

Staying Connected Virtual Campus



When NOCCCD campuses closed in-person instruction due to the COVID-19 Pandemic on March 13, 2020, NOCE worked rapidly to implement the Distance Education Plan, so our students could continue their educational journey.

NOCE always finds opportunities in every challenge and does whatever it takes to meet the needs of our community. By venturing online, our institution has established new ways to support students and modernize our programs and services to create flexible course offerings and engage new student populations.

Together, #NOCEatHome was able to accomplish...



Reopened Campus
Within Two Weeks



Went from Zero to 100%
Online in Three Months



Accelerated the
Distance Education (DE)
Plan

- Created a tiered emergency response structure.
- Implemented social distancing protocols to allow for critical in-person instruction, such as Career Technical Education (CTE) Program labs and High School Diploma Program classes.
- Developed a campus visitation process for a safe working environment.
- Launched a new hybrid certificate Personal Care Aide Program for English language learners to build job skills.

For more details, view the full [NOCE Distance Education Timeline](#).



NOCE Celebrates Nearly 200 Faculty Members for Completing the Online Training Certificate Program

NOCE celebrated the grit and determination of 185 faculty members who completed the Distance Education Online Training Certificate (OTC) Bootcamp from March through November 2020, under the direction of Distance Education

Coordinator **Janet Cagley**. When learning came to a halt due to COVID-19, our faculty members did not give up but rather took the initiative to continue their learning, just like they encourage our students to do every day! Transitioning from in-person instruction to an almost 100 percent online program was a monumental task, and our faculty were an integral part of this achievement! Our faculty members represent the best learning behaviors for our students, namely resilience, discipline, and focus as they helped to champion a new instructional delivery model at NOCE.

Dr. Kimberley Steimke, NOCE Curriculum Chair, and the curriculum committee approved hundreds of new and revised courses throughout the pandemic so NOCE could offer Distance Education courses. In addition, Professional Development Chair **Candace Lynch** offered dozens of virtual workshops and a weekly roundtable discussion for staff and faculty throughout the year to share best practices, tips, and important tools for teaching and learning online. To celebrate their achievement, a celebration box was sent to their homes honoring their perseverance through rigorous training during a pandemic! Additionally, NOCE honored the 2020 OTC graduates at the December President's Cabinet Meeting with individual recognition, a video, and lots of celebration.

"The difficult times will pass but our Distance Education Program will continue to thrive past the pandemic, reaching many students who could not previously access in-person programs." - NOCE Faculty Member

#NOCEatHome
was able to
offer...





StarHelp

NOCE Admissions and Records (A&R) streamlined services by creating one, centralized, customer service support line. StarHelp allows all NOCE students to receive registration assistance from one A&R phone number and e-mail.



Remote Counseling

NOCE offered 100% remote counseling services to students. This critical component ensures students remain on track. Remote counseling offered flexibility and allowed NOCE to be more present for students than before.



Virtual Workshops

NOCE quickly shifted all in-person workshops to online via Zoom. The Career Resource Center hosted numerous employability workshops throughout the year on career exploration, resume writing, and more at: noce.edu/workshops.



Drive-Up WiFi

NOCE's Anaheim Campus offered free Wi-Fi access to enrolled students starting October 19, 2020. Additionally, Wi-Fi was also available at the NOCE Cypress and Wilshire Centers in designated parking lots. This allowed students to continue their studies uninterrupted.



Laptop Loan Program

To date, NOCE has issued 1,013 loaner laptops to students since transitioning online. This is vital in encouraging students to enroll in remote courses. NOCE students can check-out a loaner laptop through our reservation form at: noce.edu/laptop.



Emergency Aid

NOCE established the Emergency Aid Program, which provides \$200 grocery store food vouchers to eligible NOCE students. Since the program started in April 2020, NOCE has provided 637 food vouchers over the course of the pandemic to our students.

Drive-Thru Food Distribution: NOCE Partners with Cypress College and Pathways of Hope



NOCE continued its partnership with Cypress College and Pathways of Hope by offering food distribution events throughout the year. Students had the option to visit Cypress College on Wednesdays from 9 a.m. – 12 p.m. or two Fridays a month at our Anaheim Campus. A

total of 995 students were served by the food pantries at Anaheim and Cypress between September and December 2020. Additionally, NOCE faculty and staff members dedicated their time to volunteer at these food pantry events and distribute food to students. For upcoming food distribution dates and times, visit: noce.edu/foodpantry.

Staying Connected Our Community

Over the course of the academic year, maintaining a sense of community while remote has been a top priority. NOCE is proud to have found innovative solutions to ensure our faculty, staff, and students knew about course offerings and services. We also were able to reach our community through our comprehensive digital marketing campaign and new user-friendly websites.

NOCE Digital Marketing Campaign with Stamats Communications

NOCE launched a comprehensive digital marketing campaign in July 2020 to expand the awareness for all instructional programs and promote enrollment. NOCE is currently running display and social media ads; geotargeting and retargeting ads; Search Engine Marketing (SEM) ads; and digital video, e-mail, and audio ads. Potential students can read through the program highlights, student success stories, and watch a video. Most importantly, potential students can fill out an interest form where their contact information is funneled into a targeted mailing list being managed by NOCE. We are excited to announce that a new digital marketing campaign will run from April 2021 - September 2021 to promote enrollment growth.



From July 24 – December 31, 2020 NOCE achieved:

- Awareness: 5,291,846 ad impressions
- Considerations: 32,108 ad clicks
- Interest: 4,046 filled out Requests For Information (RFI) forms and called
- Intent: 1,351 clicked on "click to apply"
- The top-performing program ads were the ESL Program (1,250 RFI Forms), High School Diploma (558 RFI Forms), and the Emeritus Program (434 RFI

Our New Look! NOCE Launches New NOCE and NOCRC Websites



NOCE launched a new website at: www.noce.edu on Friday, September 11, 2020. The website focuses on an enhanced user experience and amplifies NOCE's transformational programs. The new NOCE website includes:

- "Choose Your Path" goal finder tool
- Responsive website that works with any device (laptop, desktop, mobile, or tablet)
- Translation feature through Google Translate
- A search function to help users find relevant information
- New navigation and instructional pages with updated content
- WCAG 2.1 and ADA accessible-standard content
- Content Management System (CMS) includes internal governance for website updates and creating timelines

Website Walk-Thru Video

To help NOCE faculty, staff, and students find their way around the new site, NOCE Campus Communications created a walk-thru video. This video provides information on where to find MyGateway and Canvas links, how to use the program finder tool, and where to find additional program information on the website.



Watch the Website Walk-Thru Video

North Orange County Regional Consortium for Adult Education (NOCRC) also launched its newly redesigned website at: www.nocrcae.org this year. The new site offers more extensive information about the California Adult Education Program consortium, members, instructional strategies, the Executive Committee, agendas, documents, reports, forms, and videos.

NOCE Pandemic Heroes: Faculty on the Frontlines

Throughout the pandemic, NOCE Instructors have been on the frontlines of the pandemic. NOCE Pharmacy Technician Instructor **Dr. Julie Shields** volunteered to administer COVID-19 vaccines to community members at the Soka University Vaccination Pod in March and April 2021. Medical Assistant Instructor and NOCE Academic Senate President **Jennifer Oo** also volunteered to administer COVID-19 vaccines at Soka University and local churches in early March. Thank you, Dr. Shields and Jennifer Oo for working to ensure the health and safety of our Orange County community during this pandemic.



Additionally, faculty members from the NOCE Medical Assistant and Pharmacy Technician Programs gathered personal protective equipment (PPE) from their classrooms and inventory on March 27, 2020 to donate to a local hospital amid the outcry for needed medical supplies during this Coronavirus health emergency. NOCE

Instructors **Catherine Dunne** and **Jennifer Oo** pulled together two carloads of materials and donated them to Anaheim Regional Medical Center, a hospital that is less than five minutes away from the NOCE Anaheim Campus and which currently employs three NOCE pharmacy technician alumni. Read the full [PPE press release here](#).

Staying Connected

Campus Connection



One of the ways NOCE created a remote community was through our Kindness Campaign. Accreditation Chairs, **Tina McClurkin** and **Julie Schoepf**, and DSS faculty **Michelle Patrick-Norng** collaborated with Fullerton College Kindness Campaign Ambassador **Jennifer Merchant** to launch the NOCE Kindness Campaign as an in-person effort in 2019. However, as NOCE Centers closed due to the pandemic, the NOCE Kindness Campground was created to transition these efforts online. Additionally, NOCE cultivated campus connections through our **#NOCEAtHome** social media and video campaigns, school-wide wellness workshops, new *Presidential Post* video updates, and more!



Kindness Campground - A Positive Place for Staff to Gather

In response to the need for staff and faculty to virtually connect while telecommuting, NOCE accreditation chairs expanded the Kindness Campaign and launched the **Kindness Campground** on March 25, 2020. The Kindness Campground is a one-stop-shop packed with positive thoughts, resources for working at home, mindfulness and self-care tips, and a collection of photos from telecommuting challenges offered to staff in Spring 2020. Faculty and staff were encouraged to share photos working from home as a way to stay connected to one another. The Kindness Campground continues to be used for posting photo challenges, sharing teacher and classified staff appreciation photos, and other information.

"Participating in the telecommuting photo challenges and using the resources in the Kindness Campground made it easier for me to transition to working from home." - NOCE Staff Member

NOCE Partners with EQ Schools and Fullerton College to Focus on Wellness



NOCE was happy to collaborate once again with EQ Schools to launch a new wellness program for 2020/21. This was particularly timely as mental health resources and workshops helped our community throughout the pandemic. The wellness program included:

- **Wellness Workshops:** EQ Schools provided monthly Wellness Workshops to all NOCE staff and students starting in October 2020. The one-hour workshops were designed to encourage employees and students to practice self-care, connect with others, and learn valuable skills to improve wellness and increase resilience.
- **Connect and Grow Workshops:** Building a strong institutional culture based on trust, communication, and accountability was a major focus for NOCE over the last academic year. At the recommendation of a representative Institutional Culture Workgroup, NOCE engaged in a year-long partnership with EQ Schools. Many participated in the Connect and Grow Workshops and practiced techniques for teamwork and emotional wellness.

Collaboration with Fullerton College Mindfulness - Additionally, NOCE teamed up with Fullerton College to expand wellness and mindfulness offerings to staff and students. In an effort to fulfill the NOCCCD Educational and Facilities Master Plan section that notes they will expand the Mindful Growth Initiative to all campuses, Fullerton College and NOCE shared opportunities on the trainings available at their respective campuses.

NOCE Begins its Accreditation Journey



NOCE is accredited by the Accrediting Commission for Schools, Western Association of Schools and College's (ACS WASC) and is beginning its accreditation journey. Accreditation Chairs **Tina McClurkin** and **Julie Schoepf** have been working since 2019 to prepare for NOCE's 2023 accreditation visit. The theme of this accreditation cycle is, "You are a capstone piece of the NOCE puzzle" which focuses on reminding faculty, staff, and students that everyone's participation is valued and needed to complete the self-study report. The accreditation chairs are focusing on teamwork, team spirit, inclusion from all team members, and infusing fun into all the training sessions and team meetings.

In October 2020, accreditation chairs and President **Valentina Purtell** hosted a virtual WASC launch party to welcome faculty, staff, and students to the NOCE accreditation journey. In November and December of 2020, accreditation chairs provided training to the team captains and co-captains to build comradery amongst the captains and prepare them for a virtual accreditation journey. Over 100 faculty, staff, and student volunteers agreed to participate on

the 11 teams: ten criteria and the supplement for Online Programs/Courses. In January 2021, the 11 teams received training on Canvas, the accreditation theme, and the importance of infusing fun into accreditation while in a virtual environment. Each team selected a team name and color and had a Zoom background created to encourage team spirit. Two added measures the accreditation chairs took this cycle and in this remote setting was to join the teams for their monthly meetings in order to provide coaching, guidance, and to answer on-the-spot questions or help with Canvas. This effort has allowed the teams to move quickly through the criteria and feel the much-needed support in our virtual environment. They also recruited and assigned writing specialists to each of the teams. This way, teams can concentrate on collecting information and collaboration.

The accreditation self-study process will take place over 2020-2022 with the accreditation on-site visit tentatively scheduled for Spring 2023.



DEIA Guiding Questions for Accreditation Self-Study

President's Cabinet approved the self-study process that focuses on diversity, equity, inclusion, and anti-racism (DEIA) guiding questions. Each WASC team will use these questions as they complete their sections of

the self-study report. Additionally, President **Valentina Purcell** met with the WASC accreditation team captains and co-captains to discuss the importance of using a DEIA lens throughout the accreditation process.

#NOCEAtHome Campaign

The NOCE President's Office teamed up with Campus Communications to expand our "At Home" workstation photo opportunity to students to share on social media. We encouraged the NOCE community to share photos by using the [#NOCEAtHome](#) hashtag to connect as we worked from home. Additionally, the [#NOCEAtHome video series](#) was created for staff and faculty to share uplifting messages to our students as they transitioned to online learning.



NOCE Launches Presidential Post Video Series

NOCE introduced a new video segment, the *NOCE Presidential Post*. Here, President Valentina Purcell shares a monthly video update with the campus community that includes news and events, accomplishments, updates on instruction and student services, student profiles, and more! The first edition was published on NOCE's YouTube channel in November 2020.



Watch the NOCE Presidential Post Video Series



Over the past year, NOCE relied heavily on our mission, vision, and values to navigate the challenges of the pandemic and inform our response to social justice reform. Our mission has always been to serve our community, remove barriers, and provide access to learning for all. This year, NOCE developed a Call to Action Plan that responds to these ideals and integrates them into all facets of our institution.

President's Cabinet Approves the Call to Action Plan



At NOCE's first shared governance planning meeting of 2020/21, President **Valentina Purcell** presented the Call to Action Plan. The plan, developed in collaboration with faculty leaders, has its goal to address the adverse effects of racism and to be intentional in identifying and eliminating systemic barriers to racial injustice, inclusion, and equity throughout the institution. The plan seeks to address the following goals:

- To recognize racism in its various manifestations, including the most blatant forms of bigotry to its most subtle, unaware, and sometimes passive forms.
- To create an accepting and supportive environment for people of color.
- To make jobs accessible to individuals of color.
- To make learning accessible to students of color.

- To define our values and prioritize humanity.

Through the framework, Acknowledge—Plan—Act, NOCE will work to address racial equity throughout the institution by focusing on 15 different areas including work and classroom culture, systemic barriers, empathy, hiring practices, institutional planning, institutional mission and vision, training, curriculum, retention, communication, conflict resolution, and mentorship/networking for colleagues/students of color. The plan was approved at the President's Cabinet Meeting on September 15, 2020. Read the full [Call to Action Plan](#) for details.

Staying Connected

Student Success



Even amid a pandemic, our NOCE students showed resilience and determination in finishing their programs of study. NOCE students obtained their diplomas, completed career training certificates, gained English language skills, and more! They utilized our remote classes and services and persevered.

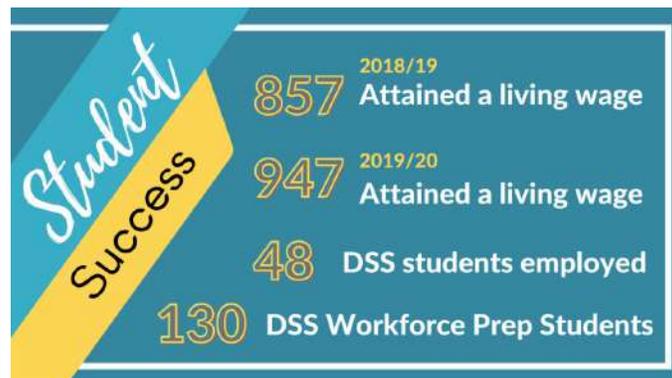
Over the course of the 2019/20 academic year, NOCE students achieved:



The Career Technical Education Outcomes Survey reported these highlights:

- A higher proportion of students are reporting working 40+ hours
 - 70% in 2019 vs. 74% in 2020
- A higher proportion of students are taking less time to find a job
 - In 2019, 58% of students took 0-3 months in finding a job
 - In 2020, 82.6% of students took 0-3 months in finding a job
- The hourly wages for transfer students after employment training went up \$8
 - In 2019 the hourly wage for transfer students after training was \$16.78
 - In 2020, this amount increased to \$25

View the entire [CTEOS Results](#) for more information.



NOCE students on Distance Education (DE) classes

NOCE students took the pandemic in stride and quickly adjusted to our new online instructional model. Now that they have experienced online classes, many students are enjoying the flexibility that remote classes serve:

- *"I could do it at my own pace since I am a mom of 2 children in school themselves. I was able to still be a mom and student at the same time."* - NOCE Student Voice from Remote Needs Survey
- *"It [DE] is perfect! It's hard for me to take a class on campus because I have work and my son has extra-curricular activities after school, but now I get to complete my HS diploma online at my own convenience."* - NOCE Student Voice from Remote Needs Survey
- *"It [DE] felt more personal and more one on one. And I loved that I could rewatch the recording of the class if I needed extra help."* - NOCE Student Voice from Remote Needs Survey

NOCE 2020 Opening Day Video: Student Voices

The NOCE 2020 Opening Day Virtual Event featured interviews with five NOCE students from our instructional programs. Each student shared ways NOCE helped them throughout the pandemic, and expressed how their lives have been impacted by NOCE. This video highlighted real student stories and their achievement despite the challenges of the pandemic.



Watch the Opening Day
Video

NOCE makes a difference in the lives of students during the pandemic! Students report back on social media!

Our greatest achievement, of course, is always our students and knowing that we can support their journey to success. We asked NOCE students to let us know how we have helped them during the pandemic and here's what they have to say:

- *"The food pantry, the emergency aid program, and the amazing staff have all helped me get through this time! Thank you!"*
- *"NOCE helped me so much by offering the food pantry on campus. Thank you for your help."*
- *"A&R StarHelp team is always there for questions!"*
- *"NOCE staff and faculty have been the best and have helped me so much!"*
- *"The laptop loan program! This helped me access the tech I need for my classes."*



STUDENT SUCCESS

Spotlight

Lucie Baris -NOCE ESL and CTE Pharmacy Technician Certificate Program Graduate
Lucie Baris came to the U.S. from Egypt and first enrolled in NOCE's English as a Second Language (ESL) Program in 2013. After NOCE helped her acquire English language skills, Lucie decided to return in 2019 and work toward a career. Lucie enrolled in the Career Technical Education (CTE) Pharmacy Technician Certificate Program



where she built her career readiness skills and received hands-on training to become a Pharmacy Technician. During her time at NOCE, Lucie passed all her classes and with her training was able to apply for a job at a local CVS when she moved to Maryland. Lucie has completed more training through CVS Pharmacy and was able to pass the Maryland State Board for Pharmacy Technician Exam. Now, she is a licensed Pharmacy Technician in the state of Maryland. Lucie credits her success to NOCE and its instructors saying, *"NOCE helped me a lot. First, they helped me find a career that I love, and then they gave me good experience."* Lucie went on to say, *"I love myself at NOCE, I feel like I am in my second home."* As a single mom, Lucie has faced many hardships but she credits NOCE for providing her a great opportunity where she now has a certification and career.

NOCE
NORTH ORANGE
CONTINUING EDUCATION



Accredited by the
Accrediting Commission for Schools,
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The North Orange County Community College District's (NOCCCD) North Orange Continuing Education (NOCE) Administrative Offices are located at 1830 W. Romneya Drive in Anaheim, California 92801. For more information, call 714.808.4645 or visit www.noce.edu. It is the policy of NOCCCD to provide an educational, employment, and business environment in which no person shall be unlawfully subjected to discrimination or sexual harassment, nor unlawfully denied full and equal access to the benefits of District programs or activities on the basis of ethnic group identification, national origin, religion, age, gender, race, color, ancestry, sexual orientation, marital status or physical or mental disability as defined and prohibited by state and federal statutes. The District is also committed to maintaining campuses that are free of harassment, drugs and alcohol. To read the entire NOCCCD nondiscrimination statement, see the policy in the General Information section in the back of the NOCE class schedule.

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