



February 4, 2017

Much to the chagrin of IT professionals, I consider myself tech savvy. For the most part, I am able to manage my devices and navigate the connected world without assistance. With a master's degree in instructional technology and a dissertation that explored the application of predictive analytics as a tool for providing just in time student support services to increase student success and completion, I have some education that backs up my experience. Recently though, I made an error.

When traveling back from the Community College League of California conference in the fall, I clicked the wrong place on my iPhone screen when attempting to close an app. Instead of hitting the link that would take me to a brief survey and a \$5 coupon toward my next ride, I clicked on the link to sign up to drive for Uber.

I didn't fill the fields of the form and certainly did not hit submit. In fact, over the next two weeks I received a number of gentle reminders from Uber that my application was "almost complete". I also received notice that I was just "one step away from earning \$\$ with Uber". Without any further action on my part, I next received my "weekly pay statement" from Uber. That's right, every week I am reminded that I earned \$0 driving with Uber.

I admit that this error has led to some interesting considerations of what type of screening may, or may not, be part of the hiring process. But much more relevant are the considerations of how we might model our college application process to be more like Uber. I especially like their use of the word "with" and the connectedness that the term conveyed in the follow up emails. I also appreciate their assumption that I clicked the link and therefore meant to apply to be a driver; they took a proactive approach toward assisting me through the application process. It is worth exploring ways that we might work from the Uber point of view and welcome applicants at the first click, even if it was unintentional.

Accreditation 2017 As the Standard narratives continue to be developed through the iterative process, there is increasing clarity of where our efforts need to be focused over the short and long term in our continuing cycle of institutional improvement. This is exactly what the process of development of the Institutional Self Evaluation Report is intended to bring about and there is a fortuitous intersection of our integrated planning and self evaluation that point to review and

revision of our decision making handbook, *Engaging All Voices*. In the short term (next three months), we need to update the document to incorporate our Student Success and Equity Committee and the recommendations stemming from the comprehensive evaluation of our councils and committees in spring 2015. Over the longer term and after the Educational Master Plan (EMP) is completed and approved (think fall 2017), we have opportunity to reconsider our governance structure from the ground up to develop a framework that supports the successful accomplishment of the Priorities in the EMP and the Strategic Directions in the 2016-2021 MJC Strategic Plan.

As a reminder you can access the Standard narrative drafts online, from mjc.edu select About, Accreditation, Accreditation 2017 or simply use this [link](#). You can also review the drafts of the functional map and introduction. The drafts are updated weekly with version tracking to provide ongoing access to the most current version of the narrative. Thank you to those who have provided input during the writing and editing process!

I was in Sacramento yesterday for training to serve as a Partnership Resource Team (PRT) leader as part of the Institutional Effectiveness Partnership Initiative (IEPI). This is my second opportunity to serve as a resource to another college as part of IEPI and while I find it challenging to be away from campus, it is a great opportunity to learn while serving. I'm in the office today trying to get a jump start on Monday, and just received notice that this is another week in which I earned \$0 driving with Uber.

Our technological powers increase, but the side effects and potential hazards also escalate.

Alvin Toffler

Warm regards,

Jill Stearns, Ph.D.

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