



**Tel-A/Remote and Hybrid Work Best Practices**  
Tamika Connor and Ted Lai

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**Agenda**

- Introducing Calbright and Who We Serve
- Key Tools for Tel-A/Remote or Hybrid Work
- Developing Culture/Community
- Fostering Collaboration
- New Challenges and Next Steps
- Q&A

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**Introductions**

**Tamika Connor**

SVP for Strategic Initiatives



**Ted Lai**

VP of Student Services and Success



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### Competency-Based Education (CBE)

- **Flexibly paced:**
  - Students have the ability to take the time they need to achieve mastery
- **Focus on skills-based training:** Students demonstrate mastery of skills and ability to apply specific knowledge and skills required for a particular job or career, to progress through coursework
- **Students complete programs with industry-valued certification**

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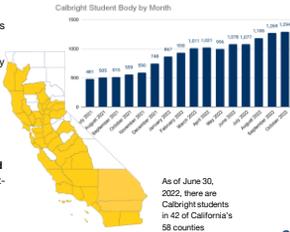
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### Our Students – An Overview

- **Adult learners:** 92% of Calbright students are 25+ years old, compared to roughly 40% across the CA Community College (CCC) system
- **Parents/caregivers:** 34%, compared to roughly 10% across the system
- **Diverse ethnicity:** 24% identify as Black, 33% as Latinx, and 19% as Asian. Students represent 40 counties, including 22 of California's rural counties
- **Unemployed, under-employed and displaced workers:** 40% are unemployed, 18% work part-time, and 31% are displaced workers who recently experienced job loss or hours reductions



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## Our Students – A Closer Look



Denise lost her job at a non-profit when COVID-19 began. "I was looking to expand my job skills and enrolled in the CRM Platform Administration program. Being familiar with Salesforce as a consumer, I was interested to become a certified administrator."



"I moved from Hawaii to California... I couldn't get a job that offered stability because I didn't have a credential."

"In total, it took me about eight months from when I started Calbright, to finding a new job and getting my first raise." - **Alena**

"Calbright works with my schedule, which is all over the place. If I went to a traditional school, I would have to be missing classes all the time or giving up income. But at Calbright, I can take my classes at midnight if I want to. It works very well." - **Yvette**



David has completed Calbright's IT and Cybersecurity programs and now works for an online company that provides cybersecurity training.

"I was in the Marine Corps, where I did electronics technician work... I've always been interested in cybersecurity, but never been able to get into it. This was something I really wanted to do, and Calbright was a no-brainer..."



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## Programs

- Calbright currently has five online, flexibly paced training programs:
  - IT Support
  - Medical Coding
  - Cybersecurity
  - Customer Relationship Management (CRM) Platform Administration
  - Equitable Health Impacts: Diversity, Equity, and Inclusion
- Introduction to Data Analysis launched as a pilot program August 2022
  - Pilot cohort of 50 students

"Our quantitative and qualitative research shows that breaking into the data analysis field is different from other areas – there are specific gateway skills that serve as the foundation for a successful career. Equally critical, data analysis is embedded into organizational structures in both the public and private sectors and spans across industries, meaning that there is opportunity throughout California – from the Inland Empire and Central Valley to Los Angeles and the Bay Area – for workers to upskill to and move within their current organization or re-skill to be more competitive in the job market as part of a career shift." -Michael Younger, Calbright VP of Workforce, Strategy, and Innovation



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## Looking Ahead...

- Calbright is in the middle of its seven-year start-up period
- 10 programs by the end of 2023, including one in partnership with a sister community college
- Expanding operational capacity and Calbright team
- Continued focus on target regions and demographics
  - Central Valley
  - Inland Empire
  - Rural counties/areas
- Share CBE lessons learned with community college system – support system-wide exploration and iteration

**Principles**

These core principles will guide the work that fulfills the strategic vision. The principles are grounded in Calbright's founding mission and a shared commitment to the California Community College (CCC) system's Mission for Success, and are informed by stakeholder input and experiences.

<p><b>Add Value</b></p> <p>Support Calbright's students, the CCC system, employers, and the state.</p>	<p><b>Support the Learner</b></p> <p>Design to meet the specific needs of students without degrees.</p>
<p><b>Focus on In-Demand Jobs</b></p> <p>Prepare learners to advance and succeed in in-demand jobs with career potential in stable or growing industries.</p>	<p><b>Advance Equity</b></p> <p>Remove barriers to success by race and ethnicity, gender, income, region.</p>
<p><b>Be Responsive</b></p> <p>Adapt programs in response to relevant changes in economic conditions, research, industry, workforce needs, and learner skills.</p>	<p><b>Align Quality and Growth</b></p> <p>Grow enrollment while strengthening outcomes through high-quality learning, support, and student experiences, consistent with sustainable institutions.</p>



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Question: What comes to mind when you think about working in a remote/hybrid environment? (benefits and challenges)



Results

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## Key Tools for Tel-A/Remote or Hybrid Work

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## Using Technology to Amplify Our Work

Google Workspace



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## Salesforce: Centralizing Student Contact

- Key staff members can see all contact with a student from the Student's profile
- Cases are used as records to track and resolve inquiries
- Cases can be transferred to other teams
- Phone, Online Chat, Email, and Texting capabilities are all accessible via Salesforce to make for a streamlined user experience



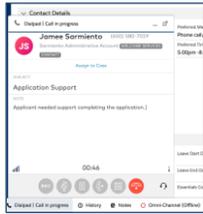
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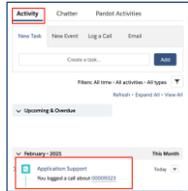


## Phone Calls on Salesforce



Incoming calls, or calls initiated by Welcome Services can be made from within Salesforce.

Notes can be logged real time, and calls can be associated with specific cases.



Once a call is logged, it is visible from the Student's contact record in the activity log.

The activity log provides a holistic snapshot of past communications or appointments with the student.

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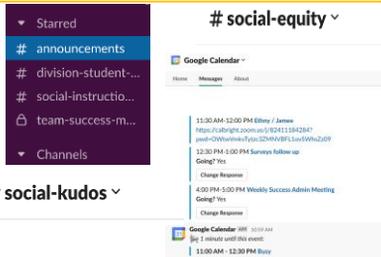
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## Slack: Cross Collaboration and Community

- Intentional naming conventions allow us to organize channels
- Integrations with other work tools like Google calendar
- Social channels promoting connection and culture building (kudos, equity)



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## Start With Why?

### Principles



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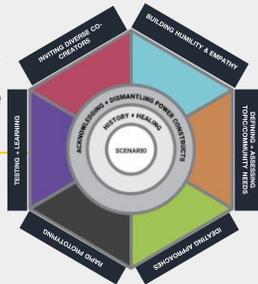
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How might we create a positive, supportive culture focused on equity centered community design?



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### Just B.E. (Belonging & Empowerment) Collaborative

*The purpose* of the Just B.E. Collaborative is to promote strategies and best practices encompassing Diversity, Equity, and Inclusion. At Calbright this work will inform how we intentionally build an organizational culture without intersectional structural bias that seeks to address and promote DEI.

*Just B.E.'s Mission Statement:* Access and equity are social justice principles, concepts against which all Calbright College services should be measured. They will be reflected in how decisions are made, about who and how we serve, how resources are allocated, and how the needs of people from diverse backgrounds are met.

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### All-Hands Meetings

- **Monthly gatherings** for all Calbright team members
- **Focus Areas:**
  - a. Connect
  - b. Be informed
  - c. Learn Together
  - d. Collaborate
  - e. Celebrate

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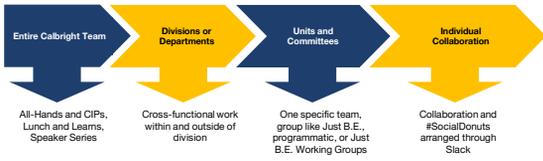
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### Intentional and Varied Meetings




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### What are some qualities of a positive culture?

Results




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## New Challenges, Next Steps

- Negotiated work schedules
- Evaluation process
- Personnel needs
- Compliance
- Professional Development
- Emerging technologies
- Maintaining a healthy culture at scale/growth

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“The future is already here — it’s just not evenly distributed”. - William Gibson

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# Thank You!

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## Contact Information

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