Noncredit Remote Instruction
Faculty Perspective

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ASCCC Webinar
April 10, 2020
Size and Scale of Mt. SAC Noncredit

Noncredit Student Enrollment (2018-19)

<table>
<thead>
<tr>
<th>Adult Basic Education</th>
<th>1919</th>
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<tbody>
<tr>
<td>Adult High School Diploma</td>
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<tr>
<td>AIME (Math &amp; English Prep)</td>
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<tr>
<td>High School Equivalency</td>
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<td>High School Referral</td>
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<td>Off-Campus High School</td>
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<tr>
<td>Education for Older Adults &amp; Adults with Disabilities</td>
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<td>Adults with Disabilities</td>
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<td>VESL Career Paths</td>
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<td>Noncredit Labs</td>
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<td>Language Learning Center</td>
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<td>NC Academic Support Labs</td>
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<td>Short-Term Vocational (STV)</td>
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<td>Health Careers</td>
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<td>STV</td>
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<td>STV Mirrored</td>
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<tr>
<td>Vocational Re-Entry</td>
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Transition to Remote Instruction
Timeline at Mt. SAC

Classes on Hiatus
March 16

Preparation for Remote Instruction
March 16-28

Remote Instruction
March 29

Campus Closure - March 20
(in compliance with the Governor's Stay-at-Home order)
Initial Responses from Faculty

► Relief
  • Safety
  • Stay home with families - K-12 school closures

► Apprehension
  • Classes being cancelled - can’t be moved online / losing a job
  • Technology learning curve
  • Additional workload
  • Lack of information
  • Juggling work, family, and life essentials

► Concern for Students
  • Inability to log in/access online due to limited tech skills/availability
  • Inability to finish certificates (skills classes)
  • Students who have no place to go and use Mt. SAC for resources
  • Juggling work, family, and life essentials
  • Fear of getting sick
More Responses from Faculty

- New opportunity to learn technology
- Opportunity for faculty collaboration
- Felt valued to help students in a challenging time instead of leaving them in the dust
- Resilience & Can-do Attitude
Identify Challenges

- No one to call - Students
- Trying to access students’ correct contact information
- Lack of technical skills - faculty & students
- Lack of technology (computers, tablets/iPad, Internet, smartphones) - faculty & students
- Maintaining the same quality instruction
  - Synchronous or Asynchronous Instruction
- Lack of support (IT, Instruction, etc.) for faculty & students
- Overwhelmed - faculty & students

HELP!
Identify More Challenges

- Residential facilities lack of cooperation
- Students scared and/or not interested in online instruction
- Language barriers
- Losing students
- Faculty and student communication!
Time for Solutions!

Keep Calm and Teach On
Faculty Trainings

- Mt. SAC Faculty Center for Learning Technology (FCLT)
  - Canvas: for beginners, assignments, grading, quizzes, exams, etc.
  - ConferZoom
  - Screencasting & Video for Remote Instruction
  - FCLT Office Hours & Instructional Resources

- Cranium Café for Counselors

- Departmental In-services and Meetings

- Webinars by Other Agencies
  - ASCCC
  - Outreach and Technical Assistance Network (OTAN)
  - CATESOL & TESOL
  - COABE
Faculty Collaboration:
Peer-to-peer sharing best practices

- Faculty mentor programs - Campus-wide
- Faculty “practicing” with each other
- Faculty attending each other’s classes for in class assistance
- Program-specific Instructional Recourses
  - Google Drive
  - Faculty leads (point persons) to provide support for fellow faculty
- Videos/sites/handouts created to help students with technology
  - How to claim a Mt. SAC student portal account
  - How to access Canvas
  - How to join a Zoom meeting (from a computer, a cell phone, and a tablet)
Trial and Error - Tools from the Trenches

- Canvas
- ConferZoom
- Facebook
- Kahn Academy
- Google Classroom
- Worksheet packets
- Google sites, forms, hangouts, etc.
- Discussion Platform (Padlet, Flipgrid)
- Online learning tools from publishers
- PowerPoint Videos
- Square Space Website
- YouTube
- Remind App / Texting
- Weebly
- Kahoot
- Quizlet
- Edmodo
- TED Talks
Communication Strategies with Students

- Phone calls - e.g.) Google Voice
- Email
- Texting
- Remind App
- Zoom meetings - e.g.) Online office hours
- Announcements through Canvas
- Websites created - program websites & individual class websites
- Digital handouts
- Facebook
- Instagram
Counseling

- Communication with students - email, phone (Google Voice), video (Zoom, Skype, etc.)
- Cranium Café - chat or video chat with students
- Embedded counseling - counselors join live classes
- Developing new student orientation video
- Pre-recorded pathways presentation
- ESL Career Conference & Resource Fair - going virtual with pre-recorded videos
- Developing an online appointment request form
- Attend the Counseling Department meetings regularly to get updates regarding student services across campus/different departments
Remaining Challenges & Needs

- Online Registration Form - coming soon
- Information overload - everyone
- Technology - Tech support for students
- Hosting Zoom meetings - Pros & Cons (things to watch out for)
- Continuing professional development for faculty
- Students not aware of available student services - outreach
- Uncertainty
  
  How long will this last? When can we go back to face-to-face teaching?
Preliminary Feedback from Students

- Need more time to adjust - technology
- Prefer to be in an actual classroom - clearer instruction
- Difficult to do group projects online
- Poor Internet connection - freezes during a class meeting (faculty & students)
- Lots of distraction at home - taking care of family, jobs, siblings using the same computer, too many assignments, time management, feeling stressed, etc.
- Too many apps & online platforms - confusing for students taking multiple classes
More Feedback from Students

- Stay home and feel safe
- Like the opportunity to study during this difficult situation
- Still able to meet and talk with professors and classmates while staying home
- Ask questions live and get answers right away
- Good to learn more about technology
- Convenient - take classes in the comfort of your home, no commute, no need to worry about parking on campus
- Great way to take classes during this pandemic
- Professors are patient and understanding
- “Thank you for the love of your profession, for helping us, also for giving us the opportunity to keep learning! We will get through this!”
We’re all in this together for our students!

How are you serving your noncredit students at your institutions?
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