



FY 2023–24 **Diversity Report**

As of June 30, 2024



FOUNDATION *for* CALIFORNIA
COMMUNITY COLLEGES

foundationccc.org

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FOUNDATION *for* CALIFORNIA
COMMUNITY COLLEGES

1102 Q Street, Suite 4800
Sacramento, California 95811
866.325.3222

www.foundationccc.org

Overview

The Foundation for California Community Colleges (FoundationCCC) believes community colleges – and the people and communities they reach and serve – have the power to be the building blocks of a better future. This vision becomes a reality when individuals of all backgrounds have affordable, equitable access to education.

As the nonprofit auxiliary partner to the largest and most diverse system of higher education in the nation, the California Community Colleges, FoundationCCC is committed to breaking down barriers to achieve equity in and through education. Our work directly aligns with the California Community Colleges Chancellor's Office (Chancellor's Office) and supports Vision 2030's commitment to advancing student success through inclusive excellence and system transformation. As a remote-first organization, we leverage technology and flexibility to build an inclusive workforce that spans California's diverse regions and communities. This approach enables us to better understand and serve our students while fostering a culture of belonging that extends from our team to our colleges and communities.

The Workforce Diversity Report illustrates our journey toward these goals through quantitative metrics and qualitative achievements in racial/ethnic, gender, and age diversity. By examining year-over-year trends, we celebrate progress while identifying opportunities to deepen our impact.

Statewide Benchmark Comparisons

We measure our progress through meaningful comparisons across the state. Our benchmarking approach incorporates data from multiple sources: the State of California's demographic profile, California Community Colleges' student population, college president demographics, and Chancellor's Office workforce composition. This comprehensive view helps ensure our organization continues to reflect and serve California's diverse communities.

FoundationCCC embraces a remote-first philosophy, enabling us to recruit and develop talent from every corner of our state. This approach strengthens our connection to local communities while expanding access to meaningful career opportunities. We maintain our focus on hiring within California, aligning with our mission to support the Community College system and ensuring responsible stewardship of public resources through access to state retirement benefits and careful management of taxpayer dollars.

Key Highlights and Recent Actions

While Diversity, Equity, and Inclusion (DEI) has long been a priority for FoundationCCC, we continue to deepen and expand our commitment through strategic action. In alignment with Vision 2030's focus on inclusive excellence and equitable student success, we have strengthened several key areas that foster greater inclusivity and belonging:

Integration of DEI Throughout Employee Experience: We embed equity-minded practices across recruitment, onboarding, development, and advancement to create an inclusive environment that values diverse perspectives and experiences.

Culture of Shared Leadership and Engagement: Through employee-led committees, Shared Interest Groups, and our distinctive approach to shared leadership, we empower every team member to contribute to our inclusive culture. This distributed leadership model ensures diverse voices shape our organizational direction.

Professional Development with Purpose: Our learning initiatives emphasize both individual growth and collective impact, ensuring employees at all levels can develop their talents while contributing to student success. We particularly focus on programs that leverage diverse lived experiences and expertise to enhance our service to students.

Specific actions taken this year to foster DEI and employee engagement include:

- **Professional Development Framework:** FoundationCCC has worked to implement a new organization-wide professional development framework with specific learning tracks that help employees maintain personal and professional growth in alignment with FoundationCCC goals and core values, especially our culture of shared leadership. The rollout of our new learning platform, EdCast, features on-demand offerings for our staff to develop themselves professionally by offering targeted learning opportunities, creating awareness, and ensuring equitable access to development resources.
- **Compensation and Benefits Audit:** As part of our ongoing commitment to fostering an inclusive and equitable workplace, FoundationCCC has conducted a comprehensive compensation and benefits audit to identify and address any potential opportunities. This audit will ensure that all employees are equitably compensated for their contributions, focusing on pay equity across gender, race, and other demographic groups. The results will guide us in refining our policies to create transparent, consistent practices that support diversity and promote equitable growth opportunities for all.
- **Inclusive Intranet Experience:** The updated intranet focused on highlighting diverse voices and initiatives through features like employee spotlights, shared interest group events and updates, and accommodating diverse communication preferences.
- **Socialization of Updated Employee Policies and Procedures:** FoundationCCC continues to review key employee policies and procedures for cultural proficiency and update them in alignment with FoundationCCC's diversity statement. These policies and procedures have since been codified, implemented and socialized with all employees. Key groups, including the DEI Employee Advisory Committee and our Management Team, were provided with early previews to help ensure understanding, buy-in, and accountability.
- **Accessibility:** Expanded accessibility efforts focus on creating inclusive environments by providing tools and accommodations that meet the diverse needs of employees with disabilities and neurodivergent individuals. This includes offering adaptive technology on the employee intranet, closed captioning for video meetings, and asynchronous training materials to support various processing styles.

- **Continued Expansion of Shared Interest Groups:** The expansion of shared interest groups has enhanced workplace inclusion by providing communities for diverse voices to connect, share experiences, and drive cultural initiatives. These groups align with organizational goals, fostering collaboration while supporting all employees' personal and professional development.
- **Created Spaces for Uplifting of Diverse Leadership Stories:**
 - The FoundationCCC Leadership Speaker Series allows staff to come together and hear from diverse professionals who share their leadership journeys, industry expertise, and stories of how they got to where they are today.
 - The Asian American, Native Hawaiian, and Pacific Islander Student Achievement Program “AANHPI: Identity Series” focuses on providing AANHPI stories from FoundationCCC colleagues and speakers from across the state. These events are intended to expand our organization’s understanding of what it means to identify as AANHPI and explore beyond generalizations about the AANHPI community through storytelling and sharing space.

Data Highlights

CALL CENTER IMPACT AND EVOLUTION

Our Community Impact Call Center exemplifies our commitment to creating economic opportunity while serving California's diverse communities. Growing to 579 employees this year, the Call Center connects millions of community members with vital public resources through state agency partnerships.

The Call Center's remote-work model opens doors for Californians across the state, particularly community college students seeking flexible, well-paying positions that build professional skills. This innovative approach delivers dual benefits: providing essential services to our communities while creating meaningful employment pathways.

KEY CALL CENTER ACHIEVEMENTS:

- **Workforce Representation:** The Call Center has significantly enhanced our organizational diversity, with 83% of team members identifying as racially or ethnically diverse. This representation extends through all levels, including management positions.
- **Career Pipeline Development:** With 80% of agents in their 30s or younger, the Call Center serves as a vital early-career opportunity, offering structured pathways to leadership roles and professional advancement.
- **Sustainable Growth:** While experiencing natural fluctuation due to program cycles, our core turnover rate of 21% remains well below industry standards, reflecting our commitment to employee development and engagement.

Opportunities for Continuous Improvement

LOOKING AHEAD: STRENGTHENING OUR IMPACT

Our 2023-24 data reveals opportunities to further advance our mission of inclusive excellence. Building on our progress, we are focusing on these key areas:

Enhanced Onboarding Experience: We are reimagining employee onboarding through an equity lens, implementing feedback-driven improvements that create a more welcoming and inclusive experience from day one. This includes expanding accessibility resources, developing comprehensive multilingual materials, and strengthening peer connection programs.

Career Mobility and Leadership Development: We're building robust pathways for professional growth through:

- Structured mentorship and sponsorship programs.
- Expanded access to leadership development opportunities.
- Personalized professional development planning.
- Cross-functional learning experiences. These initiatives particularly focus on supporting historically underrepresented groups in leadership positions.

DEI Framework Evolution: Our DEI Framework continues to evolve through ongoing dialogue with staff at all levels, ensuring it remains responsive to emerging needs while advancing Vision 2030 priorities. Regular assessment and updates ensure our framework:

- Reflects current best practices in equity-minded leadership.
- Responds to employee feedback and experiences.
- Aligns with systemwide transformation goals.
- Measures impact through meaningful metrics.

Organization-Wide Data Insights

Our workforce data reflects our growth and deepening commitment to diversity, equity, and inclusion. Key achievements this year demonstrate meaningful progress toward our goals:

Expanding Our Impact: FoundationCCC welcomed 481 new team members this year, and employed 1,141 colleagues during the fiscal year dedicated to advancing educational equity. This expansion reflects our increasing impact across California and our ability to attract diverse talent that enriches our organizational culture.

Strengthening Diverse Representation: The composition of our workforce continues to reflect California's rich diversity, with several notable achievements:

- 77% of our staff identify as racially and ethnically diverse, closely mirrors the students we serve
- 84% of new hires represent racially and ethnically diverse backgrounds, a 6% increase from last year
- 62% of our management team identifies as racially or ethnically diverse, with particularly strong representation from Hispanic/Latinx (33%) and Asian (14%) communities
- 66% of leadership roles are held by women, including in traditionally underrepresented fields like technology

Geographic Reach: Our remote-first approach has enabled us to build a truly statewide team:

- Nearly 40% of our workforce serves from Southern California
- 40% contributes from Northern California
- 20% represents the Central Valley, reflecting our commitment to rural communities

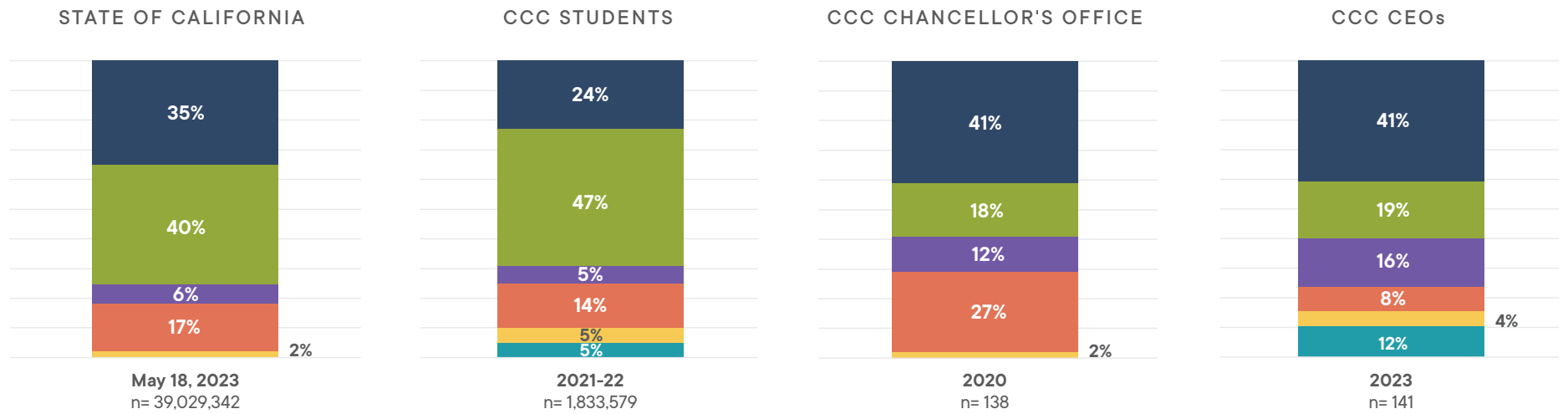
This distribution strengthens our ability to understand and serve the unique needs of California's diverse regions.

Career Advancement and Growth: Our commitment to internal mobility and professional development is reflected in our promotion data, with 63% of promotions awarded to racially and ethnically diverse staff. While this achievement demonstrates our focus on creating equitable pathways to leadership, we recognize there are areas for improvement as noted above.



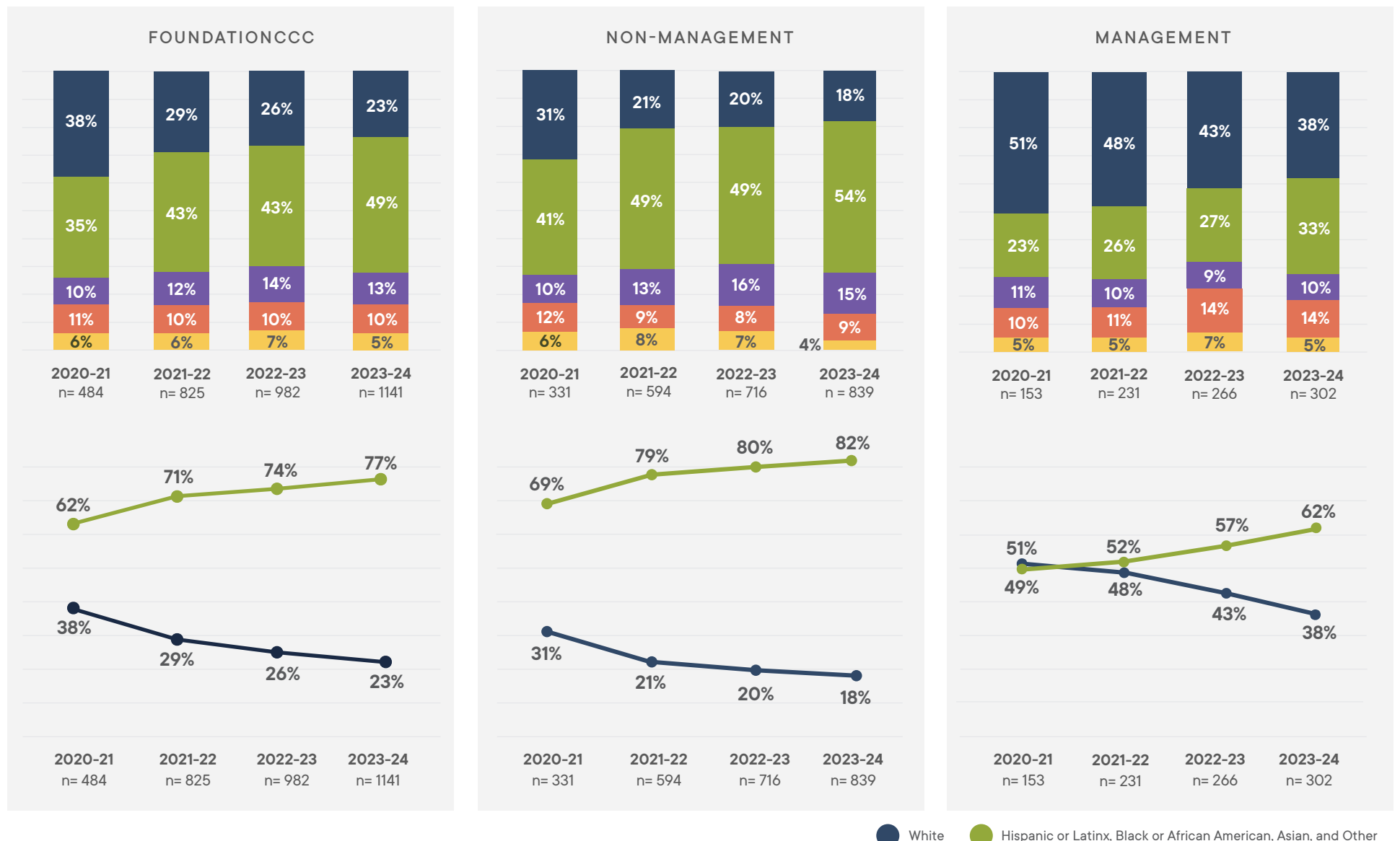
Population by Race and Ethnicity: State of California and California Community Colleges (CCC)

White Hispanic or Latinx Black or African American
Asian Other Unknown



4 Year Trend by Ethnicity: Foundation for California Community Colleges

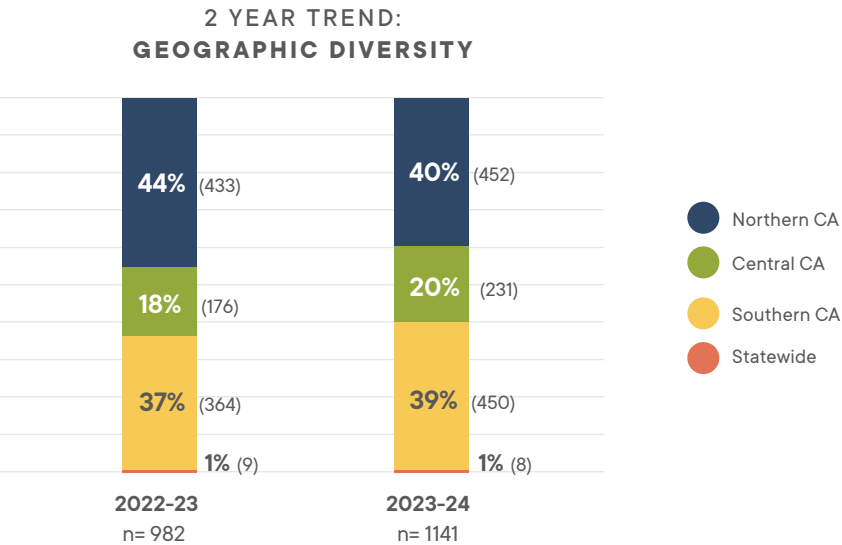
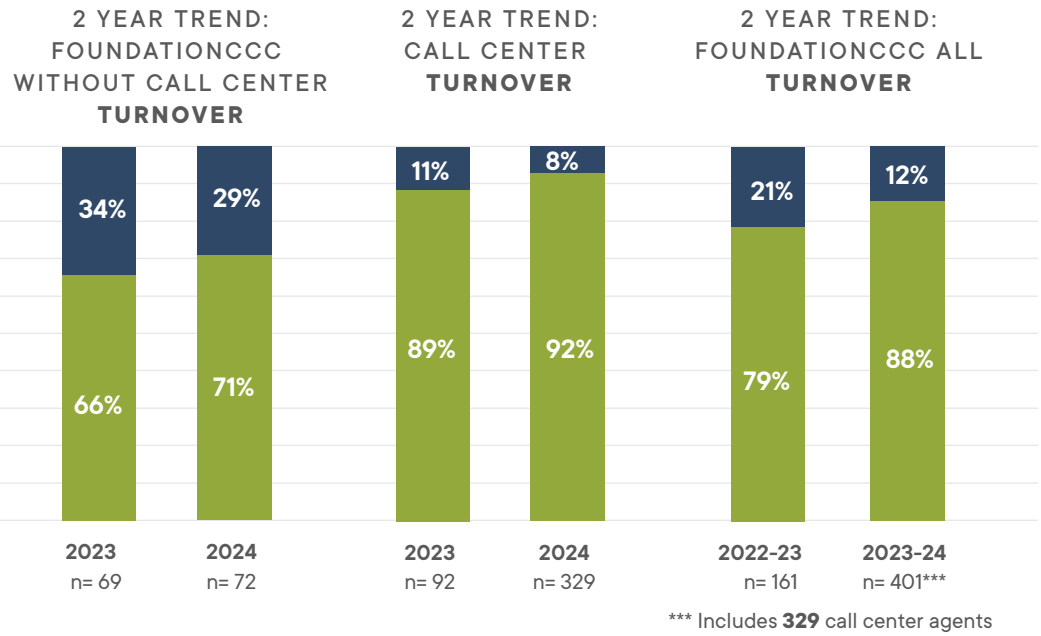
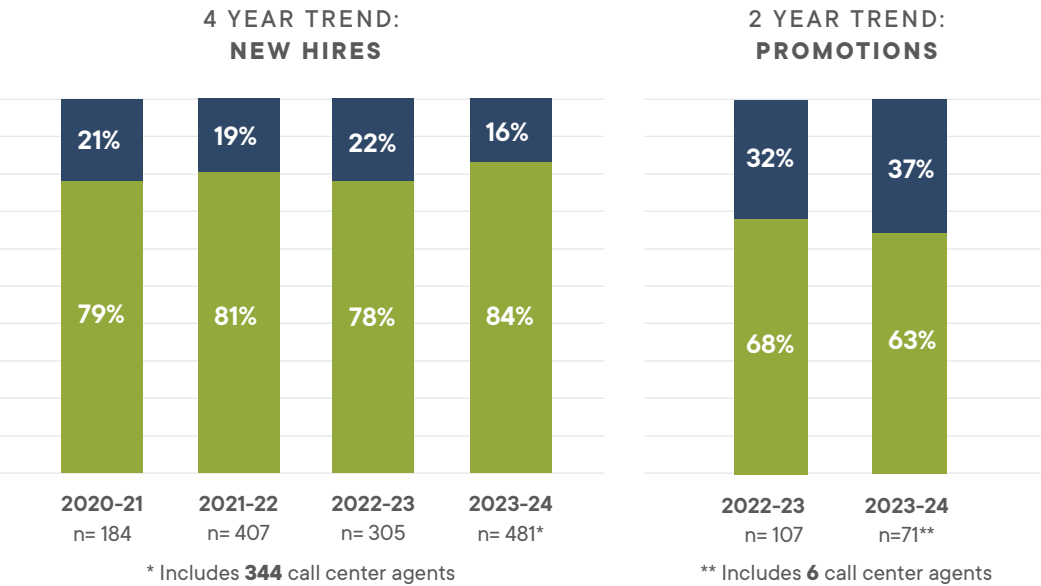
White Hispanic or Latinx Black or African American
Asian Other



New Hires, Promotions, Turnover, and Geography:

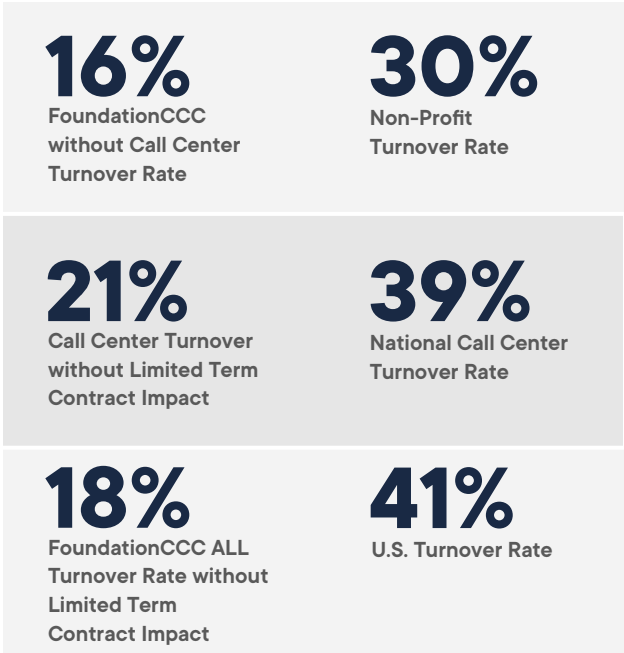
Foundation for California Community Colleges

White Hispanic or Latinx, Black or African American, Asian, and Other

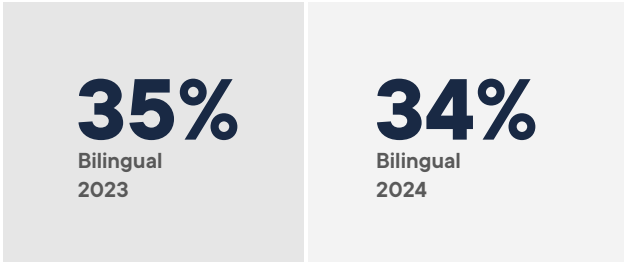


FoundationCCC primarily operates in a remote-first environment, with the ability to recruit and hire talent all across California. This allows the organization to retain staff in communities where our colleges and students reside, and with unique knowledge of regional needs.

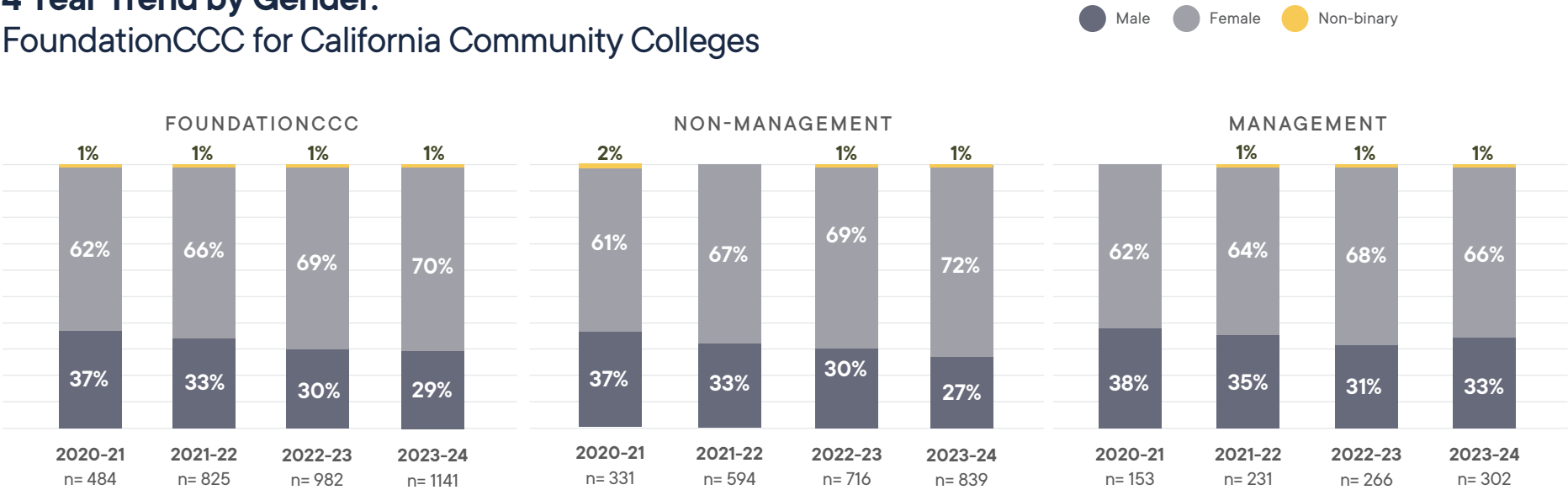
Turnover Rate Comparison



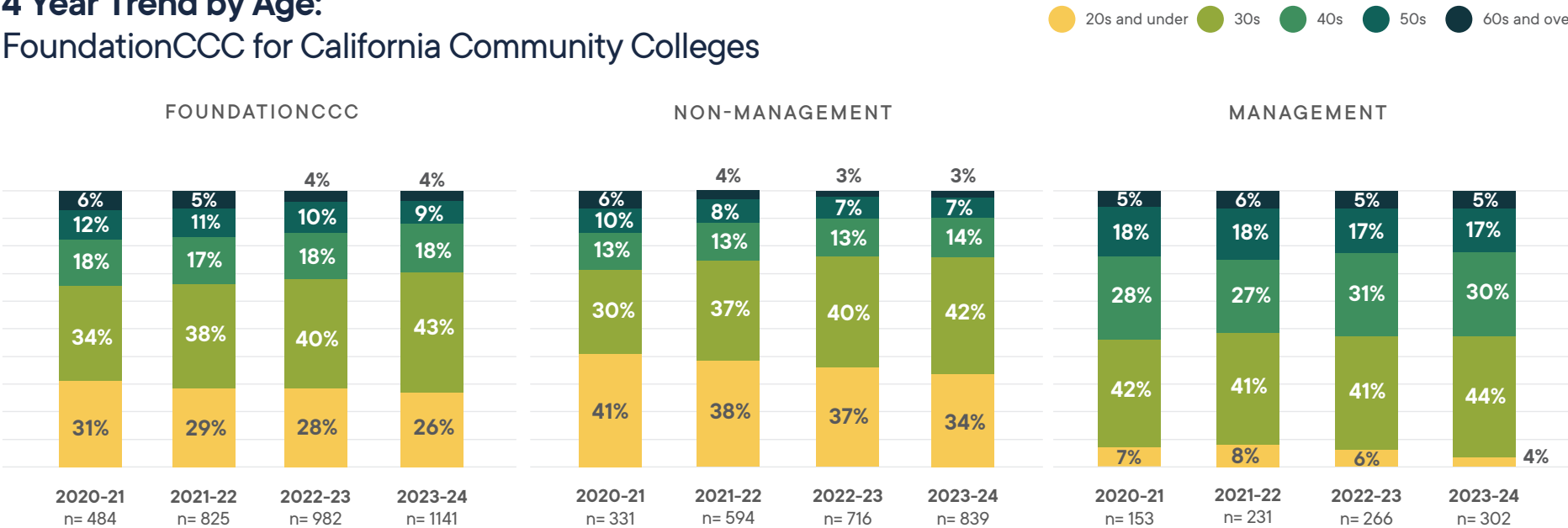
2 Year Trend: Call Center Bilingual Status



4 Year Trend by Gender:
FoundationCCC for California Community Colleges



4 Year Trend by Age:
FoundationCCC for California Community Colleges



Appendix - About the Data

UNDERSTANDING OUR METRICS

We utilize standardized demographic categories aligned with federal EEO reporting requirements to ensure transparency and clarity in our reporting. These categories help us track progress while acknowledging the complexity of individual identities:

RACIAL/ETHNIC CATEGORIES

- **White:** A person having origins in any of the peoples of Europe, the Middle East, or North Africa.
- **Hispanic or Latino:** A person of Cuban, Mexican Puerto Rican, South or Central American, or other Spanish culture origin, regardless of race.
- **Black or African American:** A person having origins in any of the black racial groups of Africa.
- **Asian:** A person having origins in the Far East, Southeast Asia, or Indian Subcontinent (Cambodia, China, India, Japan, Korea, Philippines, Vietnam, etc.).
- **Other:** A person identifying as American Indian or Alaskan Native, Native Hawaiian or Pacific Islander, or two or more races. These categories have been combined for the purposes of clear data presentation.

DATA SOURCES AND METHODOLOGY

Our analysis draws from multiple authoritative sources to provide comprehensive context:

- State of California - [California general population data collected from the United States Census Bureau](#)
- California Community College Students - [Statewide Community Colleges student data collected from the California Community Colleges Chancellor's Office](#)
- Chancellor's Office - obtained from page 39 of the following document: [2020 Annual Census of Employees in State Civil Service](#)
- California Community Colleges CEOs - [Community College League of California "2022 CEO Diversity Report"](#)
- Foundation CCC - Data is generated from employee-entered responses captured in the Enterprise Resource Planning system, Workday, and represents all staff employed during the measurement period (July 1 - June 30 for each year). The data in this year's report includes Call Center staff, though excludes Career Catalyst student assistants.
- Turnover Metrics - [Education Nonprofit Industry Average comparison rates were provided by the Society for Human Resources Management](#); the national overall average comparison is provided by the U.S. Bureau of Labor Statistics.
- [2024 Disability Equality Index Report](#)
- Call Center Turnover Metrics - Comparison metrics related to national call center turnover were found in the [2022 NICE WEM Global Survey](#).

This comprehensive approach to data collection and analysis enables us to:

- Track progress toward our diversity, equity, and inclusion goals
- Identify areas for continued improvement
- Benchmark our performance against relevant industry standards
- Make data-informed decisions about future initiatives

All data is collected and analyzed with careful attention to privacy and confidentiality while ensuring meaningful insights that drive our commitment to inclusive excellence.