

## **Communication Plan for Schedule Changes – Fall 2020**

*Prepared by Michelle Pena for College Council, April 27, 2020*

1. Nicky Damania sent out on “The Renegade Pulse” 4/16/2020 information about the changes in schedule modalities.
2. An email was sent out to all students with basics of what is changing, why, when we expect the changes to be complete, and who to contact if they have issues. The email named **“Student Email – Potential Schedule Changes”** was sent out to the enrolled bc listserve on Tue, Apr 21, 2020 at 8:58 AM by Michelle Pena <[michelle.pena@bakersfieldcollege.edu](mailto:michelle.pena@bakersfieldcollege.edu)>. Nicky Damania also sent a similar email a week prior to this email being sent.
3. A note was placed on the following BC website:  
<https://www.bakersfieldcollege.edu/academics/class-schedule>

Starting with Summer 2020, Bakersfield College will offer three types of distance education courses:

**BC Online - Scheduled**: these courses will be fully online, and will include both participation in Canvas as well as mandatory scheduled, online meeting times using Zoom.

**BC Online - Flexible**: these courses will be fully online, and most learning will take place in Canvas and other platforms that are flexible based on the student schedule.

**Hybrid Courses** - These courses will be partially online, but will also include some mandatory scheduled, in person meetings.

4. Nicky Damania posted on the FaceBook page “Surviving Bakersfield College” the email that went out to all students on April 21, 2020.
5. IT is running a nightly process that will detect changes in a student’s schedule and email them with a message. Bill Mosley and Lesley Bonds drafted the emails. **(Please see attachment “Student Email – Schedule Change”)**
6. In creating the communication plan, we noticed some holes in how we currently communicate with students when classes are being changed or cancelled. We are working with District IT to automate the process. Currently, each department is responsible for communicating with the students by calling them. We hope to have this process automated by email in the future.