

## 2019 Innovation Mini-Grant – FINAL REPORTING



This form is required for your Innovation Mini-Grant. Please feel free to add any attachments regarding your project. Photos and videos are especially welcome. If you have any questions, or need any help completing this form, please contact Amy Schutter, Director of Grant Development, at 242-7534 or [aschutter@shastacollege.edu](mailto:aschutter@shastacollege.edu). Please submit this completed form to the Office of Grant Development no later than **March 31, 2021**.

Thank you for your support and dedication to innovation at Shasta College!

Project:	Customer Service Academy 2.0	Grant No.:	19MG-6
Grantee(s):	Sandra Hamilton Slane		

### Section 1: Narrative

1. What were the key activities of this grant?

A series of courses designed to provide employment and job readiness skills. Courses were offered in sequence for 5-week sessions. Courses were scheduled at the same day/time each session. Three of the four courses were delivered face-to-face until all classes were transitioned to online classes. A second key component was recruiting and promoting these courses to categorical program staff, counselors, and community agencies.

2. What aspects of the activities and/or grant were successful?

The courses were branded in a "Job Skills Series" and were offered in a compressed format (5 weeks or 8 weeks). Due to the COVID pandemic, courses were migrated to online platforms and turned out to have strong enrollment and strong success.

3. How was/is this grant beneficial to Shasta College students?

This initiative has regenerated success for these classes, and have demonstrated that students are interested in these classes.

4. What aspects of the activities/and/or grant were challenging?

Migrating to online platform was not preferred, but it ended up being a reasonable option for many students. There is only one instructor currently teaching these courses, and so course offerings are limited to his availability. Since I am not in this instructional area, I had no control over recruiting additional faculty or promoting the courses. We are currently looking at ways to reconfigure the courses under the STU division so that they can be more widely utilized. Many counselors also focus on the courses needed to achieve a certificate or degree and do not recommend skills-building courses. More education needs to be provided on the value of this content to students.

5. What, if anything, would you do differently if you could do this over again?

Given the limitations of the scope and information available to me as a non-instructional dean, I would not propose a project in an area that I don't have full control of. While the concept was a strong one, I did not have the leverage and support to fully implement it. The vision didn't really catch on.

6. Please provide any data you have obtained regarding this project, whether reflecting success or otherwise. (Consult the Research Office if you need assistance with data collection.)

There were 14 sections of these courses offered between 2019F and 2020S. Average success rate was 81.2%, with only 2 sections falling below the standard of 70% course success. Average course enrollment was 16.33 students. A total of 118 students took at least one of the courses; 25 (over 20%) enrolled in more than one class.

7. If this project is scalable, please describe the method by which scaling up could take place, and which areas might benefit from lessons learned through this project.

This course content and format would work in the area of non-credit for multiple populations, if enough interested instructors can be located. The courses were piloted in some locations for dual enrollment which is a direction not initially anticipated, but again, offers this course content to a wider population of students.

## Section 2: Demographics

Please complete the following table which tells Shasta College about who you served with this grant.

Category	Unduplicated Number Directly Served	Unduplicated Number Indirectly Served (estimated)	Notes
SC Faculty	1		
SC Students	118		
SC Campus (in General)			
Other Constituents			

## Section 3: Project Expenditures

- ✓ Submit a copy of the “2019 Innovation Mini-Grant Budget Worksheet” with the “Expenses 3/1/20 – 2/26/21” column completed.
- ✓ The “Quantity & Description” and “Budget” columns are read only fields. You will not be able to change or enter information into these fields.
- ✓ The “Balance” column auto-fills and auto-calculates for convenience.

## 2019 Approved Innovation Mini-Grant Budget Worksheet

<b>Project #:</b>		<b>PROJECT NAME:</b>		<b>Dept.</b>		
BUDGET ITEM		QUANTITY & DESCRIPTION	BUDGET	EXPENSES 7/1/19-6/30/20	EXPENSES 7/1/20-6/30/21	BALANCE
<b>EMPLOYEE COSTS</b>						
<b>Faculty Professional Expert \$50/hr</b> <i>None STRS applicable work. Object Code: 233000</i>						
<b>Faculty Stipend</b> <i>STRS applicable work. Object Code: 130000</i>						
<b>Temporary Employee</b> <i>Non-Bargained Classified Work. Object Code: 233000</i>						
<b>Student Worker</b> <i>Object Code: 237000</i>						
<b>ESTIMATED BENEFIT COSTS</b> <i>are automatically calculated using the percentages listed below</i>						
<i>Faculty Professional Expert</i> total multiplied by		8.86%	Estimated Benefits Total Cost			
<i>Faculty Stipend</i> total multiplied by		20.79%	Estimated Benefits Total Cost			
<i>Temporary Employee</i> total multiplied by		8.86%	Estimated Benefits Total Cost			
<i>Student Worker</i> total multiplied by		1.74%	Estimated Benefits Total Cost			
<b>SUPPLIES</b> Examples: Bookstore Vouchers, Textbooks, Event Refreshments, Testing Materials, and SWAG & Shipping, etc. Object Code: 439900						
<b>EQUIPMENT (\$0-4999.99 Not Tagged)</b> (refer to the Business Office "Fixed Asset (Equipment) Purchases" for information). Object Code: 640000						
<b>EQUIPMENT (\$5000 or greater Tagged)</b> (refer to the Business Office "Fixed Asset (Equipment) Purchases" for information). Object Code: 649000						
<b>POSTAGE /ADVERTISING</b> Use for postage costs to mailing post-cards or flyers or place a newspaper or radio ad. Object codes: 508000/590400						
<b>PRINTING</b> Use for all printing related items, such as posters, flyers & brochures. Object Code: 590500						
<b>SERVICE FEES/OTHER CHARGES</b> Use for all contracted work such as speakers, trainers and installation services. Also includes facilities rentals. Object Code: 530000/573000						
<b>SOFTWARE</b> All software related licenses and purchases. Object Code: 578000						
<b>TRAVEL</b> All staff & student travel related expenses. Object Code: 511000						
<b>Note: The "Balance" and "Totals" columns auto-calculate</b>			<b>TOTALS</b>			

This Mini-Grant may JE funds from the "Faculty Professional Expert" budget line item to either "Student Worker" or "Supplies". RE: 5/14/19 email in Grant Dev. File.