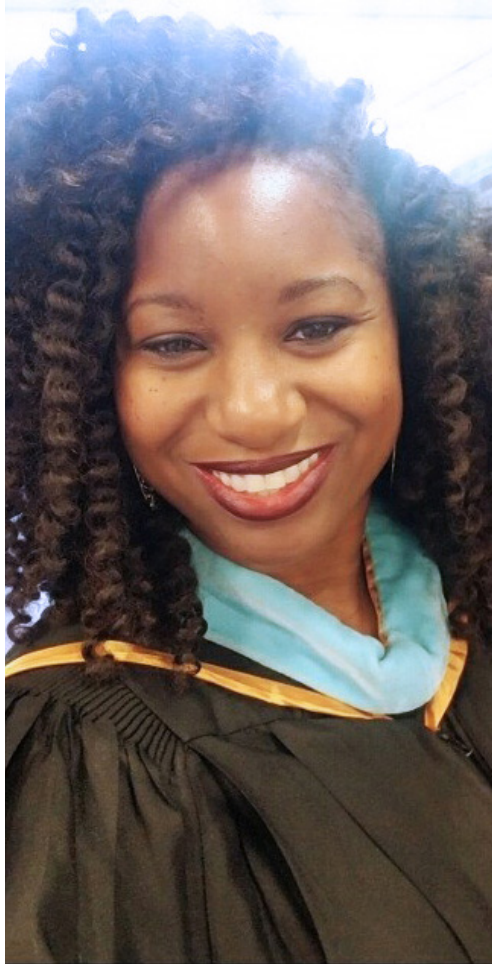


Photo: .

## CHC Celebrates National Coming Out Day

A "National Coming Out Day" event was held October 8 to support the LGBTQ (lesbian, gay, bisexual, transgender, queer) community and their allies. Panelists reflected on a series of questions about personal experiences with self-disclosure of their sexual orientation and gender identity by moderator Isaiah Mataele, a board member with the Utah PRIDE Center.

The panel was comprised of CHC alumnus Anthony Abate, community member Anthony Harris and California Community College health and wellness representative Lauren Campana. Also featured was CHC administrative coordinator and part-time faculty member Tina Marie Gimple, who reflected, "It was a fantastic event; it takes so much courage to become who you really are. I'm so proud to work with people who

value everyone regardless of who they might be."

Event organizers want the entire CHC community to feel supported and included while addressing barriers to fairness and justice for everyone. Ericka Paddock, Director of student life, is committed to continuing this event on an annual basis. Paddock concluded, "Continuing to host events such as these is key to shaping a campus and world that is inclusive and encouraging to LGBTQ rights."

