Memorandum

To:Human Resource Management Commission (HRMC)

Washington State Student Services Commission (WSSSC)

CC: Dr. Joe Holliday, State Board of Community and Technical Colleges

Ed McCallister, State Board of Community and Technical Colleges

Abraham Rocha, State Board of Community and Technical Colleges

From: Kirk Walker, Director of Human Resources | Clover Park Technical College (Co-Lead)

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Date: October 3, 2019

RE: Everfi Contract Recommendations

**Overview**

To address the training requirements captured in the Clery Act and as part of the re-authorization of the Violence Against Women Act, colleges and universities are required to provide education and awareness campaigns to fulfil these legal obligations1. In order to fulfill the mandatory legal requirements, the Washington State Board for Community and Technical Colleges set up the Everfi contract—previously known as Campus Clarity—an online third party training platform which addresses sexual harassment, sexual assault, intimate partner violence, and stalking from student and employee perspectives, respectively. The total cost of the Everfi product was then distributed to each community and technical college state-wide.

Due to the annual contract structure, both the HRMC and WSSSC Commissions elected to establish a task force in collaboration with the State Board to (a) identify CTC system-wide existing and future needs for an online training platform, (b) explore learning outcomes and end-user experience with the training platform, and (c) make recommendations to both commissions regarding next steps. Two separate surveys were developed and deployed in consultation with the EDI work group and State Board of Community and Technical Colleges to identify existing and future needs, as well as to explore learning outcomes and end-user experience from a student and employee perspective, respectively.

The Everfi training platform is widely used and sets a strong knowledge and awareness foundation for understanding sexual harassment, sexual assault, intimate partner violence, and stalking. However, there is a demonstrated need for continued process, pedagogical and technical support improvement as reflected in survey feedback from both commissions and the State Board.

Recommendations

Everfi Task Force recommends Everfi consider implementing the following to improve the produce experience and to meet the student and employee needs for Washington State Community and Technical Colleges. Additionally, the Everfi Task Force recommends to extend the contract by one year and revisit next year with a specific focus on process and outcomes improvement in the following priority areas for students and employees.

Student User Experience

* Diversity, equity, and inclusion (DEI) are critical frameworks needed to drive learning outcomes for each module reflected in the student experience and within the context of the community and technical college experience where the majority of learners are post-traditional students. Ensure these frameworks are integrated into learning outcomes and culturally responsive online pedagogy and include student examples that more accurately represent the post-traditional student experience.
* The learning outcomes and modules need to specifically explore and address the unique needs of ABE/ESL/ELL student learning populations.
* Identify and address significant and ongoing technical challenges with this product. Survey results and follow-up communicate with State Board staff clearly demonstrates poor customer service and timely resolution in addressing technical difficulties.
* Develop, implement, and evaluate a module for student employees.

**Employee User Experience**

* Diversity, equity, and inclusion (DEI) are critical frameworks needed to drive learning outcomes for each module reflected in the employee experience and within the context of the community and technical college experience. Ensure these frameworks are integrated into learning outcomes and culturally responsive online pedagogy and include examples that are meaningfully reflecting the nuances of addressing and managing management, post-incident recovery, and mitigation from a DEI perspective.
* Address additional required and relevant training topics, such as bias incident response and microaggressions, ethics, and de-escalation training.
* Develop, implement, and evaluate a module for student employees.

Please provide time at your next quarterly commission meeting to review our recommendations, and to discuss other options going forward. The Everfi workgroup will be meeting with Everfi representatives in November to share our assessment of their online training platform. Your feedback is encouraged and needed.