



Crafton Hills College English Alumna Publishes Novel

When Janelle Parmer attended her first English class at Crafton Hills College, she knew she was on the right path. "I remember taking English 101 and falling in love with the class right away," she said. But it was one moment in particular, when the professor read a short story she had written for an assignment, that was truly transformative. "I was so excited that she had enjoyed reading it and that she liked it enough to share with everyone," Parmer said. "It really boosted my confidence as a writer and as a student, and I will never forget that feeling."

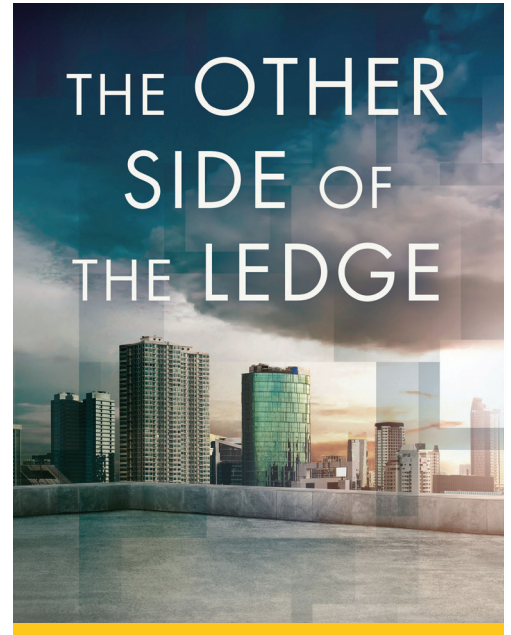
That was nearly twenty years ago, and since graduating from Crafton in 2001, Parmer has earned a Bachelor's in English from California State University San Bernardino and an MBA from the University of Redlands. While she admits her path hasn't always been straightforward—it took seven years to complete her BA and another thirteen to finish her postgraduate studies—it was the lessons she learned at Crafton that Parmer says helped her keep going. "Crafton taught me that hard work, perseverance, and dedication will get you to where you need to be," Parmer says, going on to state that she "never stopped believing" that she would finish someday.



Photo: CHC Alumna Janelle Parmer.

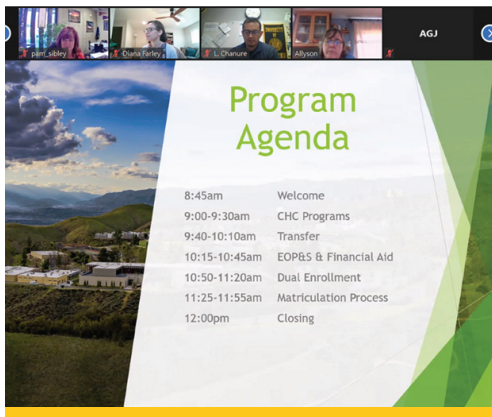
Despite her considerable achievements in other fields, Parmer still considers herself "an 'English Nerd,'" and wouldn't, "have it any other way." Parmer has always had a deep appreciation and love for writing and believes that through hard work and dedication, she has completed her decade-long goal of publishing a novel.

The Other Side of the Ledge, now available on Amazon, is Parmer's first novel. It's the story of a woman in her late 30's reckoning with the sudden death of her husband. Parmer, who has herself recently experienced loss, uses flashbacks into the life of her character's marriage to delve into



the stages of grief caused by the sudden loss of a loved one. Her novel explores the role mental health plays in personal relationships, and specifically how people use humor as a tool to help navigate hardships. Encouraging people to "talk about mental health" is Parmer's main goal. "We finally are starting to speak openly about mental health, and it is important we keep these conversations going."

Parmer hopes others can be inspired by her educational journey and recognize, as she realized with Crafton, that "sometimes the place you need to be is right in front of you."



CHC and K-12 Counselors Connecting to Help Students Succeed

The CHC Counseling department, in collaboration with the Student Services division, held a one-day virtual conference with local high school counselors and staff on November 20 through Zoom. Topics were based on the participants interest and included an overview of Crafton Hills College academic programs, transfer options, EOPS and financial aid, dual

enrollment, and matriculation. Participants included Redlands, Redlands East Valley, Citrus Valley, Yucaipa, Oak View, Green Valley, Beaumont, and Charter Springs High Schools. Vice President of Student Services, Dr. Delmy Spencer stated, "It was great seeing our K-12 Partners engage and eager to learn updates from CHC."



Photo: Toys raised for children of CHC students.

Children of CHC EOPS Students Receive Toys for the Holidays

The children of many Crafton Hills College (CHC) students will have a snugglier and happier holiday season thanks to hundreds of generous donations to a toy drive organized by San Bernardino-based Design West Engineering.

More than 300 toys were donated to the drive, set up to benefit the children of students in Extended Opportunity Program and Services (EOPS), Cooperative Agencies Resources for Education (CARE) and California Work Opportunity and Responsibility to Kids (CalWORKS) programs at both CHC and San Bernardino Valley College. According to Crafton's program director Dr. Rejoice Chavira, the students enrolled in these programs at the College are financially disadvantaged and holiday gifts for their children are not something that most of them would be able to provide. "The reality is for our students the holidays are difficult because they are financially strapped. They have to make a decision with their limited resources – which is most important, food or toys?" Chavira explained.

The toy drive was the result of donations from Design West Engineering's own staff and its client and industry partners and through an allocated budget for holiday gift

purchases. According to Jeremy Richard, an Associate at Design West Engineering, the company has traditionally set aside funds to purchase holiday gifts for clients and would visit with them near the end of the year. Because of the COVID-19 pandemic, however, the firm felt it would be a better use of its funds to purchase toys for the children of students at CHC and SBVC.

"Part of this project for us (Design West Engineering) illustrates one cornerstone of our brand focus: the four corners of

"This effort by Design West Engineering is tremendous and is a clear demonstration of what it means to be a partner to your community," said CHC President Dr. Kevin Horan.

customer service. These are Communication, Creativity, Collaboration and Care. We have engaged in other community projects highlighting each of the other concepts. This project is tied to care," he said. "San Bernardino is the most underserved population in the Inland Empire. And we want to use this project to give something back. We design buildings, but we want our

staff to be excited about what our buildings do - they serve communities."

Shannon Stewart, Marketing and Business Development Manager at Design West Engineering, agreed. "Part of our mission is to build better communities where we live and work," she said. "We want to raise awareness of who we are and the needs of our community."

The generosity of Design West Engineering was serendipitous. According to CHC's Director of Institutional Advancement Michelle Riggs, "Psychology Club students normally hold a toy drive and host a holiday party for the children of students enrolled in the EOPS, CARE and CalWorks programs. Because all of our students are learning remotely this semester, they were not able to do so." Fortunately, Design West Engineering was able to provide the toys for the children this year. The toys were delivered to the Colleges the week before Thanksgiving.

"This effort by Design West Engineering is tremendous and is a clear demonstration of what it means to be a partner to your community," said CHC President Dr. Kevin Horan.

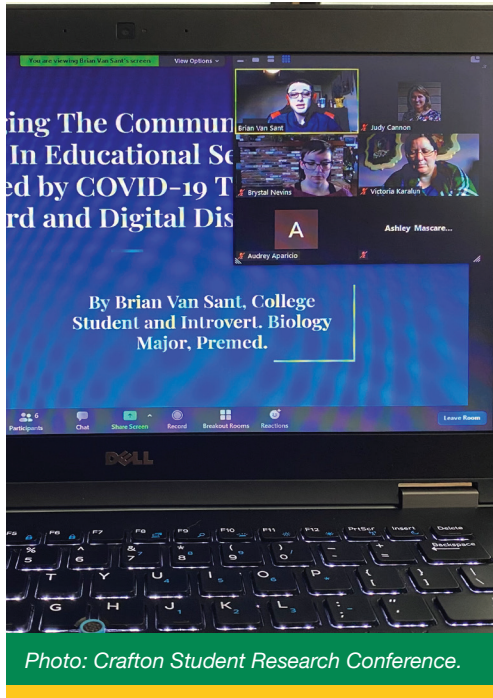


Photo: Crafton Student Research Conference.

Honors Research Conference

The gig economy, the influence of social media on cosmetic surgery, the need for planetary WiFi, the use of information and communications technology in the

classroom, posthumanism and religion, online dating during the pandemic, conspiracy theories—what do these disparate topics have in common? They were among the topics of the Zoom presentations given at the Crafton Student Research Conference on Friday, November 20, 2020.

For the past three years, the Crafton Hills College Honors Institute has sponsored a research conference near the end of each semester. The conference has been a place where students can present research they have conducted in their classes or on their own. Their peers, friends, and mentors have been invited to attend. In previous conferences, presenters had the option of oral or poster format.

This year's conference, of course, could not be held in the usual live format, but a Zoom session with six different breakout rooms for 21 oral presentations worked surprisingly well. Three or four presenters were assigned to each breakout room, and

conference attendees were free to join any of the presentation rooms they wanted to. At the end of each presentation, attendees could ask the presenters questions or discuss the topics and issues raised.

Brystal Nevins, one of the presenters, would not have chosen to do the conference virtually if there had been an in-person option, but she noted, "I enjoyed the more intimate group setting as it led to involved conversations happening among those present and made for a relatively low-risk environment."

"I enjoyed the more intimate group setting as it led to involved conversations," said Brystal Nevins.

This semester's conference was the product of collaboration between English professor Isidro Zepeda, psychology professor Dr. T.L. Brink, and Honors Coordinator Judy Cannon.

The Spring 2021 Crafton Research Conference will be held in April and will include (but not be limited to) research related to the book *Spare Parts* by Joshua Davis, the book chosen for Crafton's "One Book, One College" program this year.



Photo: Adjunct Professor, Edward Ferrari.

Crafton Adjunct Professor Publishes Poetry in Prestigious Regional Journal

Edward Ferrari, Adjunct Professor of English at Crafton Hills College, has had two poems published in the regionally focused journal *Inlandia*, the official publication of the local non-profit *Inlandia Institute*.

Ferrari, a British citizen who immigrated to the United States in 2014 and who began work at Crafton in 2015 as a writing tutor, sees his position as an outsider as pivotal to both his writing and his work as an educator. "You see things differently when you're not from a place," Ferrari said, "and often this means small, familiar, intimate things take on a kind of magic that can be otherwise overlooked."

"You see things differently when you're not from a place," said Edward Ferrari.

contemporary poetry stated that it is his works "rootedness in our fragile and flawed community" that makes it special, adding that she is personally "glad to have [him] as a poetic voice" for the region.

Ferrari's poems are often based on specific local settings as indicated by titles in his forthcoming chapbook *High Fire Weather*. These include "Lincoln Memorial Shrine, Redlands," "UCR Botanic Gardens," and "Olive Avenue." Ferrari says that he has found adapting to life away from his family difficult but that he has found in Crafton and in the Inland Empire a new place he can call home.

English Professor at California State University San Bernardino Dr. Jessica Luck, who specializes in the study of

His poems "Olive Avenue" and "Damage" are available to read and listen to on the *Inlandia Institute's* website at inlandia.institute.org

Professor Molloy Publishes EMT Book

Crafton Hills College (CHC) adjunct professor Dave Molloy recently published a book detailing the life of an Emergency Medical Technician (EMT). According to Molloy, who draws from more than two decades of experience as a paramedic and now serves as a primary EMT instructor at CHC, there is a lot more to the job than what television dramas and movies depict. These depictions can lead to an inaccurate perspective of what it means to be a good pre-hospital care provider. Molloy reflects, "My personal journey in emergency medical services (EMS) began as a child watching the television show EMERGENCY. I watched in awe as paramedics Johnny Gage and Roy De Soto responded to call after call helping people who were sick and injured." Later Molloy learned that although programs like this one lead many people to think that a typical day of an emergency medical technician is filled with life-and-death situations, that is not the reality.

Such is the title for his book *EMS: It's Not What You Think!* published last September. The book details both examples of actual day-to-day operations of working as an EMT or paramedic while highlighting the "soft skills" of EMS -- how to provide emotional and psychological care to patients and support people in their time of need.

His book is published at a unique and challenging time, particularly for health care professionals. He said the rise of COVID-19 further prompted him to publish the book, particularly following a conversation with an EMT who said the high-risk of exposure to the virus was "not what he signed up for."

"When people say that, I have to ask, 'what do you think you signed up for? This is exactly what you signed up for,'" Molloy said. "I don't want potential students to invest time, money and energy for something they don't want to do. If you watch TV, EMS is portrayed as heroic, and there is no doubt that it's noble work, but I want people to have the whole picture."

Molloy, an alum of CHC, has responded to countless emergencies in his 27 years

as a paramedic. One call stands out in his mind, however -- the 2015 San Bernardino terrorist attack that killed 14, including a family friend of Molloy's, and wounded 22 others. Molloy and his team responded to the call, and despite the mass chaos of that day, he kept his cool. "We're the folks who have to be calm in the midst of the chaos," he said. "We have to provide reassurance to people who are scared or hurt. They need some reassurance that things are going to be OK. You cannot give false hope either. That is such a vital part. These soft skills are a key part of the first responder work," Molloy said.

Molloy does not sugar-coat the work and struggles future EMTs and paramedics will face and encourages students to fully understand what it means to sign up for CHC's program.

"I want to see the future classes be passionate and set the tone for others to follow," he said. "I'm training my replacements. I want them to be the best they can be, and a huge part of that is having the right attitude." Molloy believes that Crafton's EMT program provides an exceptional learning experience. "All of the faculty and staff have tremendous real-world experience as pre-hospital care providers. The majority of them continue to work in the field today. All of the primary instructors have a strong desire to see all students be successful in the program. There is a lot of heart and soul that goes into making a program stand out as top-notch."

"There is prestige that follows a Crafton Hills College EMT program graduate," said Dave Molloy.

Molloy added, "There is prestige that follows a Crafton Hills College EMT program graduate."

Molloy understands the gravity of the work he does. He can pinpoint the moment he decided that he wanted to become a first responder. It was the moment his own father hovered on the precipice of death before his eyes. The responding paramedics revived him, and thanks to them, his father lived for another twenty-five years. Molloy knew he had to return the favor by stepping into the role of paramedic himself. Molloy recalls, "I



Photo: Professor Dave Molloy.

wanted to help sick and injured people in their time of need, and hopefully give them more time with their families."

Molloy completed the CHC EMT program in 1993 and began working as an emergency room technician until he was "old enough" to work for the local ambulance company. He graduated from the CHC Fire Academy in 1994 and CHC Paramedic Program in 1997, continuing to work very closely with the College's EMS Department as a skills instructor, paramedic program field liaison, National Registry proctor, and adjunct faculty member. In 2012, Molloy developed a class for the program, EMS-025: Customer Service and Professionalism for the EMS Worker and began teaching that course. In January 2014, Molloy became a primary instructor in the EMT program.

"It is a tremendous privilege to be able to teach in the program where my EMS career started," concluded Molloy. In addition to his educational accomplishments at Crafton Hills College, Molloy also holds a bachelor's degree in business and a master's degree in business administration.

Molloy's book is available in both eBook and paperback formats on his website at www.d-mo.productions/store.

To learn more about CHC's EMT certification program, visit www.craftonhills.edu/ems.



Photo: Redlands Community Hospital food delivery.

Crafton Cares for Local Health Care Workers

With the number of daily cases of coronavirus shattering records, Redlands Community Hospital is feeling the impact. Crafton Hills College cares about our local health care workers and wanted to show them our support. Crafton faculty, staff and administrators set out to raise \$500 to provide lunches for the third floor (ICU, Stepdown ICU and COVID ICU) and exceeded their goal, raising \$800 and were able to also provide lunches for the entire emergency room staff. Ninety doctors, nurses and other health care staff were provided lunch on December 22 at 10 a.m. with greetings, notes and good wishes from Crafton.



Photo: Crafton Hall, 2020 election polling location.

CHC Serves as Polling Location

With ample space for physical distancing and close parking available, the campus served as an ideal polling location for the 2020 General Election. Crafton Hall was open for voters to drop off or cast their ballots between October 31 and November 3. Crafton Hills College President Dr. Kevin Horan stated, "Our goal is to continually increase voter participation and civic engagement among our student body, and we welcome our community and neighbors." Horan continued, "We were proud to partner with the San Bernardino County Registrar of Voters on this important effort."



Photo: Student Art Exhibit.

Fall 2020 Student Art Exhibit

Crafton's new student art show, "Look What I Made!" is now available in an online exhibit on Instagram @chcartgallery.

See works from art students in Sculpture, Two-Dimensional Design, Painting I & II, Drawing I & II, Life Drawing I & II and Three-Dimensional Design.



Photo: Latifat Babatunde, Psychology major.



Photo: Shawn Mohamed, Fire Technology major.

connecting students with employees at San Manuel to foster professional development and growth.

At the culmination of the program, students were able to purchase a professional suit for interviewing, employer networking, and job search. Career center coordinator Trinette Barrie explained how the ability to purchase professional attire has impacted students. “Most students struggle with making ends meet and have to watch every dollar. The ability to wear a new appropriate outfit to an interview helps students feel confident which influences how they present themselves.”

San Manuel Band of Mission Indians Provides Opportunities for Crafton Hills College Students

In January 2020, the Crafton Hills College Foundation received a \$300,000 grant from the San Manuel Band of Mission Indians. The grant, awarded to support the College’s Increasing Student Engagement and Knowledge (iSEEK) program, provides student employment opportunities and direct support through scholarships, emergency grants and textbook assistance for Crafton students.

The iSEEK program has grown substantially since its inception in July 2014, ultimately helping over 300 students attain their educational goals. Crafton Hills College President Dr. Kevin Horan expressed how grateful he is for the San Manuel Band of Mission Indians’ continued support of Crafton students. “This funding has helped alleviate financial barriers for students while allowing them to gain valuable work experience,” Horan shared.

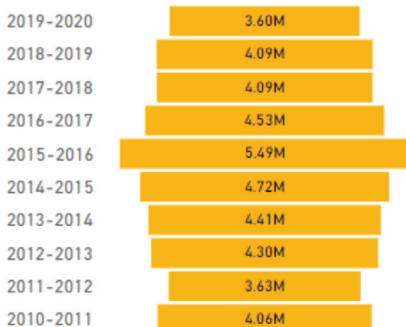
This year, due to the COVID-19 pandemic, the student employment piece of the program was modified to provide an alternate mechanism for students to learn job skills while adhering to health and safety guidelines. While the purpose of this program remained consistent, to prepare students for successful employment and to be strong candidates for competitive scholarships and transfer, the implementation of the program shifted to a virtual format as the College began remote instruction and services in March.

The employment portion of the program was managed through the College’s career center, where students developed a career portfolio that included a resume, cover letter, and elevator pitch; learned hireable leadership and employability skills through online training; earned digital badges; and gained interview skill preparation. A newly developed mentorship component was added this year

Direct student support through scholarships, emergency grants, transfer application fees and textbook assistance have been more important than ever this past year. In some cases, this funding meant the difference between students continuing their education and dropping out. In others, it relieved food insecurity due to loss of wages or helped pay certification fees so that a student could start his/her career. In every instance, this funding provided hope for students who often expressed that having others believe in them helped them believe in themselves.

Horan concluded, “The San Manuel Band of Mission Indians helped Crafton students respond to unforeseen challenges and provided the financial support they needed to continue their studies during this very challenging year. It is more important than ever to help our students stay in college, earn their degrees, and build a better future, and we are so grateful for San Manuel’s philanthropy and dedication to improving our community.”

Electricity Usage by Year (kWh)



Electrical Efficiencies at Crafton are Paying Off!

At Crafton Hills College, sustainability and efficiency remain top priorities as the College expands with new facilities poised for growth in the east valley. In 2015, several new construction projects were completed, adding three new buildings which resulted in the College increasing its square footage by nearly 40%. Within a year of the new buildings opening, the facilities team had homed in on the new systems to maximize efficiency while providing for comfort and

campus security. As indicated by the graph below, the campus now operates on less electricity than was spent before new construction, which results in cost savings and ultimately more dollars for students in the classroom. Thank you CHC Director of Facilities Larry Cook and HVAC Technician Jose Olmos.

