2020-21 Accomplishments | Bakersfield College

**Kalina Hill, Program Manager**

- **07/01-11/30/2021**  Testing and Placement Center & Student Information Desk
- **12/01-Present**  Academic Technology

### Access
Co-lead the Student Information Desk (SID) to effectively streamline virtual operations and re-imagine student support in times of ongoing change and technology developments. Built stronger collaborations working with all departments and community partners.

Engaged in multiple enrollment calling campaign (CC) efforts to provide high-touch, high-tech Guided Pathways-aligned support.

Managed highly effective student support team through scheduling, professional development, and encouraged resume skill development.

Contributed to updates and release of the College Electronic Catalog 2022-2023.

Obtained and applied knowledge of effective social media marketing campaigns. Implemented marketing strategies to increase engagement, resources awareness, and information through social media outlets.

### Responsiveness
Provided timely and accurate support responding to faculty and students’ case-based requests and challenges.

Aided continuous efforts to support students with disabilities in multiple course modalities.

Contributed—weekly—with resources and ideas towards designing and improving effective learning and professional development sharpening skill practices.

### Equity
Ongoing work on improving equity-minded student support and digital equity. Continued consistent work, active involvement, and contributions to ISIT and Program Review committees.

Extended strategic efforts to advance digital equity, access, and creativity through multiple services and various technology-run modalities.

Attended all EODAC meetings to extend culturally-responsive knowledge and information on college-wide work on Collective Consciousness Raising.

Collected quantitative and qualitative data through Starfish on the use and outreach of the student-to-student support through the Renegade HUB. Provided findings to improve
communication, logistics, and mechanics and accelerate student progression through the Guided Pathways work.

**Professional Development**
Utilized multiple platforms and learning sessions—throughout the year—for the team and personally (Flex week, New faculty orientation, Canvas, various seminars, managers roundtables) to upskill and bolster wider collaborations.

Lead and facilitated more professional development workshops on Accommodations and Gradebook.

Promoted and organized daily wellness discussion practices and health walks.

Advanced learning and operational application of current and new technology to include eLumen, Canvas, Teams, Starfish, etc.

Utilized Vision Resource Center and LinkedIn to advance and sustain personal and college readiness for return and integration of in-person and remote instruction and student-centered support.

Attended OTC with BC team to expand collective knowledge and networking to scale up work on equitable and humanized quality course development.