



Rio Hondo College graduation photo courtesy of Susan Herney and Valerie Martinez

Student Success and Support Program Implementation Summit 2013



***September 23–24, 2013
DoubleTree Hotel ~ Sacramento, CA***

WELCOME!



About the Summit

We want to welcome you to what we think will be an exciting and informative two-day Student Success and Support Program Implementation Summit. The event program for Day 1 includes a presentation from national thought leader, Terry O'Banion on the Completion Agenda, presentations from state leaders on the implementation of student success reforms highlighted in the Student Success Act of 2012, and will include an overview of program and budget requirements, the new funding guidelines, and MIS data elements. The General Session on Day 2 will highlight valuable new research by the RP Group looking at student perspectives on what makes them successful, with a panel of students sharing their own experiences. You will also have an opportunity to participate in a wide variety of workshops on promising practices that your colleagues have instituted to move student success forward. The Summit will culminate with facilitated action planning sessions as an opportunity for you to use what you have learned at the Summit to plan how to lead your college's Student Success agenda for the coming year.

Best wishes for a productive and useful conference!

California Community Colleges Student Success and Support Program Implementation Summit Planning Committee

The Chancellor's Office wishes to specifically acknowledge the members of the planning committee, our speakers, presenters, and student panelists, our vendors and sponsors, the staff of 3C Media, the Center for Applied Research Solutions, and all of the many individuals who put in tireless hours to make this summit a reality.

Linda Michalowski, Vice Chancellor,
Student Services and Special Programs
California Community Colleges
Chancellor's Office

Jeff Spano, Dean, Student Services
Student Success and Support Program Unit
California Community Colleges
Chancellor's Office

Debra Sheldon, Specialist, Student Success
and Support Program Unit
California Community Colleges
Chancellor's Office

Patricia Servin, Specialist, Fiscal Planning and
Administration
California Community Colleges
Chancellor's Office

Julie Moore, Meeting Planner
California Community Colleges
Chancellor's Office

Julianna Barnes, Vice President,
Student Services
San Diego Mesa College

Dennis Bailey-Fougner, Vice President,
Student Services
Cabrillo College

Jasmine Ruys, Director
Admissions and Records
College of the Canyons

Anna Garza, Matriculation Manager
North Orange County Community College
District

Chelley Maple, Director, Matriculation
College of the Canyons

Bonnie Edwards, Telecommunications and
Technology, TRIS
California Community Colleges
Chancellor's Office

Phill Cerda, Broadcast Operations Manager
3C Media Solutions

Blaine Morrow, Project Director
3C Media Solutions

Alyssa T. Nguyen, Research Analyst
San Joaquin Delta College

The Summit at a Glance

PRE-REGISTRATION ~ SEPTEMBER 22, 2013

6:00 p.m. – 8:00 p.m. Pre-Registration
Grand Ballroom Foyer

DAY ONE ~ SEPTEMBER 23, 2013

8:30 a.m. – 10:00 a.m. Registration and Vendor Session
Grand Ballroom Foyer

10:00 a.m. – 10:30 a.m. Opening General Session
Grand Ballroom

10:30 a.m. – 11:30 a.m. Keynote – The Completion Agenda
Grand Ballroom

11:30 a.m. – 11:45 a.m. Break

11:45 a.m. – 12:45 p.m. Lunch in Grand Ballroom ~ Please visit our sponsors, vendors, and exhibitors

12:45 p.m. – 2:15 p.m. General Session – Student Success and Support Program (SSSP) Nuts and Bolts
Grand Ballroom

2:15 p.m. – 2:30 p.m. Break

Breakout A

2:30 p.m. – 3:45 p.m.

- A1: The Yellow Brick Road and the Art of FYE: Examples of Partnerships and Technology
California Salon 1
- A2: Summer Advantage: A Developmental Model for Strengthening K-12 and Community College Partnerships
California Salon 2
- A3: Embedded Interventions: Providing Support Services in Basic Skills Classes to Advance Student Success
California Salon 3
- A4: The Students' Experience: The College's Real Success
California Salon 4
- A5: Directing Students to Achieving Goals with an Integrated Student Education Plan
Redwood Room
- A6: Student Success and Support Program Nuts and Bolts: Q & A
Garden/Terrace

Breakout B

4:00 p.m. – 5:15 p.m.

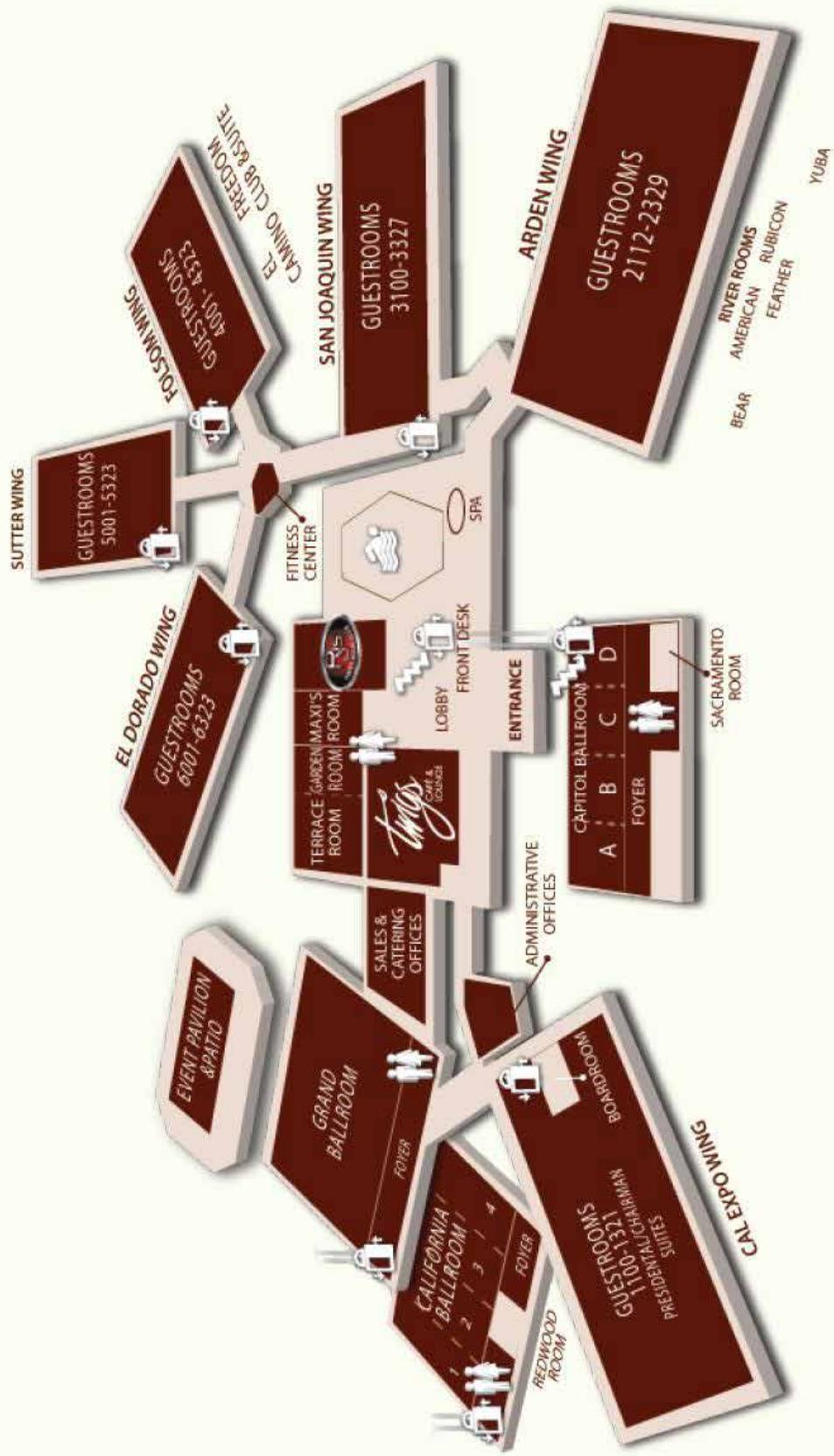
- B1: Completion Counts
California Salon 1
- B2: Implementing SB 1456 Components In Promise Pathways
California Salon 2
- B3: FYE for the CCC: Partnership for Student Success
California Salon 3
- B4: Student Success at Cerritos College: Creating a Culture in which Success Isn't Optional
California Salon 4
- B5: Online Educational Services
Redwood Room
- B6: Chancellor's Office MIS Student Success Data Elements: Collaborating for Accurate Data
Garden/Terrace

5:30 p.m. – 7:00 p.m. Vendor Sponsored Reception and Networking
Grand Ballroom

DAY TWO ~ SEPTEMBER 24, 2013

7:30 a.m. – 8:30 a.m.	Registration and Continental Breakfast Grand Ballroom
8:30 a.m. – 10:00 a.m.	General Session – Student Support (Re)Defined: Facilitated Student Panel – Student Perspectives on Their Success Grand Ballroom
Breakout C	
10:15 a.m. – 11:30 a.m.	<p>C1: The Student Success Solution California Salon 1 & 2</p> <p>C2: Are You Ready for Fall 2014? Scaling Orientation with an Online Solution California Salon 3 & 4</p> <p>C3: Collaboration and Right Decision Making for Student Success Capitol Salon A</p> <p>C4: The Pathway to the SSA Student Generation Capitol Salon B</p> <p>C5: Overcoming Barriers to College Success Redwood Room</p> <p>C6: All Many Things Considered - A Practical Guide to Sorting Through 3SP Mandates, Priorities, and Timelines Capitol Salon C</p>
11:30 a.m. – 11:45 a.m.	Break
11:45 a.m. – 12:45 p.m.	Lunch in Grand Ballroom ~ Please visit our sponsors, vendors, and exhibitors
Breakout D: Facilitated Action Planning Sessions	
12:45 pm. – 2:00 p.m.	<p>D1: Group 1 California Salon 1 & 2</p> <p>D2: Group 2 California Salon 3 & 4</p> <p>D3: Group 3 Capitol Salon A</p> <p>D4: Group 4 Capitol Salon B</p> <p>D5: Group 5 Redwood Room</p> <p>D6: Group 6 Capitol Salon C</p>
2:00 p.m. – 2:15 p.m.	Break
2:15 p.m. – 3:00 p.m.	Closing Grand Ballroom

MEETING & EVENT FACILITIES



Sponsors, Exhibitors, and Vendors



Unicon is an IT professional services, consulting, and support company providing project-based solutions for open source technology, including the Student Success Plan (SSP) suite of software.

SSP includes academic planning features such as My Academic Plan (MAP), in which advisors can create a MAP of recommended courses for a student to help them stay on track to achieve their academic goals. SSP also includes an Early Alert tool that faculty can use to alert student support professionals if they are concerned about a student or need to connect that student to resources on campus. SSP also includes case management software that supports a holistic coaching and counseling model for improving retention, academic performance, persistence, and graduation rates.

www.unicon.net

Unicon has generously provided support for the evening reception, held in the Grand Ballroom on Day One, September 23rd, from 5:30pm - 6:30pm.



CI Solutions has provided identification and tracking solutions for over 20 years to California Community Colleges. Our CI Track software allows colleges to collect statistical data to determine the impact and success of their curriculum with correlation to student performance.

www.cardintegrators.com

CI Solutions has generously provided support for the continental breakfast during the Summit.



California Community Colleges
Technology Center

The California Community Colleges Technology Center, hosted by Butte College, facilitates and coordinates the work of system-wide technology projects for the Chancellor's Office. OpenCCCAApply is faster, friendlier, and more secure than ever. Now redesigned for student success with new help services for students as they apply to college and navigate the community college system. www.cccnext.net



With TranscriptsPlus® and integrated automation software RoboRegistrar®, **Credentials Solutions** supports all major SIS platforms with online ordering, automated hold checking, integrated student communication, customer service, electronic extraction and delivery of transcripts. Printing and mailing of paper transcripts with eRoboMail™ and integrated parking permits with ParkingPlus® improves productivity and reduces costs. www.credentialsolutions.com

Sponsors, Exhibitors, and Vendors (cont'd)



Cynosure is a sought after resource for the development of online orientation, online first semester course advising, and other matriculation related programs and services.

www.cynosurenewmedia.com



Student success, whether measured by retention, persistence, graduation rates, or time to degree, is fundamental to the mission of the California Community Colleges. **Ellucian Student Success and Retention Planning Services and Products** are designed to help your College identify evidence-based, well-coordinated approaches that support your student success objectives. Since 1978, Ellucian has been serving the specific needs of the California Community Colleges to assist Colleges align and leverage their existing resources and programs, create processes and systems to help them identify at-risk students and intervene with appropriate and timely support, and make measurable—and repeatable—improvement to student success. www.ellucian.com



Leepfrog Technologies is the leading provider of catalog, curriculum, and scheduling management software to higher education. Our CourseLeaf Catalog (CAT) software transforms your catalog into a dynamic, online document with powerful editing and workflow. CourseLeaf Curriculum (CIM) revolutionizes your campus with online course and program proposals. CourseLeaf Offering Builder (WEN) visualizes and validates your course schedules. www.leepfrog.com/courseleaf

General Sessions

DAY ONE - MONDAY, SEPTEMBER 23, 2013

10:00am - 11:30am ~ Grand Ballroom

Erik Skinner, Deputy Chancellor, California Community Colleges Chancellor's Office (CCCCO) – **Welcome**

Linda Michalowski, Vice Chancellor, Student Services and Special Programs Division, CCCCCO – **Opening Remarks**

Keynote: The Completion Agenda

Introduction by Julianna Barnes, Vice President, Student Services, San Diego Mesa College



Dr. Terry O'Banion, President Emeritus and Senior League Fellow, League for Innovation in the Community College and Chair of the Graduate Faculty, National American University

Session Description: Based on his best-selling monograph, *Access, Success, and Completion: A Primer for Community College Faculty, Administrators, Staff, and Trustees*, Terry O'Banion will provide context for why the Completion Agenda has become the overarching mission of the community college and will suggest six Student Success Guidelines based on research that provide a robust foundation for student success.

Presenter Biography: **Dr. Terry O'Banion** was President of the League for Innovation in the Community College for 23 years until his retirement. Under his leadership, the League became an international organization serving over 700 colleges recognized by *Change* magazine as "the most dynamic organization in the community college world." Since retirement, O'Banion has worked on special projects for the League for Innovation, MetLife Foundation, The Bill and Melinda Gates Foundation, The Chauncey Group International, Walden University, and National American University.

In honor of his decades of service to education, five national awards have been established in his name: the Terry O'Banion Student Technology Award created by Microsoft; the Terry O'Banion Prize for Teaching and Learning created by Educational Testing Service; the Terry O'Banion Shared Journey Award created by the National Council on Student Development; the O'Banion Leadership Scholarship created by Walden University; and the John Roueche and Terry O'Banion International Leadership Award created by the League for Innovation.

In a survey of 11,000 higher education leaders reported in *Change* magazine in January 1998, Terry O'Banion was named one of eleven "Idea Champions" who set the agenda for all of higher education—and the only community college leader on the list.

O'Banion has consulted in more than 800 community colleges in the United States and Canada. He is one of the leading spokespeople in the country on the Learning College and on Student Success Pathways and the Completion Agenda. He has keynoted conferences on these issues in dozens of states and Canadian provinces and in Australia, the United Arab Emirates, and Japan.

Author of 15 books and over 190 monographs, chapters, and articles on the community college, his current work includes a monograph on *Access, Success, and Completion* and a book on *Academic Advising: The Key to Student Success* both published in early 2013.

O'Banion has served as a dean of students at Central Florida Community College, founding dean at Santa Fe Community College (FL), and vice chancellor for education for the Dallas County Community College District. He has been a Professor of Higher Education at the University of Illinois; Distinguished Visiting Professor at The University of Texas; Visiting Professor at Berkeley, Florida State, Hawaii, and Toronto; the Marie Y. Roberts Endowed Professor of Higher Education at the University of North Texas; and a Distinguished Scholar-in-Residence at Antioch University McGregor School of Management.

Student Success and Support Program (SSSP) Nuts and Bolts **12:45pm - 2:15pm ~ Grand Ballroom**

Linda Michalowski, Vice Chancellor, Student Services and Special Programs, CCCCCO

Session Description: Linda Michalowski, Vice Chancellor for Student Services and Special Programs, will provide an overview of the new SSSP legislative and regulatory requirements, funding formula, and SSSP reporting requirements. The session will also include an update on priority enrollment, Student Equity reporting, the status of plans to develop statewide technology support for common assessment and education planning, the online education initiative, and a new SSSP Student Communication website and messaging tool that is being developed with the support of the Foundation for California Community Colleges and the Kresge Foundation.

Presenter Biography: **Linda Michalowski** is Vice Chancellor for Student Services and Special Programs for the California Community Colleges system. She is responsible for policy and programs across the spectrum of student services, including admissions, assessment, orientation, financial aid, counseling, transfer, child development, student leadership and specialized support services for students with disabilities, veterans, foster youth and other at-risk student populations. Michalowski has led in

the development of much of the recent Student Success initiative and is a champion for ensuring that student access and equity remain in focus as it is implemented. She was with the Governmental Relations and External Affairs division from 1998 to 2003 where she served as Interim Vice Chancellor and for five years as Director of Strategic Communications and Federal Relations. Prior to that, she was the Chancellor's Office Coordinator for Student Financial Assistance Programs.

DAY TWO - TUESDAY, SEPTEMBER 24, 2013

Student Support (Re)Defined: Facilitated Student Panel – Student Perspectives on Their Success

8:30am - 10:00am ~ Grand Ballroom

Introduction by Jeff Spano, Dean of Student Services, CCCCCO

Dr. Darla Cooper, Director of Research and Evaluation, The RP Group

Dr. Rogéair Purnell, Senior Researcher, The RP Group

Session Description: Student Support (Re)Defined has been a popular and widely discussed study conducted by the Research and Planning Group (RP Group) for California Community Colleges on student perspectives of what makes them successful. Study researchers Darla Cooper and Rogéair Purnell will provide a brief overview of the study's findings including the six success factors and five key themes that are at the core of this research. They will then lead a panel of current community college students in a facilitated discussion around these factors and themes. Students will share their experiences related to the most important factors contributing to their success, including deciding and staying focused on an education and career goal, feeling a sense of belonging and actively participating in their learning, and feeling nurtured and valued. We will ask them to describe how college staff and faculty in particular have helped foster their success and identify what other students need to know to succeed. Questions from the audience will be addressed if time allows.

Presenter Biographies: **Dr. Darla M. Cooper**, Director of Research and Evaluation for the Research and Planning Group for the California Community Colleges (RP Group), has worked in the California community college system for over 10 years, having previously held institutional research director positions at Santa Barbara City College, Oxnard College, and Ohlone College. She has extensive experience serving as an external evaluator for several federal and private foundation grants and is currently leading Student Support (Re)defined, a research project examining what supports student success. In addition, she has recently worked on several projects including the Aspen Prize for Community College Excellence, Bridging Research Information and Culture (BRIC), Student Transfer in Professional Pathways Project, and the Accreditation Study. Dr. Cooper also has direct experience assisting students achieve their educational goals in her previous work at the University of Southern California as a director of

research and information, student services counselor, and ombudsperson. She holds a B.A. in Psychology from the University of California, San Diego, and an M.S.Ed. and Ed.D. from the University of Southern California.

As a senior researcher, **Dr. Rogéair Purnell** has been a key RP Group team member on studies and projects focused on transfer, student support services, and developmental education. She spent four years as part of the James Irvine Foundation's Youth Team, where she supported programs working to improve high school completion rates and postsecondary opportunities for low-income youth. As a Research Associate with MDRC, a nonprofit, nonpartisan social policy research organization, Dr. Purnell helped design and implement the evaluation of initiatives to improve employment and health and to increase completion rates for community college students. She also served as a Senior Evaluator at Philliber Research Associates, helping to design tools and instruments to evaluate the work of direct service programs. Dr. Purnell holds a B.A. in Psychology from Stanford University, as well as a M.S.W. and Ph.D. in social work and psychology from the University of Michigan.

Closing Session

2:15pm - 3:00pm ~ Grand Ballroom

The Summit will conclude with a report to the general assembly from the Action Planning Session facilitators on: 1) what is working well at colleges, 2) where the biggest challenges are for the future, and 3) how the Chancellor's Office can best provide support to colleges moving forward.

A1

The Yellow Brick Road and the Art of FYE: Examples of Partnerships and Technology

2:30pm - 3:45pm ~ California Salon 1

Dr. George Bradshaw, Dean,
Enrollment Management
Mt. San Antonio College

James Ocampo, Director,
Assessment and Matriculation
Mt. San Antonio College

Melinda Carrillo, Chairperson,
Reading Department
Palomar College

Shayla Sivert, Interim Dean,
Languages and Literature
Palomar College

Session Description

The pathway to enter the community college is becoming more complex, especially for low income and first generation college students. Requirements for students to complete assessment, orientation, an education plan and declare an educational goal while maintaining good academic standing and not exceeding 100 degree applicable units will necessitate creative interventions. Building upon partnership models and the use of technology, Mt. San Antonio College and Palomar College will present models they have developed to support students' successful enrollment in college and completion of basic skills courses through learning communities and accelerated programs. Collaborative efforts between high school outreach, financial aid, admissions/registration, assessment, and counseling will be detailed. Technology interventions will also be presented (electronic education plans, interactive counseling models).

Presenter Biographies

Dr. George Bradshaw was born and raised in Los Angeles, California. He received his BA and MA degree from California State University, San Bernardino and his Ph.D. from the University of Utah. He has worked in Higher Education for nearly 25 years in various capacities ranging from Admissions Counselor to Special Assistant to the Vice President. He is currently serving as the Dean of Enrollment Management at Mt. San Antonio College (Mt. SAC) in Walnut, California. Dr. Bradshaw was instrumental in helping the campus successfully transition from a homegrown legacy student information system to BANNER, LUMINIS and Degree Works. Dr. Bradshaw has direct experience in helping campuses improve awareness and utilization of student portals and other electronic mediums.

Melinda Carrillo has taught Reading at Palomar College and currently serves as department chairperson. Melinda has been extremely active in the creation and teaching of learning communities, combining reading courses with English, Psychology, Information Technology, Counseling, and ESL. Most recently, she has worked with partners in Biology and ESL to develop strategies for students working with Biology as a second language.

James Ocampo was born and raised in Los Angeles, California. After graduating from Garfield High School in East L.A., he went on to receive both his B.A. and M.A. at California State University, Northridge. After working at UCLA for 12 years, the last four as an Administrative Analyst for the Office of Instructional Development, he went to Mt. SAC to serve as the Director of Assessment. During his 23 years at Mt. SAC, he also served as the Director of EOPS and Interim Director of Admissions and Records, both while maintaining his assessment and matriculation duties, and is currently the Director of Assessment and Matriculation.

Shayla Sivert has taught ESL at Palomar College since forever and has served as Interim Dean of Languages and Literature since 2011. Together with an amazing group of staff, faculty, and administrators, she has worked in support of building programs for Summer Bridge, Learning Communities, tutoring, and FYE. She truly believes that it takes a village, people!

A2

Summer Advantage: A Developmental Model for Strengthening K-12 and Community College Partnerships

2:30pm - 3:45pm ~ California Salon 2

Melissa Bader, Associate Professor, English
Norco College

Dr. Monica Green, Vice President,
Student Services
Norco College

Dr. Carol Farrar, Dean, Instruction
Norco College

Bob Prior, Professor, Mathematics
Norco College

Session Description

Norco College collaborated with Corona-Norco Unified School District (CNUUSD) to develop Summer Advantage, a unique first-year experience for graduating seniors which addressed the lack of college-readiness skills in incoming seniors. Summer Advantage students placing below college-level in mathematics and/or English, who demonstrated college-readiness through EAP or high school coursework, participated in faculty-led workshops to gain the opportunity to demonstrate their true abilities in mathematics, composition, and reading. Students subsequently placed one to three levels higher than their initial placement. Summer Advantage students received early registration, guaranteed English enrollment their first college year, and EAP conditionally ready students, earning a C or better in their approved senior course, advanced to college level readiness. A Norco Orientation Week (NOW) provided the opportunity for students and parents to meet with counselors for education planning, hear from faculty about expectations, and obtain information about services. This session is appropriate for administrators, faculty and staff.

Presenter Biographies

Melissa Bader is the faculty co-chair of Summer Advantage at Norco College. She teaches English and is the chair of the communications department. She is a member of the Institutional Planning Council and the enrollment management representative to the Riverside Community College District. She is currently teaching an accelerated English class that complements high school ERWC curriculum. Ms. Bader is the developer of Summer Advantage's Academic Discourse workshops.

Dr. Carol Farrar, Dean of Instruction at Norco College, earned her Bachelor of Arts in Psychology and her Bachelor of Science in Biological Sciences from the University of California at Irvine. She earned her doctorate in Psychology, specializing in neuroscience from the University of California at Riverside. Dr. Farrar has taught psychology at several universities and many community colleges in southern California and joined the faculty at Norco College in 1997 and was granted the rank of Professor in 2010. Before entering her current position, Dr. Farrar served the campus in a variety of leadership roles including Chair of the Social and Behavioral Sciences Department, Coordinator of the Norco Honors Program, and Vice President of the Academic Senate. Dr. Farrar was an active faculty leader in the college's strategic planning process and accreditation efforts. Dr. Farrar orchestrated the academic components of Summer Advantage that ultimately led in serving over one-third of our incoming graduates for our feeder high school district.

Dr. Monica Green, Vice President of Student Services at Norco College earned her Bachelor of Arts in Psychology and Social Relations from the University of California, Riverside in 1991; a Master of Arts in Rehabilitation Counseling from California State University, San Bernardino in 1993; and a Doctorate in Education in Organizational Leadership from Pepperdine University in 2006. Dr. Green began her service at Riverside Community College District as a counseling faculty member in 2001. Through the years, Dr. Green has developed and coordinated a variety of programs and services designed to promote student

access and success, educational goal attainment, and workforce potential. Dr. Green coordinated Summer Advantage's Norco Orientation Week (NOW) leading to the development of Student Educational Plans for all participants. Dr. Green is the administrative co-chair of the Summer Advantage program.

Bob Prior is a Professor of Mathematics at Norco College. In addition to his 24 years of community college teaching experience, he has presented intensive summer algebra and upper elementary mathematics institutes to Riverside County teachers. Bob has authored two math textbooks for Pearson, Basic Mathematics and Pre-Algebra, as well as Elementary Algebra for both in-class and on-line students of Norco College. He also designed and implemented the math curriculum for Norco College's Summer Advantage program. Bob serves the college as the Student Success Committee faculty co-chair and is a member of the college's Academic Senate and Distance Education Committee.



Embedded Interventions: Providing Support Services in Basic Skills Classes to Advance Student Success

2:30pm - 3:45pm ~ California Salon 3

Dr. Celia Esposito-Noy, Vice President, Student Services
Cosumnes River College

Session Description

This session will describe the components of embedded interventions in basic skills classrooms, how to design and implement the interventions, and the benefit to students through the instruction and student services partnership. This session draws on the research of a recently completed dissertation examining the experience of students enrolled in a basic skills math class. Student services and instructional faculty, staff, and administrators will benefit from this presentation as it highlights the importance of working together across a college in support of student success.

Presenter Biography

Dr. Celia Esposito-Noy's recent doctoral dissertation examined the experiences of students enrolled in a basic skills math class that included embedded interventions and support services that are provided and modeled by a peer in the classroom. Her findings indicated that students identified feeling cared for as most significant to their success in the basic skills math class. She has served as the Vice President for Student Services at Cosumnes River College for nine years and implemented embedded interventions in basic skills classes six years ago and have been studying the impact of these interventions on student success.



A4

The Students' Experience: The College's Real Success

2:30pm - 3:45pm ~ California Salon 4

Dr. Shaloman Duke, Dean, Support Services
West Los Angeles College

Dr. Kenneth Hartman, Senior Academic Advisor
JetSpring

Session Description

This workshop will inform the audience how to improve and sustain the students' experience on the college campus by utilizing custom mobile applications that strengthen support for entering students and incentivizes successful student behaviors. This workshop will demonstrate how West Los Angeles College is utilizing this tool to provide 24/7 live chat support for college related questions, push motivational messages, incentivize positive college related behaviors, and remind students of critical college information. The proposed session is targeted for all classifications of the college as everyone is responsible for providing a positive student experience.

Presenter Biographies

Dr. Shalomon Duke received his doctorate degree from the University of Southern California in Educational Leadership, his Master's degree from San Diego State University in Rehabilitation Counseling, and his Bachelor's from Grambling State University in English. Dr. Duke also holds a certificate in Rehabilitation Engineering. Dr. Shalomon Duke has been involved in education for over 14 years in varying capacities, which includes West Los Angeles College, Coastline Community College, Los Angeles City College, the University of Southern California, MiraCosta College, and San Diego State University. His major functions at all of the institutions in which he was employed surrounded disability, accessibility, and student success. Dr. Duke's research interests surround issues regarding the retention, persistence, and transfer, adjustment, and graduation rates of diverse community college students, such as African Americans, Hispanic Americans, students with disabilities and other protected populations. Additionally, his research focuses on the course taking patterns of these students and how it may or may not lead towards successful outcomes and the disparity of success amongst college going students based on socioeconomic environments.

Dr. Kenneth Hartman is a senior management e-learning consultant, having spent the past 30 years as a university professor, senior academic administrator, and consultant at several leading universities. Most recently, Dr. Hartman served as president of Drexel University Online, where he was responsible for the overall operational and fiscal performance of a multi-million dollar organization serving nearly 8,000 online adult learners in over 100 fully online degree programs.

A5

Directing Students to Achieving Goals with an Integrated Student Education Plan

2:30pm - 3:45pm ~ Redwood Room

Michael Poindexter, Vice President, Student Services
Sacramento City College

Victoria Rosario, Associate Vice Chancellor, Student Services
Los Rios Community College District

Session Description

The information needs of our students are rapidly changing. Increasingly, new generations of students are expecting 24/7 access to information that facilitates their ability to make decisions about their academic future. This presentation will highlight how the Los Rios Community College District is working to keep pace with the evolving nature of our learners through the development of a new technology intended to support academic planning, called the Integrated Student Education Plan (iSEP). The presentation will focus on the initial concepts and development of a web-based educational plan (iSEP), usage of past educational plans, the limitations of those models, and finally the process/procedures that have stepped up the service we offer students in attaining their personal educational goals through advanced technology.

Presenter Biographies

Michael Poindexter serves as Vice President of Student Services at Sacramento City College. With more than 25 years of administrative experience, Mr. Poindexter has led an exceptional career, serving in both two-year and four-year institutional environments. At Sacramento City College the enrollment has increased over 24% within the last four years. As Vice President of Student Affairs at the Community College of Rhode Island, a new campus was opened and exceeded projected enrollment. During his tenure at Kingsborough Community College (KBCC), the Student Affairs Division held the highest student satisfaction rate of all community colleges in CUNY. The students of KBCC presented him with a "Pursuit of Excellence Award" in recognition of his achievements. At the Community College of Denver where he was Vice President of Student Services and Enrollment, he helped to lead an enrollment shift that has seen high school graduate and minority student enrollment climb to 50 percent of the total population. When he left CCD, minority student retention was on par with the retention of the student population overall. Previously, Mr. Poindexter served as Admissions Director at the University of Colorado and was an administrator at University of Texas, Iowa State University, and University of Northern Iowa.

Dr. Victoria Rosario is the Associate Vice Chancellor of Student Services at the Los Rios Community College District, located in Sacramento, California. Dr. Rosario has been with Los Rios since 2000 when she was hired as the Dean of Student Development and Enrollment Management. She also served as the District's Director of Financial Aid and Student Services, Chief Student Services Officer at Sacramento City College, and Dean of Planning and Resource Development. Previously she was the statewide coordinator for matriculation at the system office for the California Community Colleges, and a specialist in the transfer and articulation unit. She has sponsored the implementation of a number of large scale technology adoptions including electronic disbursement of financial aid, degree audit, online transcript request processing, and a district wide online orientation for new to college students.

Student Success and Support Program Nuts and Bolts: Q & A

2:30pm - 3:45pm ~ Garden/Terrace

Linda Michalowski, Vice Chancellor,
Student Services and Special Programs
California Community Colleges Chancellor's Office

Debra Sheldon, Ed.D., Specialist,
Student Success and Support Program Unit
California Community Colleges Chancellor's Office

Session Description

Did the general session on SSSP Nuts and Bolts leave you wanting more? Do you have burning questions on the new requirements or funding formula that you need answered? This workshop is designed to address the needs of SSSP directors, coordinators and other administrators who are directly responsible for implementing the new SSSP. Debra Sheldon, SSSP Specialist, and Linda Michalowski, Vice Chancellor for Student Services and Special Programs, will provide more details on requirements and address your specific implementation questions.

Presenter Biographies

Linda Michalowski is Vice Chancellor for Student Services and Special Programs for the California Community Colleges system. In that capacity she is responsible for policy and programs, including admissions, assessment, orientation, financial aid, counseling and other support services to help students achieve their educational goals. She was with the Governmental Relations and External Affairs division from 1998 to 2003 where she served as Interim Vice Chancellor and for five years as Director of Strategic Communications and Federal Relations. Michalowski was the Chancellor's Office Coordinator for Student Financial Assistance Programs until 1998, where she led student aid policy development, represented community colleges in state and national forums, provided guidance to campus financial aid offices, and administered community college financial aid programs.

Debra Sheldon, Ed.D is a Student Success and Support Program Specialist in the Student Services and Special Programs Division at the State CCC Chancellor's Office and has worked at the Chancellor's Office in a variety of capacities since 2001. During her tenure there, she has supported the development of various initiatives to promote student success including the Student Success Task Force, the Statewide Matriculation Strategic Plan, Student Equity Planning, the CCC System Strategic Plan, and the Partnership for Excellence. Prior to coming to the Chancellor's Office she worked at the Employment Development Department on workforce development policy and taught high school French. She holds a M.A. in Educational Administration and an Ed.D. in Organization and Leadership from the University of San Francisco. Her doctoral research focused on the influence of cultural and linguistic understandings on organizational development.

B1

Completion Counts

4:00pm - 5:15pm ~ California Salon 1

Dr. Edward Bush, Vice President, Student Services
Riverside City College

Dr. Shelagh Camak, Vice President, Workforce and Resource Development
Riverside City College

Dr. Daniel Martinez, Associate Dean, Institutional Research
Riverside City College

Session Description

In 2011, the city of Riverside, in partnership with Riverside City College, was awarded a 3-million dollar grant from the Bill and Melinda Gates Foundation to increase college access and completion. The grant called for the development of a city-wide partnership that consisted of K-12, Chamber of Commerce, City of Riverside, County office of Education, four-year Universities, and Riverside City College. The Gates Foundation goals were framed around four system outcomes; 1) Build Community Commitment to Achieving Post-Secondary Goals, 2) Data Sharing and Analysis Capacity, 3) Sustainable Community Partnership, and 4) Implement Effective Educational Policies and Practices. This workshop is designed to share with participants the programmatic and policy changes that occurred as a result of the Completion Counts initiative. The workshop will focus on the progress made that is directly linked to improving student success with a particular focus on our work with articulation with high schools in English and math, implementation of EAP, data sharing, A-G initiative, and the Two-Year guarantee completion contract.

Presenter Biographies

Dr. Edward Bush served as the Vice President of Student Services at Riverside City College for six years. Over various periods of that time he served as the co-chair of the College's student equity committee, student success committee, and strategic planning executive council. He is also the Initiator of the RCC two-year completion guarantee contract.

Dr. Shelagh Camak is the Vice President of Workforce Development at Riverside City College (RCC). She has extensive experience in designing programs and services for non-traditional students, and during her 12 year tenure at Riverside City College, Dr. Camak has grown the Workforce Development department at RCC from a single CalWORKS program to an eleven tiered program network of community outreach that opens doors for those who are underserved and underprepared. Dr. Camak's most recent accomplishment is overseeing a grant initiative that was awarded to only four cities in the United States. This competitive grant proposal was generated under Dr. Camak's leadership and resulted in Riverside City College being awarded three million dollars from the Bill and Melinda Gates Foundation for the Communities Learning in Partnership (CLIP) initiative which is a partnership between RCC, city hall, and two school districts to increase the completion rates for 16 – 26 year olds.

Dr. Daniel Martinez is the Associate Dean of Institutional Research at Riverside City College. He has worked in the California Community Colleges for over 20 years and has extensive experience working with all aspects of the matriculation process, from validation studies to prerequisites. Dr. Martinez has conducted several state-wide studies on the efficacy on matriculation services on student outcomes, including two studies using MIS data for the entire system. He has served on the board of the Research and Planning Group and is currently the Vice-president for Research for the Student Success and Matriculation Professionals Association (SSMPA formerly CCCMPA).



B2

Implementing SB 1456 Components In Promise Pathways

4:00pm - 5:15pm ~ California Salon 2

Lorraine Blouin, Department Chair, Counseling
Long Beach City College

Ruben Page
Long Beach City College

Dr. Kaneesha Tarrant, Dean
Counseling and Student Support Services
Long Beach City College

Session Description

Long Beach City College's Promise Pathways Model has successfully integrated the key components of the Student Success and Support Program for incoming local high school students, including mandatory assessment (with an alternative assessment model), mandatory orientation, and counseling services including proscribed scheduling and guaranteed full-time enrollment. This session will discuss the "nuts and bolts" of implementing this program with large student cohorts (more than 2,500 students over two years), present examples of processes and organizational tools to facilitate each component, and openly share challenges and opportunities faced in implementation.

Presenter Biographies

Lorraine Blouin has been a counselor at Long Beach City College since 1990 where she started as an EOP&S adjunct counselor before being hired full time in 1996. She is currently serving as the Department Head of Counseling and Student Development and has been involved in many activities related to student success, including co-chair of the Promise Pathways Counseling Initiative Workgroup. She is also involved in other campus-wide committees such as Curriculum and Instruction, and Academic Senate.

Ruben Page received his B.S. degree in Economics from UC Irvine in 1989 and his M.S. in Counseling degree (Student Development in Higher Education option) from Cal State Long Beach in 1999. He has worked as a Counselor and Transfer Coordinator for the Long Beach City College Liberal Arts and Pacific Coast Campuses for the past 13 years. He also now coordinates the Career Centers at Long Beach City College which recently merged with Transfer Services.

Dr. Kaneesha Tarrant has been an educational leader in the California Community College system for over 13 years. She currently serves as the Dean of Counseling and Student Support Services at Long Beach City College. She is currently working on several student success initiatives including Promise Pathways and the Student Success Act. She is also an adjunct professor in the Rossier School of Education at the University of Southern California where she teaches masters and doctoral students. Dr. Tarrant earned her Ed.D. in 2006 from the University of Southern California in Educational Leadership. She has presented nationally and locally on areas related to student success in community colleges, African-American male student achievement, leadership, and diversity.

**B3**

FYE for the CCC: Partnership for Student Success

4:00pm - 5:15pm ~ California Salon 3

Cecile Davis-Anderson, Counselor
Pasadena City College

Dr. Cynthia Olivo, Associate Dean
Counseling and Student Success
Pasadena City College

Shelagh Rose, Professor, ESL
Pasadena City College

Session Description

Counselors and teachers partnered up to create a student success course that anybody with a masters degree can teach called "College 1". This course provides teaching faculty an opportunity to explore topics outside of their discipline that impact student success such as transitional issues students experience moving from high school to college. Counseling faculty address research skills and reading apprenticeship methodology. As a result students have an interactive, transformational experience and construct strong connections to faculty, staff and students. Additionally, students are provided an Academic Coach who facilitates connections to counseling and other support services. A major piece is also "One Book, One College" where all students read and dialogue about a specific text. Tutoring is also provided. It began with 300 students then scaled up to 600 and now 1200. Retention rates are 91% from first to second year-over 10% better than non-participants. Come and learn how to implement at your college. Learn from our failures and successes in this interactive session.

Presenter Biographies

Currently, **Cecile Davis-Anderson** is a counselor at Pasadena City College, and prior to this she was a counselor at Fullerton Community College and also Chaffey College. She is involved currently in coordinating the First Year Coach component of the Title V grant, was part of the team that created the College 1 course, and is also helping the Student and Learning Services Area gear up for program review and accreditation. Cecile teaches College 1 and occasionally teaches some of the counseling courses. She is a member of the College Institutional Effectiveness Committee. Lastly, she is working with the dean in leading workshops with instructional faculty on the more psycho-social aspects of student achievement. She is also attempting to help faculty broaden their focus on not only what students need to learn to be successful, but also what faculty and colleges need to practice to enhance student achievement.

For the past three years, **Dr. Cynthia Olivo** has served as one of the main administrators leading a collaborative effort between Instruction and Student Services. The program is called "Pathways" and is a first year experience program. She earned a Ph.D. in Education Leadership and her research expertise is in effective methods to support student success for marginalized youth.

Shelagh Rose has worked at Pasadena City College teaching ESL, English, and College 1, the first year seminar, for 16 years. She is a faculty lead for the Pathways program, a first year experience serving over 1,500 students. As co-coordinator of the Academy for Professional Learning, she is active in faculty development and providing meaningful professional development for all campus constituents. She also serves as co-chair of the Institutional Effectiveness Committee, which oversees Program Review and SLO Assessment for the college.

B4

Student Success at Cerritos College: Creating a Culture in which Success Isn't Optional

4:00pm - 5:15pm ~ California Salon 4

Dr. Stephen Clifford, Project Director, iFALCON Title V Grant
Cerritos College

Dr. Renée DeLong Chomiak, Dean, Counseling Services
Cerritos College

Dr. JoAnna Schilling, Vice President, Academic Affairs
Cerritos College

Session Description

Since 2008, Cerritos College has undergone a cultural change driven by a renewed focus on data-driven assessments of student success and achievement, provoking significant institutional reorganization and innovation. This presentation will examine two key aspects of that cultural change. The Counseling division has spearheaded a mandatory assessment, orientation, and counseling initiative, requiring all new students to follow specific intake guidelines to ensure that they are placed appropriately into general and/or developmental education classes and begin their academic careers with an understanding of college resources, as well as an educational plan, to guide them. Additionally, the college adopted a campus-wide student success campaign, iFALCON, codifying the habits of mind of successful students into a language of achievement and responsibility, and emphasizing those practices across the curriculum. This presentation will illustrate the steps taken to institutionalize these changes and their impact on students, student engagement and success, and the campus culture.

Presenter Biographies

Dr. Stephen Clifford has been a professor of English at Cerritos College since 2003, taking on various roles in addition to classroom teaching, including coordinator of the English Writing Center, faculty senator, member of the Project HOPE steering committee and the Student Success committee, and participant in Carnegie and VTEA grants. In spring 2009, he worked with Cerritos faculty to propose a Title V grant for the college's iFALCON student success initiative, and he has been project director of the successful five-year grant since October 2009. With grant external evaluator Dr. Dawn Person (CSUF), he presented on the campaign's success at the spring 2013 American Educational Researchers Association conference. He also serves as the chair of the English department. He earned a Ph.D. in English from the University of Washington in 1992.

Dr. Renée DeLong Chomiak is the Dean of Counseling Services and has been at Cerritos College for the past 12 years. Renée has been the Region 8 Matriculation Coordinator, the Cerritos College Matriculation Coordinator and a member of the California Community Colleges Chancellor's Office Matriculation Advisory Committee (MAC) for many years. She led a collaborative effort and successfully implemented a program called "Mandatory AOC," which involves having all new students assess, orient and assist in creating an abbreviated educational plan. This program was implemented in Spring 2012 at Cerritos College, which has a 23,000 student headcount. Renée's research interests have focused on assisting students in climbing the ladder of basic skills courses in order to achieve their educational goals in a timely manner. Renée is always interested in collaborating on excellent practices with a shared goal of student success.

Dr. JoAnna Schilling is Vice President/Assistant Superintendent of Academic Affairs at Cerritos College. Her previous educational background includes serving as Dean of Arts and Cultural Programs, and Interim Vice President, Academic Affairs, all at Rio Hondo College. Prior to coming to Rio Hondo, she served as Assistant Vice President of Student and Career Services at Corinthian Colleges, and was a member of the theatre faculty at UC Irvine, Riverside Community College, and South Coast Repertory Theatre. Recent journal publications include articles in *Community College Journal of Research and Practice*, *Management Learning*, and the *Community College Enterprise*.

Online Educational Services

4:00pm - 5:15pm ~ Redwood Room

Kelly Fowler, Vice President, Instruction and
Student Services
Willow International Community College Center

Doris Griffin, Dean of Students
Willow International Community College Center

Dr. Erica Johnson, Counselor, Department Chair
Distance Education Coordinator and
Matriculation Coordinator
Willow International Community College Center

Brent Nabors, Information Systems Instruction
Distance Education Coordinator
Willow International Community College Center

Session Description

An online academic counseling program (Live Help) was developed collaboratively. Counselors district-wide are live during designated days and times throughout the week to assist students. All sessions are live and recorded. A variety of data is collected. This online counseling program has impacted students in that they are able to access student support services off site and during non-traditional hours. The purpose of the online probation workshop is to provide students on Level 1 (Academic and/or Progress) Probation with information regarding probation. After the student reviews the workshop, completes and passes the quiz, and answers the satisfaction survey, the student's probation hold will be cleared for registration purposes. We also implemented an Online Orientation that provides an interactive orientation for all students. Assessment of SLOs are incorporated into the new program. There are five major components included ranging from Getting Started and Campus Life to Academic Programs and Services.

Presenter Biographies

Kelly Fowler is originally from North Carolina with an academic background in mathematics and taught at the community college level for 15 years before transitioning into administration. Kelly currently serves as the Vice President of Instruction and Student Services at Willow International Community College Center. In her role as Vice President, she also serves as the Accreditation Liaison Officer and oversees all areas of instruction and student services, which includes a child development center, library, tutorial center and student activities. She actively participates on a multitude of leadership activities and committees.

Doris Griffin has worked in student services for more than 25 years and has an academic background in Organizational Behavior. She currently serves as the Dean of Students at Willow International Community College Center, providing leadership for all student service areas of the center. Doris has been employed with State Center Community College District (SCCCD) for the past 16 years in various roles. Her major contributions include integration of technology for student systems, data collection and reporting, and systems development.

Dr. Erica Johnson has been employed by the State Center Community College District (SCCCD) for the past 16 years. Although her primary role has been an academic counselor, she also serves as the Department Chair, Distance Education Co-Coordinator, Online Academic Counselor, and Enrichment Counselor. Additionally, she has also served as the Interim Dean of Students. In addition to earning her Doctoral Degree in Educational Leadership, she has also been very active in a variety of leadership development programs for the City of Clovis and SCCC.

Brent Nabors has been employed by the State Center Community College District (SCCCD) for the past 15 years and has taught a total of 23 years. His primary role has been classroom instruction in the Information Systems department. He serves as a Distance Education Co-Coordinator, participated in the development of the online student services programs for the SCCC, and also runs a private business helping businesses and education facilities utilize web technology.

**B6**

Chancellor's Office MIS Student Success Data Elements: Collaborating for Accurate Data

4:00pm - 5:15pm ~ Garden/Terrace

Myrna Huffman, Director, Information Systems
California Community Colleges Chancellor's Office

Session Description

Data is a critical component of student success and support program management. This session will review each of the new MIS Student Success (SS) data elements. In addition to increasing participants' understanding of the individual SS data elements, the session will also discuss how data edits are created that lead to improved data quality, and how you can improve data collection on your campus. You will also learn whether the Chancellor's Office MIS Database accurately reflects the activity at your district.

Presenter Biography

Myrna Huffman is the Director of Information Services and has been with the Chancellor's Office for the California Community Colleges since 1999. Prior to coming to the Chancellor's Office, she worked in information technology at Sierra College, and taught high school math. She has a rich and varied background in data management in community colleges.

G1

The Student Success Solution

10:15am - 11:30am ~ California Salon 1 & 2

Dr. Victoria Hinds, Vice President,
Student Services
West Valley College

Dr. Willard Lewallen, President
Hartnell College

David Kenneally, Head of Technology
The Lewis Center for Educational Research

Chris Piercy, Director,
The K16 Bridge Program
The Lewis Center for Educational Research

Session Description

This session is designed for everyone associated with the implementation of the new Student Success Initiative. The session will demonstrate how the non-profit K16 Bridge Program could be the low cost, effective and efficient solution to compliance. The K16 Bridge is a non-profit organization working to increase the number of students successfully transitioning to a post-secondary institution. Participants will hear how the new Digital Data Pipeline can move data and verify the matriculation status electronically with little impact on your IT/MIS departments. Those attending the session will also see electronic preliminary and full education plans that are fully integrated, easy to use, and customized to the needs of your counseling staff. We also provide a process for implementation that begins before students arrive. From assessments to orientation to investigated majors and finally pathway development, we have a plan. Come see why nine California Community Colleges have joined the Bridge collaborative.

Presenter Biographies

Dr. Victoria Hinds' community college experience spans over 21 years, working in all areas of student services first as classified staff, then faculty and currently as an administrator. She has taught English at the community college level and Counseling for Diverse Populations at the university level. Dr. Hinds began her career at College of the Siskiyous, where she remained for nine years, then worked eight years for Shasta College, and became Executive Dean of Student Services at Victor Valley College, where she supervised the K16 Bridge Program at VVC. Dr. Hinds has been involved in the implementation of four programs that went on to win the Chancellor's Office Student Success Award, including the K16 Bridge Program.

In his current position, **David Kenneally** oversees such projects as the development of the Lewis Center's web portal tools, the K16 Bridge Program's online college preparation system, and the Goldstone Apple Valley Radio Telescope program. David is the designer of the Digital Data Pipeline that is a first-of-its-kind system that can move data from K-12 to post-secondary institutions. Currently, the pipeline is being used as part of the electronically verified matriculation system implemented at Bridge Colleges.

Dr. Willard Lewallen's first professional education position was at Purdue University (1979-1984) where he served as a counselor/academic advisor in the School of Liberal Arts. From 1984-1999 he served as a faculty member and as a dean at Antelope Valley College (Lancaster, California). During his employment at AVC he completed a Ph.D. in education at UCLA. From 1999-2007, Dr. Lewallen served as the Vice President of Student Services at Victor Valley College (Victorville, California). From 2007-2012 he served as the President at West Hills College (Coalinga, California). He currently serves as the Superintendent/President for the Hartnell Community College District (Salinas, California). Dr. Lewallen is the Co-Founder of the K16 Bridge Program.

Chris Piercy is entering his thirty-fifth year as a secondary instructor in Social Science. In his 35 years Chris has taught primarily seniors. He was served as department chair, lead teacher, mentor teacher and project coordinator. He is also entering his twenty-seventh year as an adjunct instructor of political science at Victor Valley College. Chris, along with Dr. Lewallen, started the K16 Bridge Program to increase the number of secondary students transitioning to a post-secondary institution in the Victor Valley. Starting with just two secondary schools and one community college, the program has grown to 10 community colleges and over 100 secondary schools. The program is also currently being used in Texas and Colorado. Chris continues to

Are You Ready for Fall 2014? Scaling Orientation with an Online Solution

10:15am - 11:30am ~ California Salon 3 & 4

Darcy Bogle, Interim Vice President, Student Services
Taft College

Laura Hope, Dean, Instructional Support
Chaffey College

Robert Rundquist, Success Center Coordinator
Chaffey College

Session Description

This session will focus on strategies for implementing a meaningful online orientation solution for all students by fall of 2014. Unlike traditional "repository" models of orientation, this experience explores the delivery of essential information through a dynamic learning platform that accentuates active participation. Several colleges using this prototype for fall 2013 will share their experiences and data related to student learning, technical infrastructure development, and self-authored content creation.

Presenter Biographies

Darcy Bogle, Coordinator of Counseling/Matriculation at Taft College (TC), first joined TC in 1997 to complete her Associate degree before transferring on to CSU, Bakersfield to earn a Bachelor and Master degrees in Psychology. She began her counseling career at Bakersfield College in 2002, and returned to TC in 2006 to teach and counsel. Ms. Bogle has been involved with various programs and projects, and has taught a variety of courses, including Student Development, Improving Learning Potential, College Survival, Personal and Social Adjustment, Human Sexuality, Introduction to Psychology, and, of course, Educational Planning!

As the Dean of Instructional Support at Chaffey College, **Laura Hope** is in the unique position to bridge the delivery of both academic and student services programs. In order for the Student Success Act to be effective, both instruction and student services will need to be highly coordinated and integrated in both philosophy and deed. Specifically, she supervises the Success Guide initiative, which supports counseling and matriculation, as well as our new online orientation initiative.

Born in Los Angeles, California in 1974, **Prof. Robert Rundquist** attended Los Angeles Valley College before transferring to the University of California, Berkeley, earning his B.A. with Highest Honors in English Literature in 1996. He returned to Los Angeles to do his graduate work at the University of Southern California, receiving his M.A. in English in 1999. After working at various community college Writing Centers during his graduate career, Prof. Rundquist became the Instructional Specialist for the Chaffey College Writing Center in 2003. He currently serves as the Educational Services Coordinator for all the Chaffey College Success Centers.

C3

Collaboration and Right Decision Making for Student Success

10:15am - 11:30am ~ Capitol Salon A

Sylvia Dorsey-Robinson, Vice President,
Student Services
West Hills College Lemoore

James Preston, Dean, Instructional Services
West Hills College Lemoore

Jeanette Magee, Assistant Director,
EOPS/CalWORKs/CARE
El Camino College

Dr. Regina Smith, Dean,
Counseling and Student Services
El Camino College

Session Description

This workshop highlights two model best practices of how institutions have utilized techniques and coordinated systems to recharge and inspire while supporting the goals of Student Success and SB1456. The SSTARs program at El Camino College includes 30+ campus programs who together support collaboration, communication, and development of services for student success, transfer, and retention. Discover proven tactics resulting in increased communications, student accomplishments, and cost savings. Additionally, learn how West Hills Lemoore College utilizes a collaborative approach between instruction and student services that provides a coordinated and comprehensive system for student success. Evidence of success includes significant increases in the number of students with educational plans, decreases in placement of basic skills writing, and increases in the unit loads of high school graduates.

Presenter Biographies

Sylvia Dorsey-Robinson has been an administrator in education for over 25 years. As the Vice President of Student Services at West Hills College Lemoore for the past four years, she has led campus-wide innovative student success initiatives that have resulted in systemic change and steady increases in student retention, success, persistence, and transfer and goal completion. She has extensive knowledge and expertise in working with all constituents to identify barriers, implement strategic initiatives, and maximize resources to assist students in achieving success.

Jeanette Magee has a Master's degree in Business Administration and has worked in the Community College System for more than 22 years. She has served in both adjunct faculty and administrative capacities. Jeanette is committed to student success and retention. She was one of the original founders of ECC - SSTARs, including serving as its chairperson, and continues to be a major contributor towards the organization's success.

James Preston is the Dean of Educational Services at West Hills College Lemoore where he is responsible for a variety of programs including Basic Skills, CTE, First Year Experience, T.E.A.M. Teach (program for future teachers), and a few others. He has been in education for 20 years, including six years of teaching English at the high school level and 12 years of teaching English and Education classes at the community college level. James is committed to building bridges between educational services and student services in order to provide high quality programs that impact and benefit students.

Dr. Regina Smith has been the Dean of the Division of Counseling and Student Services at El Camino Community College since March of 2000. Dr. Smith received her Ed.D. in Educational Leadership from USC; an M.A. degree in Policy and Organizational Studies from UC Santa Barbara; and an M.A. in Educational Counseling from CSU Dominguez Hills. Dr. Smith has experience in creating the first online assignments for Assessment, Counseling and Orientation programs. She implemented an automated process for tracking student appointments. Dr. Smith was a member of the Chancellors Student Success Implementation work group for Matriculation Title V Revision. She is currently the chair of the Region 7 Student Success Support Program committee, which was formerly the Matriculation Advisory committee.



The Pathway to the SSA Student Generation

10:15am - 11:30am ~ Capitol Salon B

Dr. Angela Caballero de Cordero, Dean, Counseling and Matriculation
De Anza College/Foothill De Anza Community College District

Jessica Enders, Director, Title V Grants
College of the Desert

Dr. Annebelle Nery, Executive Dean, Institutional Effectiveness,
Educational Services, and Planning
College of the Desert

Session Description

College of the Desert and De Anza College have embraced the SSA mandates and are incorporating technology into their student services' interventions. During this session you'll hear how De Anza College is administering their orientation and educational planning programs as well as how they are utilizing online instructional technology to provide Student Success Workshops for Academic Probation. In addition to De Anza College, hear about how College of the Desert is integrating technology in a holistic, proactive, student-friendly approach to Increase student success. From pre-assessment workshops to longitudinal analysis, we will cover our implemented and in progress programs for promoting student success.

Presenter Biographies

Dr. Caballero de Cordero is the Dean of Counseling and Matriculation Division at De Anza College in Cupertino, California. In this role, she oversees General Counseling, Transfer Center, Puente, Sankofa, First Year Student Success and the International Student Program. Prior to coming to De Anza College, Dr. Caballero de Cordero worked at Allan Hancock College where she held several leadership positions including Noncredit Matriculation Coordinator/Counselor, Student Services Student Learning Outcomes Coordinator, Title V Director/Transfer Achievement Project Director, Academic Senate President, and Latino and Multicultural Affairs Council Spokesperson. At the state level, Dr. Caballero de Cordero participated actively in several of the major committees of the Academic Senate for California Community Colleges (ASCCC) including Educational Policies, Professional Standards and Practices, Curriculum, Noncredit, and the ASCCC Accreditation and Student Learning Outcomes Committees.

Jessica Enders has been working in higher education for more than 10 years. She has served in an administrative capacity for the past three years as Project Director for the U.S. Department of Education Title V Hispanic Serving Institution grant and is currently overseeing two Title V grants at College of the Desert. In this role, she is fiscally responsible for more than \$1.3M annually and oversees the implementation of two institutional change grants that affect the areas of Financial Aid and Financial Literacy, Basic Skills, Curriculum, Faculty Development, Learning Resources, Counseling, Research and Technology. In addition to her administrative role at College of the Desert, Enders also has extensive experience in financial aid, marketing, program coordination and constituent services. Enders obtained a Master's degree in Educational Leadership in 2005 from Northern Arizona University.

Dr. Annebelle Nery has been an integral part of the university and community college systems for 14 years. She has served in an administrative capacity for more than nine years of which six were spent in increasingly responsible management roles. She has served as a counselor, instructional faculty member, and researcher for more than 10 years. Dr. Nery has been both an Instructional and Student Services Dean. She currently holds the position of Executive Dean of Institutional Effectiveness, Educational Services and Planning. The departments she oversees include two Federal Title V grants, Institutional Research and Information and Technology, Planning, Library and Learning Resources, Education Centers, Basic Skills Initiative, Curriculum, Accreditation, Scheduling and the 320 report.



Overcoming Barriers to College Success

10:15am - 11:30am ~ Redwood Room

Ken Sorey, Project Director
Cal-PASS Plus

Session Description

Three opportunities exist to help California Community Colleges improve outcomes for students. These are 1) connecting K-12 to post-secondary education to create a shared pathway to college and career readiness; 2) reducing remediation through effective intervention, course placement using multiple measures, and strategies for closing the achievement gap; and 3) understanding and improving the transition from post-secondary education to the workforce. Learn how these opportunities can be realized through collaboration using actionable data.

Presenter Biography

Ken Sorey is project director for Cal-PASS Plus, the California Partnership for Achieving Student Success, a collaborative initiative in which California schools, colleges, and universities share student data to track and analyze student performance to improve success. Ken has 20 years of experience helping public schools, colleges, and universities improve student outcomes and workforce preparation. Prior to his work in education, Sorey was a marketing consultant to corporations, small businesses and non-profit organizations, and served on education advisory boards including the San Francisco School Alliance. He holds a Bachelor of Arts Degree in Psychology from UC, Berkeley.



All Many Things Considered - A Practical Guide to Sorting through 3SP Mandates, Priorities, and Timelines

10:15am - 11:30am ~ Capitol Salon C

Aiden Ely, Dean,
Student Development and Enrollment
Folsom Lake Community College

Dr. Chelley Maple, Director,
Student Success and Support Program
College of the Canyons

Anna Garza, Noncredit Matriculation Manager
School of Continuing Education
North Orange Community College District

JoAnna Quejada, Dean,
Student Services
Mt. San Jacinto College

Session Description

The Student Success and Support Program and the new statewide Enrollment Priorities create a confusing jumble of tasks and priorities when you consider everything that needs to be in place before Fall 2014 registration. Yikes...this Spring! The Student Success and Matriculation Professional Association would like to serve as your expert guide. We have designed a workshop on practical planning, establishing priorities, and creating reasonable timelines for implementing mandatory services, with a focus on how enrollment priorities intertwine with 3SP implementation. Policies, MIS integration, registration, tracking, mandatory core services- we will be reviewing each element that needs to be in place month by month and sharing suggestions and best practices.

Presenter Biographies

Aiden Ely began working in the California Community College System in 1984. His professional experiences encompass many diverse aspects of the community college system including both campus and state level operations in Student Services. After serving as Dean for Student Development in the State Chancellors' Office, Aiden became the Dean for Student Services at Folsom Lake College in May 2007. He has also served as President of the Student Success and Matriculation Professionals Association (SSMPA formerly CCCMPA) for the past two years. Aiden has taken on a leadership role in planning and implementation of the Student Success and Support Program both as a member of the statewide Student Success Advisory Committee and on planning groups in the Los Rios Community College District. In the past year, he has conducted several webinars and training events and has been keynote speaker on the topic of student success and implementation of the Student Success Act.

Anna Garza has over 32 years experience in student services within higher education environments. She began her career as a career counselor and career center director at private four year colleges and was also an instructor, counselor, and program coordinator in continuing education programs for the California Community Colleges. Ms. Garza is currently the Noncredit Matriculation Manager for the School of Continuing Education, North Orange County Community College District, a position she has held for 15 years. She possesses an undergraduate degree in Human Services from CSU, Fullerton and a Master of Arts in Counseling from CSU Long Beach.

Dr. Chelley Maple has been a full-time faculty Matriculation Director for the last 12 years. She completed two terms as president of the Student Success and Matriculation Professionals Association (SSMPA formerly CCCMPA) and has represented the SSSMPA in a number of active committees such as CCCAssess, CCCAssess Data Warehouse Work Group, the MAC committee and associated work groups. For the last several years, Chelley has organized informational sessions for Region Six and represented the region in Sacramento. Her faculty and Student Success and Support Program commitments on the College of the Canyons campus include serving on the Academic Senate, co-chairing the policy committee, enrollment management, and coordinating the implementation efforts of the Student Success Act.

JoAnna Quejada came to Mt. San Jacinto College from northern California where she received her Bachelor's degree in Social Work from California State University, Chico and her Master's degree in Counseling from University of San Francisco. JoAnna started her career at Mt. San Jacinto College 16 years ago as a counselor in EOPS before becoming the Dean of Student Services at the college. JoAnna is currently serving as the Dean of Counseling at Mt. San Jacinto College and is the treasurer for the California Community College Matriculation Professionals Association.

Facilitated Action Planning Sessions

12:45pm - 2:00pm

Session Description

The Facilitated Action Sessions are led primarily by Chief Student Services Officers from the California Community Colleges. They are designed to prompt thinking, dialogue, and campus action surrounding both the Student Success and Support Program ("the new matriculation"), as well as a broader Student Success Agenda that includes both instruction and student services. Sessions are designed for college teams to work together. Participants will have the opportunity to dialogue with their colleagues and will walk away with an action plan to employ at their respective colleges. Colleges will be assigned to one of six groups during the Summit.

Facilitators

Dennis Bailey-Fougner
Vice President of Student Services,
Cabrillo College
Past President, CCC Chief Student Services
Administrators Association

Julianna Barnes
Vice President of Student Services,
San Diego Mesa College

Gail Conrad
Interim Vice Chancellor, Student Services,
San Diego Community College District
Administration

Mandy Davies
Vice President of Student Services,
Sierra College

Sylvia Dorsey-Robinson, Vice President,
Student Services
West Hills College Lemoore

Pat Efseaff
Dean, Student Services,
Sierra College

Erika Endrijonas
Executive Vice President of Student Learning,
Oxnard College
President, CCC Chief Student Services
Administrators Association

Sherrie Guerrero
Associate Superintendent of Instruction and
Student Services,
Chaffey College

Victoria Rosario
Associate Vice Chancellor of Student Services,
Los Rios Community College District

Angelica Suarez
Vice President of Student Affairs,
Southwestern College

Ron Travenick
Vice President of Student Services,
Ohlone College
President Elect, CCC Chief Student Services
Administrators Association

Denise Whisenhunt
Vice President of Student Services,
San Diego City College

**Student
Success
Plan (SSP)**

**Identity
and Access
Management**

**Mobile
Computing**

**Learning
Management
Systems**

***IT Services,
Consulting,
and Support***



**Enable
Student
Success
with Open
Source SSP**

 **UNICON[®]**
www.unicon.net

Contact: Dave Lipari, *Sr. Solutions Consultant*
480-558-2434
dlipari@unicon.net -- See us at Booth #8



CI
TRACK

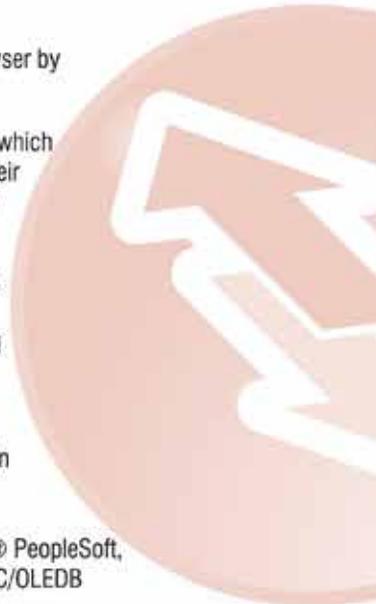


Software to
Measure
Student Success.

CI Track is an enterprise level, time and activity software program for tracking all areas of student participation on campus. CI Track has a powerful reporting component to facilitate Positive Attendance reporting, curriculum impact and student success.

FEATURES:

- > **Maximize Student Tracking.** Ensures reporting of all student lab activity including number of visits and time expended on each activity resulting in Positive Attendance reimbursement to the college. Information can be used to evaluate student progress for early instructor intervention for improved student success.
- > **Supports Distance Learning.** Students can complete lab activities via a web browser by logging on to CI Track through their accessible campus server.
- > **Minimize IT Resources.** CI Track uses thin client technology at the work stations which is administered at the central server. In addition, lab administrators can control their user requirements and levels of access for their specific lab without having to rely on IT resources.
- > **Automatic Report Generation.** Standard reports can be generated to support time calculations based on actual time, credited time or 50-minute Carnegie Unit for accurate FTES reporting. Standard reports include student usage by lab, class and by reason for visit. The report wizard enables filtering on any collected data for custom reporting.
- > **E-Reporting.** Reports can be emailed to individuals or groups that can be generated in real-time or pre-scheduled.
- > **Student Information System Integration.** Includes built-in interfaces with Oracle® PeopleSoft, Ellucian™ (formerly Datatel & Sungard Higher Education), Blackboard® and ODBC/OLEDB compliant database.



DATA COLLECTION
SOFTWARE SOLUTION >



Card Integrators Corporation

(800) 599-7385
www.citracksoftware.com

Imagine More >

Benefits *at a glance...*

Web Interface
Firewall Friendly
Maximize Data Integrity
Centralized Data Storage
Cardholder Picture Display
Centralized IT Management
Customizable Message Box
Powerful Report Generator
Unlimited Category Tracking
Client/Server or Stand-Alone
ODBC/OLEDB Data Validation
Industrial Strength .Net Platform
Assign Categories to Specific Locations
Scalable with Unlimited Tracking Stations
Reports can be Viewed, Printed or Emailed
Customizable Disclaimer Screen
Monitoring Mode Guarantees All Hours are Logged
Individual Configuration of Tracking Stations Available

CI Track Software



A powerful yet flexible tracking program to monitor time, people and resources. CI Track™ works by itself or with existing databases to capture visit transactions and efficiently maintain and report valuable individual or group data. From single user stations to web enabled enterprise environments, CI Track™ gives you the information you need.

CI Solutions Services



Consultative relationships with our customers address both today's requirements and tomorrow's possibilities. Over twenty years of experience empowers us to pull together the technology, products, services and support to answer all of your tracking and identity management questions.

Integration



At the heart of CI Solutions' purpose is the integration of multiple capabilities onto one card product. Our software, combined with state-of-the-art equipment merged with high quality ID credential media, creates powerful solutions for our customers.

CI Track Tracking Software Computer Specifications

For optimum performance, we recommend the following:

CI Track Server:

- Intel Core i-series or equivalent processor
- Windows XP, Windows Server 2003 or 2008, Windows 7
- 2 GB or higher memory recommended
- 5 GB of free hard drive space plus data storage space
- DVD-ROM drive for installing the software
- TCP/IP Network

CI Track Client:

- PC with a Pentium IV processor or Core i-series processor
- Windows XP or Windows 7
- 1GB or higher memory recommended
- 250 MB of free hard drive space
- DVD-ROM drive for installing the software
- TCP/IP Network
- Resolution 1024 x 768
- Touch Screen Monitor (optional)
- Page printer for printing out reports (optional)
- ID Card Reader/Scanner (optional)

For standalone installations, CI Track Server and Client can reside on the same computer. Use CI Track Server specifications.

Any Card... Any Use...

For more information go to:
www.citracksoftware.com

CI Solutions is a registered trademark of Card Integrators Corporation. CI Track is a trademark of Card Integrators Corporation.

Windows is a trademark of Microsoft Corporation.

© 2012 Card Integrators Corporation

- Photo ID Systems
- Student ID Cards
- Employee & Staff ID Cards
- Membership Cards
- Loyalty/Gift Cards
- Visitor Management
- Ski Passes
- Government ID's
- Custom Printing
- Smart Cards
- Time Cards
- Keytags
- CI Badge™
- CI Verify™
- Custom Software
- Access Control
- Proximity Cards & Readers
- Badge Attachments
- Barcode Labels
- Neck Lanyards
- Cameras
- Bar Code Scanners
- Mag Stripe Readers & Encoders
- Turnstiles
- Label Printers
- ID Card Printers
- Printer Ribbons
- Printer Repair
- Technical Support
- On Site Service & Support
- Extended Warranties

Custom-built online programs for New Student Orientation, Probation Workshop, 1st Semester Course Advising, and more.

Drop by Table #10 for a demo and to learn more.



AVAILABLE SERVICES

- CUSTOM DESIGN TO SUIT YOUR UNIQUE NEEDS
- SCRIPTWRITING AND CONTENT DEVELOPMENT
- ON-CAMPUS VIDEO PRODUCTION
- STILL PHOTOGRAPHY
- PROGRAMMING
- DEVELOP AND MEASURE STUDENT LEARNING OUTCOMES (SLOs)
- TRANSLATION

CYNOSURE NEW MEDIA

WEB-BASED MULTIMEDIA SERVICES FOR DOZENS OF COLLEGES & UNIVERSITIES LIKE YOURS

Cynosure New Media, Inc has been serving the online orientation and new student advising for community colleges like yours for more nearly a decade. Cynosure is unique in that we provide a complete solution for our clients that includes: content development, video/graphic production, and programming.

Engaging and informative, our online applications significantly reduce the need to perform in-person orientation and advising, freeing your counseling staff to service students who most need the one-on-one attention most.

Established in 1999, Cynosure New Media, Inc. is a San Diego-based, full-service communications company specializing in media-based training development, digital content production, and custom software applications.

For program demos and a client list visit us online at: <http://www.studentpathway.com>



9974 SCRIPPS RANCH BLVD, #357 • SAN DIEGO, CA 92131 • 858.571.6175

www.cynosurenewmedia.com • www.studentpathway.com

COURSELEAF

Build a successful course schedule.
Build the exact catalog and curriculum you want.

CourseLeaf Offering Builder (WEN)

CourseLeaf WEN defines **integration** by allowing you to **visualize** and **validate** your **course schedules** at a glance. WEN streamlines how you edit, control, approve, and update the classes offered in a given term, including when they are offered and who is teaching them.

CourseLeaf Curriculum Management (CIM)

CourseLeaf CIM defines **accuracy** by ensuring your curriculum matches your catalog. CIM software streamlines your curriculum update process of adding, modifying, or deleting courses and programs.

CourseLeaf Catalog Management (CAT)

CourseLeaf CAT defines **efficiency** by automatically flowing your curriculum into your catalog. CAT takes your catalog online and improves the process of updating, managing, and publishing your academic catalog.

Call us for a customized demo at 319-337-3877 and see how CourseLeaf will help you.



Leapfrog Technologies
2105 Act Circle
Iowa City, Iowa 52245
www.leapfrog.com/courseleaf
888-533-7376

091213



ellucian™

Leading provider of Student Success Solutions for the California Community Colleges

Jody L Jackman, Account Executive
Work/Mobile (702) 721-6817
jody.jackman@ellucian.com

Peggy L. Davis, CPA, MA.Ed., MBA
Work/Mobile: (559) 905-3377
peggy.davis@ellucian.com

www.ellucian.com



In his most recent monograph, higher education thought leader Terry O'Banion examines the community college Access Agenda, Success Agenda, and Completion Agenda, and presents these three high-focus areas in the context of national and community college imperatives. He offers the Student Success Pathway as a model for community college educators, students, and other stakeholders, and outlines frameworks for institutional and individual planning to facilitate the student experience from access to success and completion.

Find out why community college leaders and scholars are praising this work! Order copies now for your college's 2013-2014 professional development activities!

"...the clearest statement of the student success agenda and student pathways that I've seen." *Davis Jenkins, Community College Research Center*

"...Terry O'Banion once again has sensed where the community college field is, and where it needs to go." *Kay McClenney, Center for Community College Student Engagement*

"There are important ideas here for redesigning what students experience in their earliest efforts at a community college, helping them to clarify their purposes and fully engage in a clear pathway to success." *Sandy Shugart, Valencia College*

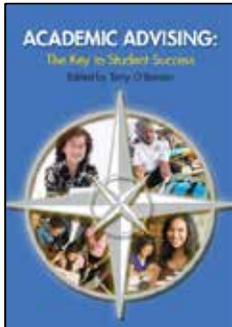
"...a 'must-read' for trustees, administrators, faculty, and staff since all employees have responsibilities for improving student success." *John E. Roueche, National American University*

To order, contact **Judy Greenfield**, Greenfield@league.org, or **(480) 705-8200, ext. 200**.
Special pricing is available for orders of more than 25 copies!



www.league.org

New From Community College Press



Academic Advising: The Key to Student Success

Edited by Terry O'Banion

Off press:	April 22, 2013	Order #:	1651
Format:	7 x 10 softcover. 161 pages.	Price:	\$56 List / \$42 AACC members
ISBN:	978-0-87117-397-3		

To order, call 1-800-250-6557 or go to www.aacc.nche.edu/Bookstore

Bringing Academic Advising Up to Date for the 21st Century

It has been more than 40 years since Terry O'Banion's seminal article on a model of academic advising was published in the *Junior College Journal*. The model has been adapted by hundreds of community colleges and universities and was recognized by the National Academic Advising Association in 1994 as one of two "classics in the literature of academic advising and one of the most cited in the literature."

This new publication begins with two key background chapters. Chapter 1, by O'Banion himself, presents an updated version of the original model, outlining a five-step advising process: (1) exploration of life goals, (2) exploration of vocational goals, (3) program choice, (4) course choice, and (4) course scheduling. Chapter 2 presents key longitudinal data gathered from students and faculty, most notably by the Center for Community College Student Engagement. Together, these chapters provide baseline recommendations for effective academic advising in the 21st century.

The remaining chapters provide contemporary analysis by leading specialists of five successful academic advising models, highlighting a variety of innovative approaches from "LifeMaps" to online advising to peer advising.

Timely and Practical

As contributor Angela Oriano states,

"Students do their best to navigate complex systems designed mostly for the institution's benefit rather than their own. Some students do not even make it through the initial processes, others drop out before their second academic term, and far fewer students persist in subsequent terms. This reality does not bode well for a nation that must now educate more of its citizens than at any time ever before. . . . Academic advising is a critical lynchpin for student success."

In what is likely to become the new handbook on best practices in academic advising, Terry O'Banion "once again hits the mark, with solid, thoughtful advice for colleges seeking to strengthen students' educational experiences," says Kay McClenney, Director, Center for Community College Student Engagement.

Agenda

PRE-REGISTRATION ~ September 22, 2013

6:00 - 8:00 pm

Early Registration

DAY ONE ~ September 23, 2013

8:30 - 10:00 am

Registration, Continental Breakfast, and Vendor Session

10:00 - 10:30 am

Opening General Session

10:30 - 11:30 am

Keynote

11:30 - 11:45 pm

Break

11:45 - 12:45 pm

Lunch

12:45 - 2:15 pm

General Session

2:15 - 2:30 pm

Break

2:30 - 3:45 pm

Breakout A

3:45 - 4:00 pm

Break

4:00 - 5:15 pm

Breakout B

5:15 - 5:30 pm

Break

5:30 - 7:00 pm

Vendor Sponsored Reception and Networking

DAY TWO ~ September 24, 2013

7:30 - 8:30 am

Registration and Continental Breakfast

8:30 - 10:00 am

General Session

10:00 - 10:15 am

Break

10:15 - 11:30 am

Breakout C

11:30 - 11:45 pm

Break

11:45 - 12:45 pm

Lunch

12:45 - 2:00 pm

Facilitated Action Planning Sessions

2:00 - 2:15 pm

Break

2:15 - 3:00 pm

Closing