

**Illinois Community College Board
Adult Education and Family Literacy
Advisory Council Meeting
Thursday, May 7th, 2020
11:00 AM GoToMeeting Platform**

MINUTES

Members Present

Ginger Harner
Bevan Gibson
Dawn Hughes
Christina Warden
Jeff Davison
Tawanna Nickens
Tom Huber
Adam Schauer
Felicia King
Lisa Jones
Kathi Lee
Dirk Muffler
Melissa Koke
Shayla Grantham
Liza Khalil
Maggie Wolf
Matthew Beasland
Marcia Luptak
Sue Barauski
Stephanie Douglass
Durant Freeman

Staff Present

Kathy Olesen-Tracey
Angela Gerberding
Nora Rossman
Nelson Aguiar
Jim Flaherty
Jane Black
Ben Greer
Caitlyn Barnes
Todd Jorns
Mackenzie Montgomery

Members Not Present

Rich Stempinski
Katie Neginskiy
Joan Hornby

Welcome & Updates

Advisory Council Chair, Ginger Harner

- This is an important and exciting time for Adult Education. She thanked members and pointed out how relevant the work of the council is, especially at this time.

Review and Approval of the October 19, 2019 minutes

Minutes Approved by Marcia Luptak
Second by Liza Khalil

Discussion of Returning to Campus

Jennifer Foster, Deputy Executive Director

- Thank you for all of your work in this challenging time and adapting to all the new guidance.
- Thank you to Dr. Kathy Olesen-Tracey for her leadership. Please send her any questions or comments you have.
- ICCB has been on several calls with the Department of Education to determine what the impact of the COVID 19 crisis is on our operations. These calls will be ongoing until this crisis is over.
- Adult Education Advisory Council chair, Ginger Harner, will be a part of ongoing discussions on returning to campus. In these calls, many things will be considered.

- What happens when we get the green light to move back on campus?
- How do programs re-acclimate themselves to campus?
- What health and safety protocols should be put in place?
- What will make staff feel comfortable in the workplace?
- Eventually, All Advisory Council members will be asked for feedback.

Ginger Harner, Adult Education Advisory Council Chair

- This is our chance to inform those discussions before they are made. Let's use this opportunity to think about what protocols we can help put in place so we have a voice.
- Need to consider off campus locations and what will happen when they are back to work.

Melissa Koke, Spoon River College

- Spoon River is returning on Monday, May 11th. Videos were sent out to staff on proper handwashing, taking off and putting on masks, etc. They will use a team approach to help those who can't go back to the workplace. Melissa has developed a PowerPoint on how to help those struggling with anxiety and depression.

Maggie Wolf, Kankakee Community College

- As we are talking about accommodating students, we could put together a varied menu of those who need to report to campus and those who cannot come to campus but will be on line. There is also a real concern with One-Stops and what will they look like when the doors are opened.

Jennifer Foster, Deputy Executive Director, ICCB

- The one-stop discussion is going on at the state level and we are trying to put together guidance on the MOU process. We may have to look at delivering things via technology. Maybe a combination of on-site by appointment and technology. Maybe we provide an on-line application on our websites.
- ICCB is working with other states and getting best practices on student support services, technology, etc.
- An Executive Order was put out by the Governor's office on Constitution testing. We have put together a provisional waiver during this time frame that will say if there is a person who has met all the requirements prior to the shutdown, we are going to ask that the waiver be given to them and include that as a part of their official transcript. They can give this to educational providers or employers. After restrictions are lifted, we will allow people an ample amount of time to get into an ROE or AE provider to take the test and have a certificate issued.
- Currently our HSE providers (TASC, HiSET and GED) are looking at ways to do remote testing and will be rolling out pilots. We have applied for a waiver to open up testing at least on a partial basis.

Overview of our goals

- *Report out of Progress*
 - See committee reports below
 - A request for a new committee deadline because of the current reality. Would have more usable data by the end of summer.

Kathy Olesen-Tracey, Senior Director for Adult Education, ICCB

- ICCB does not want to set a hard deadline for committee goals but this is a matter of statute. Because of the COVID 19 crisis but we would like, at the minimum, a summary reflection of at least of what was accomplished, what did we recognize and what does it lead to. Just need some of this summarized for our state leadership.
- We will cancel the May 21st meeting but will come together before the end of the year.
- Asking for a final summary (just a single page update) by July 31st.

Ginger Harner, Adult Education Advisory Council chair

- The goal is not to create more work, but to inform plans and policies moving forward. Think of this as a brainstorming, putting a framework in place that will help us all move forward.

- Committees should meet early to mid-June and then the whole committee will come back together in late June.
- June 25th was suggested.
- *Discussion of hurdles and changing needs*
 - All agreed that we are a little shell shocked. We are all being redirected and out of our comfort zone.

Committee Reports

Retention Committee

Adam Schauer, Chair

Per Kathy:

- ICCB understands that these last few months upended everything and the Adult Ed Advisory Council was not top of mind. However, we have deliverables that we still need to complete, so we need to regroup and dedicate ourselves to this work again.
- ICCB and Kathy are not going to hold us to the original timeline but are hoping that we can have final deliverables by the end of the summer.
- The purpose of today's meeting is to regroup, recommit to our deliverables, and establish a timeline for completion. We are also asked to consider if we need to add a new piece of work that addresses retention when students are not physically present and speaks to our current moment and crisis.
- We should identify what, if anything, we need from Kathy and the ICCB.

Deliverables (Drawn from 1-14-2020 notes)

- Tool to help programs identify barriers using both quantitative data and qualitative responses from students.
- Resource to share effective retention practices that address barriers students face.

Discussion points:

- Impactful orientations & building on-line orientations
 - Retention is higher if students have an existing relationship with the instructor
 - Retention and recruitment in a world of remote instruction is necessary to keep operations going in light of current environment and enrollment declines
 - Ideas that we were piloting (distance ed, hybrid programs) has incubated innovations that we will need going forward
 - Key component has to include a way to have a personal connection, even at a distance; teachers are becoming individualized tutors for students willing to do online meetings; even with a pre-packaged curriculum, one-on-one time is needed with instructors; examples welcome
- Testing
 - By mid-May a policy and training should be available so programs can begin remote testing with TABE; CASAS timeline will lag slightly because CASAS is not in the same place regarding testing online
- Innovations and on-line engagement
 - (Adam) approx.. 68% of Waubensee students initially engaged but about 50% continue to be engaged on-line and at a distance; there are large gaps in technology capabilities of instructors which impacts retention.
 - Interesting work coming out of Kankakee College
 - (Phaedra – sp?) Placing intake forms on-line (Kathi Lee)
 - (Kathi Lee) Students are losing interest and finding it hard to keep them engaged; because we can't test, students are feeling less urgency; students are feeling discouraged and losing hope
 - Everything feels like a pilot right now and a reactive response to the new environment that we are all facing
 - Shout out to ICCB for their support and flexibility
- Do we want to do another survey to see what programs are doing in this environment?

- If we could engage the programs and get some ideas out as a quick guidance letter to re-engage everyone that could be very helpful – perhaps get it out quickly by mining current best practices and not waiting until the end of summer
 - (Ginger) Collective strategies list on ways you are engaging students – not a full-length training on each idea; gather data in a way that’s not intrusive but include contact information for those interested in adapting ideas.
 - (Adam) This is an opportunity that we shouldn’t pass up; prefers a collective strategy list vs guidance letter
 - How do we decide what is an effective strategy?
 - We also want to encourage people to communicate and support each other which can help people try new things that are unfamiliar to them; especially since we’re not being held to performance measures right now, it’s a good time to try new ideas
 - Make it a precursor to our deliverables to allow a free flow of ideas that will also give us ideas for later. Let’s try to get it together quickly and get it out there; it may either give people new ideas or give them greater comfort in what they’re already doing (reflects project evolution)
 - Are service centers planning a survey on initiatives – no, because we’re trying not to overwhelm people with surveys.
- Next steps – Consensus on a collective strategy list/FAQ doc
 - Get approval for an additional survey/communication to the field from Kathy (responding should not be required) & have a conversation with her about how we collect/submit ideas and have a centralized place to access them
 - Ideas:
 - Google/working doc with contact info
 - Discussion boards/forum (like Sarah Goldammer’s) www.excellenceinadulthood.com/discussion-forums/
 - Listserv
 - Combination that intertwines the above
 - Jim will work with Adam & Dawn to compile reports on what programs planned to do to move online.
 - Committee members should email in new efforts they’re trying since submitting initial reports (maybe include both what’s working and what’ not)
 - Timeline:
 - Jim will compile info from existing reports by Wed., May 6
 - Get call out to field before FY20-21 RFP is released.
 - Get info out through MaliChimp or ICCB listserv
 - Dawn will talk to ICCB about how to set up new discussion thread/board and follow-up with Melissa, Lisa, and Kathi on Mon., May 4
 - Melissa Koke, Liza Khalil & Kathi Lee can help with managing discussion board.
 - Discussion Thread Title: Remote Student Engagement & Retention Strategies
 - Find out from ICCB how many programs are planning to run classes in the summer
 - Goal: push out info on discussion forum to the field by Fri., May 8 IF forum can be set up that quickly
 - Revisit original timeline – once we have access to the original timeline (which is locked in our physical offices)

Adult Learner Recruitment Committee (Marketing/Data & Analyzation)

Dirk Muffler, Chair

Agenda Items:

Certainly with COVID and the impact it has had we’re seeing a bit of a shift in focus. The committee will look to focus on 1) Digital Marketing and Best Practices; 2) Innovative Partnerships; 3) Data that shows where potential programming “deserts” exist where these

efforts may be focused.

Next Steps/Recommendations:

The Chair is going to email the committee and begin in some next steps/goal setting with the group. Subcommittee or small group work will be assigned from there including deadlines. This will include review of the data, more data collection where needed (including potentially surveying our providers once again) and creating of best practices.

Next Meeting Date:

We'll look to establish a meeting after the larger group meeting on May 7th

Next Meeting

June 25th

Motion to Adjourn –

Approved by Kathi Lee

Second by Melissa Koke

Adjourned – 12:17 PM