Creating an Inclusive College Experience for Students: The Role of Classified Professionals and Why It Matters

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Thursday, March 7, 2019
The Role of Classified Professionals and Why It Matters

INCLUSIVENESS

Oxford Dictionary Defines as:
The practice or policy of including people who might otherwise be excluded or marginalized, such as those who have physical or mental disabilities and members of minority groups.

For us in the EEO or Equity, Diversity and Inclusion (EDI) world we define as:
Taking action to ensure that others feel welcome and cared for
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AGENDA

1. The Role of the Professional Development Director/Coordinator/Liaison
2. Understanding Key Definitions
   - Equality, Inclusion, Diversity, Equity
3. What do the numbers say and what are the expectation of our Chancellor
4. How are CA community colleges addressing issues of Diversity and Inclusion
5. Bridges for Classified Professionals
6. Session Break out Activity-Goals for meeting CA needs
7. Why is “creating an inclusive college experience for students” important?
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Role of the Professional Development Director/Coordinator/Liaison

Major Campus Influence

Passionate

“Hub” of information

Innovative

Institutional Pivot

Campus Resource

Love to see People’s Evolutionary Growth?

Trend Setter

CALIFORNIA Community College Council
For Staff and Organizational Development
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DEFINITIONS

EQUALITY – The State of being “Equal”; everyone gets the same resources.
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DEFINITIONS

EQUALITY – The State of being “Equal”; everyone gets the same resources

YOU GET A NEW CAR, YOU GET A NEW CAR
AND YOU GET A NEW CAR!
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DEFINITIONS

INCLUSION – The Action or State of “including” within a group or structure

Deliberate action that promotes and sustains a sense of belonging; it values and practices respect for talents, beliefs, backgrounds and ways of living of its members (students/employees)
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DEFINITIONS

DIVERSITY – The condition of HAVING or BEING composed of differing elements... It’s about ...the NUMBERS!!
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DEFINITIONS

EQUITY – The social “equity” or quality of being fair and impartial; state of fair-mindedness; opportunity – Tangible/Non-Tangible?
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WHAT DO THE NUMBERS LOOK LIKE?

According to Statewide demographic data and the CA Chancellor’s Office for 2016-17, underrepresented student groups in community college population makes up more than 50 percent of students, while 22 percent of our state-wide tenure faculty identify as underrepresented minority (CCCCO Data Mart).

According to the Fairlie Study in 2014, a CA Community College District showed underrepresented students who were taught by underrepresented minority instructors were able to close the achievement gap by 20-50 percent.
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How are CA Community Colleges Addressing Diversity and Inclusion Awareness?

Multiple Methods: Nine Best Practice Areas

First Area: Pre-Hiring (4 components)

Second Area: Hiring (2 components)

Third Area: Post-Hiring (3 components)
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How are CA Community Colleges Addressing Diversity and Inclusion Awareness?

First Area: Pre-Hiring (District’s EEO Plans)

Grossmont-Cuyamaca: Launched Diversity, Equity and Inclusion Council (DEI) – include diverse membership (classified) when developing their EEO Plan

San Joaquin-Delta: Included classified members (same as number of academic)

LACCD: Included members of ALL unions (including classified) in the development of the EEO plan.

West Valley Mission: Modified their EEO/Diversity Advisory Council to a more-focused attention (vs. big picture membership)
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How are CA Community Colleges Addressing Diversity and Inclusion Awareness?

Bridges for Classified Professionals – Best Practice Tip #1

Important for Colleges to include various levels of classified professionals when developing, reviewing and assessing the Equal Employment Opportunity (EEO) plans.

Why does it matter?

_Better understanding of institutional changes during the overall hiring process (before/after)_
_Why it occurs_
_Become knowledgeable and pass this info on when students or other employees request info on how institutional functions operate_
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How are CA Community Colleges Addressing Diversity and Inclusion Awareness?

First Area: Pre-Hiring (Board/Resolutions)

Ohlone: revised mission statement – “Ohlone college will be known throughout California for our inclusiveness, innovation, and exceptional student success.”

Los Rios: Updated Hiring Manual and Strategic Plan to highlight diversity and cultural competence.

San Joaquin-Delta: Updated EEO/Diversity training to reflect an on-line portal
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How are CA Community Colleges Addressing Diversity and Inclusion Awareness?

Bridges for Classified Professionals – Best Practice Tip #2

Important to address issues of compliance and training; allow for flexibility and multiple prof development options.

Why does it matter?

- This gives classified professional the opportunity to complete trainings (be it live or on-line, as a group?
- More exposure to overall cultural competency trainings; helps in addressing issues of conscious/unconscious bias
- Recruitment/Selection process
- Exposure to positions outside of their classification
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How are CA Community Colleges Addressing Diversity and Inclusion Awareness?

First Area: Pre-Hiring (Hard to Hire/Outreach)

Ohlone: For hard-to-hire positions, collaborate with department and/or disciplines to give tours.

San Mateo: Advertisements through several diversity-focused channels

Hartnell: Allows first-round interviews for faculty and administrator positions to be conducted via Skype, travel incentives
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How are CA Community Colleges Addressing Diversity and Inclusion Awareness?

Bridges for Classified Professionals – Best Practice Tip #3

When difficulty with recruitments and advertising arrangements, request that classified professionals be included in your campus efforts.

Why does it matter? Classified professionals may have leeway in:

- Readjusting hours (check CBA)
- Providing overtime (OT) opportunities
- Asking them to be presenters
- Can assist in giving tours
- Assist in recruiting efforts (bulletins, etc.)
- Include IT in these conversations
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How are CA Community Colleges Addressing Diversity and Inclusion Awareness?

First Area: Pre-Hiring (Focused outreach and publications)

Long Beach City College: Developed “Improve Your Marketability Seminar”

Hartnell: Hiring and screening committee include classified union/reps on all hiring committees

Rio Hondo: Partnered with their Office of Inst. Research to conduct campus climate survey

Ohlone: Hosted an evening “open house”
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How are CA Community Colleges Addressing Diversity and Inclusion Awareness?

Bridges for Classified Professionals – Best Practice Tip #4
As part of your campus’ decision-making process, include classified employees from other departments to brainstorm feasible ideas.

Why does it matter?
_Data, data analysis, data anything.... Reach out to the experts; numbers tell stories
_Keep your IT folks in the loop of what your efforts
_Classified employees can give the campus a different perspective on what may work and may cause challenges... Keep options open!
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How are CA Community Colleges Addressing Diversity and Inclusion Awareness?

Second Area: Hiring (Diversity through Hiring steps and ongoing through hiring committees)

Grossmont-Cuyamaca: Integrates several neuroscience-principles into their bias training

Long Beach City College: Developed a Student, Institutional and Faculty profile that speaks to diversity on campus

Chaffey: conducts exist surveys for employees who voluntarily leave the district
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How are CA Community Colleges Addressing Diversity and Inclusion Awareness?

Bridges for Classified Professionals – Best Practice Tip #5

Obtain campus insight - include classified employees during the interview process and when employees exit the district.

Why does it matter?

_Include Classified employees and selection committee input when generating questions for candidates
_Get the insight that only classified employees can provide
_Classified employees can be a voice for students
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How are CA Community Colleges Addressing Diversity and Inclusion Awareness?

Third Area: Post-Hiring (Professional Development)

- Long Beach City College:
  - Through Staff Equity Committee-Walking the Talk Program
  - Conduct Monthly NEO for Classified

- State Center-developed “sensitivity and inclusion” training program for all staff

- San Bernardino Community College District:
  - Developed a training matrix to track PD

- Santa Clarita Community College District:
  - Developed 66 PD programs that focused on diversity-related topics
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How are CA Community Colleges Addressing Diversity and Inclusion Awareness?

Bridges for Classified Professionals – Best Practice Tip #6

Keep the conversations going!
Encourage constant and deliberate collaboration and communication with both your Faculty PD, Classified PD and Admin PD Committees.

Why does it matter?

-Classified professionals play an integral part of your institutions’ continuous evaluation and progress in the areas of diversity and inclusion; and the need for it!
-Campus Activities may already be happening
-There is a systematic approach to Div and Inc outside of the classroom
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How are CA Community Colleges Addressing Diversity and Inclusion Awareness?

Third Area: Post-Hiring (Evaluation Process)

- Palomar/Hartnell: revised CBA to reflect revised criteria
- Pasadena City College: added two criteria 1) student learning 2) diversity... Demonstrated Sensitivity
- Los Rios: Modified evaluation tool for all employee groups including classified, faculty and management to include diversity component
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Bridges for Classified Professionals – Best Practice Tip #7

Explore the option to include a tenet of diversity and acknowledgement in your institution’s evaluations process.

Why does it matter?

-Classified professionals have direct communication and interaction with students
-It’s important that they understand their customer-base and where the students are coming from.
-Classified professionals enrich each other too!
Encourage classified to be part of the movement and be part of the “pulse of the college”
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How are CA Community Colleges Addressing Diversity and Inclusion Awareness?

Third Area: Post-Hiring (Grown Your Own programs)

Long Beach City College: Development of classified staff series-equity and diversity

Santa Monica College: Developed training series for classified Spanish in the Workplace, customer service academy

Santa Clarita Community College District-Developed Leadership Education in Action Program (LEAP); open to all employees

LACCD: Project MATCH – Program designed to align in-house interns with Faculty
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Bridges for Classified Professionals – Best Practice Tip #8

Give equal access and development for all employee groups (as much as permissible).

Why does it matter?

_Classified professionals need to feel as if they are part of your institutional efforts. Equal access=high morale=higher performance=better customer service for students and for each other.

_Equal access and attention gives the notion of value, appreciation and attention = Equity-mindedness for all classified employees

_Important to understand customers/students
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Bridges for Classified Professionals – Best Practice Tip #9

Encourage ALL campus community members to attend and promote equity-related events throughout your District.

Why does it matter?

- Classified professionals engage in direct and indirect communication with students;
- Keep campus colleges clean and safe
- Provide resources to students, faculty and campus community
- Get direct input on what works and what does not work for meeting the needs of our college students
- Are instrumental in meeting California’s needs
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Session Break-Out Activity

HANDBOOK:
Vision for Success Goals - Meeting California's Needs
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Variables/Discussion Items to Consider:

- Faculty Involvement
- Board/Admin Policies
- Classified Professionals Involvement
- Collecting Bargaining Agreement (CBA) Language
- Employee Hours
- Student Involvement
- Campus Mapping
- Department Involvement
- Building/Infrastructure Changes
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Understanding “Why It Matters”

1. Let’s start with the bottom line—Attendance Matters!

Valued

Appreciated

See College as a 2nd home/sanctuary

Welcomed

Heard
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Understanding “Why It Matters”

2. Inclusion/diversity leads to more innovative ideas

3. Leads to Better Decision-Making
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Understanding “Why It Matters”

4. Expands Talent Pool within all vacancies
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Understanding “Why It Matters”

5. Improving Diversity in Faculty/Staff improves student outcomes
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Understanding “Why It Matters”

6. Improved diversity and inclusion practices will protect against liability
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Understanding “Why It Matters”

7. It’s the Right Thing TO DO
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INFUSE the conversation about Equality, Inclusion, Diversity and Equity throughout your involvement in campus and department functions...Know the difference. Remember it’s not just about
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Or about the state and federal protected classes
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It’s about the Power of **Inclusivity** and the **Influence** that Classified Professionals have on your campus and our students.
Thank you 😊

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