

LRMA LEADERSHIP SERIES EVENT RESOURCES

Digital Equity Initiatives at OEI & Update on Calbright

Digital Equity Initiatives at the OEI

The Online Education Initiative (OEI) of the California Community Colleges will be presenting updates on their work in Digital Equity, including efforts to close the digital divide with students attending community colleges in California. Their work involves student equity in services, resources, and access, along with culturally responsive instruction.

Calbright Update

Calbright College prepares Californians who feel stuck in “go-nowhere” jobs for careers with a future, and they do it through online training. They will present an update on how they are working to connect students with resources and organizations who can help advance their professional goals.

Agenda

- 2:00 – 3:30 OEI
- 3:30 – 3:35 Break
- 3:35 – 4:30 Calbright

Who Should Attend?

LRMA membership: managers and confidential employees

DATE: Tuesday, September 22, 2020

TIME: 2:00 – 4:30 pm

PRESENTERS: Representatives from OEI and Calbright



California
Community
Colleges

California Virtual Campus –
Online Education Initiative

Online Racial Equity- Creating a Culture of Caring and Belonging in the Online Environment

LEARNING OBJECTIVES

1. Creating equity minded online practices & access.
2. Ensuring the right technology is accessible and available to all students.
3. Centralizing Student Support Services.
4. How to encourage colleges to incorporate Online Equity strategies in their Equity Plans.
5. Ensuring that staff and faculty have opportunities for Professional Development- with a focus on Equity and the online learner.



How are **YOU** doing?

- How are you feeling about working remotely, online, virtually?
- What are some challenges you're facing?
- How are you exercising self-care?

ACTIVITY: DIGITAL EQUITY WALK

Review campus/department/program site to evaluate how inviting it appears, feels, and reflects a commitment to equity and inclusion (3 mins)

- Open new window to your college website
- Review the website, your department, and program
- Gather observational data to confirm or challenge assumptions regarding school improvement and online equity
- Point out areas that may have been previously overlooked and can be easily addressed. Is it student-centered? Interactive? How easy is it for students to move through the site and find information?

CVC-OEI EQUITY SUMMARY DATA

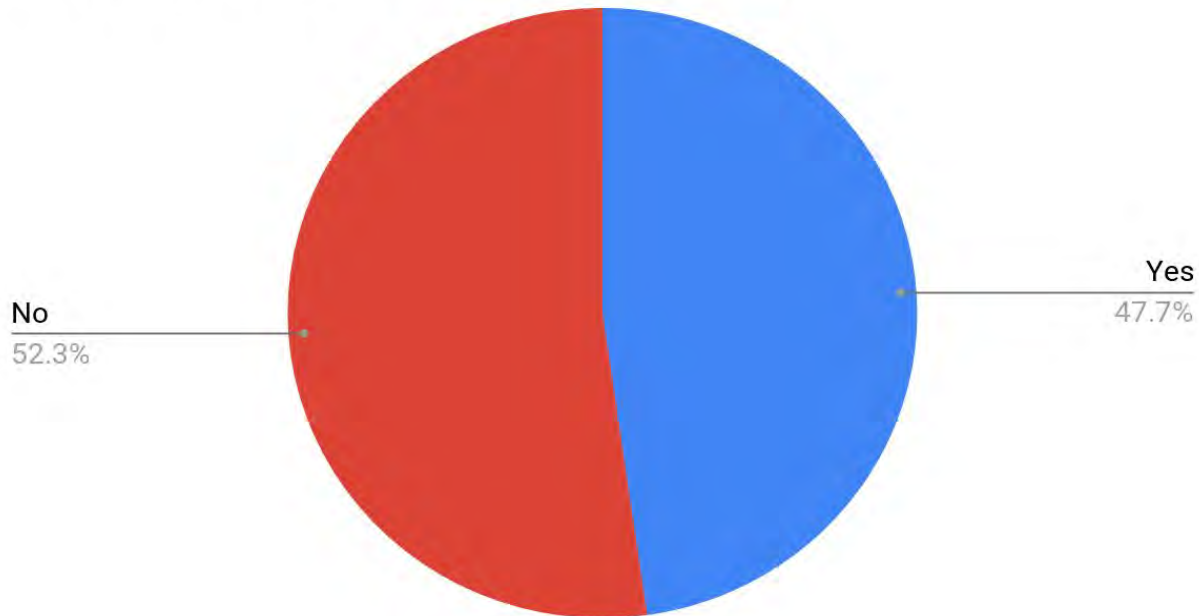
CVC-OEI Online Equity Workgroup

- Faculty
- Campus Researchers
- Administrators
- Equity Specialist

33 colleges website review 2019

BARRIERS TO SUCCESS

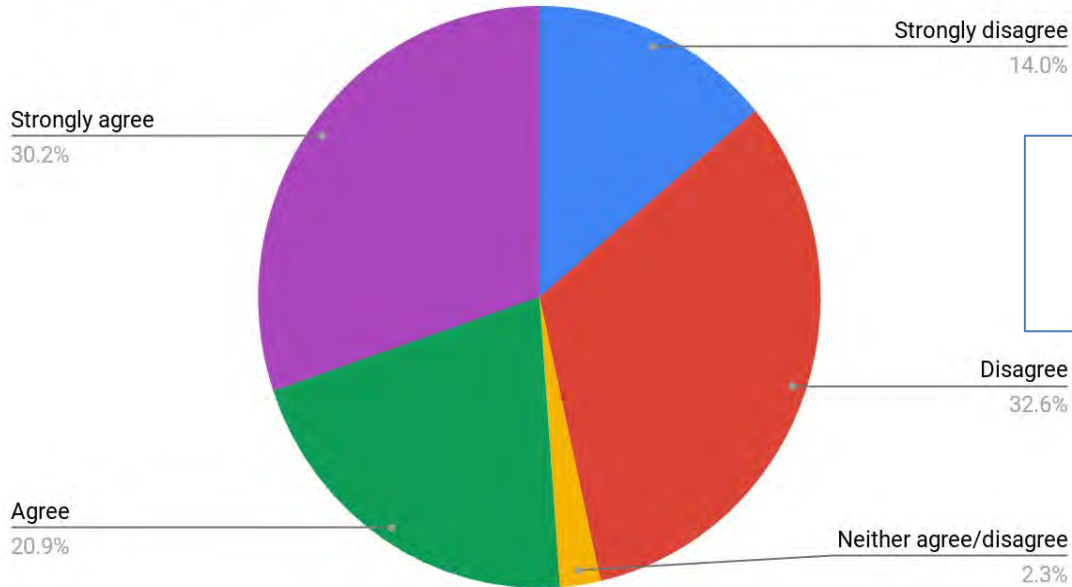
Was the Distance Education page easy to find?



BARRIERS TO SUCCESS

How the DE site may create unnecessary barriers

The D.E. page adequately communicates services to students.

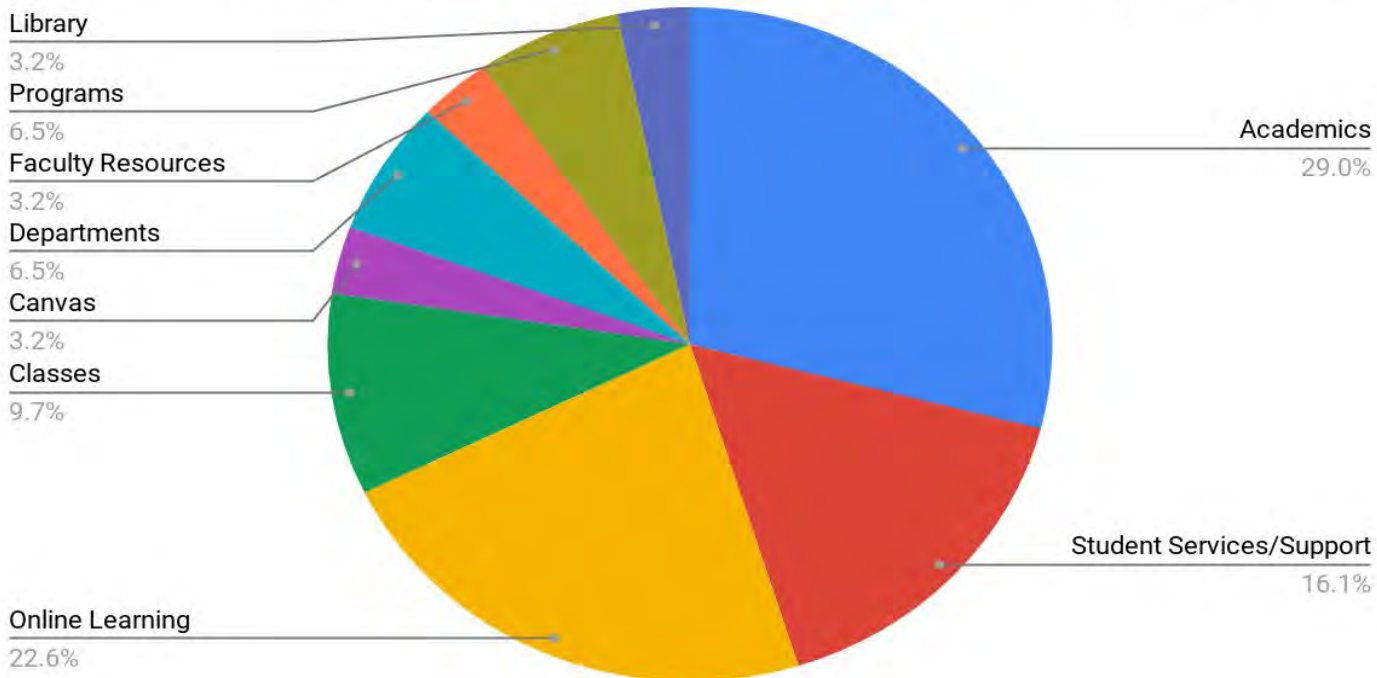


46.6% of students did not find the services they needed.

BARRIERS TO SUCCESS

Reviewers were asked how the college's homepage and Distance Education may create unnecessary barriers

In what program area did you find the Distance Education program?



SHIFTING OUR ATTENTION:
WHAT ABOUT OUR STUDENTS

HOW ARE OUR STUDENTS DOING?

More Than A Month After Supreme Court Decision, New DACA Applicants Still In Limbo

Updated July 24, 2020 11:35 AM | Published July 24, 2020 7:00 AM



DACA supporters drive around MacArthur Park during a rally celebrating the Supreme Court's June decision to let DACA stand. (Chava Sanchez/ LAist)

ICE Confirms New Foreign Students Can't Take Online-Only Course Loads In The U.S.

July 24, 2020 · 6:20 PM ET

RACHEL TREISMAN



HOW ARE OUR STUDENTS DOING?

STRUGGLING TO SURVIVE – STRIVING TO SUCCEED
FOOD AND HOUSING INSECURITIES IN THE COMMUNITY COLLEGE



**From Crisis to Opportunity:
Recovering California's
Commitment to Equity**



CA COLLEGE STUDENTS ARE FACING SEVERE FINANCIAL INSECURITY AS A RESULT OF THE PANDEMIC

33%



of students report skipping a meal or reducing how much they are eating as a result of the pandemic

34%



of students report their colleges have provided food support, like access to food pantries.

54%



of students are uneasy about their personal finances over the coming few months

49%



of students think they will be able to afford basic expenses like food, housing, and tuition if the crisis persists for two more months

THE PANDEMIC IS A MENTAL HEALTH CRISIS FOR CA STUDENTS

67%



of students report higher stress than usual

66%



of students say they are concerned about experiencing anxiety, depression, or other mental health issues when they return in the fall

36%



of students say they are concerned about their risk of developing substance abuse or addiction during the pandemic

"My anxiety has gotten so bad that I have gotten severe panic attacks and I'm depressed"

"I miss not living in constant fear"

THREE IN FOUR CA COLLEGE STUDENTS ARE CONCERNED ABOUT BEING ON TRACK TO GRADUATE, WITH CONCERNS EVEN HIGHER FOR STUDENTS OF COLOR

75%



of students are concerned about being on track to graduate from their program

95%



of students have had their classes canceled for the semester

85%



of students say most or all of their classes are now being held virtually

84% CA
Black Students

81% CA
Latinx Students

“Many report that both their engagement in their coursework and the quality of their education has diminished since schools moved online.”

[Education -Trust West. May 2020 Poll results](#)

CA STUDENTS SAY THEY WILL NEED MORE SUPPORT WHEN THEY RETURN TO SCHOOL THIS FALL

Share of students who say they will need more of the following (top responses):

44%



financial aid

45%



help getting on track for
your career

42%



help finding a part-time job
while you are in school

40%

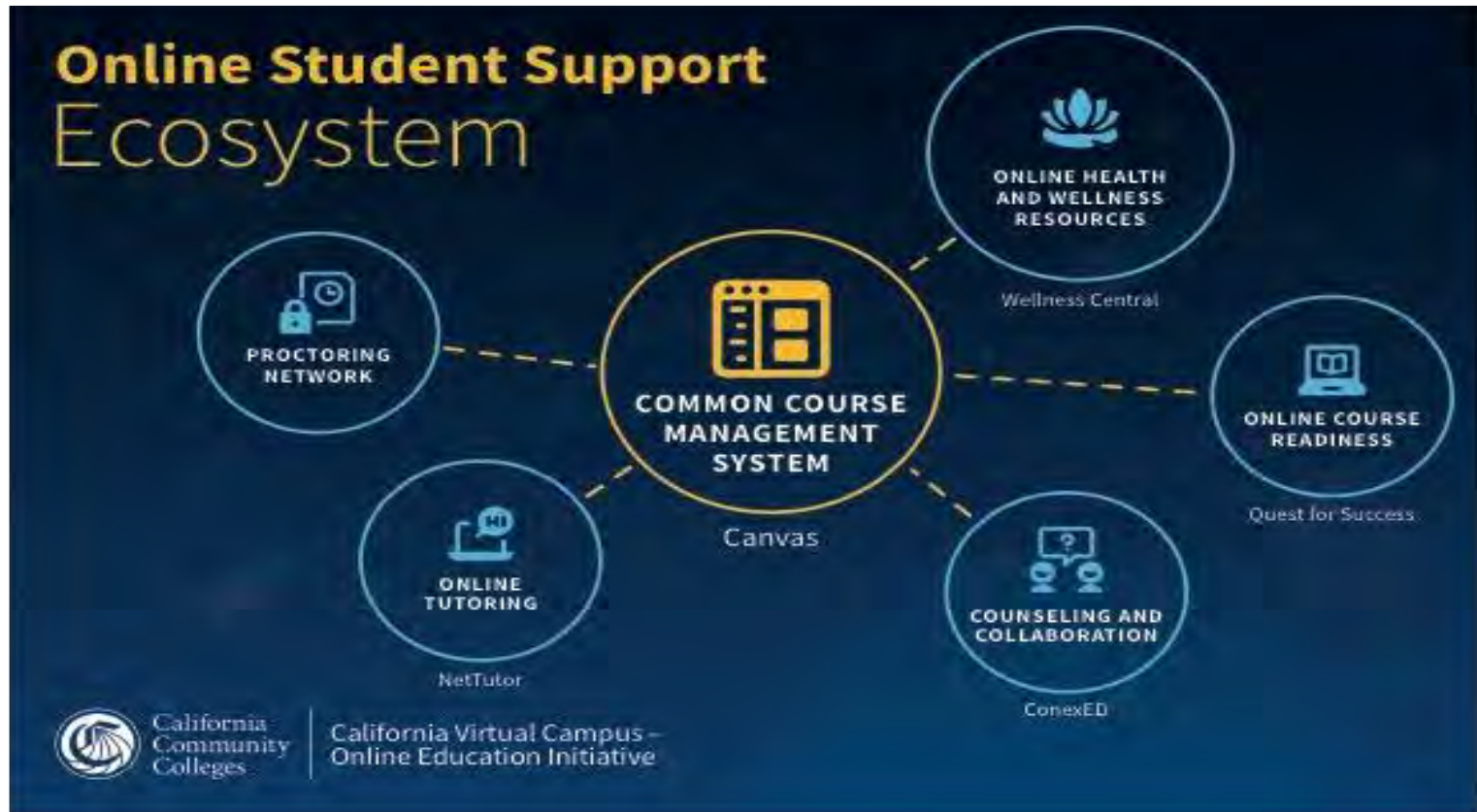


academic support

CA STUDENTS REPORT MAJOR GAPS BETWEEN THEIR NEEDS AND EXISTING SUPPORTS

WOULD BE HELPFUL	SCHOOL IS DOING THIS	
87%	48%	Virtual office hours or other ways to connect with faculty
86%	47%	Virtual office hours or other ways to connect with academic or career advisors
85%	31%	Emergency financial aid or other financial support
85%	31%	Tutoring, advising, or other academic support
85%	24%	Career advising and job preparation
83%	46%	Virtual office hours or other ways to connect with administrators
78%	34%	Food support, like access to food pantries
76%	35%	Mental health services, counseling, and emotional or psychological support
75%	47%	Coronavirus safety and risk reduction information
75%	26%	Forums, portals, or other ways to connect socially with other students
74%	25%	Well-being services, like mindfulness and meditation services
66%	11%	Alternative housing arrangements

AN ECOSYSTEM OF TECHNOLOGY SUPPORT



USING EQUITY DOLLARS FOR ECOSYSTEM TOOLS



Online Readiness Videos

To start your journey as an online student please use these interactive learning modules to self-evaluate your readiness for studying online and to familiarize yourself with online learning environments and the amount of work required to complete a class successfully. We also offer additional readiness tools to help you develop skills and strategies to become an effective online student.



Student Online Readiness Tutorials by California Community College Chancellor's Office is licensed under CC_BY_4.0a



Jessica Hurtado
Program Supervisor- Student Experience
Walk-In Hours: Mondays: 10am-12pm Tuesdays:
10am-12pm
[click to read bio](#)



A screenshot of the 'Wellness Central' website. It features a header with the CVC-OEI logo and navigation links. Below is a photo of four students sitting outdoors. The main content area includes the title 'Wellness Central', a brief description, and a section for 'Online Health and Wellness Resources' with a link to 'HSA CCC Health Services Association California Community Colleges'. There are also some form fields and a 'More Wellness Central' link at the bottom.



PROFESSIONAL DEVELOPMENT- INSTRUCTION

[Equity & Culturally Responsive Teaching in the Online Learning Environment](#)

(20FA-ECRTL-1) Sep 21 - Oct 18, 2020 3.0 credits

[\(20FA-ECRTL-3\) Nov 2 - Dec 6, 2020 3.0 credits](#)

Duration: 4 weeks

Time Commitment: approximately 10 hours per week, for a total of 40 hours. Optional Continuing Education Credit



PROFESSIONAL DEVELOPMENT- INSTRUCTION

Examples of Equity Action Plans

- I will increase the number of images and provide language that is welcoming to students whose voices have been marginalized or characterized as the “other”.
- I will have a rotating schedule of optional Zoom meetings for my asynchronous online classes so there is always an opportunity for my online students to meet with me in a more personal way.
- More focused outreach to faculty about OERs in their disciplines.
- I plan to strengthen our Library’s ebook collection so faculty have more options when selecting instructional materials.
- I will work on counteracting the stereotype threat that many students experience in computer science.
- I will be more mindful of the language I use in framing announcements...and offer diverse ways for students to engage with the course content.

Examples of Equitized Syllabi

<https://sites.google.com/view/city101>

<https://sites.google.com/view/dr-porter-re-005-f19>

<https://sites.google.com/view/jour202fall2020/home>

<https://sites.google.com/view/sjcc3ddesign/home>

<https://sites.google.com/view/ux-fall2020/home>



PROFESSIONAL DEVELOPMENT- INSTRUCTION

EQUITY Concerns Online Proctoring:

- Many students lack access to computers and wifi
- Online Proctoring can increase students' anxiety levels during an already stressful time
- Broken hardware and connectivity problems, disproportionate impact on students of color.

Consider professional development for your faculty regarding Authentic Assessments

- Increasing access for students
- Meeting your students where they are
- Consider the needs of ALL students.

Resources

1. [Online Proctoring – Impact on Student Equity](#)
Written by Francine Van Meter on June 1, 2020
2. [Achieving Equity in STEM through Authentic Assessment Webinar](#): Dr. Jennifer Cole, Dr. Larry Green and Dr. Rob Rubalcaba
3. [@ONE Pocket Professional Development Guides](#): Authentic assessments increase students' critical thinking, improve engagement, and reduce the ease of "finding the right answer" online. This guide will introduce provide an overview of authentic assessments and get you started with ideas shared by CCC faculty.



PROFESSIONAL DEVELOPMENT- STUDENT SERVICES

Equity in Online Counseling and Student Services

Professional Development Opportunities for Counselors:

- (6 weeks) Online College Counseling Course
- (2 hours) Cranium Cafe Counselor Quick Start Trainings
- (2 weeks) Online Mental Health Course for Non-Clinicians
- Self-Paced Online Mental Health Course for Licensed Clinicians:

ConexED Workshops:

- Administrators
- Student Services Staff

For future training dates contact support@cvc.edu



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EQUITABLE STUDENTS SUPPORT ONLINE



FOCUSING ON EQUITY & ONLINE STUDENT SUPPORT

- Be sure that services provide a welcoming, inclusive and affirming environment
- Personalize your services as much as possible
- Make services easy to access & utilize
- Utilize approaches that are familiar to students

THE ONLINE STUDENT SUPPORT HUB

The App Experience

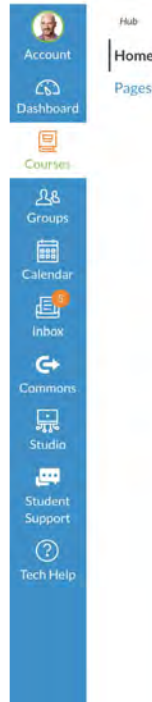
- Services should perform a task and be action oriented
- The student/ user experience should be stress free with access to real time services
- The user interface platform should be easy to use
- Good use of text -Text should be concise and purposeful to the service



ONLINE STUDENT SUPPORT HUB

1. [Building a Student Support Hub Technical Guide for Canvas LMS](#)
2. [Recommendations for Services within the Hub](#)
3. [Student Services Readiness Checklist](#)
4. [Review the Template: Student Support Hub](#)
5. [Download the Template from Commons](#)
6. [Ecosystem Tools](#)

[CVC-OEI Ecosystem Tools](#)



Student Support



Need help with something? Select a service below or [Knock for Live Chat](#) e now.



Library Online

Connect to great MiraCosta library sources, wherever you are.



Tutoring Online

Get help with your classes even when you can't go to an on-campus support center.



Writing Center Online

Work on your writing, reading, or speeches online or on campus.



Counseling Online

Counselors help you identify your educational goals, create plans, and stay on track to completion.



Career Center Online

Select a major, find a job, or prepare for an internship - we can help online. Find your bright future.



Student Help Desk

Get help with all your MiraCosta technology questions.



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Example:
Saddleback College
Student Support
Hub

Student Support ^{AT}



Need help with something? Select a service below.



Student Technical Support

Get help with all your campus technology questions.



Tutoring

Get help with your classes even when you can't go to an on-campus support center.



Counseling

Counselors help you identify your educational goals, create plans, and stay on track to completion.



Library

Connect to great campus library resources, wherever you are.



Career and Re-Entry

Career and Re-Entry helps you identify your skills, explore potential career fields, research Labor Market Information, make tentative career decisions, and create a career development plans.



My Financial Aid

To register, supply the same personally identifiable information that you submitted on your FAFSA or Dream Act (for Dreamer students) application. Once you have verified your identity, your account

ONLINE STUDENT SUPPORT HUB

Centralized Online Student Support

Example:

Foothill College
Student Support
Hub

Health and Wellness



Your Health and Wellness are important to us. And being virtual doesn't mean you are on your own. The resources below will connect you to the help you need when you need it.



Telemedicine

Your health is important to us! Access a health care provider via our telemedicine appointments.

1. [Schedule an appointment](#) ^{en}
2. Complete the check-in on your phone or computer
3. Join your video visit a few minutes before your appointment



Wellness Central

This is a free health and wellness resource created especially for California Community College students. This resource is here for you to access in your space at your pace!

[Go to Wellness Central](#)

HOW DID SADDLEBACK COLLEGE ACCOMPLISH THEIR GOAL?

Project Lead: Dean of Online Education and Learning Resources

Prior to pandemic, Saddleback was already a major player in Online Ed (40% online)

Lots of institutional support and most importantly faculty support (*campus wide effort*)

Support of VPSS critical to getting departments on board using the Hub (*campus mission*)

VPSS and VPI jointly recommended creating a “Leading from the Middle” team to work on the Student Support Hub (*professional development and collaboration time*)



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KEEP SUPPORTING STUDENTS

CVC-OEI Resources

California Community Colleges | California Virtual Campus – Online Education Initiative

Teaching and Learning Online Resources
Students Educators About FAQs

Home → Student Services Staff: Keep Supporting Students

Student Services Staff: Keep Supporting Students

Get Ready to Support Students Online

Ensure You Have the Right Platforms

When your college campus needs to close completely, restrict access to students and/or staff, or accommodate students or staff who are quarantined, the following resources can help ensure continuity of quality operations in the student services areas. All of these resources are available at no cost to California Community Colleges. [You can learn how to access these services on the Instructions on How to Access Centrally-Funded Support Services page.](#)

Typical In-Person Student Services	Remote Activities and Services	Recommended Online Platform
Counseling (General, EOPS, etc.)	Uploading documents	ConexED Cranium Cafe
	Virtual lobby services	ConexED Classrooms
	Live chat	SARS
	Virtual appointments	ConexED Callorate Scheduling
	Appointment scheduling	
	Webinars	



Questions



Dr. Arnita Porter

Social justice is at the center of Arnita's practice as an educator, artist/cultural worker, and attorney with a background in public policy, who works for equity at the intersection of race, culture, and gender. A certified Culturally Responsive Teaching and Learning (CRTL) Facilitator, Arnita facilitates social justice-based workshops and trainings to dismantle oppressive systems, advance racial equity, and promote personal and organizational wellness and transformation through cultural humility, bridging and belonging, and the healing arts. She develops online course content and facilitates trainings, with a focus on equity-minded inclusive practices for instructional faculty, counselors, advisors, classified professionals, administrators, and students.

As the Online Student Equity Specialist for the Student Experience Division of the California Virtual College-Online Education Initiative (CVC-OEI), Arnita co-created *Equity and Culturally Responsive Teaching in the Online Learning Environment* and developed equity modules for *Online College Counseling* and *Online Mental Health Counseling for Non-Clinicians*, courses offered by the CCC Online Network of Educators (@ONE).

She teaches in the Los Angeles Community College District and the Mt. San Jacinto College District.



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Jessica Hurtado

As of 2016, Jessica Hurtado has served as the Program Supervisor for the CVC-OEI. Ms. Hurtado has over eleven years of experience working in higher education, specifically in the area of student services. In her current position Ms. Hurtado manages the implementation of online student support services with a focus on integration of emerging technologies. Ms. Hurtado has strategically focused Equity efforts around the CVC-OEI Ecosystem Platforms. With the support of her colleagues and staff the Student Experience Division has been able to increase student access to services in the areas of online health and wellness, Online Tutoring, Online Counseling, Online Readiness and Online Proctoring.

Ms. Hurtado is an Alumni of the California Community College System and a former CCC Puentista. A significant portion of her professional career has been dedicated to public health, higher education, equity and social justice. Ms. Hurtado holds a B.A. in Health Science-Public Health, M.P.A. Master of Public Administration and she is currently pursuing a certificate in E-Learning Instructional Design from Oregon State University.



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Bonnie Peters

BONNIE PETERS is Chief Student Services Officer and Director of Student Experience for the California Virtual Campus- Online Education Initiative (OEI). Prior to 2014, Peters spent 15 years at San Diego City College, where she counseled and taught students both on campus and online. Throughout her career, she has provided leadership in a variety of student services. In 2005, she developed the college's online counseling program providing real-time online counseling services and appointments, a first among community colleges, both regionally and nationally. She holds an MS in counseling and an MA in Teaching and Learning with technology. Her current professional endeavors include encouraging colleges and universities to intentionally provide support services as an integral part of distance education programs, primarily via a one-stop online student support center/hub.



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California Virtual Campus –
Online Education Initiative

THANK YOU!

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Bonnie Peters

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California
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California Virtual Campus –
Online Education Initiative



Presentation for LRMA

September 22, 2020

Speakers



Ajita Menon
President &
Chief Executive Officer



Tamika Connor
Senior Vice President
of Strategic Initiatives

Our Mission



Calbright College increases economic mobility for working adults who lack easy access to traditional forms of higher education. We offer flexible, free skills-based programs that provide tangible economic value for both working adults and their future hiring managers.



CALBRIGHT

COLLEGE

What We're Building

An online college that focuses on getting people into jobs

For Working Adults

A better way to prepare for and access higher paying jobs

For Hiring Managers

A new way to find and keep qualified employees

Who Are We Serving?



We strive to serve **unemployed** and **working poor** adults in low wage jobs with irregular hours. In 2017, nearly 2 million Californians age 25–64 were working but **still in poverty**.

The precariousness of **low-wage employment** limits these workers' time to search for better jobs, learn new skills, take classes or obtain credentials.

We serve those **underserved by higher education**; irregular work hours restrict access to education. A third of working poor adults have less than a high school diploma, while a quarter have graduated high school and another quarter have completed some college.

These populations are often **working parents** with restricted time and resources. We serve those who are juggling child care, distance learning, gig economy jobs, and elder care responsibilities, simultaneously.

The COVID-19 Crisis and Response

- Skilled workers are screened out of today's job market because they lack social capital.
- There are 8.4 million skilled workers without 4-year degrees in California's workforce. They make up 42.9% of the active workforce in the state in 2018.*
- The employment crisis caused by the COVID-19 pandemic is hitting those without bachelor's degrees hardest. For Californians who are building skills through Calbright's competency-based education.



Competency-Based Education

Competency-based education (CBE) (also called proficiency-based or mastery-based learning) means learning based on knowledge and skills that are transparent and measurable. Progression is based on demonstrated mastery of what students are expected to know (knowledge) and be able to do (skills), rather than seat time or age.

Benefits:

- Students have well-defined learning goals, with flexible pacing, and personalized, just in time academic assistance and support.
- If students have prior learning experience with a particular subject matter, they can progress through our curriculum more quickly. Also, if the subject matter is new, students have the ability to take more time to achieve mastery.

Integrated Student Success Experience



Welcome Services

- One-Stop Seamless Support
- Application and Onboarding Support
- Technical Support
- Support in reaching Calbright Faculty and Support Team

Academic Advising

- Student Education Planning (including transfer options)
- Help students select a program pathway

Success Coaching

- Personalized support to help students keep on track to achieve their goals

Student Engagement & Career Services

- Webinars for Peer-to-Peer Interactions
- Career Development & Preparation
- Alumni Support

Student Support Services

- Accessibility Services
- Wellness Services
- Veterans Services
- DACA/Dreamers

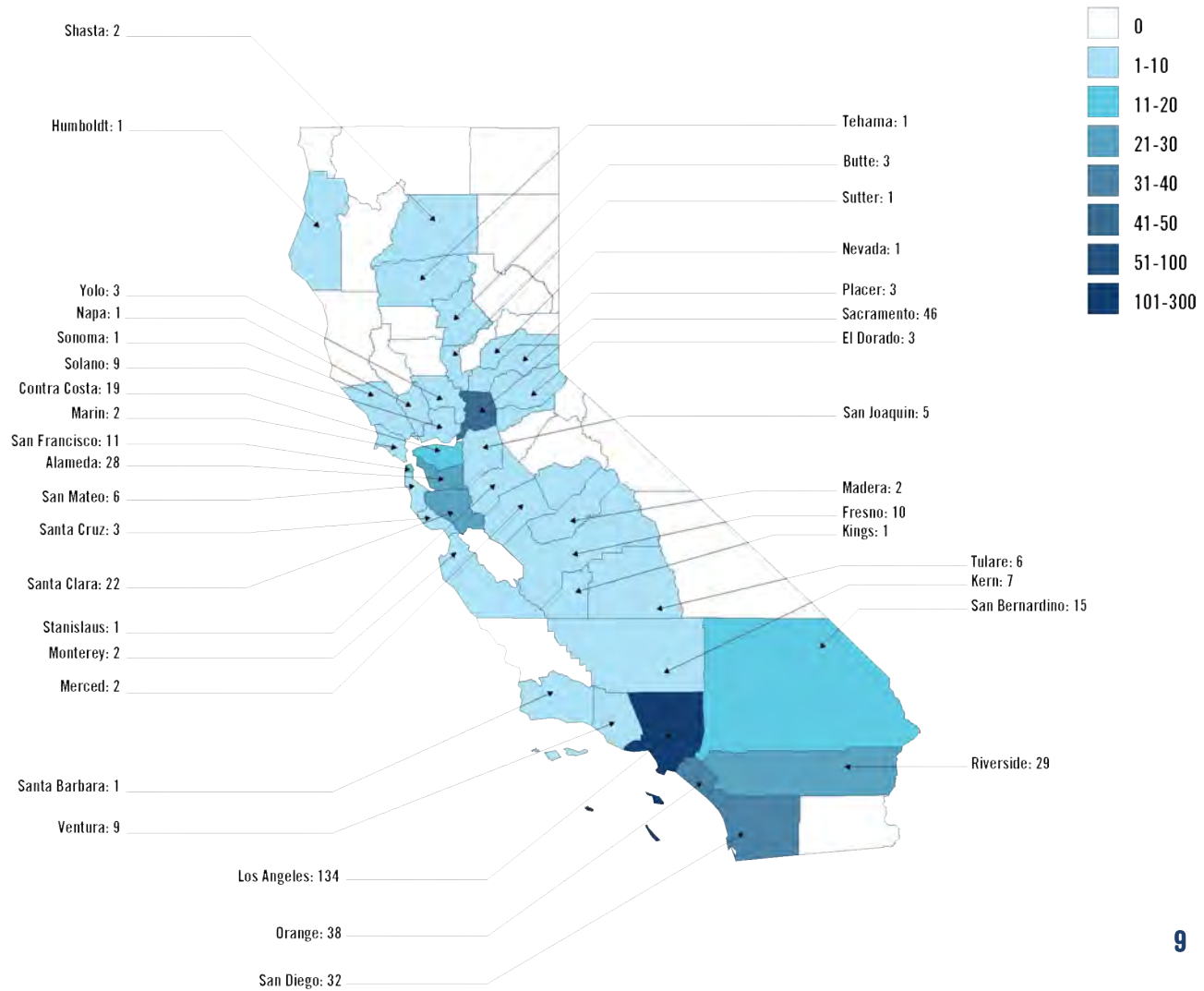
Admissions & Records

- Enrollment Verification
- Student Compliance
- Title IX
- Title V
- FERPA
- Student Records
- Transcripts
- Certificate Awards

Beta Cohort Geographics

65%

of our learners live in rural areas





Innovation for the CCC System

In addition to serving our non-traditional adult learners, **partnering with sister colleges** across the CCC system is pivotal to extending our reach into communities that have been previously underserved, especially in an online environment.

Help us meet students where they are.

We're building our college to address **equity gaps** – meeting students where they are regardless of life circumstances, and **connecting** with those who are trapped between **education** and fulfilling **careers** through research and development. We are not meant to be an island unto ourselves – we are meant to be a specifically-focused but complimentary part of the system.

Highlights: Calbright R&D Priorities

- Equity-based enhanced technological solutions and innovations
- Investment in better information with employer networks
- Partnerships to connect Competency Based Education with CCCs program pathways

Partnerships with Sister Colleges



- Leveraging Tri-City Adult Education regional consortium infrastructure (including the American Jobs Center of California at Rancho Dominguez and EDD colleagues) this partnership will serve as a hub for adult education students transitioning into Compton College, students enrolled in an online program at Compton College, and/or students enrolled at Calbright.
- This partnership will provision CBE professional development for faculty/staff, and extend Strut LMS licensing agreements to further develop tier II and III program pathway offerings from both institutions.
- Additionally, this agreement includes the Opportunity@Work's marketplace platform which aligns training providers, job seekers, and employers.
- The partnership includes mapping Calbright's skills-based certificates of competency with Compton College's programs to ensure that adult learners who successfully train in *medical coding for professionals*, *information technology*, and *cybersecurity* will have connecting points to advanced educational institutions.

Calbright and Bakersfield College's Badging Initiative



Calbright and Bakersfield are partnering on a pilot to advance skills-based badging by developing:

- A model and process for use at scale, of a shared ecosystem of skills-based badging using stackable micro-digital credentials, representing discrete competencies and skills that may cross multiple disciplines for articulation.
- A quality framework for articulating non-credit, skills-based competencies outcomes into micro credentials unit equivalencies.

Connections to the CCC System and Foundation

Calbright's support in the Future of Work and Learning Initiative (FWLI)

- Umbrella effort to support ongoing efforts of California Community Colleges to adopt more adaptable education approaches that:
 - Strengthen connections between learning and work
 - Increase capacity to more rapidly respond to needs of students and employers
 - Help close racial, economic, and social equity gaps
- 2 Funded Projects (to date)
 - Future of Work Capacity Building Project, *James Irvine Foundation*
 - Employer Engagement 2.0, *Lumina Foundation for Education*

Opportunity@Work Partnerships



Courtesy of  Opportunity @ Work

C-BEN Partnership



California
Community
Colleges

Online Community
College District

COMPETENCY-BASED
EDUCATION NETWORK 

- We have a partnership with the Competency-Based Education Network (C-BEN) to support a best-in-class quality framework for competency-based program development.
- System partnerships will translate into greater opportunities for the co-development of innovative CBE pathways, aligned with stackable credentials, certifications and/or degrees. Which will provide students with educational pathways that lead to increase wages and long-term economic mobility.

Partnering with Calbright will also help us better position the system to serve “hard to reach” underserved communities that are not currently connected with CCCs.

CCRC @ Columbia University



Research and development of equity focused, data driven protocols for integrated CBE student support models that lead to higher retention, persistence and completion rates.

Partnering with Community Based Organizations

- Leverage CBO infrastructure to create partnerships where Calbright can offer educational programs and workforce development services to organizations to enhance the service provided to constituents.
- A potential partnership will give constituents access to Calbright programs, staff, network, and resources.
- CBO partnerships can help develop deep understandings of the interrelationships between business competitiveness and the workforce needs of the targeted industry. These partnerships support students to improve their workplace skills and persist on an education pathway in pursuit of a higher-quality job.
- Along the way, partnerships can provide motivational support and counseling, as well as access to needed social services and academic supports, including basic skills development needed for success in the workplace.

Calbright Virtual Events/Presentations

- Latino College Expo - September 25 (Virtual Booth)
- Univision Feria de Educación - October 2-3 (Virtual Booth)
- San Francisco Archdiocese Reentry Services Resource Fair - Oct. 5-9 (Virtual Booth/Presentations)
- California Adult Education Program Summit - Oct. 26-29 (Virtual Presentation)
- Community College League of California - Nov. 17-20 (Virtual Presentation)

Thank you



@GoCalbright

