

Monday Morning Memo



SUCCESS
EDUCATION
COLLEGES

FROM THE OFFICE OF MITCHELL FUERST

Monday, March 30, 2020

I want to start this Monday Morning Memo by sharing how proud I am of YOU! YOU have been so flexible, adaptable, and supportive. YOU have shared confidence in how we will get through this together! YOU have showed so much character with our Students. Again, I'm just so proud of YOU!

With that said, it's safe to say these past weeks have been among some of the most tumultuous and emotional that any of us can remember in our lifetimes. The impact of the coronavirus outbreak has been felt by individuals, families, organizations, and all aspects of our local and national governments. There is no doubt that we are all watching what's happening across the United States and around the world.

Far from causing division and discord, this crisis and the social distancing it has required has allowed us to witness something profound and moving about ourselves: our fond and deeply felt wish to be connected with one another.

I have been talking about our kids a lot with our Team Members recently. Most days prior to this situation, Farrah and Matthew haven't wanted to go to school. Like almost all kids, they would rather be with their friends and have leisure time. But now, all they want to do is actually go to school. Can you relate? This has changed so much in each of our lives. Just going to the grocery store can be a stressful experience.

The response to this crisis has been extraordinary—as much for what it has required from our society as for what it has revealed about us as a people and, of course, about our College community.

I have been filled with so much pride over what Success Education Colleges has accomplished just in the past two weeks. So many Team Members have been working around the clock to make so many adjustments to how we operate during this time. Baylor Meza, our Chief Operating Officer, shared a summary of what SEC has accomplished in the last two weeks and I want to share these things with you here:

- We transitioned all of our students to alternate delivery, using our Learning Management System, Moodle and Zoom for video conferencing. The Education Team managed to get all didactic classes online in light speed and literally worked around the clock in doing so.
- I have been personally dropping into our Zoom classrooms and have loved watching our talented Instructors lecture using this new modality. I have watched as our Instructors have been sharing their screens for PowerPoint slides, using Kahoot (an interactive educational tool) as well as using several other creative online tools.
- Our Campus Directors, Regional Directors of Education, and Executive Committee Members have also been rounding in our online classrooms. Rounding is one of the traits of a Highly Reliable Organization, which hasn't stopped during this time. Our rounding has literally increased!

- We have developed an online **Retention** strategy to reach out to all students who have not yet logged in to their online classrooms.
- Our Campus Directors have partnered with our Information Systems (IS) Department in deploying many changes to our IT systems. My hat is off to our IS Department as they, too, have been working at light speed.
- We have configured our Faculty Portal, which is now live. This will allow faculty Team Members to post attendance and grades remotely. Registrars will be ensuring all grades and attendance are posted daily.
- Most of our Admissions Representatives and Financial Aid Advisors have been trained to serve our students virtually. Even our RN Info sessions continue using Zoom. We have also developed a temporary e-signature process for enrollment agreements, as well as several other changes to our workflows.

I continue to work on shoring up SEC's financial position. I have been talking to the College's landlords and vendors and they have been very supportive. I'm so thankful SEC owns many of our campuses' buildings as our primary financial institution continues to partner with us during this time, offering relief as well. Again, our Core Value of being fiscally conservative has been crucial as we continue to navigate the weeks ahead.

In the coming days, I will be sending out another Campus Support Center Communique with several more updates, including our updated projected resume date, which we are currently working on.

I want to relay to you, in as deeply personal a way I can, the heartfelt appreciation for our talented Team Members. Our College community is so strong, even in the face of adversity. YOU have not only stepped up, but have stepped in to these challenges.

While much remains uncertain right now, one thing is for sure: this, too, shall pass. Our nation will recover and Success Education Colleges will be even stronger as a result. When that happens, we will all be so proud of how we met this moment—together.

Let's all stay safe and healthy.

