

Dual Credit Summer Computer Courses ***A Faculty Lead Service Approach to Meet the Needs of Local High Schools***

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Executive Summary

The Dual Credit Summer Computer Course program at Glendale Community College North represents a Faculty executed approach to providing real customer service to our customers...high school students. This program is a team approach that includes Faculty, a High School Counselor, a High School Principal, and Administrative Staff at Glendale Community College North to provide a full service approach to students entering high school to get "tomorrow's credits today." High School students complete beginning level computer courses such as BPC110 and CIS120DF that count as their high school computer course requirement while getting college credit. The design of this plan can serve as a model for high partnerships for similar future endeavors across the district.

Description

What began as an "Adopt a High School" effort in Fall 2008, in the Business and Information Technology Department at Glendale Community College, to get Faculty more involved with local high schools, developed into a unique approach that provided complete customer service to a local high school to provide computer courses for students on Glendale Community College's North campus. Sheryl Benavides and Beth Berry reached out to a local high school to determine their needs. Northwest Christian High School Counselor, Karen Kerns and Principal, Ernie Molina, were researching ways to allow students options during the summer for their students to free up time during the regular academic year to allow for electives. After quickly realizing that their high school's computer teacher was using the same textbook, assessment resources and curriculum as MCCD's BPC110 course, the solution was obvious. Northwest Christian high school students could complete this course at GCC, get college credit and complete one of their high school computer course requirements. With only one computer lab at their high school, Sheryl and Beth went to Glendale Community College North to figure out possible classroom options to offer sections for these students during the summer.

Sheryl and Beth met during the next month with GCCN Dean, DeeDee Denslow; and Special Enrollment Coordinator, Chuck Hale, and plans were made to host a Parent/Student event at Glendale Community College North to inform parents about the courses, the implications on the student's official college transcript, the enrollment process, and course structure. Meanwhile, at Northwest Christian High School, Karen Kerns was meeting with high school students and parents to plan their academic schedules for the following school year. When Karen would mention the upcoming event and new course idea at GCCN, parents and students were very interested. Sheryl and Beth provided Karen with printed material for parents and students with all of the details about the course, tuition costs, textbook requirements, and course structure. Interested parents and students would call Sheryl directly to RSVP for the event.

In April 2009, an information night was held for Northwest Christian High School students and parents to meet the faculty, tour the campus, and learn more about the courses, enrollment process, and student expectations. Chuck Hale provided Special Admissions packages that included a checklist created by Sheryl and Beth to help the students and parents through this admission and enrollment process. Within 3 weeks, two Summer 2009 sections of BPC110 filled with 24 students in each section. With 48 new students, Sheryl worked closely with Chuck Hale, Jackie Serna, Coordinator of Enrollment Services at GCCN to make sure these students knew what paperwork, documentation, ASSET Exams were missing to complete their enrollment process. The quality of customer service and proactive approach was excellent. The teamwork and communication between GCCN and Northwest Christian was the key to success in this new partnership.

All students who enrolled in the BPC110 sections completed successfully. Sheryl and Beth, both taught the sections during the summer and created unique activities and assignments to help students build their Microsoft Office skills to apply to their own needs. Students who were enrolled and who also served as Student Council representatives created membership databases that included skills, strengths, and experience of each member, as well as all of their contact information. This allowed them to create queries to pull during the year for specific events, and communication needs. The students in various sports created similar databases as well as detailed budgets for camps, training, uniforms, and fund raising predictions using Excel functions and features to help them analyze their data. Each student created resumes, cover letters, and flyers to advertise skills they had to use to make money during the summer. Students worked in teams to create and present capstone projects using PowerPoint.

The success in the courses the first year led to another successful summer in 2010 with the addition of CIS120DF as

another computer course offering for these students. Discussions are being held now to offer BPC210, the Advanced Microsoft Office Course, to prepare these students to become certified in the Office 2007 applications.

Criteria for Nomination

Quality

- The quality of the customer service was remarkable. The informational meetings and one-on-one conversations helped educate and prepare parents and students for this new level of education.
- The quality of the course offering was given special attention to create a comfortable learning environment with peers and material that could be used and applied immediately as the students developed skills.

Efficiency

- Clear guides, communication, and a face-to-face event reduced confusion and made the process clear to parents and students for the Special Admission Requirements.
- The direct communication with GCCN and Northwest Christian School made the enrollment and information sharing process the key components that led to the success of this partnership.

Cost Effectiveness

- Improved quality of courses and relationships during the high school years results in increased retention of high school students.
- Used all Glendale Community College North in-house resources.
- Increased summer enrollment contributes to overall campus success.

Replication

- Approach itself can be replicated as a whole and is being considered for adoption by other local high schools.
- Organization, communication efforts, checklists created, agenda for parent/student event and structure can be easily replicated.

Creativity

- Although many Dual Enrollment and Ace Plus type programs exist, this approach is unique with faculty lead communication and direction.
- This type of service to high schools could serve to help identify our future role of who we want to be to our community.
- New efforts require quality customer service. The customer service and special attention given to these high school students lead to their level of comfort and success in their first community college course.

Timeliness

- Pilot conducted in 2009 led to the continued success in 2010 and upcoming 2011 summer semester.
- Currently creating best practices based on those pilots.
- With the growing trend for more educational opportunities for high school students, this approach can quickly translate into new standards for our district during the summer semesters.

Learning

- Other colleges throughout the country have begun similar programs.

Collaboration

- Faculty, GCCN Staff, Northwest Christian School Counselor and Principal continue to communicate, plan and develop new course offering possibilities.