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

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

Introductions

Tamika Connor
SVP for Strategic Initiatives

Ted Lai
VP of Student Services and Success
Calbright College is committed to increasing economic mobility and closing equity gaps for individuals who lack access to traditional forms of higher education. The College offers online, flexible, affordable, skills-based programs that prepare students to advance in careers with increasing labor demands and growth projections.

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**

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

As of June 30, 2022, there are Calbright students in 42 of California’s 58 counties.
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.” - Alana

“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 had the chance to do something I really wanted to do, until Calbright. I’m no longer.” – David

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 sector 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

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

Results

Key Tools for Tel-A/Remote or Hybrid Work

Using Technology to Amplify Our Work
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

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.

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)
“...technology alone is not enough — it’s technology married with liberal arts, married with the humanities, that yields us the results that make our heart sing.”

- Steve Jobs
Start With Why?

**Principles**

1. **Focus on what data tells us**
   - Identify gaps and opportunities for improvement.
2. **Support the center**
   - Create a culture of diversity and inclusion.
3. **Focus on data**
   - Analyze data to inform decisions.
4. **Adapt**
   - Be flexible and responsive to feedback.

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

**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 BEI.

*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.
**Just B.E. Collaborative and Community in Practice**

- **Just B.E. Collaborative**
  - Meets bi-weekly to discuss and collaborate on DEI matters

- **Collaborative Outcomes**
  - Provides a source of support for all Calbright staff and faculty to collectively ensure equity-minded practices are infused in their work at Calbright

- **Community in Practice (CIP)**
  - Leads monthly events open to all staff centered on topics of DEI

- **CIP Outcomes**
  - Shares the knowledge, experiences, tools and resources to benefit staff, their teams and ultimately leads to student success

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**Setting the Stage: Community in Practice Agreements**

- **Center on Learning and Growth**

- **Assume Best Intentions**

- **Be Present**

- **Share Gratitude for Feedback**

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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
Intentional and Varied Meetings

- #CollabRoom: All-Hands and QIPs, Lunch and Learns, Speaker Series
- #CollabRoom: Cross-functional work within and outside of division
- #CollabRoom: One specific team, group, like Just B.E., programmatic, or Just B.E. Working Groups
- #CollabRoom: Collaboration and #SocialDonuts arranged through Slack

Apple at Work

What are some qualities of a positive culture?
Fostering Collaboration

- Project Managers: Goals/Expectations and Timelines, documentation (agendas, work plans, calendar invites, final deliverables)
- Use of slack: Project updates
- Google Workspace: Work plans
- All hands: updates to the college
- Meetings: cross-functional work, collaborative discussions and data driven decision making.

Cross Collaboration Projects
New Challenges, Next Steps

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

"The future is already here — it's just not evenly distributed". - William Gibson

Thank You!
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