



Empathy & Design Thinking

How Becoming Student-Focused Improved UX,
Busted Silos & Built Bridges



This is the story of how we:



Organized a thousand disordered program pages



Overcame tense inter-team dynamics



Employed empathy for students and each other



Discovered a process called Design Thinking





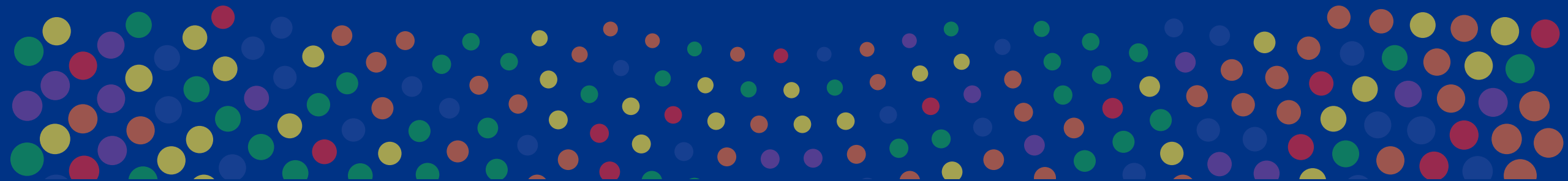
Luis Merino

Assistant Director, Digital Experience
Dallas College



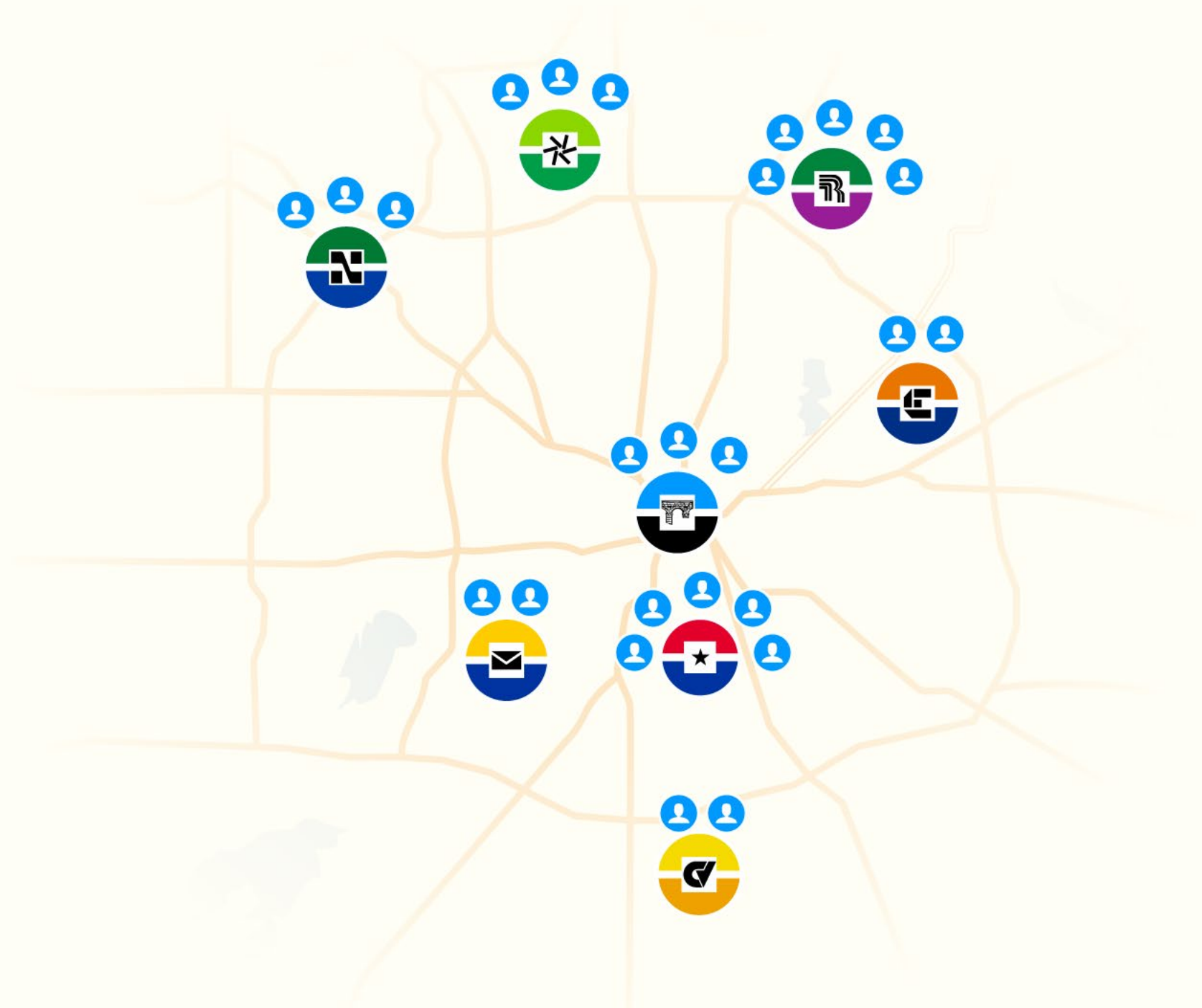


Some Background...



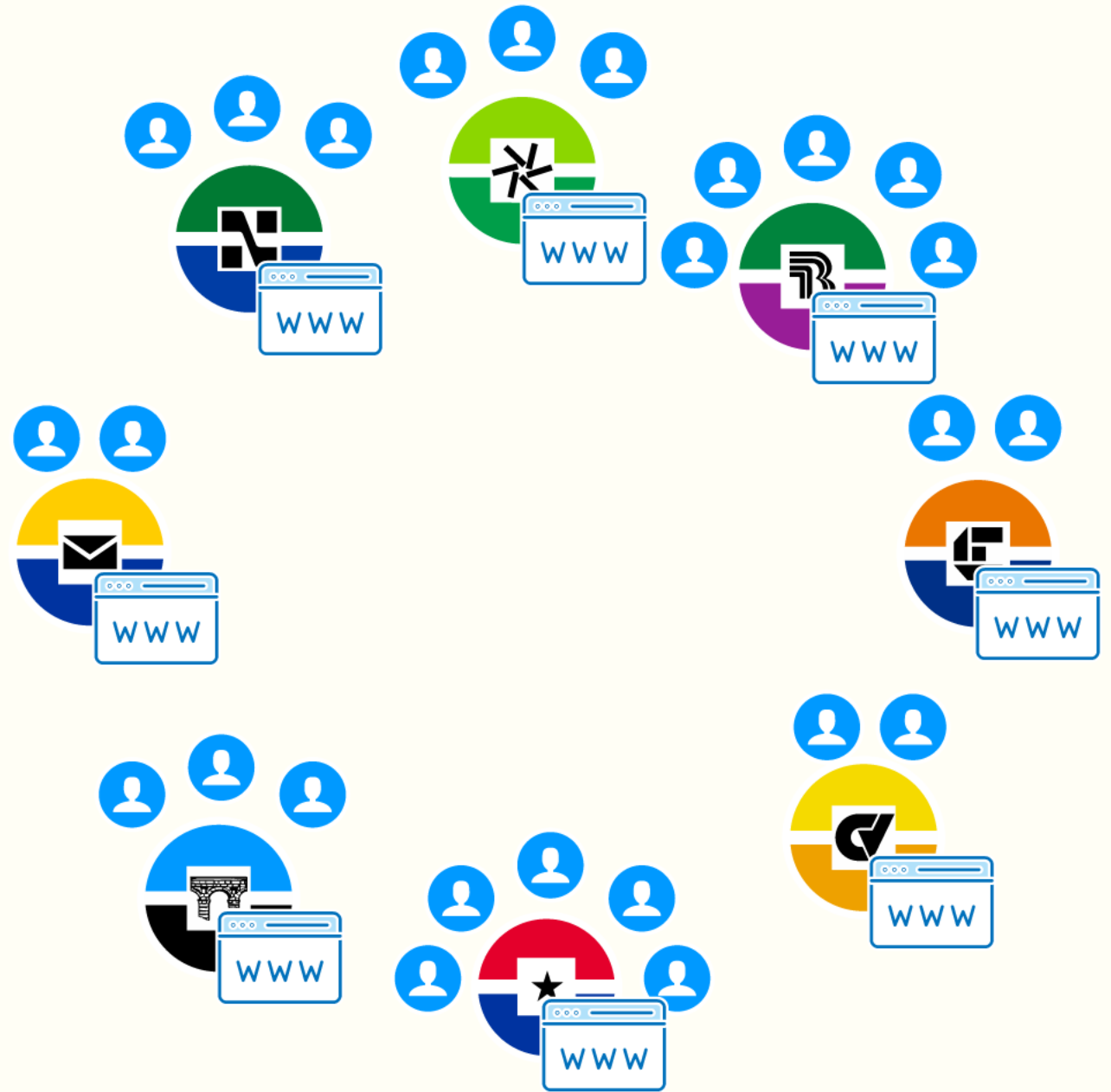
2016

- ▶ 7 independently accredited colleges
 - ▶ marketing depts
 - ▶ directors
 - ▶ web teams



2016

- ▶ 8 websites with separate:
 - ▶ Language/style
 - ▶ Design/layout
 - ▶ Navigation
 - ▶ Content management systems
 - ▶ Servers



2016

- ▶ 8 websites with separate:
 - ▶ Language/style
 - ▶ Design/layout
 - ▶ Navigation
 - ▶ Content management systems
 - ▶ Servers



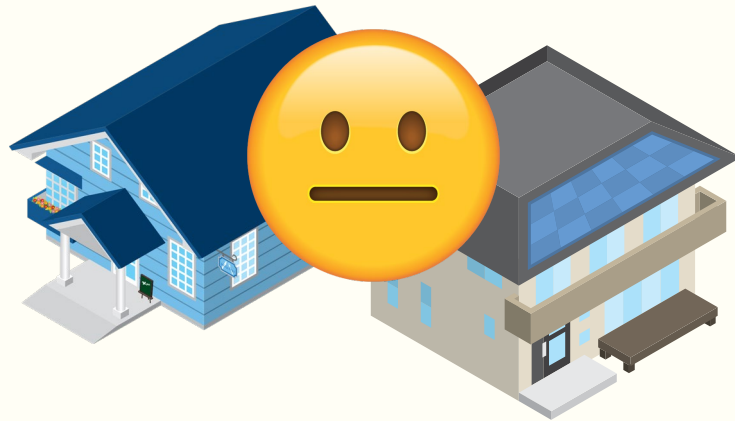
Fall 2016

- ▶ Student experience study recommends alignment among websites
- ▶ Move to one platform to serve all colleges and students

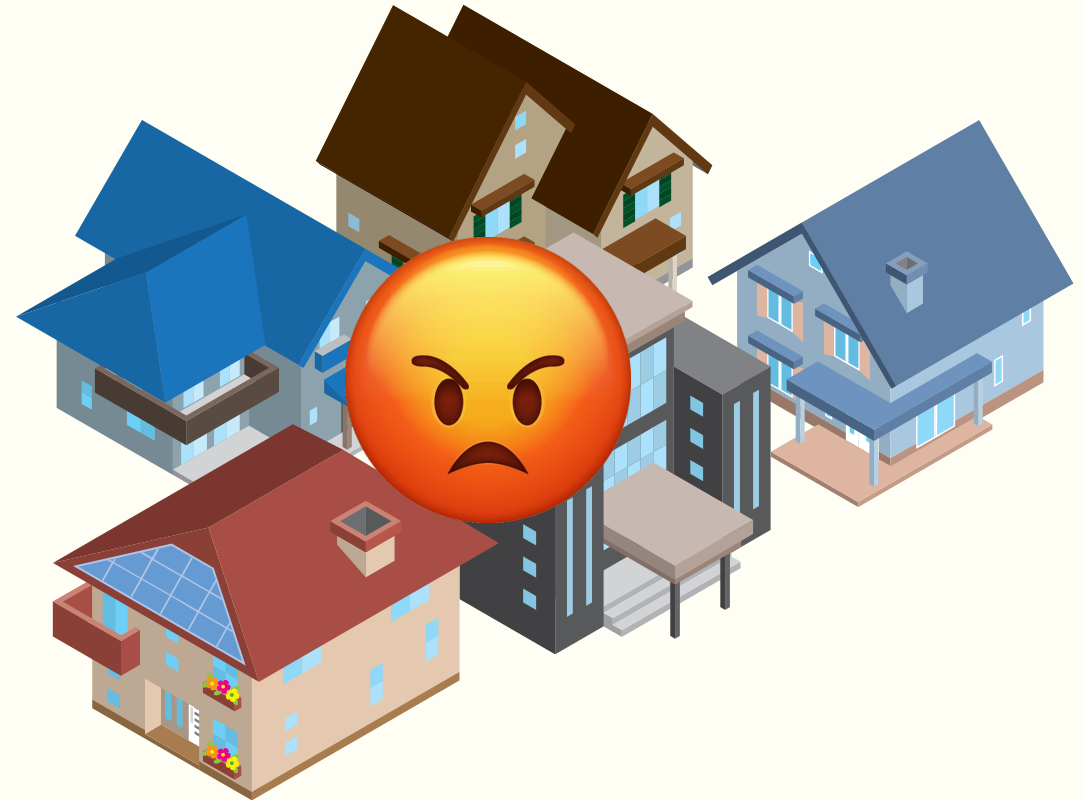




Fall 2016

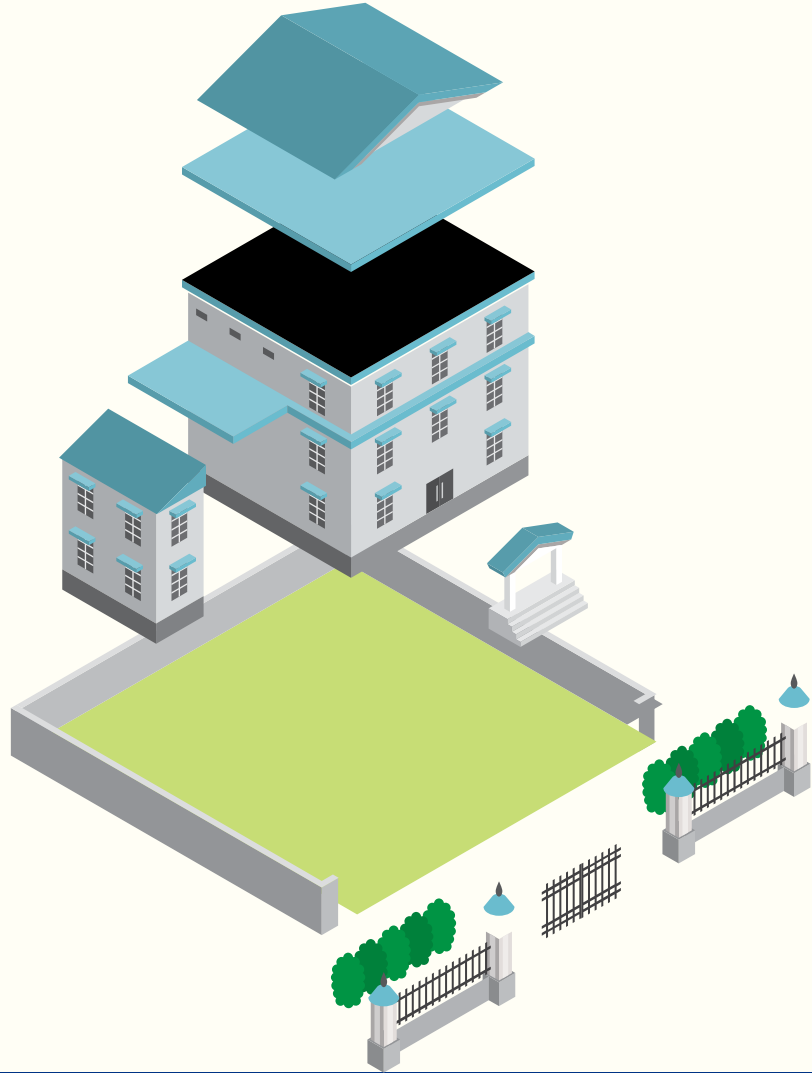


- ▶ Some colleges were okay with the announced changes

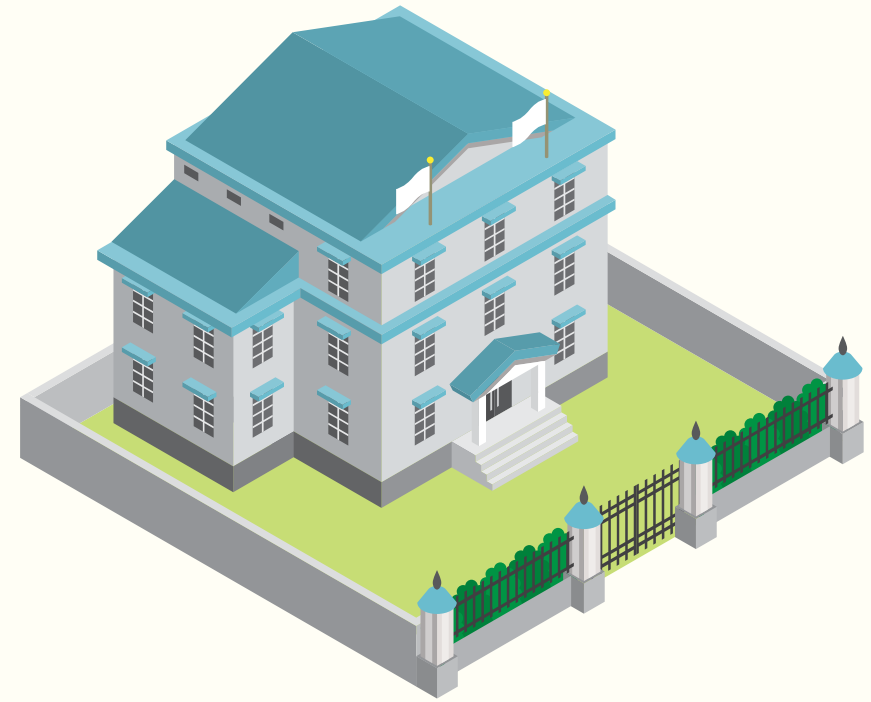


- ▶ Others understandably offered some resistance

Meanwhile, we still had a six-month timeline to adhere to. And in order to move nimbly and quickly, the district web team had to make most of the design and planning decisions. It was a move that while not collaborative in nature, was done out of necessity of meeting the timeline and possibly contributed to some mistrust.

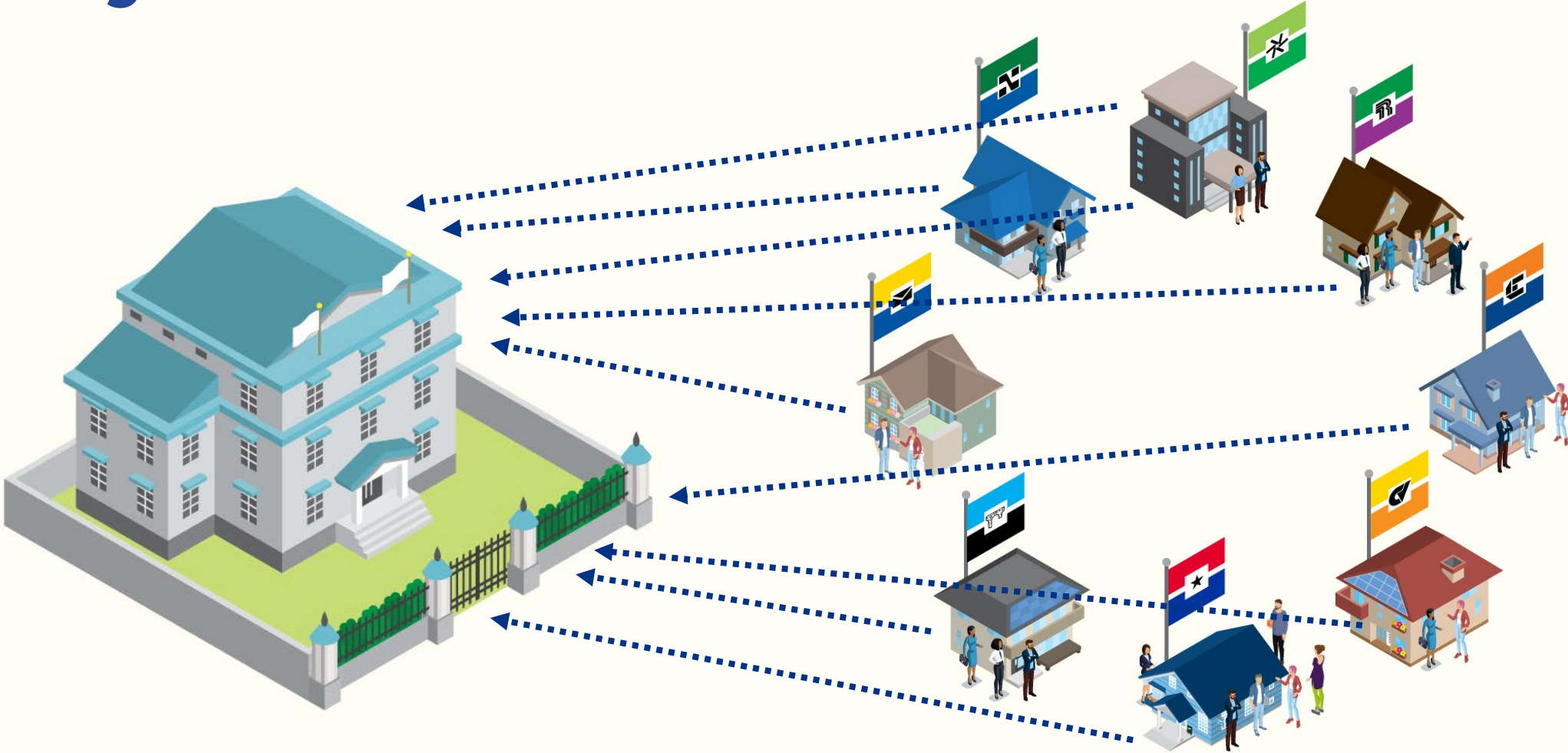


Winter 2016





Early 2017





If you've ever had to make a super fast move with nearly no warning, you know the result of that is messy.



March 2017

- New single-platform website
- still operated from all eight domains
- We made mistakes and it wasn't smooth
- Employees were angry.
- So we would need to spend a lot more time finessing the house.



A year and a half later...
Our Story Begins





Summer 2018

- Dust had settled and we were used to working together
- Time to go back to some of our messy rooms that were hastily thrown together
- The messiest part of the house: where we marketed our programs.



Degrees, Certificates and Classes for Credit > Nursing and Health Care > Nursing

Nursing Programs

Do you want a health care career that's always in high demand? Would you like a challenging job where no day is the same? One where you can really make a difference in people's lives?

If so, think about becoming a nurse. A critical nursing shortage ensures immediate work for new graduates who have the skills and professionalism to take on this challenging but rewarding career.

Nursing At-A-Glance

Test > POP > Accounting

Accounting

Do you like working with numbers? Do you want to improve your ability to work with figures, think critically and make informed decisions?

Are you respected for your attention to detail, problem solving ability, and integrity? Are you looking for a job that will always be in demand? These skill sets make you an ideal candidate for becoming an accountant.

View Accounting Guided Pathways

Accounting
Accounting Careers

- No consistency
- No focus
- Not student-centered

Instructional Divisions > Cedar Valley > MSAH

Science, Technology, Engineering and Mathematics

f t in

Science, Technology, Engineering and Mathematics

Building M, Room M217
Phone: 972-860-5211

Hours: Monday-Friday, 8 a.m.-5 p.m.

Eddy Rawlinson, Executive Dean
Norma Mendoza, Administrative Assistant
Tonya Daily, Administrative Assistant

The Science, Technology, Engineering and Mathematics Division houses all STEM-related programs to help prepare students for careers associated with engineering, health, science, and digital art/design.

STEM Programs
Allied Health (Continuing Education)
Biology
Chemistry

Mountain View > Arts and Communications > English

English

f t

MISSION STATEMENT

In its support of the Mountain View College mission to deliver excellence in education and to encourage intellectual and personal growth, the Department of English -Creates an environment for learning and develops programming that supports and complements the entire mission statement of the college and the DCCCD. -Provides instruction in freshmen and sophomore courses in the Arts and Sciences through which students learn the principles of effective reading, writing, and critical thinking. -Facilitates learning activities through which students apply these skills, both to their studies and to their lives. -Promotes the reading and studies of literatures, both ancient and modern, as means to better understanding our own respective cultures and to increase tolerance, respect, and appreciation of others.

DEPARTMENT DESCRIPTION

The English Department at Mountain View College includes a distinguished team of instructors who have worked together for more than twenty years. Every professor brings to our students special

Frequently Asked Questions

- [Boston Excursion](#)
- [English](#)
- [Faculty and Staff](#)
- [Online Courses](#)
- [Resources](#)
- [Study Guides](#)

Instructional Divisions > Richland > Engineering & Technology

Engineering & Technology

View a transcript of this video

CONTACT

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Sandy Groom
Senior Executive Assistant
972-761-6706

Naïma Gazi
Administrative Assistant
972-238-6290

CTE/STEM ADVISING

Information Technology > Technology Academies > Microsoft IT Academy

Microsoft IT Academy

El Centro College, located in downtown Dallas, is an authorized Microsoft IT Academy, providing quality training with certified Microsoft Professionals using authorized course materials.

Microsoft IT Academies are recognized as premier providers of world-class IT Training programs that prepare students for careers and certifications on Microsoft advanced technologies.

Training is conducted in a fast-paced, 8 week format with credit and non-credit courses scheduled during the evening and online.

The Microsoft Certification program offered at El Centro College validates the skills you use every day and helps you improve your technology problem-solving skills and your performance on the job. Earning a Microsoft Certification validates your proven experience and knowledge in using Microsoft products and solutions. Whether you are new to technology, changing jobs, or a seasoned IT professional, becoming certified demonstrates to customers, peers, and employers that you are committed to advancing your skills and taking on greater challenges.

Training is conducted in a fast-paced, 8 week format with credit and non-credit courses scheduled during the evening and online. All courses are designed to help prepare students to take the appropriate Microsoft Certified Professional exams including MCSE (Windows Server 2003), MCSA,

- [Cisco Academy](#)
- [Microsoft Certification FAQ's](#)
- [Microsoft Certified Application Specialist Certification](#)
- [Microsoft IT Academy](#)
- [Microsoft IT Academy Contacts](#)
- [Technology Academies](#)

Environmental Sciences

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Mission Statement

Promoting excellence in a diverse community by providing quality academic education and knowledge in Geology and Environmental Science.

Degrees, Certificates and Classes for Credit > Nursing and Health Care > Veterinary Technology

Veterinary Technology

Do you love caring for animals? Would you like a career path that's among the fastest growing occupations in the country for those with an associate degree?

The **Veterinary Technology program**, unique to Cedar Valley College in the Dallas County Community College District, offers courses both [on site](#) and via [distance education](#) so that you can study in the way that's most convenient for you.

Accredited by the [American Veterinary Medical Association \(AVMA\)](#) since 1978, our program is also accredited by the [American Animal Hospital Association \(AAHA\)](#), which partners with Cedar Valley College to offer the [distance education component](#) of our Vet Tech program.

What Do Veterinary Technicians Do?

Veterinary technicians or technologists perform medical tests under the supervision of a licensed veterinarian to help treat animals' illnesses and injuries, including:



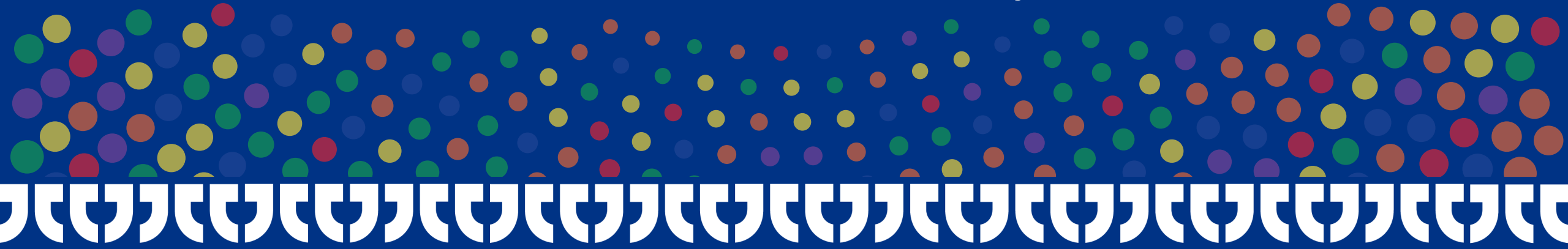


The Problem

Our messiest, most visited rooms were our program pages.

They need to be organized, cleaned and made presentable for students.

The solution to this problem needed to come collaboratively.



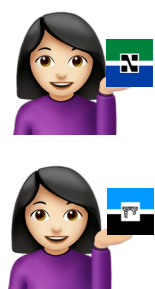


So, where do we start?





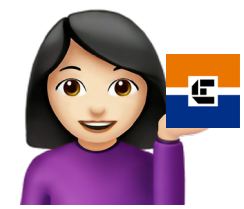
The problem



**College
Web
Teams**



**District
Web
Team**



**College
Marketing
Directors**



**Faculty
and
Program
Leads**



**Future
Students**

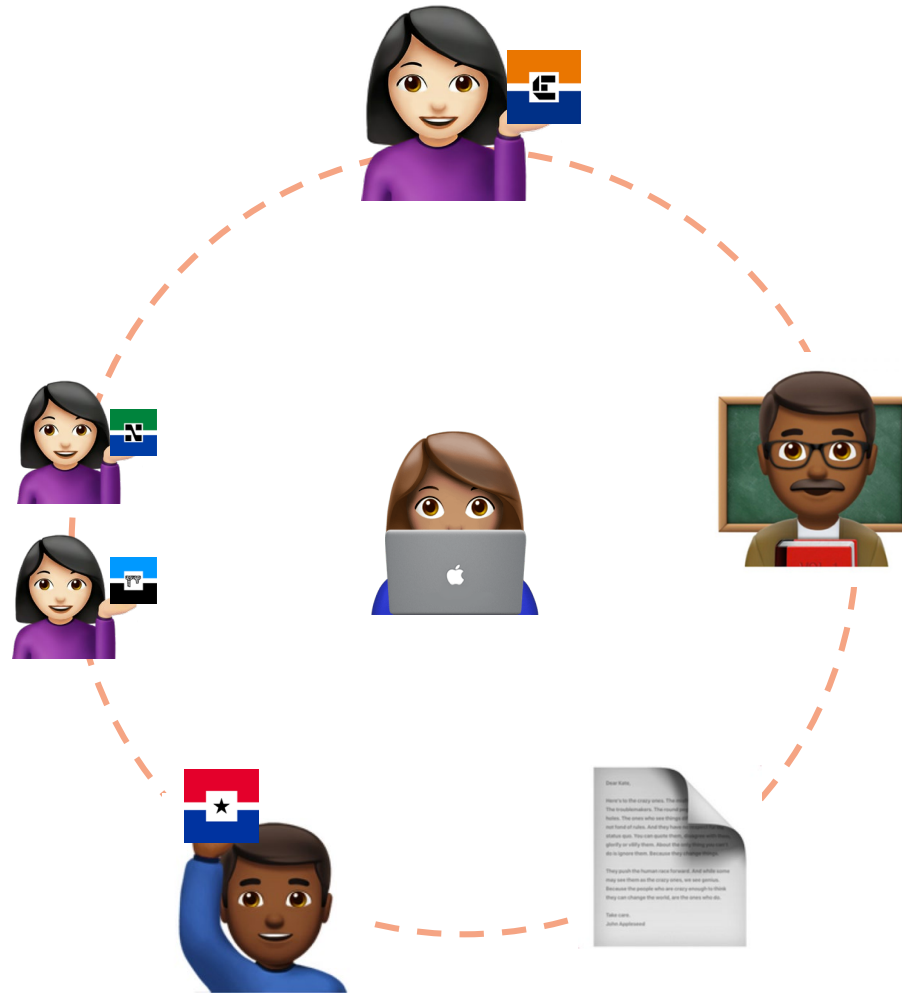


**The
Content**





Empathy



- We needed to align ourselves on what the goal was, who the audience was and all orient ourselves toward that:
- We put the student at the center of this process.
- We knew we needed to better understand the student.





Persona Profiles





SKILLS REQUIRED

WAGES AND SALARIES JOB DEMAND/ JOB GROWTH

WORK SETTING
(where can I work?)

WORKING ENVIRONMENT CAREER EXPLANATIONS
(difference between specific jobs/titles in the field)

LICENSING EXAMS

ADDITIONAL LINKS TO CAREER/INDUSTRY INFO

STUDENT SUCCESS STORIES

PHOTOS AND VIDEOS OF TRAINING

DESCRIPTION OF RESOURCES
(facilities/labs, equipment, tools, etc.)

DEPARTMENT ANNOUNCEMENTS FACULTY NAMES AND BIOS PROGRAM MISSION STATEMENT

LIST OF ALL DEGREES/CERTIFICATES DEGREE PLAN HOW LONG WILL TRAINING TAKE?

HOW MUCH WILL TRAINING COST?

CLASS SCHEDULES

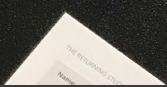
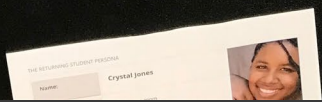
WHERE CAN I GET TRAINED?

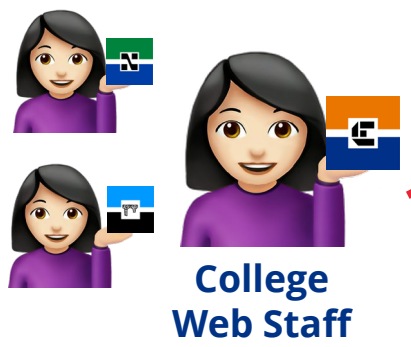
CONTACT INFO
(phone, email)

RELATED PROGRAMS OF STUDY TRANSFER INFO ACCREDITATIONS



Interview & Card Sorting Exercise

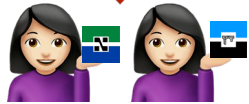




Kickoff Meeting (Summer 2018):



"Kyra"



College
Web Staff



"Aaron"



College
Web Staff



"Crystal"



College
Web Staff



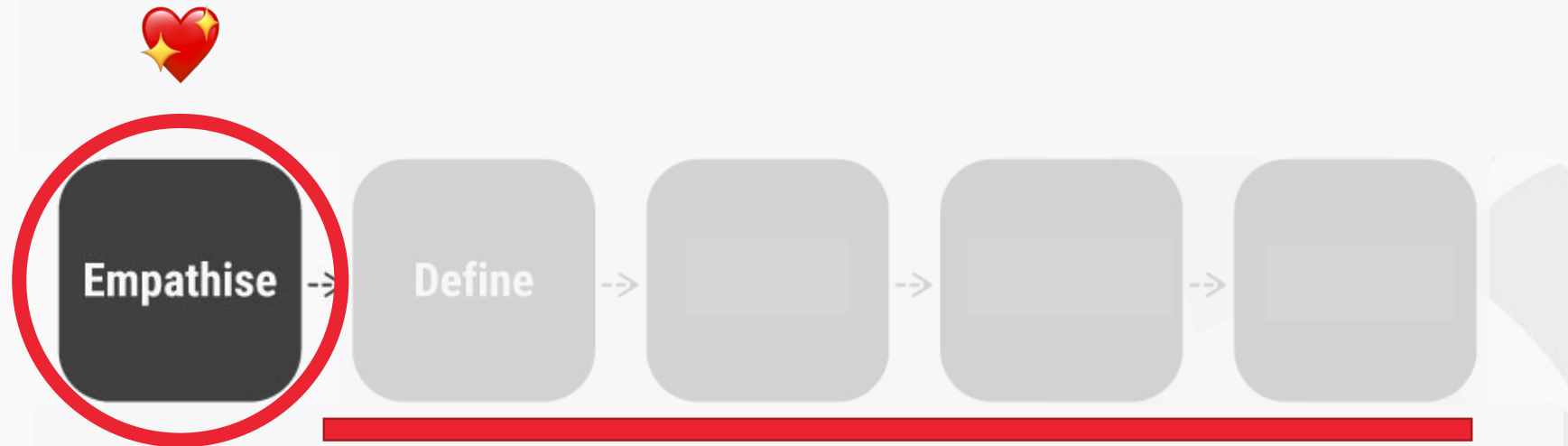
"Dr. King"



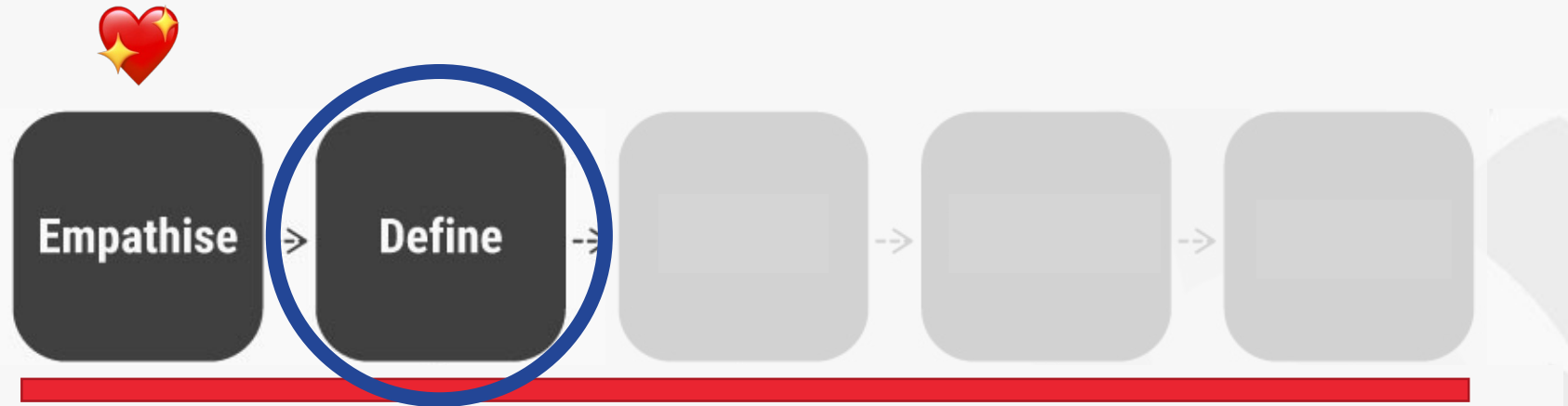
College
Web Staff

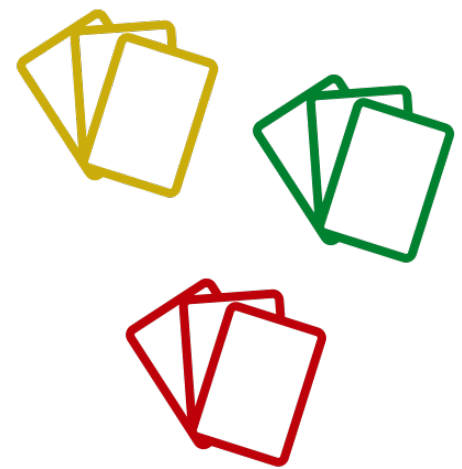


- We knew empathy was first step and would underscore process.
- There were steps ahead and we weren't quite sure what they were.



- The closer we could come to defining the problem, outlining our goals and restraints, the more effective our solution would be.





=



Empathy card sorting exercise

Our findings from real card sorting

We had buy-in.



Creative Brief Doc

Creative Brief: New Program/Department Profile Pages

Project Overview

The disparity of the process, goals, location, structure and usability between the district's "Program Profile Pages" (PPP) and colleges' "Instructional Divisions" (ID) pages causes the following issues:

- Confusion for the student
- Breakdown of communication between district web team, college web teams and the client
- Lack of overall clarity as to how specific instructional divisions correlate with specific programs
- Lack of content consistency between PPP and ID; duplicated content/work between PPP and ID

Digital Communications Team is reexamining not only the layout, structure and placement of these pages and sites, but also the processes behind creating and maintaining them.

Goals and Objectives

The goals of this reexamination are:

1. To improve the experience, usability, consistency and relevance of program and career content for the student
2. To make the process for creating and maintaining these pages more efficient by:
 - collaboratively developing a solution that works for all web teams
 - streamlining communication between clients and all web teams
3. To address the needs and frustrations of college departments, coordinators, deans or faculty relative to how their areas are marketed and represented on all district/college websites

Target Audiences

The primary target audience of these new pages is the **prospective student**, a category which can further be broken down into:

1. **The Returning Student** – After years of absence from any sort of formal education, they are seeking to improve their employment by earning a degree or certificate and know that the colleges of DCCCD are the way to go.
2. **The Non-Consumer (of Higher Education)** – They never had any aspirations to attend college. None of their family ever went to college so the idea is scary and intimidating. However, they are unemployed or underemployed and really need a better paying job. The colleges of DCCCD can help them but college jargon and processes are difficult for them to navigate.
3. **The Traditional Student** – Fresh out of high school, this student is primarily seeking to take core classes at their local college with the intent to transfer after the first or second year.

A secondary target audience would be the **current student** looking for department-specific information maybe about the program they're currently enrolled in.

Goals & Objectives

Target Audiences

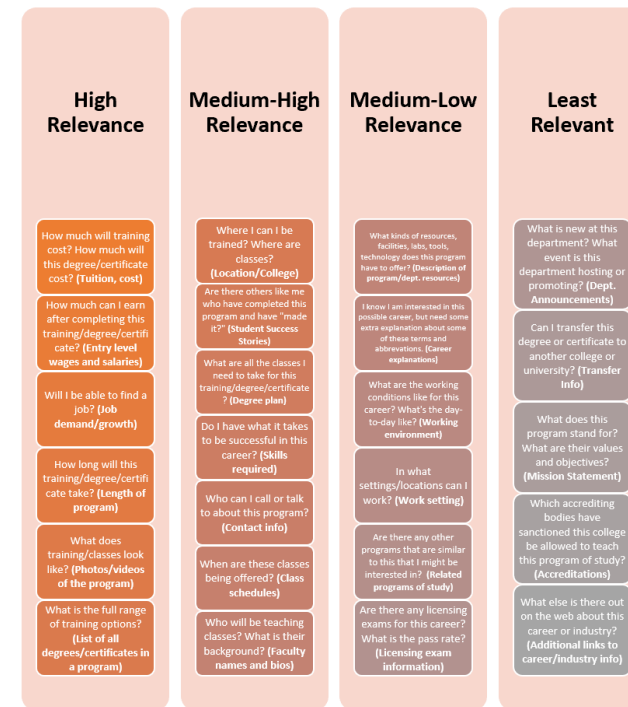
Requirements

Page 2

Requirements and Considerations

Content Prioritization

The priority of content on these new pages should roughly follow this recommended order (as determined by card sorting exercises with actual students and college web teams):



Note: While we have recommended the relevance levels of all the content, we leave the specific order within each level to your discretion and best judgment.

Timelines



Goals and Objectives

- Improve experience and usability **for student**
- Improve process for maintaining sites through collaboration and communication **for all web teams**
- Help **programs/departments** better meet marketing/communication goals



High Relevance

Tuition, cost

Entry level wages and salaries

Job demand/growth

Length of program

Photos or videos of the program

List of all degrees/certificates in a program

Least Relevant

Dept. Announcements

Transfer Info

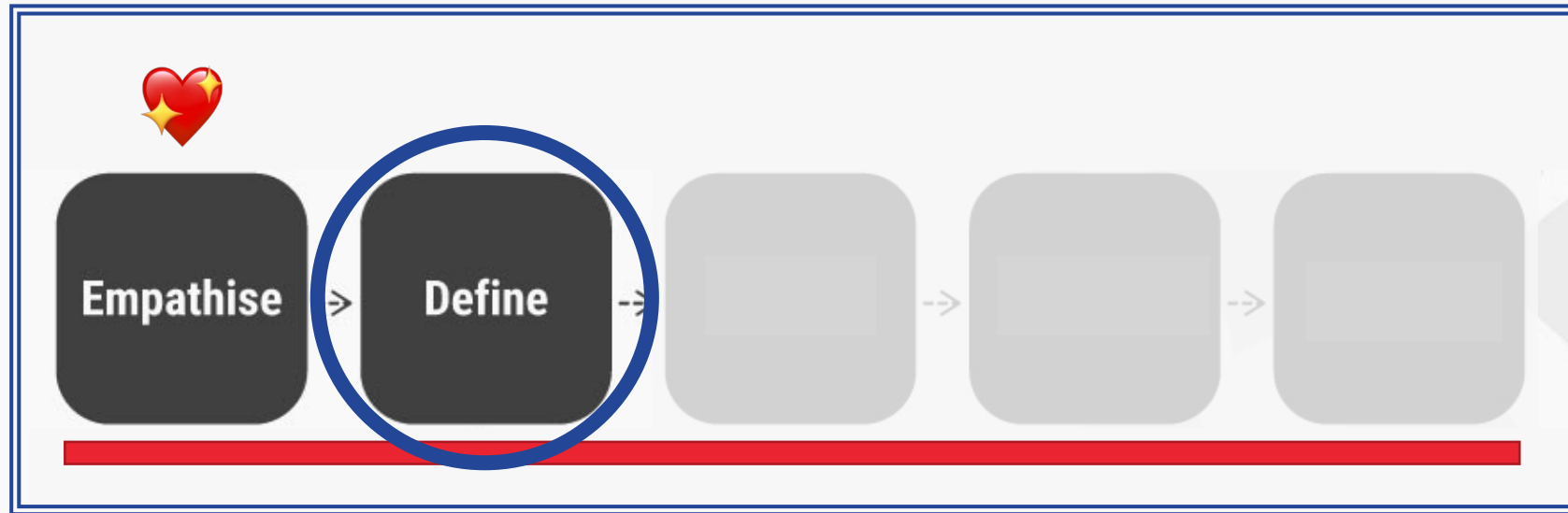
Mission Statement

Accreditations

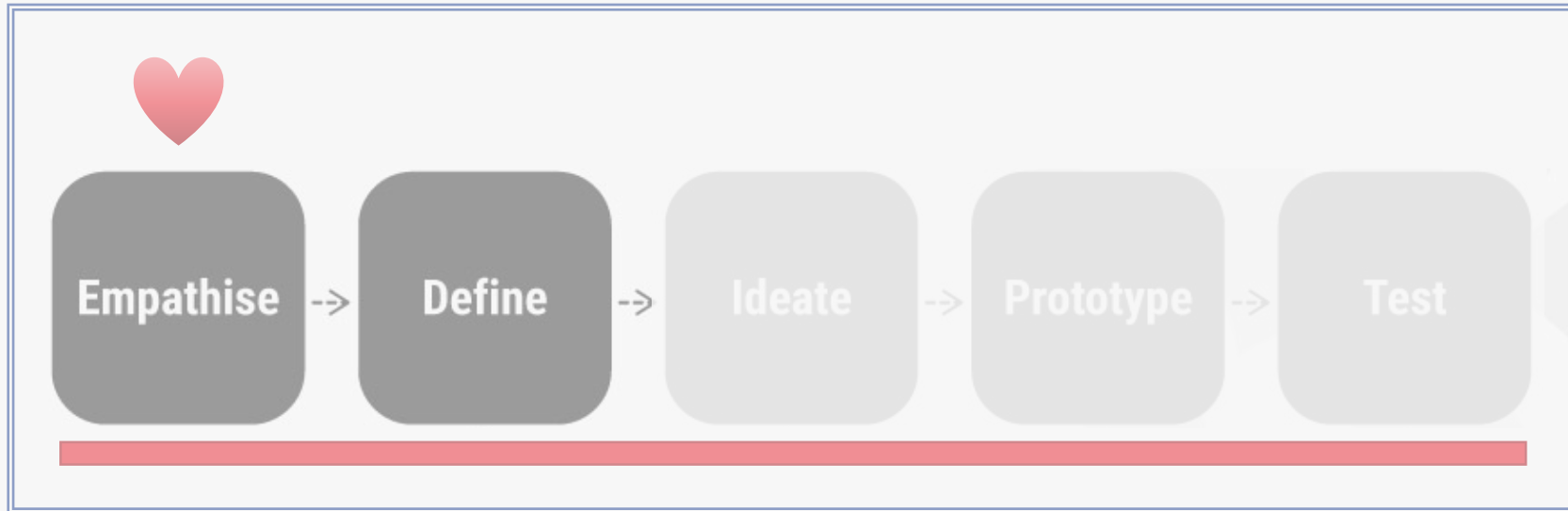
Additional links to career/industry info



Through the creative brief, and defining our problem, we framed the process moving forward.

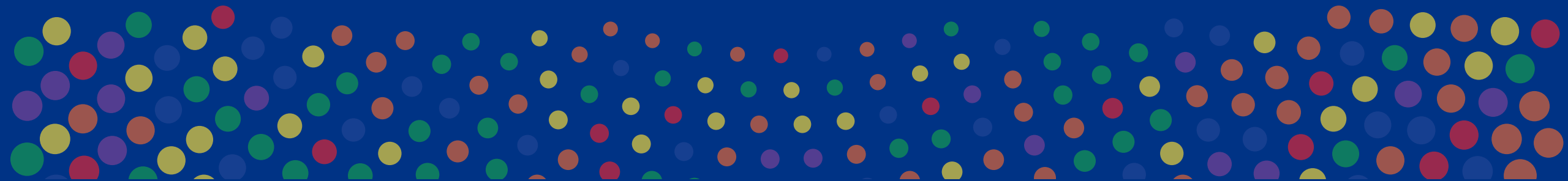


DESIGN THINKING:





So, what is Design Thinking?





Design Thinking is...

A design methodology that provides a solution-based approach to solving complex problems by:

- Understanding the **human needs** involved
- **Re-framing the problem** in human-centric ways
- Creating many ideas in **brainstorming** sessions
- Adopting a hands-on approach in **prototyping and testing**

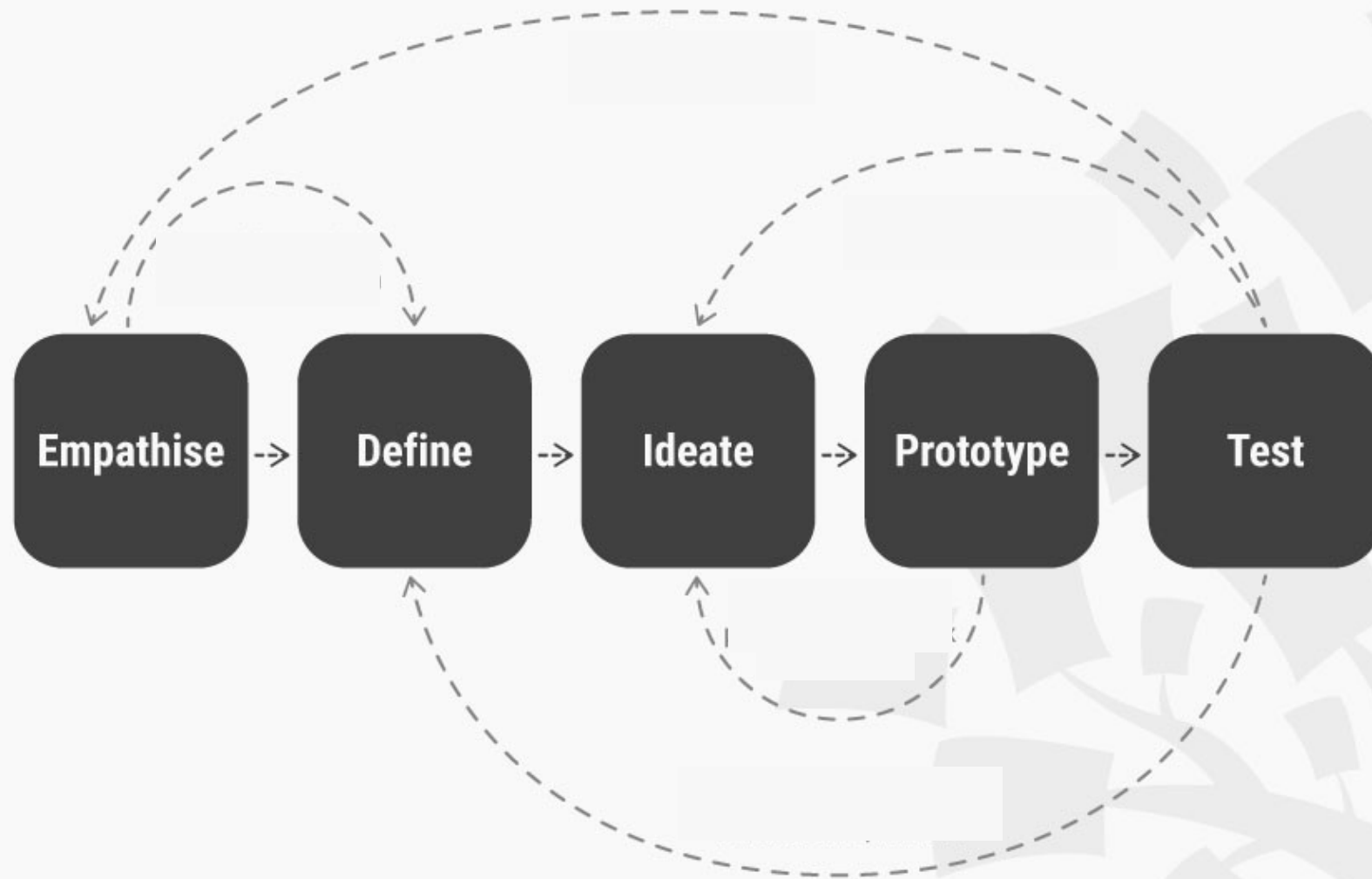
SOURCE: Interaction Design Foundation (www.interaction-design.org)



DESIGN THINKING:



DESIGN THINKING: A NON-LINEAR PROCESS





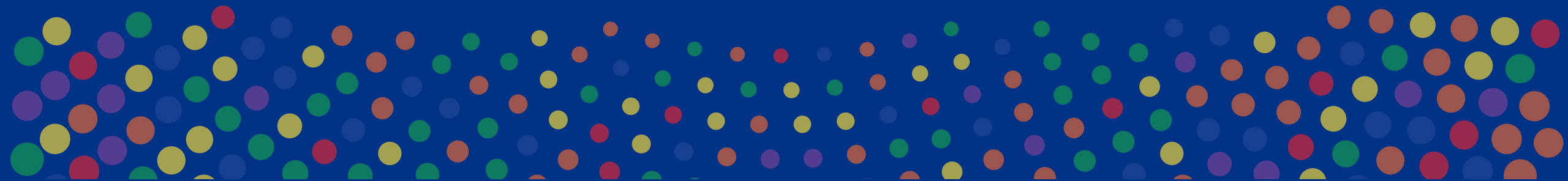
**Design Thinking isn't
just for websites or
digital projects.**

It is a process.

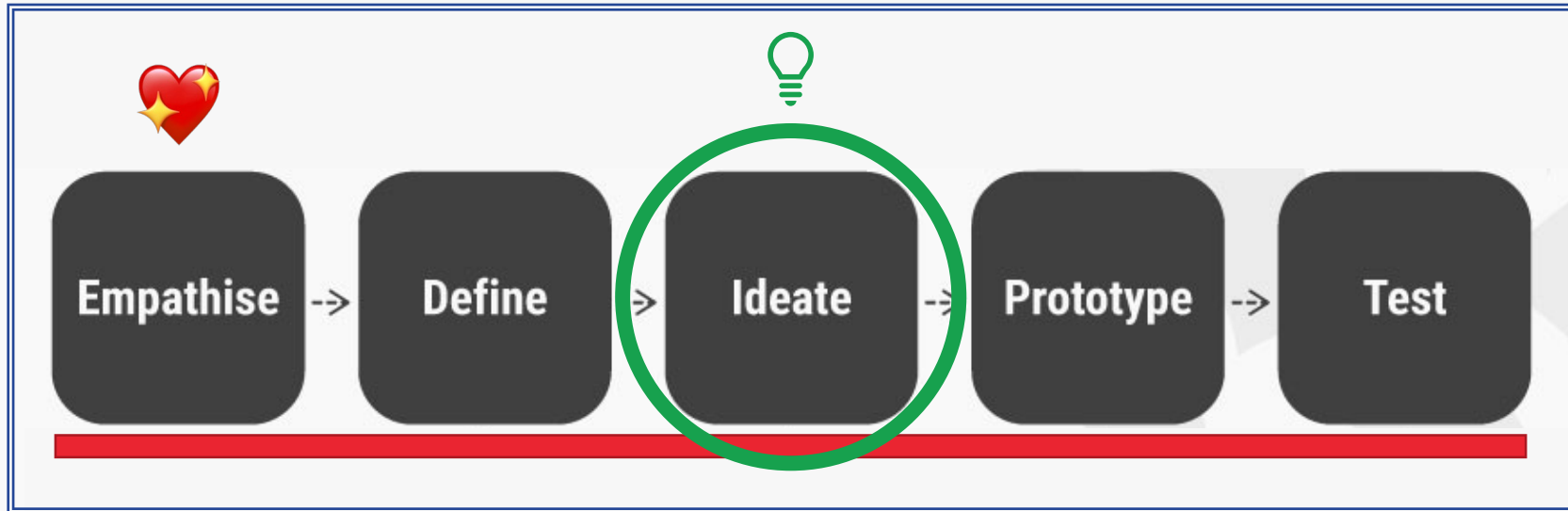




Back to our story...



DESIGN THINKING:





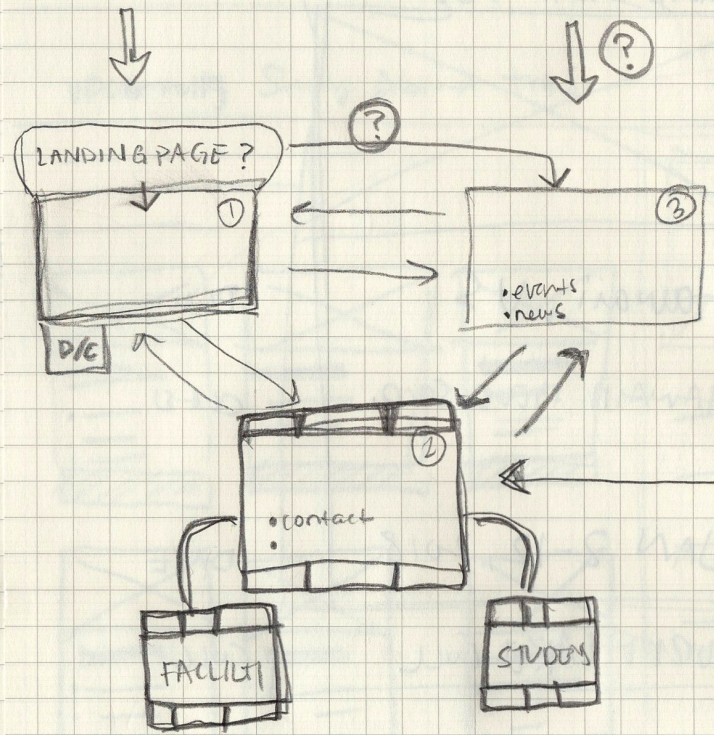
Creative Brief



Brainstorm & Ideation

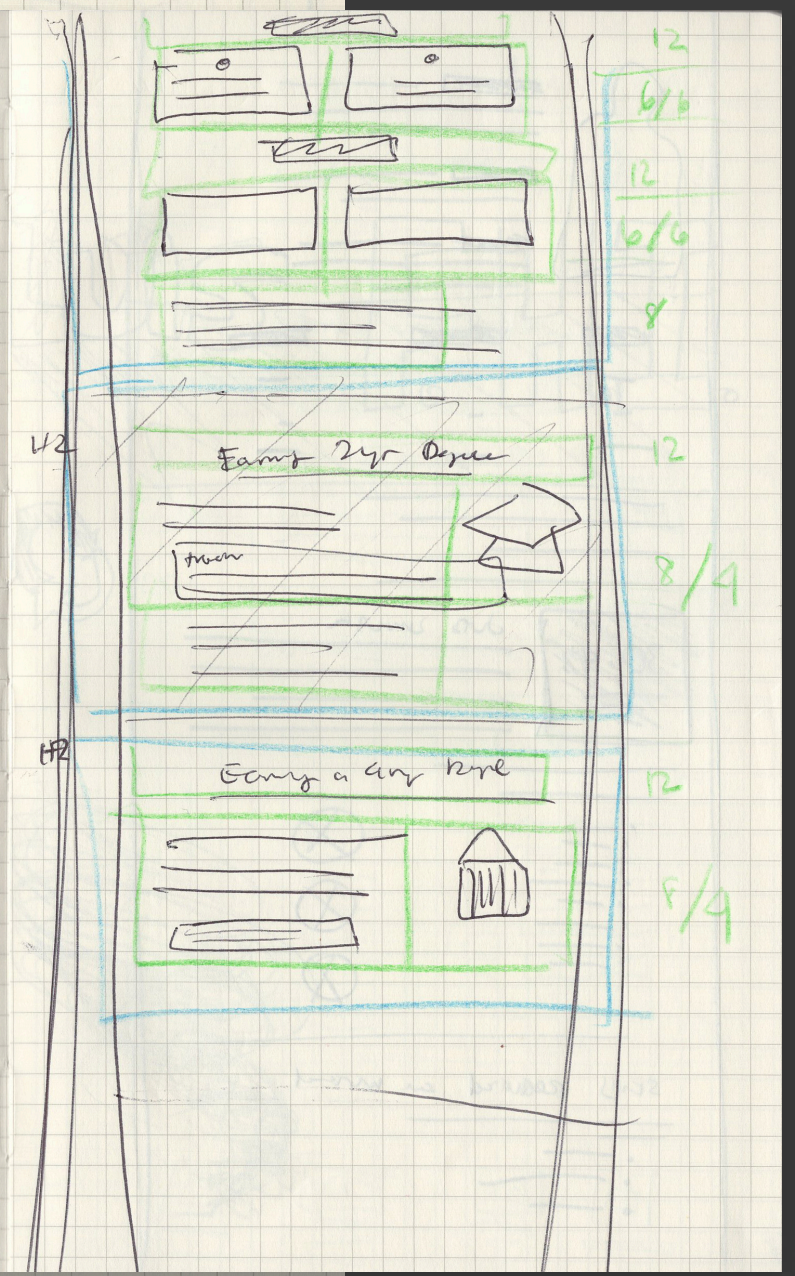
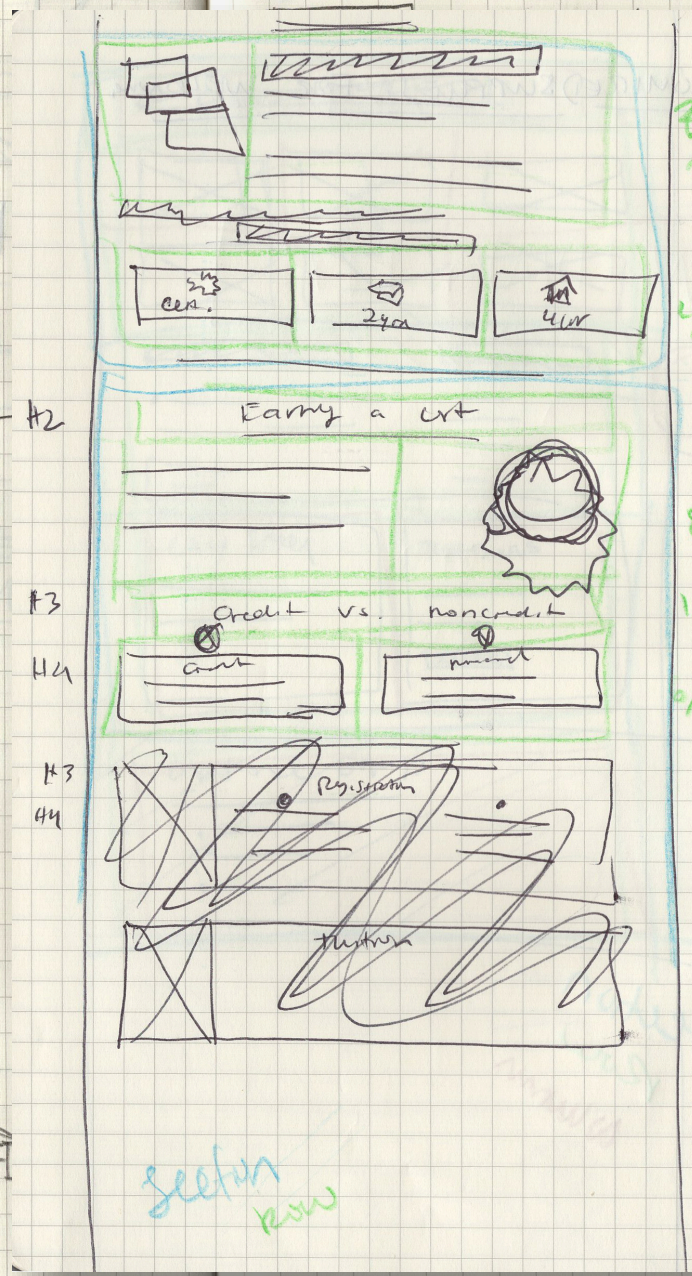
- All needed to have a chance to contribute and ideate
- With the Creative Brief in-hand, colleges web teams went back to their campuses and began brainstorming and ideating.





User flow:

- prospective student →
- current student / in-program →
- community / faculty / staff →





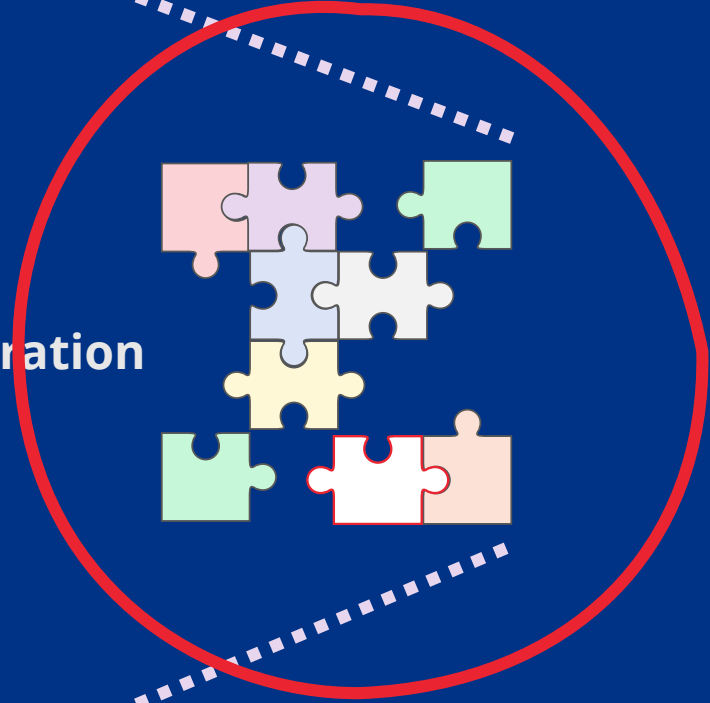
Creative Brief



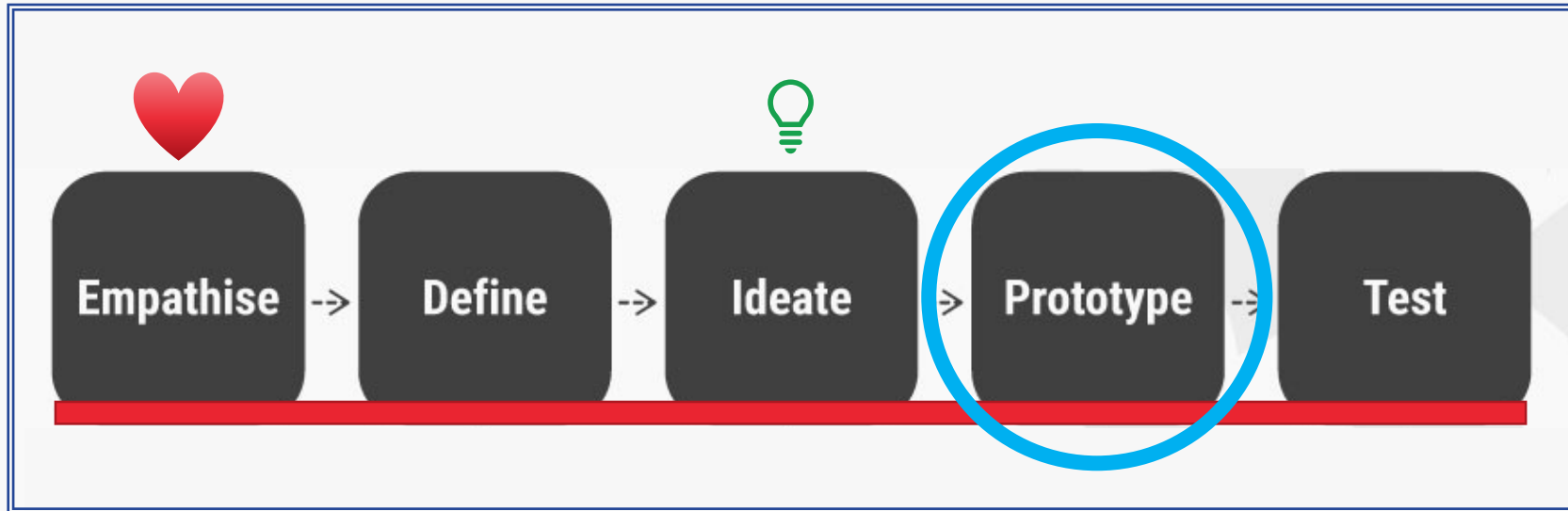
Ideas

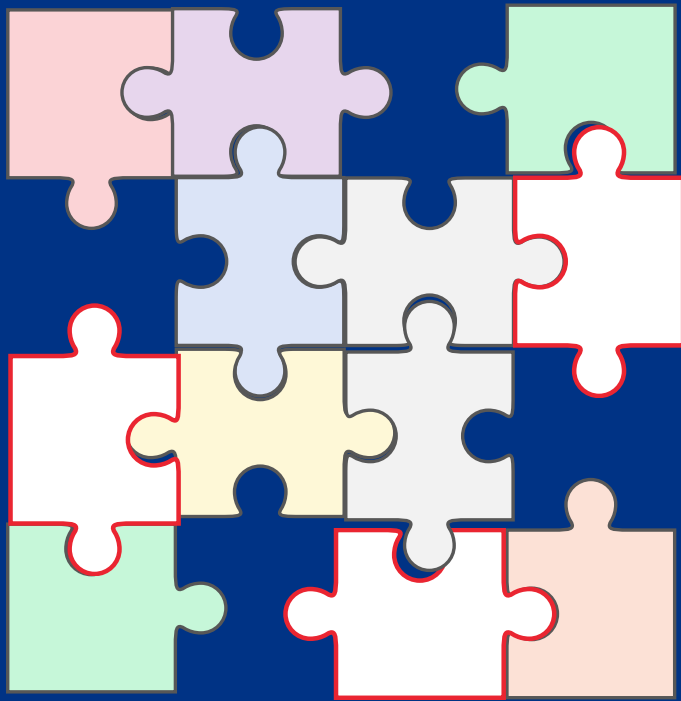
Brainstorm & Ideation

Collaboration

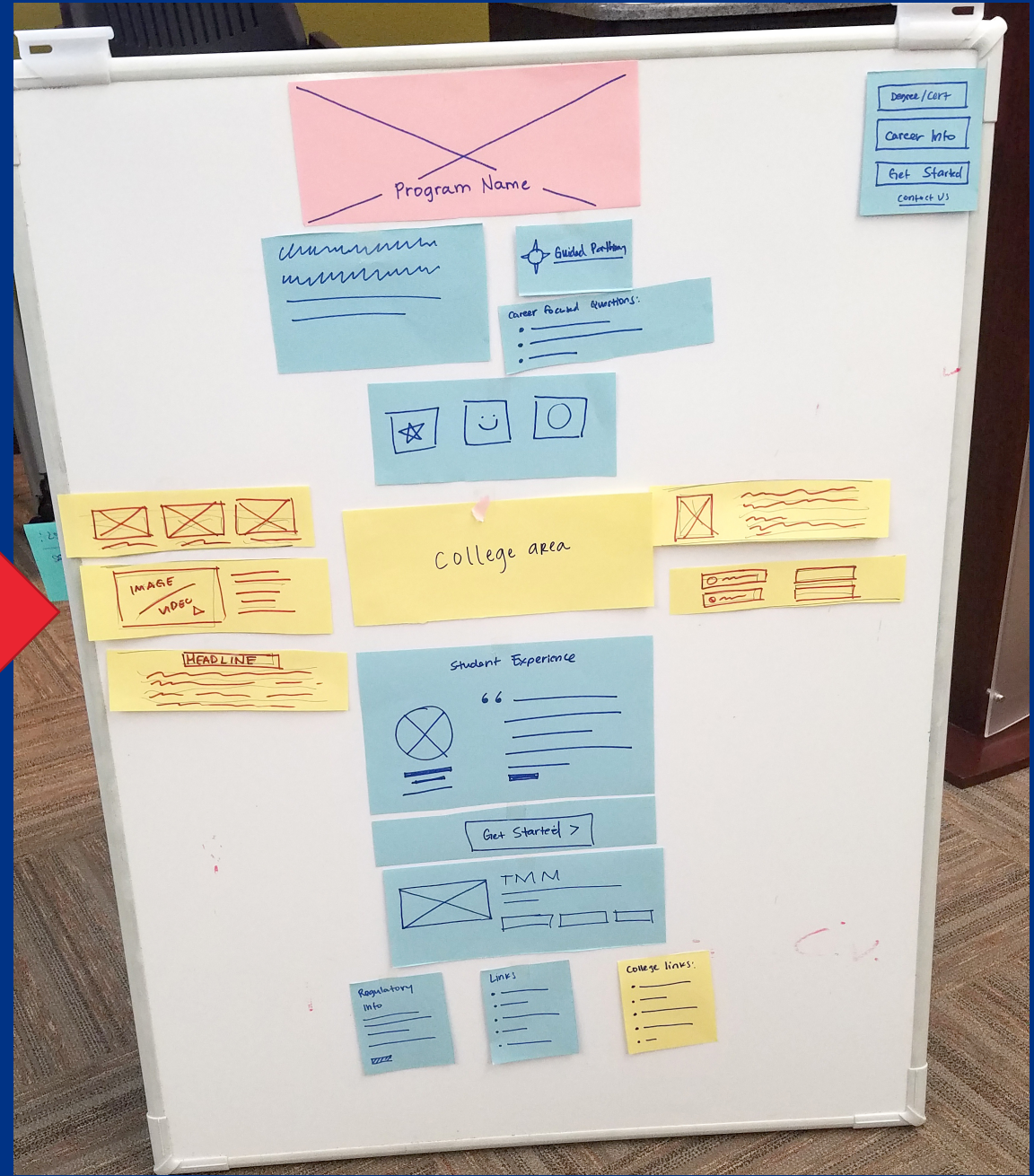


DESIGN THINKING:

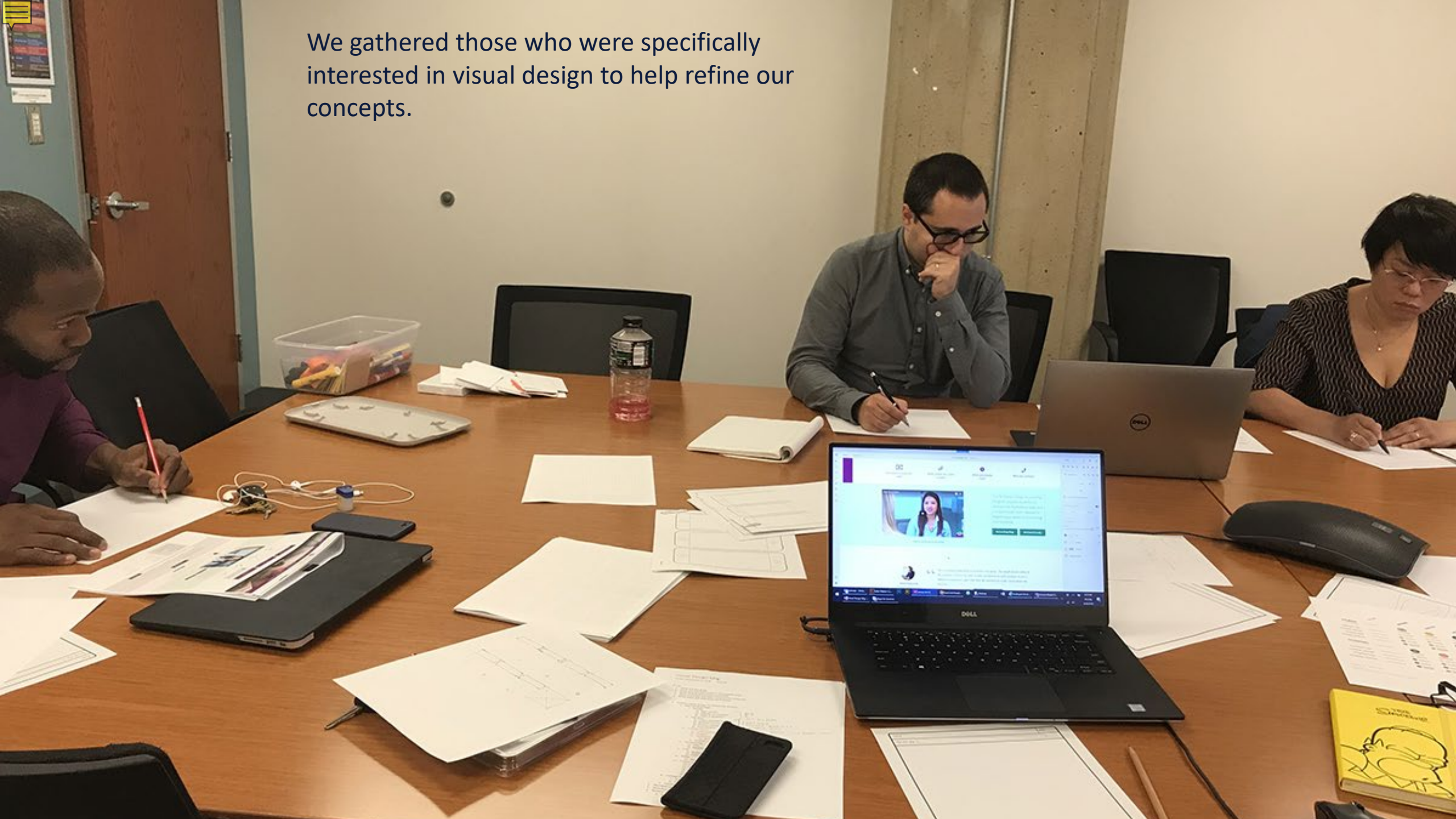




Collaborative Ideation



We gathered those who were specifically interested in visual design to help refine our concepts.



Prototype A

Do you like working with numbers? Do you want to improve your ability to work with figures, think critically and make informed decisions?



Accounting principles and practices are critical in today's competitive business world. Accounting affects virtually every business field and type, whether you're an entrepreneur, CEO or employee looking for a better financial future.

Small to large businesses, government agencies, nonprofits and educational institutions need trained accounting personnel to make sure that financial transactions are handled properly and accurate records kept.



[View Guided Pathways](#)

Burning Questions About Accounting

-  [How much money can I make \(with an associates degree in accounting\)?](#)
-  [What classes do I need to take \(to earn an associates degree in accounting\)?](#)



Degrees & Certificates



Career Info

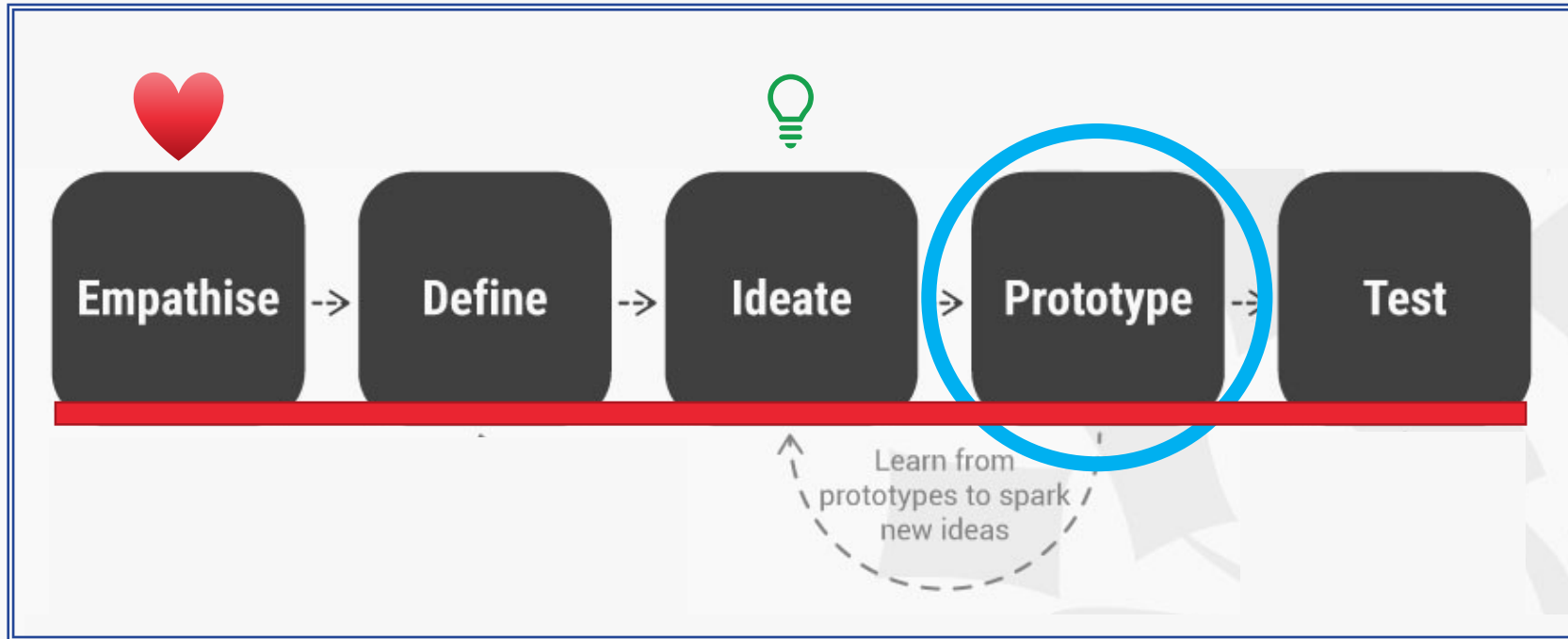


Get Started!

It's also possible to create higher fidelity prototypes. For web/digital, we can use Adobe XD, Axure, Figma or Sketch.

DESIGN THINKING:

Again, this is not at all a linear process. And because prototypes are so easy to change, we were able to do so:



Prototype A



Prototype B

Do you like working with numbers? Do you want to improve your ability to work with figures, think critically and make informed decisions?

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Degrees & Certificates Career Info Get Started!

Degrees & Certificates Career Info Get Started!

Do you like working with numbers? Do you want to improve your ability to work with figures, think critically and make informed decisions? Do you want to improve your ability to work with figures, think critically.

[View Guided Pathways](#)

- How much money can I make?
- What classes do I need to take?
- When are classes held?
- Who can I contact?

Degrees & Certificates

Career Information

Contact Us

Do you like working with numbers? Do you want to improve your ability to work with figures, think critically and make informed decisions? Do you want to improve your ability to work with figures, think critically.

 [What is pay like?](#)  [What classes do I take?](#)  [When are classes?](#)



Guided Pathways

This program is part of the **Business** career path.

A guided pathway is a one-page document that clearly shows you what courses to take (and when) to best prepare you for success in

[View Guided Pathways for this program](#)

Prototype C



Prototype B

Degrees & Certificates

Career Info

Get Started!

Do you like working with numbers? Do you want to improve your ability to work with figures, think critically and make informed decisions? Do you want to improve your ability to work with figures, think critically.



[View Guided Pathways](#)



[How much money can I make?](#)



[What classes do I need to take?](#)



[When are classes held?](#)



[Who can I contact?](#)

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[View Guided Pathways](#)

Burning Questions About Accounting

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Degrees & Certificates

Career Info

Get Started!

Degrees & Certificates

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[View Guided Pathways](#)

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Degrees & Certificates

Career Information

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Shortcut to this page: dcccd.edu/Accounting

iPhone 6/7/8 – 1



- Degrees & Certificates
- Career Information

Do you like working with numbers? Do you want to improve your ability to work with figures, think critically and make informed decisions? Do you want to improve your ability to work with figures, think critically. Do you think this paragraph is long enough?

- Guided Pathways are maps that show you what classes you will take, and when. [View Guided Pathways](#)
- How much does this career pay?
- Which classes do I need?
- Will classes for this program transfer?

Contact Us

Are you interested in this totally awesome career?

Start Today

The Richland College Accounting Program enables students to develop the foundation skills and competencies most relevant to beginning a career in accounting and business.



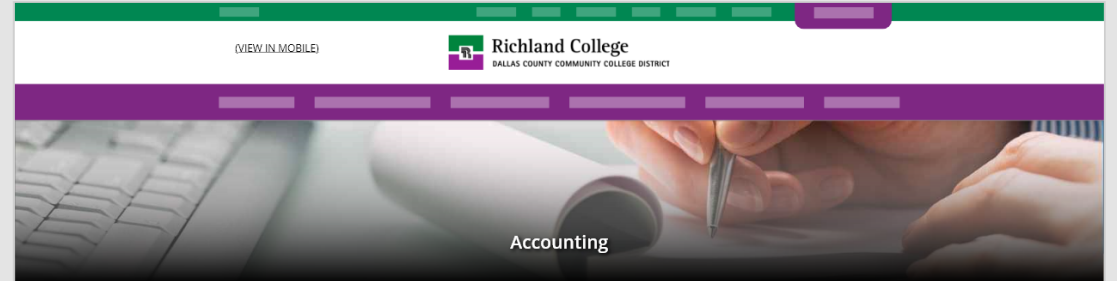
Read a transcript of this video

Accounting Dept. at Richland

"My accounting education at Richland was great. The small classes allowed the teachers to have the time to take an interest in each student. It was a fabulous experience, and I felt that the instructors really cared about my success." [Read Kevin's story.](#)



POP



(VIEW IN MOBILE)



Shortcut to this page: dcccd.edu/Accounting

- Degrees & Certificates

Career Information

Do you like working with numbers? Do you want to improve your ability to work with figures, think critically and make informed decisions? Do you want to improve your ability to work with figures, think critically. Do you think this paragraph is long enough?

- Guided Pathways are maps that show you what classes you will take, and when. [View Guided Pathways](#)
- How much does this career pay?
- Which classes do I need?
- Will classes for this program transfer?

Contact Us

Are you interested in this totally awesome career?

Start Today

What makes our program special?



Read a transcript of this video

The Richland College Accounting Program enables students to develop the foundation skills and competencies most relevant to beginning a career in accounting and business.

Accounting Department at Richland College



Kevin Kawanishi
Richland College Graduate

“My accounting education at Richland was great. The small classes allowed the teachers to have the time to take an interest in each student. It was a fabulous experience, and I felt that the instructors really cared about my success.” [Read Kevin's story.](#)

Tell Me More About Accounting

Sign up to receive a series of five emails with practical information from industry professionals and alumni!

First Name	Last Name	Email Address	College	Tell Me More!
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	

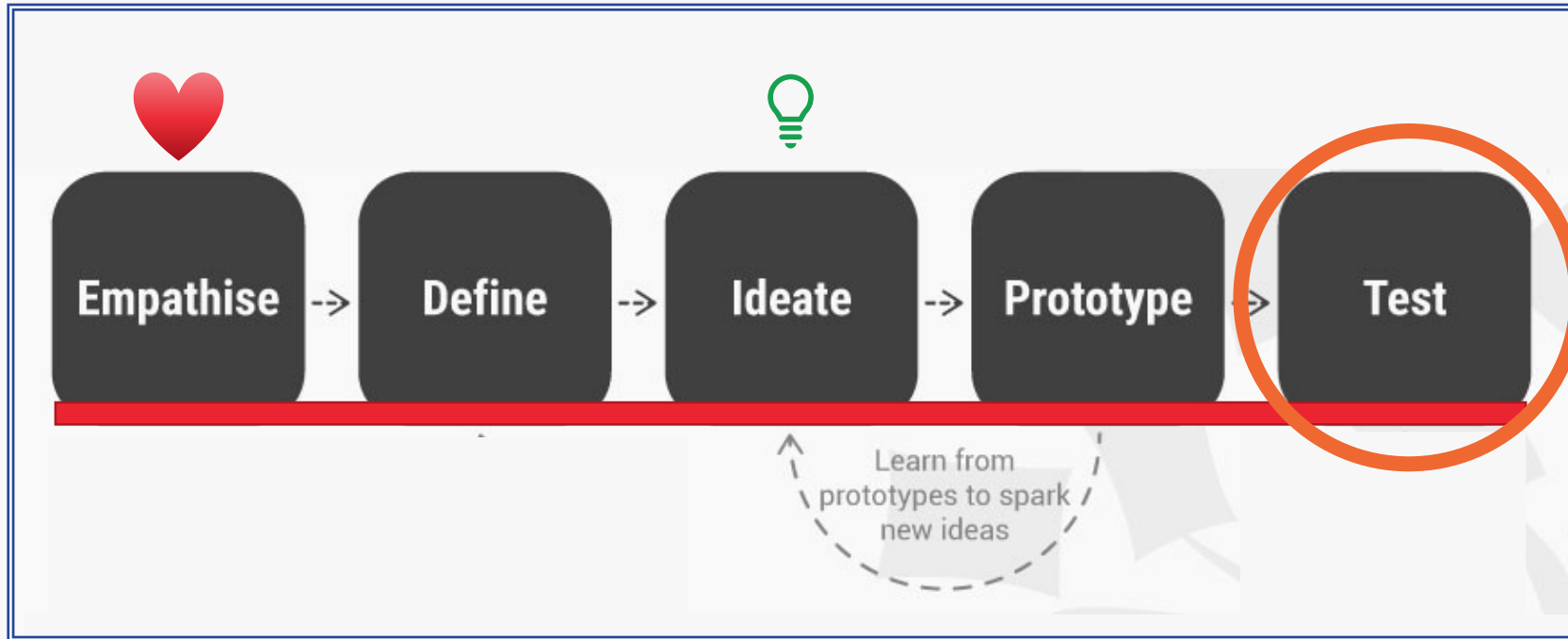
ACCOUNTING PROGRAM

- Richland College**
[Department Home](#)
[Faculty](#)
- Program Overview**
[Program Home](#)
[Degrees & Certificates](#)
[Accreditations](#)
- HB 1508 Notice**

This program may lead to an occupational license for which a prior criminal history may

DESIGN THINKING:

We took our prototype and put it in front of our target audience: the student.



Usability testing

Real users



Carefully observed

Specific tasks



Accounting

Shortcut to this page: dccc.edu/Accounting

Do you like working with numbers? Do you want to improve your ability to work with figures, think critically and make informed decisions?



Accounting principles and practices are critical in today's competitive business world. Accounting affects virtually every business field and type, whether you're an entrepreneur, CEO or employee looking for a better financial future.

Small to large businesses, government agencies, nonprofits and educational institutions need trained accounting personnel to make sure that financial transactions are handled properly and accurate records kept.



[View Guided Pathways](#)

Burning Questions About Accounting

-  [How much money can I make \(with an associates degree in accounting\)?](#)
-  [What classes do I need to take \(to earn an associates degree in accounting\)?](#)

We've landed here


Degrees & Certificates


Career Info


Get Started!



Meet Ezra Calado

The Richland College Accounting Program enables students to develop the foundation skills and competencies most relevant to beginning a career in accounting and business.

Accounting Blog

Richland Faculty

[Read a transcript of this video](#)



Kevin Kawanishi
Richland College Graduate

“My accounting education at Richland was great. The small classes allowed the teachers to have the time to take an interest in each student. It was a fabulous experience, and I felt that the instructors really cared about my success.”

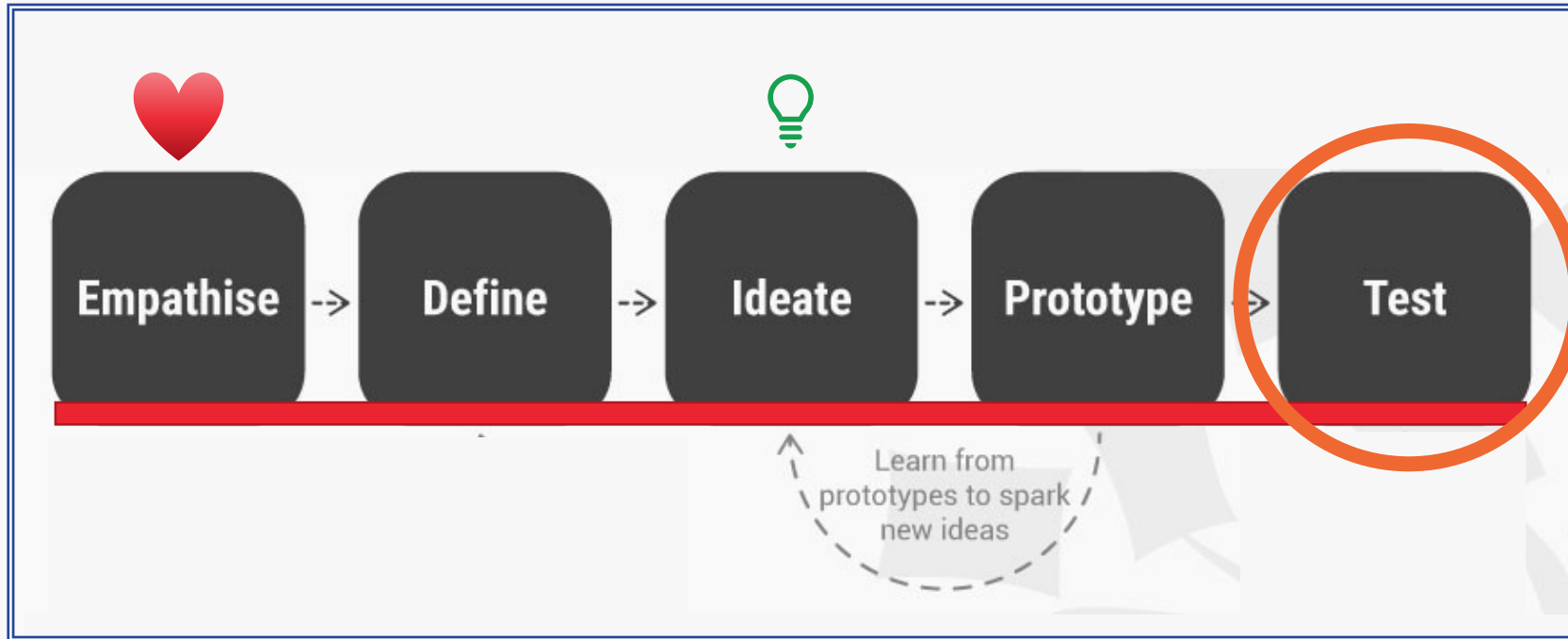
[Read more about Kevin's Story](#)

READ MORE STUDENT EXPERIENCES

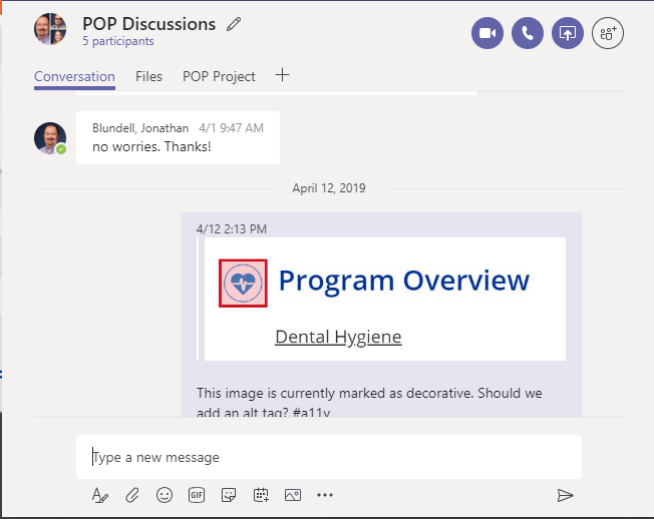
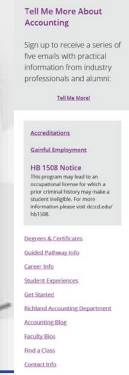
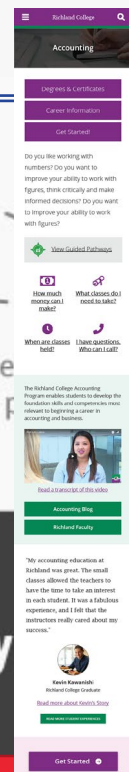
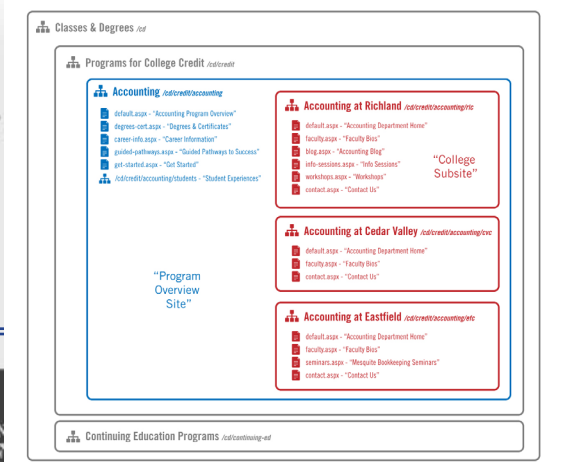
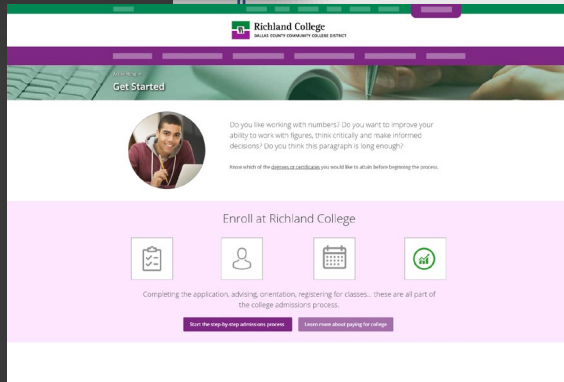
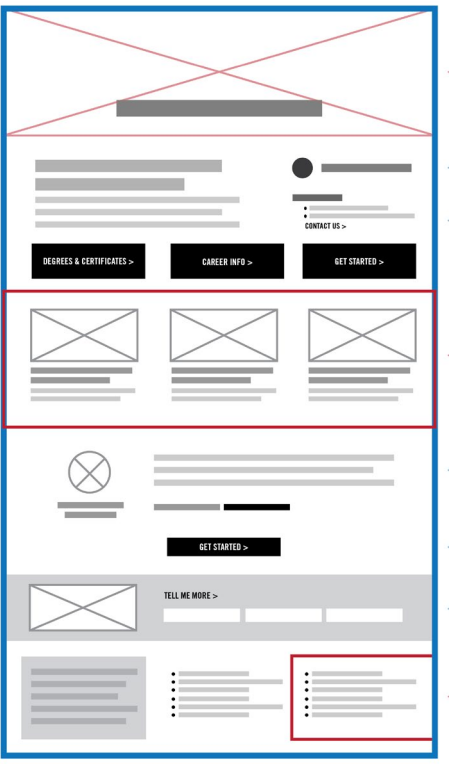
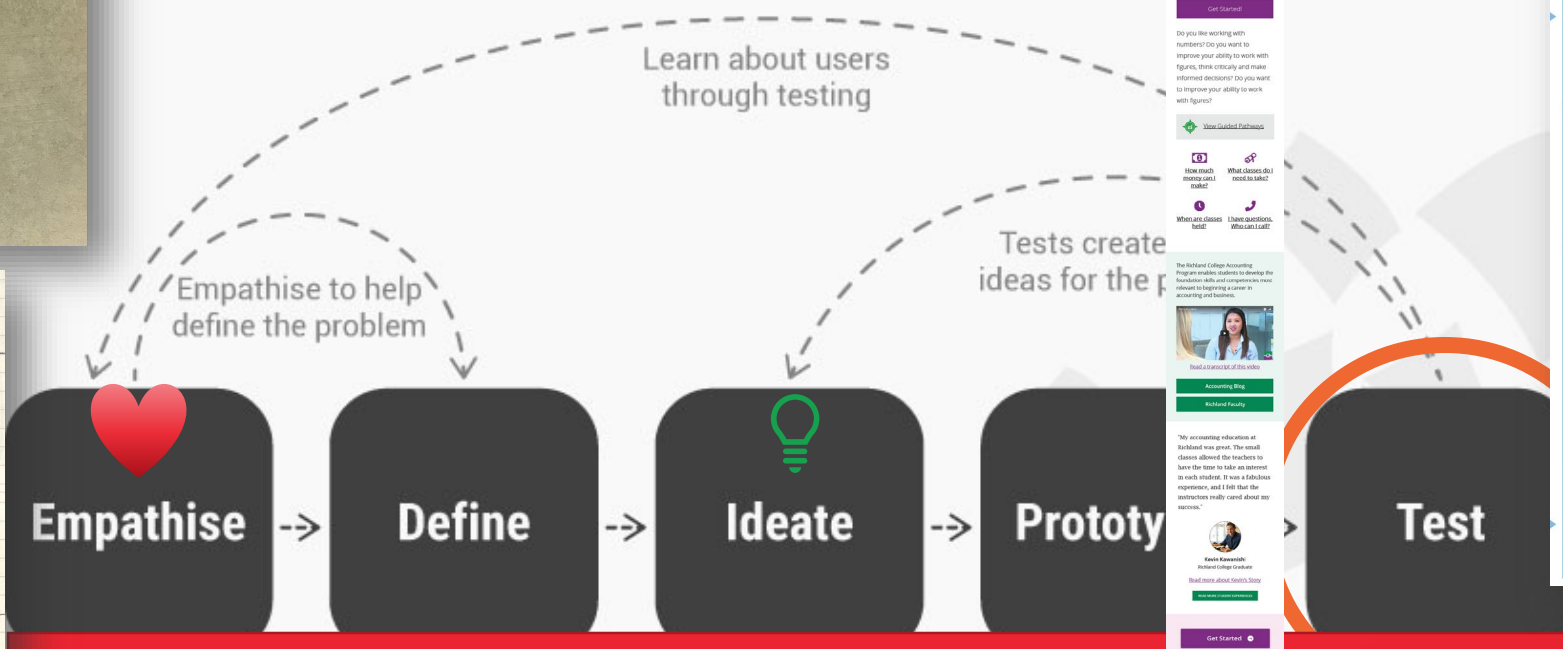
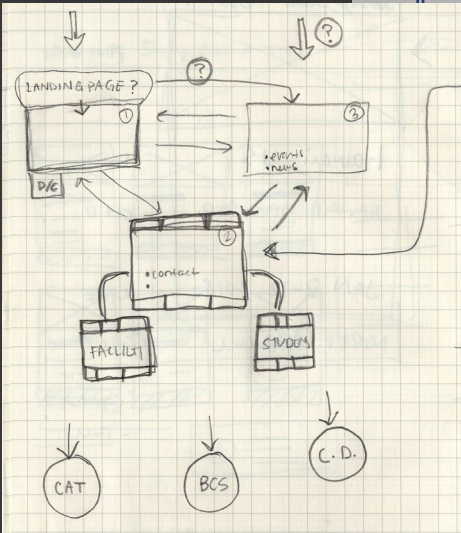
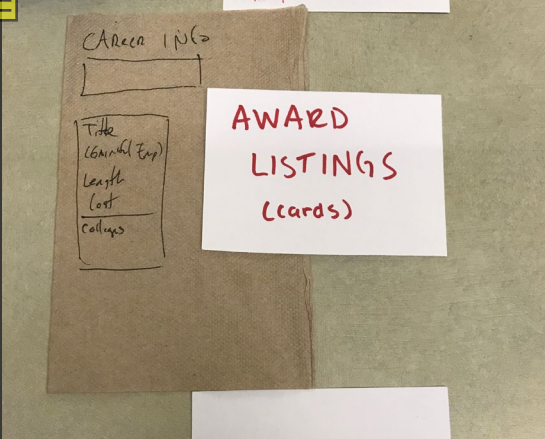
What's the likelihood that you would
Get Started

DESIGN THINKING:


The process did not end here for us.



DESIGN THINKING:



January 2019



Admissions Paying for College Classes & Degrees Student Resources Student Life **Apply Now**

Nursing


Degrees and Certificates Career Information

★ **Guided Pathways** are maps that show you what classes you will take, and when. **View Guided Pathways**

- 📄 How much money does this career cost?
- 📄 Which classes do I need?
- 📄 What are students are saying?

Do you want a health care career that's always in high demand? Would you like a challenging job where no day is the same? If so, think about becoming a nurse. A critical nursing shortage ensures immediate work for new graduates who have the skills and professionalism to take on this challenging but rewarding career.

Are you interested in a career in nursing? **Start Today**



Admissions Paying for College Classes & Degrees Student Resources Student Life **Apply Now**

Accounting

Degrees and Certificates Career Information


★ **Guided Pathways** are maps that show you what classes you will take, and when. **View Guided Pathways**

- 📄 How much money does this career cost?
- 📄 Which classes do I need?
- 📄 What are students are saying?

Whether you're an entrepreneur, CEO or employee looking for a better financial future, every type of business needs trained personnel to make sure financial transactions are handled properly and accurate records are kept. The Accounting program at the colleges of DCCC will help you stand out in today's competitive job market.

Are you interested in a career in accounting? **Start Today**

- Consistency
- Focused calls-to-action
- Student-centered design
- Clearer processes



Admissions Paying for College Classes & Degrees Student Resources Student Life **Apply Now**

Biology

Find a Class Core Curriculum

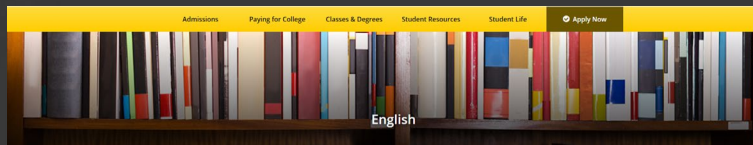
★ **Guided Pathways** are maps that show you what classes you will take, and when. **View Guided Pathways**

- 📄 Which classes are available?
- 📄 How much money will it cost?
- 📄 Will these classes transfer?

Biology is the natural science that involves the study of life and living organisms. Biologists study the structure, function, growth, origin, evolution and distribution of living organisms. Courses are offered for both science and non-science majors, with specific courses that may include nutrition and diet therapy, botany, environmental biology, anatomy and physiology, genetics and microbiology.

Biology courses are listed under the four-letter rubric (course prefix) BIOL, Nutrition and Diet

Are you interested in a career in biology? **Start Today**



Admissions Paying for College Classes & Degrees Student Resources Student Life **Apply Now**

English

Find a Class Core Curriculum


★ **Guided Pathways** are maps that show you what classes you will take, and when. **View Guided Pathways**

- 📄 Which classes are available?
- 📄 How much money will it cost?
- 📄 Will these classes transfer?

Courses from various cultural perspectives may include composition; creative writing; British, American, Mexican-American and world literature; and technical and business writing that provide students a solid foundation for additional college studies and successful career objectives.

English courses are listed under the four letter rubrics (course prefixes) ENGL

Are you interested in a career in English? **Start Today**



Admissions Paying for College Classes & Degrees Student Resources Student Life **Apply Now**

Engineering (for Transfer)

Find a Class Core Curriculum

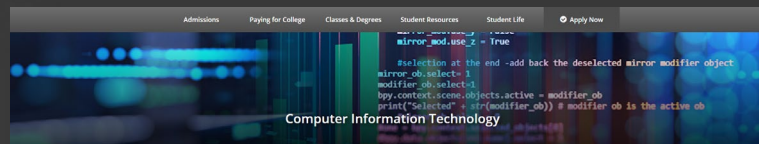
★ **Guided Pathways** are maps that show you what classes you will take, and when. **View Guided Pathways**

- 📄 Which classes are available?
- 📄 How much money will it cost?
- 📄 Will these classes transfer?

Engineering-related skills are some of the most versatile and high-demand in today's workplace, and can be applied to industries from advanced manufacturing to electronics and semiconductor chip manufacturing. Courses may include an introduction to engineering, engineering graphics, engineering mechanics and statistics, programming for engineers, and mechanics of materials, among others.

Engineering courses are listed under the four letter rubric (course prefixes) ENGR and ENGL. Note that all courses may not be offered at every college of DCCC. **View additional engineering**

Are you interested in a career in engineering? **Start Today**



Admissions Paying for College Classes & Degrees Student Resources Student Life **Apply Now**

Computer Information Technology

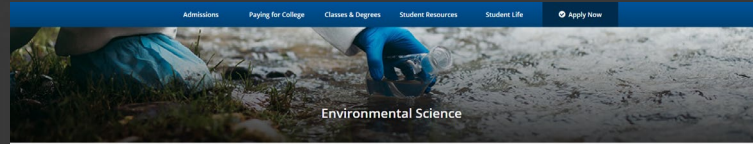
Degrees and Certificates Career Information

★ **Guided Pathways** are maps that show you what classes you will take, and when. **View Guided Pathways**

- 📄 How much money does this career cost?
- 📄 Which classes do I need?
- 📄 What are students are saying?

Information technology is one of the largest and fastest-growing job sectors across the globe. The Computer Information Technology (CIT) program prepares you for today's constantly changing workplace with five separate career paths. Based on the skill sets you build, you'll have a wide variety of options in a competitive job market.

Are you interested in computer information technology? **Start Today**



Admissions Paying for College Classes & Degrees Student Resources Student Life **Apply Now**

Environmental Science

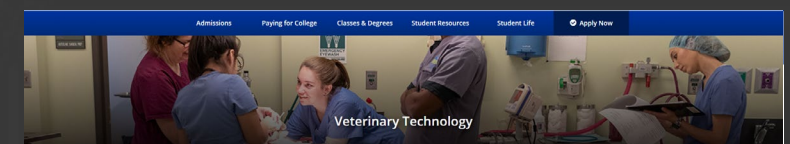
Find a Class Core Curriculum

★ **Guided Pathways** are maps that show you what classes you will take, and when. **View Guided Pathways**

- 📄 Which classes are available?
- 📄 How much money will it cost?
- 📄 Will these classes transfer?

Environmental Science is an interdisciplinary study of natural sciences (biology, chemistry, geology) and social sciences (economics, politics, ethics) as they apply to the environment. Focus is on energy issues, climate change, ozone loss, land use, conservation and management, deforestation and biodiversity, among other topics. Practical lab experience emphasizes scientific

Are you interested in a career in environmental science? **Start Today**



Admissions Paying for College Classes & Degrees Student Resources Student Life **Apply Now**

Veterinary Technology

Degrees and Certificates Career Information

★ **Guided Pathways** are maps that show you what classes you will take, and when. **View Guided Pathways**

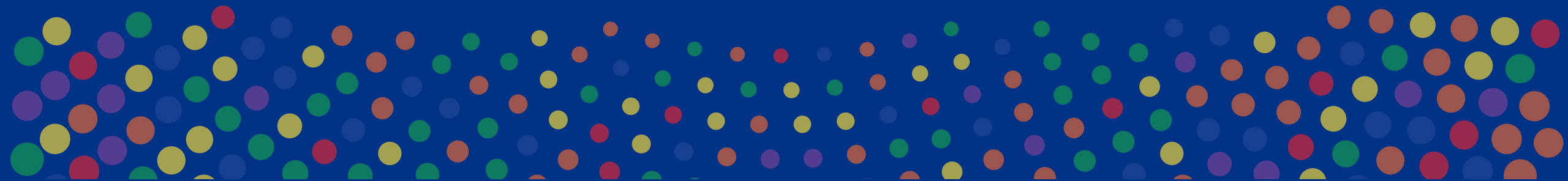
- 📄 How much money does this career cost?
- 📄 Which classes do I need?
- 📄 What are students are saying?

If you have a desire to care for and treat animals, the Veterinary Technology program at Cedar Valley College offers courses both on site and via distance education so you can study in the way that's most convenient for you.

Are you interested in a career in veterinary technology? **Start Today**



Our outcomes and takeaways...





A website further focused on students

- ▶ More visual
- ▶ Concise text
- ▶ Addresses highest relevant content first
- ▶ Flexible college layouts
- ▶ Consistent navigation



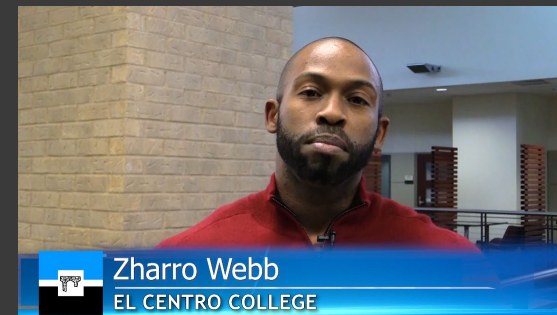
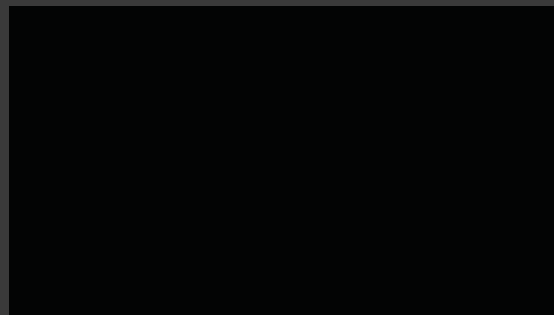
Photo credit: [dailydoseofcharm.com](https://www.dailydoseofcharm.com)




**A cleaner, more streamlined
process for all web teams**









A stronger relationship with the colleges



DCCCD eConnect eCampus myPortal Email Employee Directory Donate **Our Colleges** ▼






 **Dallas County
Community College District**

 About  Apply & Register  Classes & Degrees  Paying for College  Services & Resources  Student Life



Fall 2019

DCCCD ESPAÑOL RESOURCES FOR ▼ ONLINE TOOLS ▼ EMPLOYEE DIRECTORY OUR COLLEGES ▼






 **Dallas County
Community College District**  ABOUT  CONTACT  MAPS 

Admissions Paying for College Classes & Degrees Student Resources Student Life **Apply Now**



Spring 2020

STUDENTS ▼ COMMUNITY & BUSINESS ▼ EMPLOYEES ESPAÑOL ONLINE TOOLS ▼ LOCATIONS ▼

 **DALLAS
COLLEGE**  ABOUT  CONTACT  MAPS 

Admissions Paying for College Classes & Degrees Student Resources Student Life **Apply Now**



Information For...

- Current Students
- Future Students
- Business and Community
- Employees
- Alumni
- Español

Policy & Procedure

- Doing Business with DCCCD
- Emergency/Police
- Financial Transparency
- Jobs & Human Resources
- Legal Notices
- Purchasing

Quick Links

- Catalog
- Class Schedules
- Contact Us
- Comments & Concerns
- Donate
- eConnect
- eCampus
- FAQs
- Library
- Maps
- My Community Services
- Report Sexual Assault & Other Sexual Misconduct

Dallas County Community College District

District Office
1601 S. Lamar St.
Dallas, TX 75215

Phone: 214-378-1500

[f](#) [t](#) [in](#) [ig](#) [yt](#) [p](#) [a](#)

R. Jan LeCroy Center
9596 Walnut St.
Dallas, TX 75243
Phone: 972-669-6600
Fax: 972-669-6409

Bill J. Priest Institute
1402 Corinth St.
Dallas, TX 75215
Phone: 214-860-5900

District Service Center
4343 IH-30
Mesquite, TX 75150
Phone: 972-860-7700

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Spring 2020

DCCCD is now Dallas College!
[Request Info](#) [Apply Now](#)

- [eConnect](#)
- [eCampus](#)
- [Libraries](#)
- [Academic Calendar](#)
- [Locations & Maps](#)

RESOURCES

- Athletics
- Bookstores
- Catalog
- Class Schedules
- Continuing Education
- Financial Aid
- Registration Dates
- Student News
- Transcripts

HELP & SUPPORT

- Contact Us
- FAQs
- Police & Emergency
- Report Sexual Assault or Misconduct (Title IX)
- CARES Act Reporting

ABOUT US

- Donate
- Events
- Job Opportunities
- News & Media
- Schools

Administrative Offices: 1601 S. Lamar St., Dallas, TX 75215 Phone: 214-378-1500 Email Us [f](#) [t](#) [ig](#) [in](#) [yt](#)

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Register Now for Summer and Fall Classes

To further prepare our community, we will continue offering learning for Summer classes. Register for Summer and Fall classes.

[View the details of our registration](#)

Let's Get Started

- Transfer Credits
- International Students
- Visitors & Adult Students
- Other Degrees
- Continuing Education
- Personal Development
- High School Students

[Current Students](#)

We believe you can succeed!

Reach your goals with our credit and assessment programs, convenient schedules and support services.

[Find Out More](#) [Program of Study](#) [Apply for College](#) [Apply Now](#)

Start Your Path to Success

As you register online, you have a tool that guides you through various settings you might prefer. Your goal is to find the right path for you. We have several options to help you find the right path for you.

[Find Your Path to Success](#)

Graduation 2020

Thank you for joining our virtual ceremony June 13. Meeting tonight speaker Mark Cohen.

[Watch the Event](#)

[Register Now](#) [Watch the Event](#) [Register Your FAFSA](#) [Apply for Scholarships](#)

"The best part of the program was the teachers. They are knowledgeable in their field because they work in it, and they are caring people."

—Vanessa H. Nguyen, BBA
Marketing/Finance, International Business

2020 Board Election Notice

Calculate Your Living Wage

Wear Your ID Badge on Campus

News

- Deloitte College Student Leads United States Spanish Visa Process**
- Statement on U.S. Supreme Court's DACA Ruling**
- Deloitte College Events Preview: Over \$100K in Scholarships**
- ACCED President Approves for Degree Recognition**
- Deloitte Receives Governor Mark Cohen's DCA Office Certificate**

Upcoming Events

- SEP 15** National Hispanic Heritage Month Begins
- SEP 17** New Global Pathways to Success is Making a Difference
- SEP 21** International Day of Peace
- SEP 23** Connecting 1ST
- SEP 29** Online Science for Everyone Africa Social

Stay Alert and Stay Safe

The CDC has reported no individuals are struggling to maintain social distancing, mask wearing, and handwashing practices.

[View More Info](#) [Track It](#) [Share It](#)

Strengthen Your Workforce

Since 1965, Dallas Community College has been a leader in workforce development.

[View More Info](#)

How can we help you?

No matter where you're going, we can help you get there. At Dallas College, we put your goals first.

I want to... learn a certificate or degree

We're with you every step of the way

Need help choosing classes? Advising can answer your questions and point you in the right direction. Check us out using the "Advising" button on our Student Navigators for help. We can do this!

- Find a class
- Academic Advising
- Benefits for Students
- Mental Wellness
- Navigators
- More Student Resources

Find your path

We have a variety of programs that prepare you for university transfer or fast-track you into a rewarding career.

- Arts, Humanities, Communications and Design
- Business, Hospitality and Trade
- Education
- Nursing and Health Sciences
- Industry, Manufacturing and Construction
- Law and Public Service
- Engineering and Technology

Success can be yours too

"This has been a growing experience for me, and the time I have spent here will be something I will cherish throughout my life. The best part of my Dallas College experience has been the relationships I have built with the faculty and other students in the program."

From science and technology to arts and business, and more, our alumni and their accomplishments span the globe. [Learn more about our success.](#)

Connecting to your community

We realize your needs go beyond our campus. We've built partnerships with businesses and social organizations to both help our students succeed and help local businesses reach their customers.

- LOGO PLACHOLDER** Learning Materials (Virtual Assistant)
- LOGO PLACHOLDER** Bridges to Higher Education (TAMU Engineering Academy, Columbia College)
- LOGO PLACHOLDER** Food and Shelter (Food pantries, food banks, food trucks)
- LOGO PLACHOLDER** Skilled Local Workforce (Small business, second-hand, workforce solutions)

We're close to you

As part of our community, Dallas College is close to you.

[Brookhaven](#), [Cedar Valley](#), [Eastfield](#), [El Centro](#), [Houston](#), [Mountain View](#), [North Lake](#), [Richland](#), [Dallas](#)

Spring 2020

Online Accessibility

If you are unable to access any of our online services, please contact the Accessibility Services at [\(214\) 242-2222](#).

Stay Alert and Stay Safe

If you are unable to access any of our online services, please contact the Accessibility Services at [\(214\) 242-2222](#).

Say Hello to Dallas Colleged

ACCED is now Dallas College. With one unified name and one unified mission, Dallas College offers you an education that works for you.

[Learn More About Our Transformation](#)

How Can We Help You?

Who are you?

No matter where you're going, we can help you get there. At Dallas College, we put your goals first.

Explore Your Path

We have a variety of programs that prepare you for university transfer or fast-track you into a rewarding career.

- Business, Hospitality and Trade
- Creative Arts, Entertainment and Design
- Education
- Engineering, Technology, Mathematics and Sciences
- Health Sciences
- Law and Public Service
- Manufacturing and Industrial Technologies
- Need help deciding?

[Search All Programs of Study](#) [Browse Class Schedules](#) [Open Class Catalog](#)

We're With You Every Step of the Way

- Need an advisor?
- Need a class?
- Need a certificate or degree?
- Need a job?
- Need a transfer credit?
- Need a financial aid advisor?
- Need a disability services advisor?
- Need a health services advisor?
- Need a housing advisor?
- Need a legal advisor?
- Need a mental health advisor?
- Need a nutrition advisor?
- Need a social work advisor?
- Need a student services advisor?
- Need a technical advisor?
- Need a transfer advisor?
- Need a writing advisor?

[All Student Resources and Services](#)

Success Can Be Yours, Too

Dallas College prepared me for real-life work because the faculty are all industry professionals. They did not just talk; they all walked the walk. Completing my training with Dallas College was one of the best decisions I could have ever made."

—Tameka Davis, Student Services

[Meet Tameka and other Dallas College students](#)

Our Campuses Are Close to You

- Brookhaven
- Cedar Valley
- Eastfield
- El Centro
- Houston
- Mountain View
- North Lake
- Richland
- Dallas

[View maps and parking info](#) [How to get on DART](#)

New & Now

- Statement of Revival of Student Body President**
- Deloitte College Events Preview: Over \$100K in Scholarships**
- ACCED President Approves for Degree Recognition**
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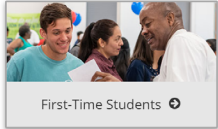
Events & Deadlines

- SEP 14** Hispanic Heritage Month
- SEP 15** National Hispanic Heritage Month
- SEP 17** Hispanic Heritage Month
- SEP 18** Hispanic Heritage Month

Online Accessibility

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Let's Get Started



First-Time Students ↗

Current Students ↗

Transfer Students

International Students

Veterans & Active Military

Online Students

Continuing Education

Workforce Development

High School Students

We believe you can succeed!

Reach your goals with our credit and noncredit programs, convenient schedules and low-cost tuition.

Find a Class

Programs of Study

Pay for College

Apply Now



FIND A CLASS

LIBRARIES

FINANCIAL AID

ADVISING

TRANSCRIPTS

DEADLINES

How Can We **Help** You?

No matter where you're going, we can help you get there.
At Dallas College, we put your goals first.

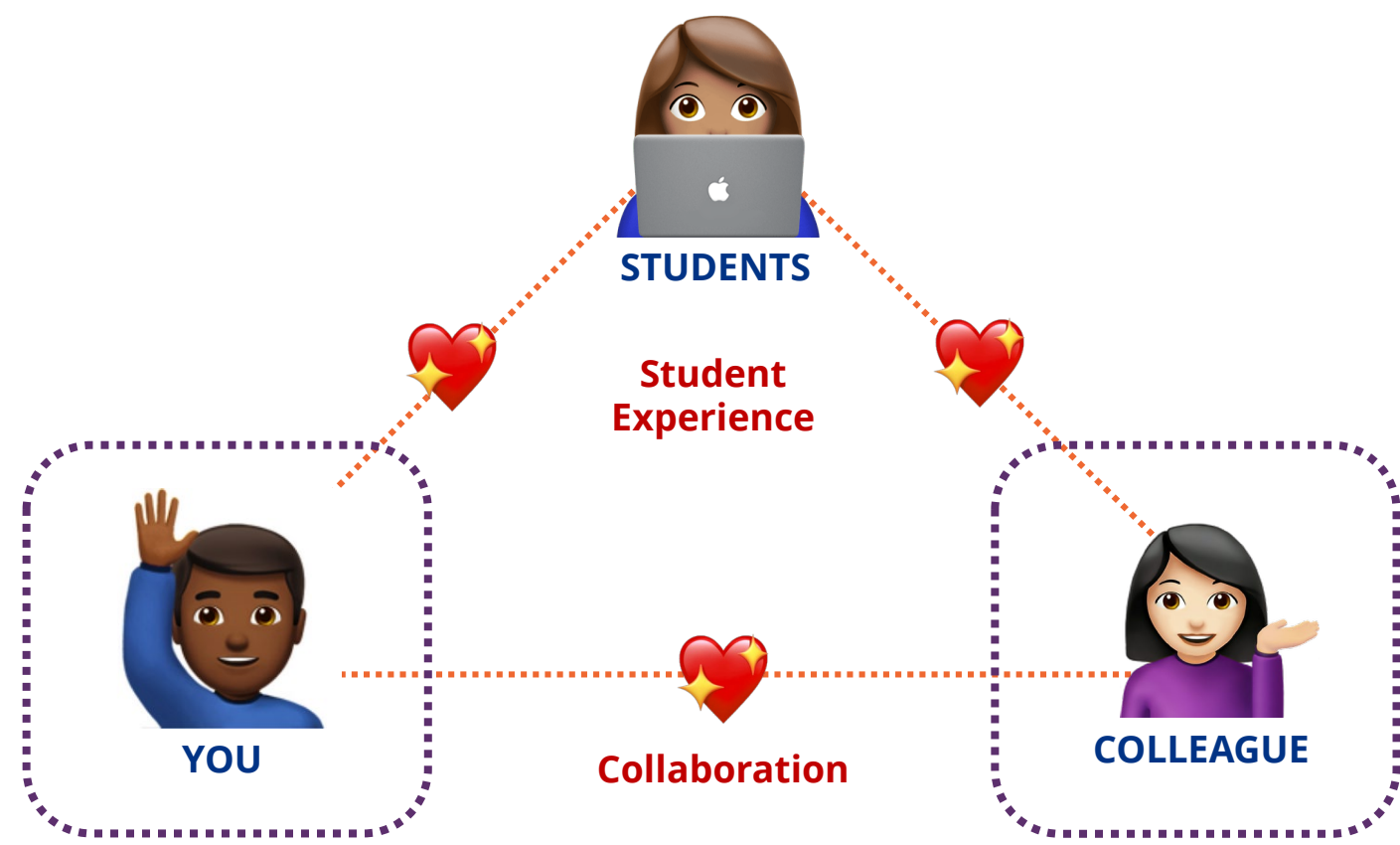
Who are you?

I am ...





Empathy is everything.





Thank you



lmerino@dccd.edu



[@LuisRMerino](https://twitter.com/LuisRMerino)

