

# Monday Morning Memo



SUCCESS  
EDUCATION  
COLLEGES

FROM THE OFFICE OF MITCHELL FUERST

**Monday, April 27, 2020**

One of the traits of a Highly Reliable Organization (HiRO) is Resiliency. There is no question that Success Education Colleges is, at every level, displaying just how resilient we are as an organization. From our Education Department, to our Information Systems Department and every Team Member in between—Resiliency is the word that most often comes to mind these days. Being resilient for our Students and each other is something we can be proud of. As I continue to round in our Zoom classrooms, I see so much learning, so much Student engagement, and so many examples of our Team Members being resilient!

Throughout the last Monday Morning Memos (MMMs), I have been writing about our College community. Now more than ever, it is interesting to watch our Core Values manifest themselves and hold us together during a time when it's more essential than ever before. It's also interesting to see how the traits of a HiRO continue to be displayed in everything we do.

Being physically apart has not dampened our community spirit. Just days ago, we conducted two virtual Town Halls with more than 300 Team Members in attendance. In addition, we also hosted a virtual Student Orientation for the North-West Colleges, which attracted more than 330 students!

I am truly grateful we have been able to maintain and cultivate the community we have created over the last 53 years, especially as we continue to adjust to our temporary new normal. Looking forward, we will remember the time we spent together in a virtual environment. When we again reconnect in person, I know we all can't wait to share stories and passions of how we made the best of a difficult time.

There is no doubt in my mind that this entire situation has made us even stronger as a community and as an organization and as individuals.

## **SEC Continues to Reactivate Team Members**

As shared during our virtual Town Halls, we have started to reactive many Team Members across our system. This coming week, we are reactivating numerous Clinical Instructors for our VN and RN departments.

During the last many days, we have been working on virtual clinical experiences for our VN and RN Students. For our VN Department, we have contracted with NurseThink/Swift River, which is a very well developed virtual clinical platform. The RN Department has contracted with iHuman, which is another outstanding virtual clinical platform.

In conjunction with SEC negotiating these contracts, we have also been working on the necessary regulatory approvals from both the Board of Vocational Nursing and Psychiatric Technicians (BVNPT) and the Board of Registered Nursing (BRN). Both of these nursing boards have given temporary approval for colleges to have 50% of the required clinical time accomplished via virtual clinical and/or simulation.

As a result, SEC decided to contract with both NurseThink/Swift River and iHuman and will need to reactivate numerous Clinical Instructors to form these virtual clinical groups. This is yet another example of SEC Finding the Good!

In addition to these Team Member activations, we have also decided to reactivate numerous Team Members from our Admissions and Financial Aid departments. As shared during our virtual Town Hall, we are finding there are many prospective students who want to enroll in our programs, which is a very good sign.

Please know we are continuing with our Team Member reactivation planning and will keep you apprised as these opportunities present themselves in the weeks ahead.

### **Important Video Message**

In the later part of this week, I will be sending another video message to our Students, which is very important for several reasons. First, we will be updating everyone regarding our new anticipated target date for in-person classes.

Second, we will be sharing some very important news from the U.S. Department of Education. In a recent press release, we learned the following information:

“U.S. Secretary of Education Betsy DeVos announced recently that more than \$6 billion will be distributed immediately to colleges and universities to provide direct emergency cash grants to college Students whose lives and educations have been disrupted by the coronavirus outbreak. The funding is available through the Higher Education Emergency Relief Fund authorized by the Coronavirus Aid, Relief, and Economic Security (CARES) Act, signed into law by President Donald J. Trump several weeks ago.

“What’s best for Students is at the center of every decision we make,” said Secretary DeVos. “That’s why we prioritized getting funding out the door quickly to college Students who need it most. We don’t want unmet financial needs due to the coronavirus to derail their learning.”

The CARES Act provides nearly \$14 billion to support postsecondary education Students and institutions. Colleges and universities are required to utilize the \$6.28 billion made available to provide cash grants to Students for expenses related to disruptions to their educations due to the COVID-19 outbreak, including things like course materials and technology as well as food, housing, health care, and childcare.”

As of today, Success Education Colleges is waiting to receive this funding from the U.S. Department of Education. In addition, SEC is now in the process of creating the formula that our Colleges will utilize to distribute the allocated funds to Students.

We are very pleased to share this information and we will be sharing additional details in this upcoming video message.

### **MMM Contributions**

As a result of our recent virtual Town Halls and virtual Student Orientation, it was so heartwarming to receive so many positive messages. Here are just a few of them:

Jinnie Gardiner, ST Program Director for NWC LB, wrote: “Thank you for today. Would be great to have quarterly virtual Town Halls, one being live. Praying for wisdom for you both as you have to make tough decisions. Thank you!”

Emille Gonzalez, PT Program Chair and PT Instructor for NWC WC, shared: “Thank you, Mitchell, for the virtual Town Hall. Thank you for taking the time to answer all of our questions. I very much appreciate your honesty, transparency, and LEADERSHIP!”

“This Covid-19 is an unprecedented event, but we are Finding the Good + the BEST in everyone! I’m proud to be here with SEC and excited for what’s next = SEC 2.0!”

Tammy Latu, Medical Assistant Program Chair/Academic Dean for CSC, wrote: "I've been to a few orientations on-ground and they are great, but I have to say that something even more special happened in our first virtual Student Orientation! Don't know quite the words to explain it, but I think this is the first time in many weeks that I have felt a 'human' connection outside of quarantine/work life. It reminds me that we actually had a social life before—LOL! I know Students have to feel something similar!"

Adriana Gonzalez, Associate Director of Admissions for NWC LB, shared: "Just wanted to reach out and say thank you for all you and Lisa have done for all of us. This time has been challenging to say the least, but your communication and commitment to us is quite amazing."

"Thank you for the Town Hall, I really do say to Students now during my Zoom interviews that your Mom, Marsha, would be impressed with how far our enrollment agreements have come from those handwritten ones on our walls of history. Stay safe and be well."

Theresa Zsupnik, DA Instructor for NWC WC, shared: "I attended the virtual Student Orientation and I was blown away. Our virtual Town Hall made me think about all of our NWC family and how all of this has made us stronger and closer. I am so proud of how you are always giving all of us a sense of security, hope, and faith. I hear it in your voice. Thanks for being such a down-to-earth person—I really appreciate it. So proud to be a part of SEC!"

Melinda Blank, Registrar for NWC PO, wrote: "I would like to thank you for the virtual Town Hall meeting today. It was very informative and I thank you for giving me the opportunity to work from home and stay in touch with our Students. Having Students online has not gotten their spirits down and they continue to move forward. The attendance at the Pomona campus has been exceptional. Thank you again for all the wonderful things you do to make this a successful college and I am super proud to be part of the family."

Let's all stay safe and healthy.

