



# Impacts of COVID-19 on City College of San Francisco

Joint City, School District, and City College Select Committee  
July 24, 2020

# Impact on Instruction

- Summer 2020
  - All instruction (credit and noncredit) delivered remotely, mostly with existing online classes
    - Pivoted to continue support for dual enrollment SFUSD classes

# Impact on Instruction – Fall 2020

- Current SFDPH guidance prohibits nearly all in-person instruction in higher education institutions
  - Instruction only allowed when students are simultaneously performing essential service (e.g., nursing student in clinical settings)
- Most classes will be remote
  - Remote instruction will include both credit and noncredit classes
- Planning for phased in in-person instruction in certain areas, including:
  - CityBuild
  - Allied Health Programs
  - Construction
- Anticipating additional state and local guidance in next few weeks

# Changes in Instructional Policies

- In Spring and Summer 2020, implemented changes in policies to expand access to Excused Withdrawals and Pass/No Pass Grading
  - Excused withdrawals were automatically applied when students dropped.
  - Excused withdrawals have no impact on GPA, academic standing, or course repetition. Full refund of enrollment fees, including Free City students.
  - Pass/no pass option was available to all classes, and window for selecting pass/no pass was expanded
- Awaiting further state guidance before establishing policies for Fall 2020

# Faculty Training

- Office of Online Learning has spent the summer conducting mandatory faculty training in successful remote teaching
- Topics include:
  - Use of Canvas (the College's learning management system)
  - Best practices in using Zoom in the remote classroom
  - Creating and curating accessible course content
  - Requirements for Federal and State compliance including Regular and Effective Contact.
  - Basics of online learning pedagogy specific to human presence and equity.
- Over 700 faculty have been trained

# RETENTION & OUTREACH PLAN

**Due to increasing number of student withdrawals/drops for Spring 2020, Student Affairs led a Retention and Outreach Workgroup**

- Collaboration between Student Affairs, Academic Affairs and Institutional Research
- Targeted specific student groups
- Communication Plan: Text, Email and Phone

## **Retention Plan**

- Audit Ed Plans Connect students with counseling
- Connect students with Career Ed Programs or Workforce Specialist
- Determine which students are in cohorted programs, work with Program Coordinators for outreach
  - EOPS, CalWORKs, Puente, WADP
- Course Repeatability
  - Advertise that students can repeat course that they dropped, retake it for a future semester
- Identify Short Term certificate programs that are in high demand right now to leverage FTES

# Survey Results

- Students, faculty, staff, and administrators had access to a survey conducted by the RP Group to measure COVID impact
  - Over 1,600 students and
- Local results now available:
  - [Link to student results](#)
  - [Link to faculty/staff/administrator results](#)
- RP Group working on a statewide report in conjunction with CCCCO
  - Expected publication early September
- Office of Distance Education collected feedback from students on Canvas usage to inform summer training.

