Executive Summary 2019/2020

PARENT UNIVERSITY

10 YEARS ANNIVERSARY

CSBA Golden Bell PROGRAM

Fresno Unified School District
Dear Friends,

Parent University continues to evolve and expand based on parents’ input and students’ academic needs. Our name, Parent University, encompasses all the activities of the Fresno Unified School District Department of Community and Family Services. The opening of our Parent Resource Center further demonstrates our board’s commitment to serve our families district wide and help them support their students’ academic success.

Enclosed in this 2019/20 Executive Report is a summary of our collective successes in the Department of Community and Family Services, through the work of our Parent University program. This past school year marked a milestone for Parent University – 10 years serving families and the community. The past school year also stands out as the start of the COVID-19 pandemic, which brought about school closures and of course had a significant impact on our families. I am extremely proud of the way Parent University stepped up to help our families by staffing the COVID-19 Call Center.

Outcomes in this report include data collected not only during the academic year but cumulative data that shows the growth in the number of parents engaged in our services. Our services encompass year-round parent learning, professional learning for home school liaisons who also engage parents at the schools, neighborhood revitalization, enriched childcare training, parent leadership training, and a parent recruitment center to support district-wide targeted engagement.

We thank the board for investing in our families and community partners to improve academic success for all students as well as parent engagement at all school levels in Fresno Unified.
Dear Family and Community,

In 2020, Community and Family Services, Parent University demonstrated our commitment to serving our families during one of the most vulnerable times in history. To align our mission to empower, engage, and connect families to support student achievement, the COVID-19 Call Center was created immediately after the announcement of school closures to support our Fresno Unified families, employees, and community. While schools closed and programs were put on hold due to the pandemic, Parent University continued to support the district and provided essential services to our families, employees, community, and those in need.

Thank you for being patient and continuing to be empowered, engaged, and connected through Parent University’s virtual parent learning sessions and engagements through district platforms such as Microsoft Teams, Facebook Live, Ustream and much more.

Please continue to follow Centers for Disease Control and Prevention (CDC) health guidelines such as social distancing, washing your hands regularly, wearing your mask, and follow protocols that are set at the school sites. We are looking forward to seeing you all in person soon and we miss you all.

Be Safe,

The Parent University Team

Community and Family Services, Parent University started the 2019/20 school year by celebrating our 10th year anniversary with students and their families at Chukchansi Park on Friday, August 9, 2019. The celebration commenced with a momentous first pitch from Superintendent Robert G. Nelson in the company of approximately 500 families who were invited to celebrate alongside Parent University. Transportation was provided in all seven regions, families were provided a tour of the stadium and met baseball players to sign autographs. Additional resources and back to school items were provided to families in preparation for the school year. Items included backpacks, pencils, pens, and lunch boxes.

Message from Parent University Team

Celebrating 10 Years of Parent Engagement!!!
The award-winning Parent University program is designed to empower, engage, and connect families to district and community resources that support student achievement. All Parent University programming is developed based on input from parents in collaboration with our district’s Curriculum and Instruction departments and delivered in multiple languages to establish a welcoming environment and optimize learning in the family’s home language. The effectiveness of the program is measured through pre and post assessments to ensure parent learning and understanding of all parents to create a culture of shared responsibility and leadership.

Martha Rosales – Parent Leader Since 2011

Martha first became curious about Parent University when she saw her friend’s Parent U bumper sticker in 2011. After expressing much curiosity about how she can be more involved in supporting her children through middle and high school, she decided to attend a Parent University class. The information presented at the class empowered Martha to be more proactive in her children’s education. Her initial intention to better support her children through their education transformed into community activism, which then resulted in her teaching members within her children’s school community about the services provided by Parent University. Eventually, she joined the Parent Leadership Academy. Here, Martha volunteered in multiple events to get more parents across Fresno Unified schools to be involved in their children’s education—such as creating action plans to beautify schools and being a parent recruiter. What is most inspiring about Martha is that despite knowing limited English, she pushed herself to learn as much as possible about the ins and outs of education so that others who rely on her may look to her for answers. Her dedication to helping her family and community evolved into strong leadership that eventually landed her a position as parent outreach coordinator of the Education Leadership Foundation. To this day, she actively recruits parents to be a part of this experience while continuing to further her learning.

“Parent University believes in me and provided me a chance to develop the leader I am… they made me realize only I can limit myself. I continue to push myself to grow because I want to continue the work and give other parents a chance to be leaders as well. Thank you, Parent University!”

-Martha Rosales
Parent Outreach Coordinator, Education Leadership Foundation
Established COVID-19 Call Center to support families, employees, and community during the pandemic

New parent learning investments in the areas of suicide prevention awareness, student transfers, and the expansion of the special education module at the elementary level

Expanded community partnership to address housing, neighborhood revitalization efforts, and Fresno Police Department public service, the Binational Center for the Development of Indigenous Communities, Census 2020, Fresno Economic Opportunities Commission, Fresno Street Saints.

Nine new pilot virtual parent learning workshops through Microsoft Teams focusing on how to access the ATLAS parent portal and Microsoft Teams, understanding the importance of computer literacy and creating an email, and learning different positive discipline parenting tools to build stronger relationships.
Parent University empowers parents with relevant information and resources they need to be the strongest advocates for their child’s education. With the continued support of our board members and school sites, Parent University continues to provide year-round parent learning opportunities that provide insight into the instructional and learning environment accountability systems, ATLAS parent portal, and district and community resources to support student achievement.

2019/20 Empower Highlights

- 5,271 parents participated in parent learning opportunities in their native languages of English, Hmong, Lao, Mixteco, and Spanish at 89 school sites

- Developed and trained 13 Parent Outreach Recruiters to provide parent engagement workshops that supported early learning, understanding the K-12 educational system, and delivered culturally and linguistically targeted parent learning recruitment and outreach through the academic year

- 64 parents participated in our School Area Team learning initiative with the City of Fresno where they learn about the proactive code enforcement, community engagement activities around schools to reduce blight and improve housing conditions throughout the city, equip them with tools to improve their quality of life, and connect low-income homeowners to resources that will enhance their housing conditions

- 230 parents participated in the live virtual workshops to better support families at home in response to parent feedback during school closure in March 2020

- Developed 22 Childcare Providers with monthly enhanced lesson plans to support our future leaders

- Provided enriched childcare to 2,206 young leaders while parents attended parent learning sessions in-person
Parent University’s Parent Leadership Academy (PLA) provides parents the opportunities to become courageous leaders in Fresno Unified School District. PLA parent leaders are engaged monthly in learning to gain leadership specific trainings and skill sets focused on building trust, relationships, and advocating for student in our K-12 school system.

- 157 parents participated in our PLA offering leadership development to encourage shared responsibility between families, community, and school site.

- Microsoft Teams and self-care strategies for families during the pandemic.

- Added three focus groups to our Parent Leadership Academy to provide feedback to the district’s new vision, mission, values, and goals.

**Hmong Parent Learning Academy**

- During the 2019/20 school year Parent University piloted the Hmong Parent Learning Academy, which provided six parent learning sessions that were designed to build brave Hmong parent leaders, and share district information and community resources to support Hmong student achievement. Despite the pandemic, the virtual Hmong Parent Learning Academy continues with 30 parents joining the Academy and participating in the development of the district’s new vision, mission, values and goals.

**New Pilot VOICES Leadership Council**

- During the 2019/20 school year, Parent University piloted a Voices Leadership Council (VLC) and partnered with the Fresno Economic Opportunities Commission, Fresno Street Saints to plan, promote, and facilitate a leadership council designed for African American/Black parents.

- The purpose of the VLC was to develop a group of Black parent leaders to learn about the Fresno Unified School District policies, procedures, and practices, and then advocate for the academic, social, and emotional needs of Black students in the district.
Parent University understands engagement is a shared responsibility between home and school site; we commit to supporting both parents and school site engagement staff to maximize resources to our families. Simply put, when parents are engaged in their child’s education, students perform better academically.

Significant resources were committed to expanding parent learning for parents and site staff to engage in meaningful discussions and decisions about our district and their school.

2019/20 Engage Highlights

- 702 parent learning opportunities offered in English, Hmong, Mixteco, and Spanish
- Piloted five suicide awareness parent learning opportunities in the McLane, Sunnyside, and Edison Regions
- Seven post-secondary workshops specific to financial aid, Dream Act, and student scholarships
District Advisory Committee

- District Advisory Committee (DAC) meetings are facilitated by Parent University team and held at the Parent Resource Center

- The role of the DAC representatives is to advise district administrations regarding the development of the Local Control and Accountability Plan (LCAP) and the budget that supports the plan

- 240 parents, students, and community leaders participated in the DAC meetings, engaging in active conversations with district leaders regarding student activities and district programming

Southeast Asian Family Education Conference

- Southeast Asian Family Educational Conference “Journey to Success” is a collaborative effort of The Fresno Center, Parent University, and California State University, Fresno. The conference engages students and parents through vital leadership workshops and guest speakers chosen to empower them with valuable information in a broad range of topics

- 950 students, parents, and community members attended the conference. Parent and student workshops were conducted in various languages such as Hmong, Khmer, Lao, and Punjabi

- The parent workshops concentrated on the importance of the 2020 Census and the Local Control and Accountability Plan (LCAP)
Connecting families to district and community resources is an essential goal. Through our continued partnerships with parents, district departments, and local community organizations, we continue to provide opportunities for families to access critical resources throughout the district and community.

2019/20 Connect Highlights

- 73,006 personal phone calls inviting families to parent engagement opportunities and parent learning sessions
- 7,558 families served at the Parent Resource Center for chaperone fingerprinting, eLearning companion device, and attending Parent University’s parent engagement activities or parent learning sessions
- 2,076 parents fingerprinted for chaperone and volunteer engagement opportunities throughout the district
- 45 parents participated in the Hmong Residents’ Academy with Fresno Police Department, an effort to connect school communities with local law enforcement resources and tour Fresno Police headquarters
- 822 students and families connected to local experts through our partnership with the Dream Resource Center in support of secondary learning opportunities for immigrant families
- Students and parents were provided opportunities to tour middle school campus and the Adult Transition Program, as well as a field trip to The Center for Advanced Research and Technology (CART)
- On October 25, 2019, Parent University’s Parent Resource Center hosted an open house to provide an opportunity for over 500 families to tour the Parent University facility as well as offer a safe place for students to trick-or-treat and provide district and community resources
• The COVID-19 Call Center received over
33,000 phone calls since school closures were
announced, with the Parent University team
providing useful information and resources to
parents, students, employees and community
members in English, Hmong, Lao and Spanish.

• The COVID-19 Call Center was a single
connecting point where callers were provided
information regarding how to access meal
distribution services, navigate district online
resources, and how to access instructional
resource tools for online student learning or
paper packets for supporting learning at home
and much more.

• Through the COVID-19 Call Centers, the Parent
University team supported the Family Learning
and Technology Support (FLATS) Call Center and
received 10,000 calls to support with technology
device trouble shooting and to obtain new or
replacements technology devices.

TOP 5

Frequently Asked Questions

1. Parent/Student Atlas Portal
2. Technology Devices (FLATS)
3. Meals Distribution School Sites
4. Student Learning
5. Community Resources

Total Phone Calls Received

33,329

COVID-19 Community Partnerships’ Highlights

Parent University partnerships with community organizations have been instrumental in resourcing families and guardians as well during this pandemic. Summary of collaborative work with different organizations:

• The Fresno Center (TFC) has aided the district’s Southeast Asian community through teleservice and virtual workshops, and has assisted participants with accessing distance learning resources, meal service distribution, frequently asked questions regarding school closure, and technology needs, including the completion of the 2020 Census.

• Fresno Economic Opportunities Commission, Fresno Street Saints has continued to connect with students through their team of liaison mentors. Mentors have helped Black students and families with adjusting to distance learning and connecting them with community resources that are available to help with their specific needs. The team is also exploring the use of counselors to facilitate sessions with students to address healing and coping strategies and has modified elements of the Summer Youth Employment & Leadership program to work with youth leaders remotely.

• Parent Institute of Quality Education (PIQE) supports families and guardians with online connectivity and transitioning to distance learning. Through one-to-one contact the team is supporting with its translation needs and has adjusted their parent engagement curriculum in response to the new school environment and academic needs. This includes coaching for how to navigate mobile technology, social media, video conferencing and utilizing online resources.

• Central Valley Immigrant Integration Collaborative continues to provide application assistance to district families through telephone or video conferencing platforms. This includes assistance with DACA renewals and naturalization applications. The organization continues to offer campaigns to inform of immigration, Census, and COVID-19 related resources.

COVID-19 Call Center (March 2020 – October 2020)
• Parent University partnered with various school sites, implementing 31 parent action plans to promote parent and school connectedness and volunteerism

• Parent Action Plans focused on parent volunteering during student learning, school activities or events, providing traffic control. Parents were trained to take crosswalk shifts in the morning and after school, and implemented fun, healthy fitness dance to promote healthy mind, body, and spirit

• Also, Parent Action Plans connected parents in supporting school sites to establish coffee hours and parent clubs, bring new curriculum to school sites for feedback, and organize multicultural event to celebrate cultural diversity and appreciation

Parent Testimonials

“Parent University has given me many tools to support my children throughout their high school years. I have grown not only to be a better parent but a better leader to my community.”
Yvonne Diaz -Parent

“When I got to know Parent University, it showed me how to have trust in letting my children go to a faraway UC school”
Cha Vang -Parent

“I got involved with Parent University six years ago and Parent University has helped me support my children to do well academically in school.”
Boonmee Yang -Parent

“By participating in Parent University, I have become familiar with the education system and have learned how to be involved in my children’s education.”
Carlos Cordova -Parent

www.fresnounified.org/dept/parentu