



# **California Adult Education Program Summit October 28, 2020 10:10-11:40**



# It Takes a Village for ESL Student Success!



Nancy Frampton, ESL Faculty

Elizabeth Villalobos, Sr. Research & Planning Analyst

Sergio Lemus, ESL Counselor

Marisela Maciel, ESL Embedded Tutor

David Hernandez, Director of Community Services & Parent Resource Centers, MUSD

Michelle Santesteban, Transitions Specialist, SCAEC

# Today we will consider MCC's move to an online environment, including.....

- The Community We Serve
- Our ESL Program
- Our Community Partners
- Our integrated Team Approach
- Initial COVID-19 Online Transition Strategy
- Challenges and Action Taken
- Results of Technology Student Surveys
- Reflections & Future Directions



# The community we serve ...



**Language other than English spoken at home, ages 5+**

**Madera County 45.1%**

**California 44.1%**

COMPARISON SNAPSHOT 2017			
	California	Madera County	City of Madera
Population	39.6 M	154,540	64,058
Median Age	36.7	33.7	28.2
Median Household Income	75,277	48,210	40,731
Poverty Rate %	15.1	22.1	26.9
Largest Population living in poverty	Females 35-44	Females 6-11	Females 35-44

1. Source: Census Quick Facts (ACS 2014-2018) - 2019

# The community we serve ...



Education	California	Madera County	City of Madera
High school graduate or higher, % persons age 25 years+, 2014-2018	83%	72%	59%
Bachelor's degree or higher, % persons age 25 years+, 2014-2018	33%	15%	10%

74% Madera county has access to reliable internet access  
79.1% CA county average

(2017 Census)

# State Center Community College District



**MADERA**  
COMMUNITY  
COLLEGE

# Madera Community College Data



## Ethnicity

	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
<b>Hispanic</b>	59%	62%	63%	64%	64%	65%
<b>White</b>	26%	23%	23%	22%	21%	19%
<b>Asian</b>	8%	9%	8%	8%	8%	7%
<b>African American</b>	3%	3%	3%	3%	3%	3%
<b>Other</b>	4%	3%	3%	3%	4%	5%

Note: Madera is a primary immigration destination for indigenous Oaxaqueños.



# Our Campus

**2019-2020** Unduplicated Headcount  
(including Oakhurst Center) 7,890

Hispanic Serving Institution





# MCC ESL Program



- Mirrored Program (credit and noncredit); Six Levels
- CDCP noncredit certificates (adv., int., & beg.)
- Community Partnerships:
  - State Center Adult Education Consortium (SCAEC)
  - Madera Unified School District (MUSD)
    - Madera Adult School
    - Parent Resource Centers
- Integrated Reading/Writing, Grammar, & Listening/Speaking
- 1 & 2 LBT, degree-applicable, CSU GE Area C2 Humanities
- AA/AS degree applicable



**SCAEC**  
STATE CENTER  
ADULT EDUCATION CONSORTIUM



**MADERA**  
COMMUNITY  
COLLEGE

- ▶ Michelle Santesteban, Transitions Specialist
- ▶ The State Center Adult Education Consortium connects adult learners to educational programs and services that assist with seamless transitions into the workforce and/or post-secondary education.
- ▶ The State Center Adult Education Consortium consists of:
  - ▶ 14 adult schools
  - ▶ 4 community colleges
  - ▶ 1 college center
  - ▶ 2 Workforce Assistance Centers, regional occupational centers and other local agencies



**SCAEC**  
STATE CENTER  
ADULT EDUCATION CONSORTIUM

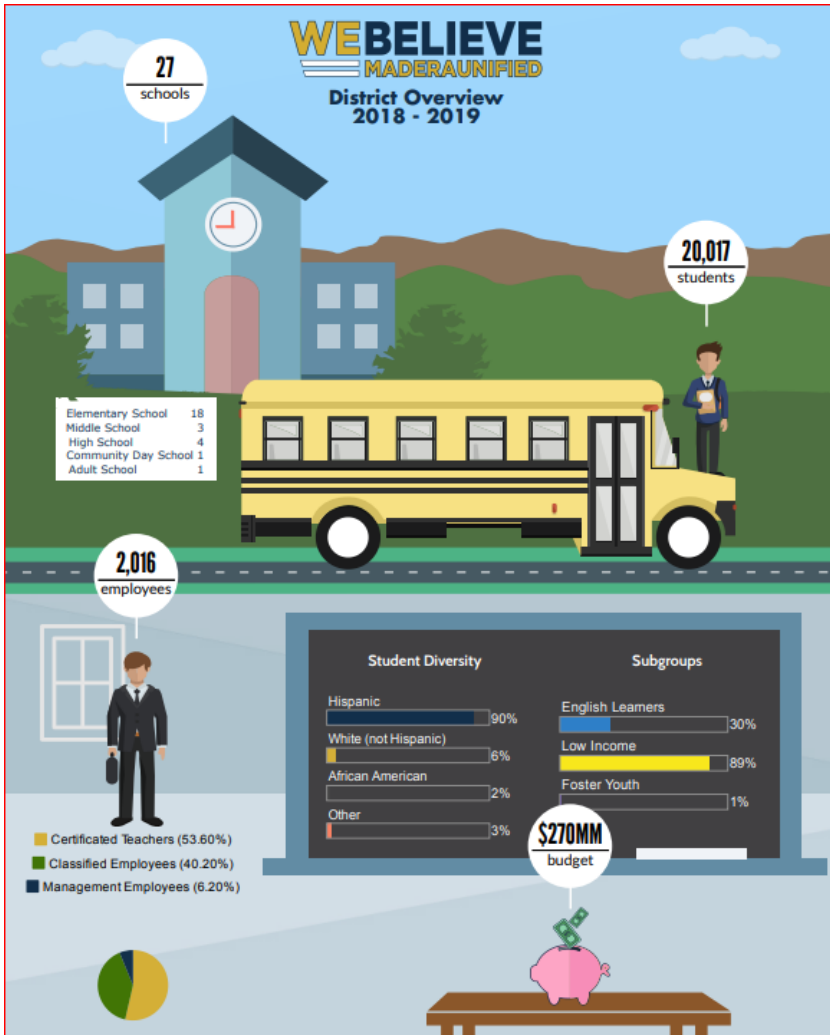


**MADERA**  
COMMUNITY  
COLLEGE

- ▶ Transition Support Services for Adult Students
  - ▶ Academic and career advising
  - ▶ Preparing for plans after completing your program
  - ▶ Support students by connecting education and training workforce opportunities
  - ▶ Career exploration
  - ▶ Assistance with college and financial aid applications
  - ▶ Community resource referrals
- ▶ Collaborates with MCC Counselors and Student Services
- ▶ Co-located within Madera County Workforce Assistance Center and Madera Adult School
- ▶ Refers students/clients to MCC programs and adult schools
- ▶ Assists MCWAC ELL Grant

# Parent Resource Centers Madera Unified School District

## David Hernandez, Director of Community Services and Parent Resource Centers



## PARENT RESOURCE CENTERS

All parents of students who attend Madera Unified School District schools are welcome to take part in the Online Distance Learning Educational Programs offered through the Parent Resource Centers (PRCs). Resources and Virtual Classrooms are waiting for you!

**WHO WE ARE**  
The PRCs are designed to provide resources that will help parents with their children's education and promote parent engagement, by encouraging parents to take an active role in their children's academic and social-emotional pathway.

**WHAT WE DO**  
PRCs support MUSD families by:

- Developing resources for families to support their children's learning at home
- Providing opportunities for parents to become involved in their children's education
- Ensuring that families receive literacy training and resources to support their children's academic achievement.

PRCs support the MUSD community by:

- Networking with community organizations to support family engagement in education
- supporting early learning programs to promote school readiness

**Department of Community Service and Parent Resource Centers**  
1820 Howard Road, Madera, CA 93637 \* (559) 416-5842 \* [www.madera.k12.ca.us/prc](http://www.madera.k12.ca.us/prc)

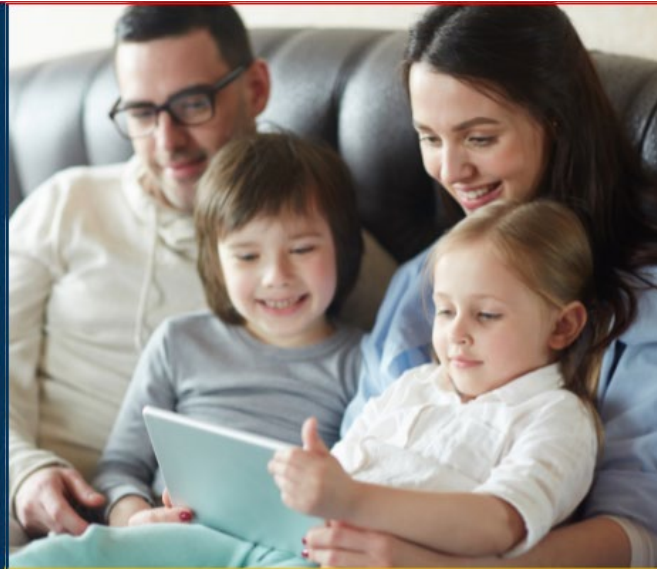
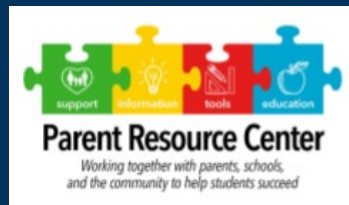
Matilda Torres High School Administration Office * 16645 Rd 26 * (559) 416-5909 *Open: 7:30 AM - 4:30 PM			
<b>Alpha Elementary</b> RM. 15 900 Stadium Road (559) 661-4101 Ext 215 <i>Also serving: Furman and MSHS</i> *Open 7:30 AM-4:30 PM	<b>Lincoln Elementary</b> RM. 707 650 Liberty Lane (559) 675-4600 Ext 1707 <i>Also serving: Dixieland, Howard, and La Vina</i> *Open 7:30 AM-11:00 AM	<b>Millview Elementary</b> RM. 25 1609 Clinton Street (559) 674-8509 Ext 225 <i>Also serving: MLK and Mt. Vista</i> *Open 7:30 AM-11:00 AM	<b>Monroe Elementary</b> RM. 27 1819 N. Lake Street (559) 674-5679 Ext 227 <i>Also serving: Berenda, Desmond, and Nishimoto</i> Open 7:30 AM-8:00 PM
<b>Rose Elementary Administration Office</b> 1001 Lilly Street (559) 662-2662 Ext 1105 <i>Also serving: Chavez Specializing in: Community Service Volunteer Program</i> *Open 7:30 AM-11:00 AM	<b>Sierra Vista Elementary</b> RM. 35 917 E. Olive Avenue (559) 674-8579 Ext 177 <i>Also serving: Eastin-Arcola, Parkwood, and Ripperdan</i> Open 7:30 AM-8:00 PM	<b>Washington Elementary</b> RM. 4 509 E. South Street (559) 674-6705 Ext 206 <i>Also serving: Adams and Pershing</i> *Open 7:30 AM-4:30 PM	<b>Madison Elementary</b> RM. 32 109 Stadium Road (559) 675-4630 Ext 177 <i>Also serving: MHS and TJ Specializing in: Dual Language Instruction</i> *Open 7:30 AM-4:30 PM

**Small Fry Co-Op Preschool \* 13878 Road 21 1/2 \* (559) 673-3825**  
*Specializing in: Early Child Education and Parent Involvement*  
\*Open 8:00 AM-11:00 AM



**MADERA UNIFIED SCHOOL  
DISTRICT**

Empowering parents as  
their child's first teachers,  
thus making them great  
partners in education and  
increasing student  
achievement.



**MADERA**  
COMMUNITY  
COLLEGE

# About Our ESL Students



74% Female

86% Mexico Country of Origin (53% in the country 10+ years)

53% Non-credit students / 39% Credit students

33% Learned about our program from ***adult school***

31% Learned about our programs from ***a friend***

32% Ask ***friends for help on coursework***

# ESL Counselors



- Spanish-speaking
- Phone Students (primary and secondary contact information)
- E-mail Students (college and personal)
- Classroom Visits ***in Zoom*** – (intrusive counseling)
- Important Notices and Follow Up
- Assisting Students Outside of Class Time



# Instructors

- Patience, encouragement, & flexibility
- Increased communication & follow up with students
- Communication with embedded tutors & counselors (Starfish)

# Instructors, cont.



- **Synchronous Instruction (SP2020)**
- **Synchronous & Asynchronous (FA2020)**
- **Zoom (SP2020 and FA2020)**
- **Canvas platform** (Inbox, Discussion Board, assignment posting, homework submission, announcements, links to online exercises, quizzes & exams)

Other tools: **Remind, Flipgrid**, etc.

*New technology evolving*

# Mr. Deluna's Class

Ted's wife, Nicole, on the other hand, is an introvert. But she doesn't object about herself from time to time.

Right now, she's bored a student, and she's sick and tired so many long reports and exams every few weeks! She's angry spend so much time in front of a computer.

However, all afraid excited vacation.

**PAIR WORK** Answer the questions about yourself, using gerunds. Then share the information with a partner.

Right now, what are you ... happy about? excited about?

Teacher Resources | Top Notch TV | Top Notch Pop | Assessment | Lesson Planner | Help

Do you think all children should study art?

Part 2

A: I don't get art.  
B: Or artists.  
A: They're in a different world.  
B: I saw a painting of a jar that was full of pencils.  
A: The artist said the jar was both full and empty.  
B: But it was full of pencils! How could he say it was empty?  
A: Artists see things differently.  
B: Did you ever see anything that Picasso painted?  
A: Of course! He's world famous.  
B: Did he ever take art lessons?  
A: I can't believe it. I drew paintings like that in third grade.  
B: Where are they? Maybe they are worth millions.

Part 3

Attendance | Assignments | Collaborations | Conferences | Files | Pages | Discussions | Outcomes | Starfish | Settings

You are going to read two drafts of a writing model about an allergy try to identify the improvements that the author made between the first and second draft.

Work with a partner or in a small group. Read the models. Then answer the questions.

**Writing Model**

**Dangerous Allergies (First Draft)**

1 Most people do not think of peanuts when they think of poisons, are putting an increasing number of individuals at risk for death. 2 Between peanut allergy rate among children in the United States nearly tripled. 3 A great concern, 4 There are no signs that the allergy rate will decrease. 5 why this increase is happening. 6 There are several theories. 7 Some believe becoming more sensitive to allergens. 8 Cleaning products and antibiotics our environment too sanitary. 9 This level of cleanliness, some say, lead immune systems. 10 Another group of theorists believes that the problem are prepared. 11 This argument blames the roasting process for making 12 Severe allergies have risen at such an alarming rate. 14 It is likely that of these allergies will grow. 15 Science may soon be able to explain why are threatened by such a simple food.

Types of Sentences 171

Comparing/contrasting to things.

Points of comparison

Homeschool vs. traditional school

Similarities and differences

Introduction

Education

Important

Every child has to do it

There are two main choices

Similarities

A. Social interactions/relationships

HS

TS

B. Format

# Dr. Fitzer's Class

# ESL Embedded Tutors



- Spanish-speaking
- Former ESL students
- Role models / mentors
- Relate easily with students
- Moral support, encouragement, and empathy

# ESL Embedded Tutors, cont.

- Synchronous & Asynchronous instructional support
- Getting into Zoom classes and navigating Canvas
- Assisting students in understanding assignments
- Helping students with technology training needs
- Providing timely announcements about the Food Bank, availability of laptops and Wi-Fi for checkout, need to complete surveys, deadlines, etc.)



# Triage: Integrated Team Approach



- ESL Faculty
- ESL Counselors
- ESL Embedded Tutors
- Research Analyst
- Outreach/Community Partners
- Administrators

# Moving into Shelter-in-Place (COVID-19)



- Week of March 16-20: Classes cancelled
- Faculty training & preparation for online delivery
- ESL Embedded Tutors moved from higher to lower ESL levels (100% synchronous support)
- “All hands on deck” approach to ***Getting Students into Zoom Classes***



## Moving into Shelter-in-Place (COVID-19), cont.

- Increased Communication (emergency alerts, social media)
- Spanish translation of critical communication
- Student Check-out of Mobile MiFis and Laptops
- Technology Needs Assessment Survey via Qualtrics (English & *follow-up* in Spanish: college e-mail and posted on Canvas banner)
- Starfish Reports on non-attenders with ESL Counselor follow-up

# Student Communication: Staying Connected



## Campus-wide

Canvas Banners



Food Bank



MiFi/Laptop pick up



Virtual Pizza with the President



## ESL Students

Connection via Faculty,  
ESL counselors & tutors

Missed opportunity? (Infor,  
to tutors at last minute)

Info for MiFi and laptop in  
Spanish

Only accessible to higher  
level English speakers

# Headaches & Aspirin



**Headache: Not all were using Canvas**

*Aspirin: Reassignment of embedded tutors to lower levels; faculty online training*

**Headache: Not all students able to follow instructions in English**

*Aspirin: Generating and expediting surveys and information dissemination in Spanish*

**Headache: Not all students knew how to check their college e-mail**

*Aspirin: All hands on deck: one-on-one and in-class Zoom training*

**Headache: Not all students receiving important information (i.e., Technology Access)**

*Aspirin: Alternative contact information for students (personal e-mail and secondary phone numbers) & Spanish translation*

**Headache: Students schedules changing; interruptions during class**

*Aspirin: Recording and posting Zoom lectures; Mute button*

# Spring 2020 Emergency Withdrawal #'s



MC/OC: ~13% 938 dropped enrollments (Seats)  
638 students (headcount) as of **May 22<sup>nd</sup>**

Preliminary: Lowest ESL levels have highest attrition

Intrusive Counseling (Starfish): Students into Zoom or EW

Final May 15<sup>th</sup> Emergency Withdrawal: Extended to Dec.

# Technology Survey Results



- ▶ English administered March 19, 2020
- ▶ Number of participants: 742

	1- Not at all Knowledgeable	2- Slightly Knowledgeable	3- Moderately Knowledgeable	4- Very Knowledgeable	5- Extremely Knowledgeable
CANVAS	2%	7%	31%	29%	<b>30%</b>
Confer Zoom	67%	13%	11%	4%	4%

- ▶ Spanish administered at the end of March to July, 2020
- ▶ Number of participants: 32

	1- Not at all Knowledgeable	2- Slightly Knowledgeable	3- Moderately Knowledgeable	4- Very Knowledgeable	5- Extremely Knowledgeable
CANVAS	3%	34%	34%	25%	<b>3%</b>
Confer Zoom	0%	38%	44%	16%	3%

Recommendation:

ESL Faculty need to invest more time in training students to use CANVAS.

# Technology Survey: Student Feedback



“Para nosotros es importante que nos orienten un poco mas, sobre cómo saber manejar correctamente la computadora para tener una mejor clase y que no nos afecte en nuestro aprendizaje, sobre todo si nuestras clases son por internet.”

# COVID-19: California Community College Student Challenges



- Faculty training needed for online instruction
- Course design
- Expectations
- Schedule flexibility & transparency (synchronous & asynchronous)
- Scheduling options
- Grading

Source: <https://www.studentsenateccc.org/communication/covid-19-survey-report.html>



# Plus + Delta ▲: Reflections



Improving Communication with Students

Training Videos: Canvas, WebAdvisor, College E-mail, Zoom  
(Spanish & English)

Spanish Survey (Same survey that went out to all students with added  
"smart phone" question)

Tracking Technology Equipment Checked Out – 8 of 158 (5%) ESL  
Students

Instructor Online Teaching Certification (FA2020) – 70 faculty

Fall 2020: Synchronous and Asynchronous

ESL Student Ambassadors (Spanish-speaking)

ESL Embedded Tutor Training

Student language Interpreters for less common languages (indigenous &  
other)

# Pizza con el Presidente *en Español!*



**VIRTUAL PIZZA WITH THE PRESIDENT**



**MADERA**  
COMMUNITY  
COLLEGE

**Nancy Frampton, MCC ESL Instructor**

**[nancy.frampton@scccd.edu](mailto:nancy.frampton@scccd.edu)**

**Elizabeth Villalobos, MCC Sr. Research & Planning Analyst**

**[elizabeth.villalobos@reedleycollege.edu](mailto:elizabeth.villalobos@reedleycollege.edu)**

**Sergio Lemus, MCC ESL Counselor**

**[sergio.lemus@scccd.edu](mailto:sergio.lemus@scccd.edu)**

**Marisela Maciel, MCC ESL Embedded Tutor**

**[MMaciel28@MY.SCCCD.EDU](mailto:MMaciel28@MY.SCCCD.EDU)**

**Michelle Santesteban, Transitions Specialist  
State Center Adult Education Consortium**

**[michelle.s@statecenter.com](mailto:michelle.s@statecenter.com)**

**David Hernandez, Director  
Community Services and Parent Resource Centers  
Madera Unified School District**

**[DavidHernandez@maderausd.org](mailto:DavidHernandez@maderausd.org)**

## **Questions & Answers**

