



Chief Student Services Officers Association (CSSO) Spring 2019 Conference

Program of Events

(updated March 11, 2019)

Sunday, March 24th – Pre-Conference Institute and Conference Kick-Off (Day One)

9:00 a.m. to 7:00 p.m. Conference Check-In / Information Desk *Grand Ballroom Foyer*

BREAKOUT A *(separate fee)*

10:00 a.m. to 12:00 p.m. Leadership Development: Part 1: Navigating the Path to CSSO

Dr. Angélica Garcia, Vice President of Student Services, Skyline College & Dr. Eric Bishop, Vice President of Student Services, Chaffee College

Salon 105

This interactive session provides opportunities for self-exploration in moving toward positions of executive leadership. Participants will learn to ask the right questions of themselves to place themselves on the appropriate and meaningful track for advancement.

10:00 a.m. to 12:00 p.m. CSSOs Only Part 1: What To Know Before You Become A CEO/President

Dr. Martha Garcia, Superintendent/President, Imperial Valley College and Dr. Ricky Shabazz, President, San Diego City College

Salon 103

This session provides current Chief Student Services Officers insight regarding the transition from being a vice president to the presidency. You do not know, what you do not know.

12:00 p.m. to 1:00 p.m. Lunch for Pre-Conference Institute Attendees *Grand Ballroom Foyer*

BREAKOUT B *(separate fee)*

1:00 p.m. to 3:00 p.m. Leadership Development: Part 2: Navigating the Path to CSSO

Panelists: Dr. Denise Whisenhunt, Vice President of Student Services, San Diego City College; Kathleen Moberg, Vice President of Student Services, Gavilan College, Ulises Velasco, Vice President of Student Services, Mendocino College

Facilitator: Dr. Eric Bishop

Salon 105

This interactive session allows participants to have direct conversations with current Chief Student Services Executives on what the job is really like, what they look for in up-and-coming leaders and a realistic view of the position from the various types of colleges across the state.

1:00 p.m. to 3:00 p.m. CSSOs Only Part 2: Pathways to the CEO – Colleagues Share Their Stories

Panelists: Dr. Edward Bush, President, Cosumnes River College; Dr. Martha Garcia, President, Imperial Valley College, Dr. Pam Walker, Search Consultant, PPL, Inc., Dr. Regina Stanback Stroud, President, Skyline College, Jeff DeFranco, President, Lake Tahoe Community College **Facilitator: Dr. Angélica Garcia**

Salon 103

This session provides an intimate discussion with current CEO/Presidents about their leadership perspective and career trajectory and sharing their personal/professional journeys.

3:30 p.m. to 5:00 p.m. CSSO Business Meeting (CSSOs only) *Grand Ballroom A/B*

Proposed changes to DSP&S, changes in EOPS, budget review, 2020 conference theme and Q&A.

5:30 p.m. to 6:30 p.m. Opening Session and Keynote Presentation *Grand Ballroom D-F*

Welcome Remarks by Kathleen K. Moberg, President, Chief Student Services Officers Association and Vice President, Student Services, Gavilan College. Introduction by Eric Bishop, CSSO Region 9 Representative and Vice President, Student Services, Chaffey College



Don't Miss the Moment: Leadership in Dynamic Times *presented by Dr. Ed Bush, President, Cosumnes River College*

Dr. Edward Bush has over 21 years of experience in higher education with 18 of those years in the California Community College system. Dr. Bush currently serves as the President of Cosumnes River College in Sacramento, Ca. Dr. Bush has served as a tenured associate faculty member in student activities, Director of the Educational Talent Search federal TRIO grant, Dean of Student Services and Vice President of Student Services. In addition, he has served on numerous college, district, and state-wide committees throughout his career and has been active in several community organizations including serving on the board for four non-profit

foundations. Dr. Bush has also worked as an adjunct instructor for the Graduate School of Education at the University of Redlands and Brandman University. Dr. Bush has taught courses in student development, organizational theory, and research. Dr. Bush is an innovative leader who has a history of developing programs and services that foster both student access and success; including the development of targeted programs for historically underserved populations as well as veterans. Dr. Edward Bush is a scholar-practitioner, thus has co-authored 2 books, 2 book chapters, and 10 peer reviewed publications appearing in a variety of journals. Moreover, Dr. Bush is a sought-after speaker on issues relating to student success, equity, diversity, and leadership. He has been an invited presenter for numerous local, statewide, and national organizations. Dr. Bush is also a founder and board member of the African American Male Network and Development Incorporated (A 2 MEND). A 2 MEND is a non-profit organization that is comprised of African American male administrators who utilize their scholarly and professional expertise to foster institutional change within the community college system. Dr. Bush received his Bachelor of Arts degree in Political Science from University of California, Riverside, Master's Degree in Public Administration from California State University, San Bernardino, and his Ph.D. in Educational Leadership from Claremont Graduate University in Urban Educational Leadership. He and his wife, Dr. Jenise Bush, have a daughter who recently graduated from Spelman College and is now a first year law student at UC Irvine and a son who is a senior at Morehouse College.

6:30 p.m. to 7:30 p.m. Conference Kick-Off Reception with the Exhibitors *Century Pre-Function Area*

Monday, March 25th – Conference Day Two

7:30 a.m. to 5:30 p.m. Conference Check-In / Information Desk and CSSO Marketplace and Showcase of Innovation of the Year Finalists *Grand Ballroom Foyer*

7:30 a.m. to 8:30 a.m. Deluxe Continental Buffet Breakfast / CSSO Marketplace *Century Pre-Function Area*
Network, share ideas and enhance or develop relationships with vendors and obtain information on products and services.

8:30 a.m. to 9:45 a.m. General Session *Grand Ballroom D-F*

Sponsor Acknowledgements and Opening Remarks by Kathleen K. Moberg, President, Chief Student Services Officers Association and Vice President, Student Services, Gavilan College. Introduction by Denise Whisenhunt, CSSO Region 10 Representative and Vice President, Student Services, San Diego City College



Smarter, Faster, Better, The Transformation Power of Real Productivity presented by
Dr. Ricky Shabazz, President, San Diego City College

Dr. Ricky Shabazz is an enthusiastic, student-centered leader with over 18 years of executive experience advancing academic achievement, educational equity, diversity, and improving access to higher education. Dr. Shabazz is a team builder with an accomplished track record developing collaborative partnerships that improve student success. He is specializing in enrollment management and cultivating institutional policies, processes, and culture that provide both personalized student experiences and improved student outcomes. His mother was a teenage parent, and he was the first person in his family to attend college. Dr. Shabazz is a promoter of innovative solutions that stimulate inclusive dialogues amongst all stakeholders, and he is a passionate lifelong learner who is absolutely committed to the mission of community colleges to educate a diverse community of learners.

Dr. Shabazz currently serves as the President of San Diego City College, where he provides executive leadership at one of the most innovative and socially active community colleges in the nation. His duties include leading interventions and discussions aimed at improving completion, success, and equity of culturally diverse students.

9:45 a.m. to 10:00 a.m. Break / CSSO Marketplace *Century Pre-Function Area*

10:00 a.m. to 10:55 a.m. **BREAKOUT Sessions A**

Session A1: Implementing Student Success Teams: Building a New Model of Collaboration

Dr. Lataria Hall, Vice President of Student Services at Fresno City College, Monica Cuevas, M.A, Dean of Counseling at Fresno City College and Dr. Natalie Culver-Dockins, Director of Counseling at Fresno City College
Salon 204

Learn how Fresno City College created and implemented Student Success Teams, a collaboration between Student Services, Instruction, and Administration to serve students in an intentional and intrusive manner. The model addresses the success metrics in the new CCCCO funding formula and aligns with the college's vision for success; focusing on completion, student education plans, transfer, and aligns to the Guided Pathways and College Promise initiatives. The session explores best practices for implementation, as well as challenges that were encountered along the way. Unique strategies that emerged from the teams will be shared along with ideas on establishing your own team model.

Session A2: Providing Effective Leadership in Crisis

Dr. Kevin O'Rorke, Asst. Superintendent/Vice President of Student Services at Shasta College, Sue Gochis, Vice President of Student Services, Cabrillo College, and Dr. Oscar Cobian, Vice President of Student Development & Title IX Coordinator at Oxnard College

Salon 205

We will discuss potential events on your campus, including natural disasters and school shootings. We will discuss nationwide and localized best practices, and share lessons learned from dealing with our own recent disasters.

Session A3: Guided Pathways: Leveraging Technology to Provide High Tech-High Touch Solutions at Scale. A Vice President Panel Discussion

Dr. Zav Dadabhoy, Vice President Student Services, Bakersfield College; Dr. Mike Muñoz, Vice President of Student Support Services, Long Beach City College; Dr. Melissa Raby, Vice President of Student Services, Columbia College; Renee Craig-Marius, Vice President of Student Services, Reedley College

Salon 206

Vice Presidents of Student Affairs are seeking technology solutions to scale up their student success work. Over 40 California Community Colleges now work with the Starfish | Hobsons Platform. Learn how this panel of senior student service officers has shaped their work and incorporate this technology platform in their Guided Pathways work at their college. Be prepared for a lively and interactive dialog with select CSSOs. And, take away practical ideas and concepts for your college.

Session A4: Early Onboarding for Pathways to Success

Panel discussion by Thomas Mauch, Associate Vice President, Student Services at Mt. San Antonio College, Francisco Dorame, Dean, Counseling at Mt. San Antonio College and Audrey Yamagata-Noji, Vice President, Student Services at Mt. San Antonio College

Salon 210

This session will present how Mt. San Antonio College connects with students immediately after applying to participate in the Mountie Fast Track session. This is a non-mandatory, pre-Orientation session that assists students in understanding the steps to matriculate to the college, including informed completion of the online Assessment Questionnaire (based on multiple measures), guided placement, development of career interests and identifying a career cluster and initiating the financial aid application process. These efforts are integrated into the college's Guided Pathways implementation and demonstrate the critical role Student Services plays.

Session A5: Student Perspectives on Technology and Guided Pathways

Catalina Ruiz-Healy, Founder/CEO of GradGuru and Dr. Florentino Manzano, Vice President of Student Services at Los Angeles Valley College

Salon 211

With the support of the College Futures Foundation, GradGuru conducted extensive research around what kind of technology tools students identified as being most helpful; as well as identified what specific technology interventions moved key funding formula KPIs. 1. Which key Guided Pathway interventions, momentum points, and/or milestones can be best supported by technology? 2. What does a student-centered Guided Pathways technology suite look like? Join us as we also see in practice, how LA Valley has successfully begun implementing a student-centered suite of tools as they implement Guided Pathways framework.

Session A6: Holistically Rethinking Student Success

Dr. Terri Anderson, Student Equity & Success, Director at Chabot College

Salon 212

Improving postsecondary attainment and economic opportunity requires colleges to systematically address the multitude of factors that undermine student persistence and completion. Student success has become a central issue in community colleges. Two issues directly related to student success in college are (a) student persistence and (b) student engagement. The purpose of this study was to explore the live mentoring experiences of Puente students at Cypress College related to academic and social integration through their narrative. This proposal examined personalized student experiences that holistically engaged students both in and outside the classroom, producing a positive effect on student persistence.

Session A7: Free Speech Issues on Campus

Pilar Morin, Partner at Liebert, Cassidy, Whitmore and Eileen O'Hare-Anderson, Partner at Liebert, Cassidy, Whitmore

Salon 214

Districts deal with many complexities involving the speech rights of students and employees. This workshop will address situations that require balancing free speech against complaints of misconduct, harassment and disruptions on campus. This will be an interactive workshop that uses cases studies in analyzing current issues including social media, discipline, academic freedom, and time, place, and manner regulations.

Session A8: AB 288 Dual Enrollment

Dr. Eric Rabitoy, Dean of Physical and Natural Health Sciences at Citrus College, Dr. Gerald Sequeira, Dean of Enrollment Services at Citrus College and, Ms. Ivon McCraven, Outreach Supervisor at Citrus College

Salon 215

Review implementation and execution of dual enrollment program best practices. Discussion will include steps in establishing the high school partnership, support systems, personnel, pathways, and recruitment challenges.

Session A9: Breaking Down Barriers to Support Student Success, Equity, and Completion

Katie Chartier, Assistant Director, First Year Experience at College of the Desert and Dr. Annebelle Nery - Vice President, Student Success

Salon 217

EDGE: Engage, Develop, Grow, Empower is a student success program that includes a 3-week review in math and English/reading, comprehensive wrap-around support and a free tuition component (pLEDGE) for students' first two-years of college. Providing students a smooth transition into college life. Learn how College of the Desert created and scaled EDGE, starting as a Title V HSI pilot, into an award winning, comprehensive support program serving over 1,500 students. The program has grown very fast over the last few years through collaboration with local high schools, community partners, college faculty, college leadership, and support from our Board of Trustees.

Session A10: Updates on Implementation of the Student-Centered Funding Formula (repeated in Session C11)

Christian Osmena, Vice Chancellor and Rhonda Mohr, Vice Chancellor, California Community Colleges

Salon 219

At this session, the Chancellor's Office will review the elements of the Student-Centered Funding Formula (SCFF) and provide updates on its implementation, including updates on the SCFF Oversight Committee's activities, the Advisory Workgroup on Fiscal Affairs' activities, and any revisions to implementation that have been proposed as part of the state budget process. At the session, the Chancellor's Office will also describe integration of budgeting under the SCFF with goal-setting and planning colleges are being asked to undertake. Chancellor's Office staff will be available to take questions.

Session A11: Need Help in Pursuing Vision Goals and Core Commitments

Dr. Matthew Lee, Project Director at IEPI and Jeff Spano, Interim Director, IEPI

Salon 200

IEPI supports colleges through an array of technical assistance and specialized training offerings. Hear how the Partnership Resource Team (PRT) and mini-PRT models can assist your college with the challenges faced by Student Services professionals. Learn about IEPI professional development opportunities and share with the Chancellor's Office the specific types of training needed to effectively pursue the Vision for Success goals and implement its core commitments

11:00 a.m. to 11:45 a.m. Break / CSSO Marketplace *Century Pre-Function Area*

12:00 p.m. to 1:30 p.m. Plated Lunch and General Session *Grand Ballroom D-F*

Lunch service until 12:30 p.m. followed by program including a special award. Session moderated by Kathleen K. Moberg, President, Chief Student Services Officers Association and Vice President, Student Services, Gavilan College.

Chancellor's Office Update presented by **Eloy Oakley**, Chancellor, California Community Colleges



The California Community Colleges Board of Governors appointed Eloy Ortiz Oakley as Chancellor for the California Community Colleges beginning December 19, 2016.

Eloy Ortiz Oakley is best known throughout California and the nation for implementing innovative programs and policies that help students succeed in college. Oakley strongly believes that California's emerging economies demand a workforce with quality credentials and that the state's 114 community colleges play a pivotal role in moving California forward. Under Oakley's leadership, the Long Beach Community College District has received numerous awards and recognitions for its efforts to improve student completion rates and for directly supporting a strong small business and entrepreneurship eco-system throughout the greater Southern California region.

1:30 p.m. to 1:45 p.m. Break / CSSO Marketplace *Century Pre-Function Area*

1:45 p.m. to 2:40 p.m. **BREAKOUT Sessions B**

Session B1: Scaling Peer Mentor Leadership in a Guided Pathways Framework

Ryan Shook, Student Life Coordinator at Gavilan College and Elizabeth Williams, Peer Mentor at Gavilan College

Salon 204

This session will focus on the evolution of Gavilan's peer mentor program from customer service, to student support and coaching under a caseload model in preparation for Guided Pathways. The Gavilan College peer mentor program has grown from Welcome Center "ambassadors" to include individual support to Basic Skills populations. Not only are the mentors assisting other students, but they themselves are becoming confident, focused, NASPA certified peer educators, and campus leaders. The presenters will provide an overview of the integration of services and data collection methods that will lead the program into Guided Pathways implementation.

Session B2: Clarifying and Helping Students Enter the Path: How Two Community Colleges Employed High School Counselors to Improve the High School Transition to Community College

Dr. Angela Tos, Dean of Enrollment Services and Student Development at San Joaquin Delta College and Dr. Beth Ervin, Dean Enrollment Services at Sierra College

Salon 205

This session will focus on leveraging the Guided Pathways framework to hire high school counselors at feeder high schools to provide community college counseling. This innovative partnership allows colleges to take advantage of the relationships and resources of high school counselors to provide clarity to students regarding the community college pathway and experience to best prepare students for both enrollment and college success. Lessons learned from the field including logistics, obstacles, and successes will be shared. Additionally, presenters will share the results of the program to date.

Session B3: "Transforming Student Success at Antelope Valley Community College with a Focus on Leadership, Equity, and Pathways"

Michelle Hernandez, Director, First Year Experience at Antelope Valley College, Dr Jill Zimmerman, Dean, Student Life & Services at Antelope Valley College

Salon 206

Antelope Valley Community College has partnered with AVID for Higher Education to leverage effective high-engagement strategies and improve student success through (1) the development of a first-year experience program and (2) professional development for instructors, counselors, administrators and peer leaders. Learn how these strategies are infused throughout the college to create synergy in student success as a campus-wide initiative.

Session B4: Re-envisioning District-wide Student Success: The Promise Scholars Program Replication

Ellen Murray, Director, Promise Scholars Program at Skyline College, Aaron McVean, Vice Chancellor, Educational Services and Planning at San Mateo County Community College District and Angélica Garcia, Vice President, Student Services at Skyline College

Salon 210

San Mateo County Community College District is the first district in California to adopt the City University of New York's Accelerated Studies in Associate Programs (ASAP) model, an evidence-based, comprehensive student support model that has consistently doubled two- and three-year graduation rates for participating students. The model, first replicated at Skyline College with the Fall 2018 Promise Scholars Program Cohort, will be expanded across the District over the next two years. Session panelists will introduce the key components of the model, discuss considerations and challenges of implementation, and make critical connections to recent California legislative initiatives and goals from the CCC's Vision for Success.

Session B5: Effective Integration of Instruction, Student Services and Technology in the Implementation of AB 705 at Cuesta College. A Seamless Approach In Guiding Students to Effective Course Placement

Dr. Mark Sanchez, Assistant Superintendent/Vice-President of Student Services and College Centers at Cuesta College, Catherine Riedstra, Dean, Student Services, Cuesta College and Erin Lastreto, Director, Student Success at Cuesta College

Salon 211

This session will outline the forward-thinking steps implemented by Instruction and Student Services at Cuesta College (with the effective use of technology) in creating a solution for appropriately placing students into English and math courses. This solution is integrated into the technology of a student's completion of the college application, online orientation, abbreviated educational plan and concludes with recommendations for English and math course placement levels.

Session B6: Navigating Academic Accommodations for Students with Disabilities in Nursing Programs

Laura Schulkind, Partner at Liebert, Cassidy, Whitmore and Alysha Stein-Manes, Associate at Liebert Cassidy, Whitmore,

Salon 212

Ensuring equal access to academic programs for disabled students is both legally required and core to the mission of community college districts. However, academic accommodations for students in nursing programs, particularly in the clinical/lab settings, is complex. In this interactive workshop, Laura and Alysha will use real-world case studies to explore the challenges involved in balancing students' rights under the ADA and Section 504, with districts' rights to maintain the academic integrity of their programs, including: analyzing what is (and isn't) reasonable; working the reluctant faculty; working with hospital partners; managing OCR complaints; and best practices for legal compliance.

Session B7: Pomo Pathways: How we developed a pathway program in collaboration with Coyote Valley Band of Pomo Indians

Panel discussion by Ulises Velasco, Vice President of Student Services at Mendocino College, John Rall, Professor, English at Mendocino College, Casey Terrill, Assistant Professor, Mathematics at Mendocino College, TeMashio Anderson, Education Director at Coyote Valley Band of Pomo Indians, and Chantell Martinez, Native American Outreach and Support Specialist at Mendocino College

Salon 214

Pomo Pathways is a program developed by Mendocino College in collaboration with the Coyote Valley Band of Pomo Indians. Mendocino College worked with tribal leadership to select the appropriate courses and support services to best meet student needs. Students took classes in the Coyote Valley Education Center and were provided with textbooks, supplies, child care, meals and tutoring. Students representing over 10 local tribes participated in this program and they succeeded at a higher rate than the average Mendocino College student. Panelists will share their experiences working with this cohort of Native American students. We will discuss program development, outreach, support and instruction that resulted in the success of Pomo Pathways.

Session B8: Re-imagining Counseling and the Delivery of SEPs

Dr. Annebelle Nery, Vice President of Student Success at College of the Desert and Amanda Phillips, Dean of Counseling Services at College of the Desert

Salon 215

College of the Desert has moved from a one-on-one, counselor driven SEP to a student-led, counselor-supported delivery model. Using an electronic SEP and a designated computer lab, the Open SEP Lab has opened the door to students completing comprehensive SEPs. With the increase in comprehensive education plans, COD has seen increases in completions and transfers, and a decrease in average units to earn a degree. Come learn about this innovation, which allowed the college to more than double the number of SEPs in a single year.

Session B9: More Than a Village: Equity Collaboration Across the Campus, *panel discussion by Dr. Audrey Yamagata-Noji, Vice President, Student Services at Mt. San Antonio College, Aida Cuenza-Uvas, Director, Arise Program at Mt. San Antonio College, Clarence Banks, Director, Aspire Program at Mt. San Antonio College, Donald Potter, Director, Deaf and Hard of Hearing Students at Mt. San Antonio College and Victor Rojas, Director, TRiO Programs at Mt. San Antonio College*

Salon 217

How can colleges provide support for different equity groups without short-changing or favoring certain ones? This session will show how to intentionally integrate specific activities to achieve mutual equity goals for low income, first generation students, and other equity populations. Presenters will share the Summer Science Transfer Seminar, Minority Male Initiative, Student Ambassadors, Deaf and Hard of Hearing integration, DREAM, Foster Youth, Fale Fono, and Digital Stories efforts.

Session B10: Lactation Support on Campus

A panel discussion by Pilar Morin, Partner, Liebert Cassidy Whitmore, Amy Poyer, Senior Staff Attorney, California Women's Law Center and Arissa Palmer, Executive Director, BreastfeedLA

Salon 219

This workshop will discuss best practices and district legal obligations in supporting lactating students and employees on campus, including providing reasonable accommodations to ensure equal educational access and success.

Session B11: How to Make Student Communications Stick

Chris Jordan, Regional Director for Campus Logic

Salon 200

Communicating effectively with students requires first getting their attention—but that's exceedingly more and more difficult. A consistent message paired with a multi-channel approach can help. Join us to learn the channels that drive student engagement at the right moment in the financial aid lifecycle. Work through a sample scenario where the end product is a consistent message ready to put into five channels simultaneously. Leave with immediately implementable tips you can use to optimize your communications and drive results.

2:40 p.m. to 3:05 p.m. Break / CSSO Marketplace *Century Pre-Function Area*

3:05 p.m. to 4:00 p.m. BREAKOUT Sessions C

Session C1: An Integrated Pathway for First-Time College Students

Dr. Martha McDonald, Vice President of Student Services at Citrus College, Dr. Gerald Sequeira, Dean of Enrollment Services at Citrus College, Ivon McCraven, Outreach Supervisor at Citrus College

Salon 204

Citrus College provides an integrated pathway for first-time college students. In just three years the **I Will Complete College (IWCC)** program has grown to serve more than 33% of fall semester first-time college students. All students in the program are enrolled full-time, 61% complete transfer level English within one year, and 50% complete transfer level math within one year. These numbers far outperform first-time college students who are not in the program and are similar for disproportionately impacted populations. The IWCC program is integrated with the AB/288 CCAP program, the college's entry program, and the college's promise program.

Session C2: Integrated Planning to Facilitate Pathways: Unifying Evaluation, Planning, and Enrollment Management

Dr. Peter Wruck, Dean of Research, Planning, and Institutional Effectiveness at Gavilan College, Sydney LaRose, M.A., Institutional Effectiveness Specialist at Gavilan College

Salon 205

Gavilan College has been engaged in a number of major initiatives designed to improve the student experience through clarifying our own pathway towards evaluation, planning, and enrollment management. Four interconnected initiatives are driving the integrated planning process: discarding the classical program review model in favor of program strategic planning, creation and implementation of the college's first a dynamic enrollment management plan, a reshaping of our college-level strategic planning process and product, and a revamp of the budgeting system to utilize the above. The result is a single integrated planning system drawing on three data sources to inform programmatic and strategic decision-making.

Session C3: Plan, Nudge, and Schedule: Using Ed Plans, Alerts, and the Course Schedule to Create the Ultimate Integrated Approach to Student Success

Mrs. Michelle Pena, Director, Enrollment Services at Bakersfield College and Dr. Dan Hall, Director of Student Success Technologies at Bakersfield College

Salon 206

We know that degree plans, early alerts, and the course schedule are important components in student success. When an institution implements these separately without an integrated strategy, we suffer pitfalls and miss important opportunities. If you have already gone down this path, it isn't too late to fill in the gaps and improve your retention and success rates. Join us for a presentation and discussion that will help your institution achieve these critical goals! Bakersfield College has been implementing Starfish Early Alerts, Degree Planner, and now Analytics to achieve our goals for student success. Join us for a presentation and discussion around lessons learned, the potential, and next steps!

Session C4: Engaging Students with Technology: What happens when Siri & Alexa meet Financial Aid?

Nick Burrell, Content Library Director at FATV and Dianne Fulmer, Director, School Partnerships at FATV

Salon 210

Looking for innovative, leading edge ways to engage with your students? Come learn how Artificial Intelligence (AI) is helping campuses answer student questions. In a 24/7/365 world, students expect consistent answers all day every day through their phones, tablets, laptops and other media.

This session will explore utilizing technology to assist in engaging with your students. It will include audience participation that will share their experiences & successes when it comes to engaging students.

Session C5: Holistic Student Support: Creating a Culture of Care

Panel discussion by Alketa Wojcik, Vice President, Student Services at MiraCosta College, Denise Whisenhunt, Vice President Student Services at San Diego City College, Adrian Gonzales, Vice President Student Services at Miramar College, Jessica Robinson, Vice President, Student Services at Cuyamaca College, Ashanti Hands, Vice President, Student Services, Mesa College, Star Rivera, Vice President, San Diego Continuing Education, Marsha Gable, Vice President, Student Services, Grossmont College and Angelica Suarez, Vice President, Southwestern College

Salon 211

Region X colleges will discuss structural and process redesign steps that they have taken at their institutions to create a culture of care that supports holistically student success. In the workshop, panelists will discuss specific examples of programs and holistic interventions that align with student needs with the focus of how the services are delivered and how students connect with those services.

Session C6: Title IX : The U.S. Department of Education's Proposed Regulations

Pilar Morin, Partner at Liebert, Cassidy, Whitmore and Jenny Denny, Associate at Liebert, Cassidy, Whitmore

Salon 212

In November of 2018, the U. S. Secretary of Education proposed to amend regulations implementing Title IX of the Education Amendments of 1972 (Title IX). The proposed regulations will modify Title IX regulatory requirements pertaining to the availability of remedies for violations, what constitutes notice, the effect of Constitutional protections, the designation of a coordinator, investigations, grievance procedures, and other important changes. The draft regulations will be open for public comment for a period of 60 days once they are published in the Federal Register. The workshop will provide an analysis of the changes and up-to-the-minute updates. We will also discuss how the regulations compare to the District's responsibilities under California law.

Session C7: Transformational Student Equity Leadership: One Urban Community College's Equity Team

Panel discussion by Tessa Henderson-Brown, Associate Dean of Student Equity at City College of San Francisco (CCSF), Maica Porcadas, Student Completion Coordinator at CCSF, Micheline Pontious, Research Analyst at CCSF, Dawn Mokuau, Tutoring Services Coordinator at CCSF and, Mitra Sapienza, Equity Coordinator at CCSF

Salon 214

At the City College of San Francisco, the Office of Student Equity Team, comprised of an Associate Dean of Equity, Equity Coordinator, Equity Research Analyst, Student Completion Coordinator, and Tutoring Services Coordinator, works daily on promoting Equity-mindedness across the college in various ways. Our presentation will outline the infrastructure of the team, each team members' work focus, and the Institution-Wide equity work that has been initiated as a result of this team and our efforts attempt to motivate, influence, and stimulate equity across our district.

Session C8: Increase Student Success with a Transformed Class Schedule

Jim Gaston, Director, IT - Academic Systems at South Orange County CCD and Robert Bramucci, Vice-Chancellor, Technology and Learning Services at South Orange County CCD

Salon 215

The class schedule is a critical source of information for our students, yet it's often neglected as a strategic system. At SOCCCD we created SmartSchedule. It seamlessly merges data from the catalog, class schedule, academic planning and guided pathways into one intuitive, mobile-responsive customized student experience. Join us to discuss our process, see a live demonstration and discuss how SmartSchedule could be used across the state.

Session C9: Access to Career Education Pathways through Non-traditional Partnerships

Annette Gutierrez, MSW, CalWORKs/Fresh Success Supervisor, Gavilan College and Susan Sweeny, MS, NCC, Director of Community Education and Career Pathways, Gavilan College

Salon 217

Learn innovative ways to grow Career Education programs through non-traditional partnerships while providing students with the necessary resources and successfully complete college.

Session C10: The CSSOs Role in Campus Emergency and Crisis Preparation/Response

Dr. Cynthia Olivo, Vice President of Student Services, Pasadena City College; Dr. Linda Fontanilla, Vice President of Student Services, Irvine Valley College; Dr. Eric Bishop, Vice President of Student Services, Chaffey College; Alisha Rosas, Executive Director of Strategic Communications, Chaffey College; Someone's Police Chief; Troy Ament, Director of Emergency Preparedness and Facilities Management, Chaffey College; Stephen Lux, Police Administrator, Chaffey College

Salon 219

In today's focus on campus safety, emergency operations, crisis communication and crisis management, California Community College's Chief Student Services Officers (CSSOs) are called upon to lead and participate in many different roles throughout the college community including, varying by college, overseeing the campus Police Departments and campus Safety Units; serving as lead incident command officers in campus-wide emergencies; participating in campus-wide drills such as the Great Shakeout Earthquake and active shooter drills; participating in emergency preparation table top exercises; training in the National Incident Management (NIMS) and Incident Command (CIS) systems; training to lead their campuses emergencies or natural disasters; and are most often identified as the Title IX Coordinators and 504 ADA Officers on their campuses. This session will discuss where the CSSO should be at the table in planning, preparation and response in active shooter or other campus-wide emergencies.

Session C11: Updates on Implementation of the Student-Centered Funding Formula (also offered in Session A10)

Christian Osmena, Vice Chancellor and Rhonda Mohr, Vice Chancellor, California Community Colleges

Salon 210

At this session, the Chancellor's Office will review the elements of the Student-Centered Funding Formula (SCFF) and provide updates on its implementation, including updates on the SCFF Oversight Committee's activities, the Advisory Workgroup on Fiscal Affairs' activities, and any revisions to implementation that have been proposed as part of the state

budget process. At the session, the Chancellor's Office will also describe integration of budgeting under the SCFF with goal-setting and planning colleges are being asked to undertake. Chancellor's Office staff will be available to take questions.

4:00 p.m. to 4:15 p.m. Break / CSSO Marketplace *Century Pre-Function Area*

4:15 p.m. to 5:15 p.m. General Session – **Community College League of California (CCLC) Update from the Field** presented by *Lizette Navarette, Vice President, CCLC*
Grand Ballroom D-F

5:30 to 7:00 p.m. President's Reception *The Brasseur*

Tuesday, March 26th –Conference Day Three

7:30 a.m. to 3:15 p.m. Conference Check-In / Information Desk and CSSO Marketplace and Showcase of Innovation of the Year Finalists *Grand Ballroom Foyer*

7:30 a.m. to 8:45 a.m. Deluxe Continental Breakfast Buffet / CSSO Marketplace *Century Pre-Function Area*
Network, share ideas and enhance or develop relationships with vendors and obtain information on products and services.



8:45 to 9:45 a.m. General Session *Grand Ballroom D-F*

Introduction by Cynthia Olivo, CSSO Region 7 Representative, President Elect, and Vice President, Student Services, Pasadena Community College

Community College as a Partner in Addressing Equity: From Left Out to the State of Education for Latinx & African Americans—How to Be Data Informed &

Student Centered presented by *Michele Siqueiros, President, Campaign for College Opportunity*

Michele Siqueiros oversees the organization's strategy, policy priorities, fundraising, and serves as the leading spokesperson for our work. Michele has been with the Campaign since 2004, serving first as the Associate Director and the past seven years as Executive Director and was named President in 2014.

With her leadership in 2010, the Campaign led the effort for historic transfer reform that will make it easier for students to transfer from any California Community College to the California State University system and most recently led support for the passage of the Student Success Act of 2012. She was instrumental in assembling a statewide network of over 12,000 coalition supporters, involving over 50,000 young people and their families through the "Save Me a Spot in College" and "I'm One in a Million" scholarship contests awarding over \$670,000 in scholarship dollars, guiding the direction of the Campaign's research and releasing reports on the impact to the California economy and educated workforce needs, and securing passage of Campaign sponsored legislation to increase access to Pell Grants and promote college awareness for middle school students. She currently serves on the Boards of the Institute for Higher Education Policy (IHEP), The EdSource Advisory Council, Alliance for a Better Community (ABC), and from 2011-2014, Michele served as a gubernatorial appointee to the California Student Aid Commission, the state agency responsible for distributing and awarding over \$1.7 billion annually in Cal Grant aid to California college students. In 2015, the Mexican American Opportunity Foundation named her their Woman of the Year. Hispanas Organized for Political Equality (HOPE) named Michele their HOPE Treasure in 2014. That same year, *La Opinion* Newspaper presented Michelle with their Hispanic Leader Award for her leadership in education. In 2008, *La Opinion* named her one of Los Angeles' Mujeres Destacadas (Outstanding Woman). She received her Bachelor of Arts in Political Studies and Chicano/a Studies from

Pitzer College and her Master of Arts in Urban Planning from the University of California, Los Angeles. She is based in our Los Angeles office.

9:45 a.m. to 10:00 a.m. Break / CSSO Marketplace *Century Pre-Function Area*

10:00 a.m. to 11:00 a.m. BREAKOUT Sessions D

Session D1: Innovative Student Mentoring

Dr. Audrey Yamagata-Noji, Vice President, Student Services at Mt. San Antonio College, Tannia Robles, Director, High School Outreach at Mt. San Antonio College and Dr. Eric Lara, Associate Dean, Equity and Success at Mt. San Antonio College

Salon 204

We all know and understand the importance of mentoring to students – especially students in our equity populations. How to provide this on a larger scale is daunting. Mt. San Antonio College will share its new Monthly Mentoring Meetings format in which over 200 students voluntarily participate every month in mentoring opportunities with college faculty, administrators and staff. Funded through SEAP, presenters will lead participants in an exercise that simulates the students’ experience to assist in implementing similar efforts on their campuses.

Session D2: What’s Race Got to Do With It?: Transformative Professional Development for Faculty, Staff, and Administrators

Katrina Pantig, Program Services Coordinator and Project Director at Skyline College and Lasana Hotep, Dean and Executive Director at Skyline College

Salon 205

Often times professional development experiences lack an approach for building critical competencies around issues of race, gender, and culture. Within two years, Skyline College developed a variety of successful initiatives (The Equity Training Series, Beyond the Margins Equity Forum, and the Equity Summit at Skyline College) designed to equip staff, faculty, and administrators with strategies and resources on best practices for cultural fluency and educational equity. This session focus on the development, implementation and outcomes of a strategic and innovative approach towards campus-wide professional development.

Session D3: Open Educational Resources - Equity for All!

Barbara Illowsky, OER & Innovation Fellow, Michelson 20MM Foundation at Foothill-De Anza CCD

Salon 206

All students need free access to course materials on Day 1 of class, not when they can afford to purchase their textbooks. If a student cannot purchase the textbook until the second or third week of the term, that student is at a severe disadvantage compared to students who start the term fully resourced. Participants will learn how OER & ZTC pathways are a vital solution to achieve equity.

Session D4: Through the Gate: Learning How to Increase Transfer for “High-Leverage” Students

Dr. Darla Cooper, Executive Director, The Research and Planning Group for California Community Colleges

Salon 210

California Community College’s Vision for Success articulates key five-year goals for the system, including significant increases to equitable transfer outcomes by 2022. The RP Group’s “Through the Gate” transfer study is examining the experience of “high-leverage learners” whose course-taking shows them “at” or “near” the transfer gate, but who have not yet made it to university. This session will offer updated information on which student groups are more likely to

achieve transfer, present a “transfer decision-making framework,” share ways we are exploring student perspectives on the factors that impact their transfer journey, and ways to apply the study methodology locally.

Session D5: The State of our California Community College Veteran Population

Nancy Montgomery, Assistant Dean Health, Wellness & Veterans at Irvine Valley College, Todd Steffan, Director Veterans Center at Las Positas College, Patty D’Orange-Martin and Daniel Avegalio, MS, Directors Veterans Center at American River College

Salon 211

After being awarded a \$2 million Innovation Grant from the State and Chancellors Office, Irvine Valley College and partners have collected statewide data that will indicate the current status of our veteran population in our community colleges. This report will include data, barriers, needs/challenges and what our Veteran Resource Centers and Community Colleges can do to assist our veterans in their path to persistence and completion.

Session D6: Case Studies in Behavioral Assessment and Intervention

Dr. Kate Mueller, Vice President of Student Services at Coastline College

Salon 212

This session will present actual case studies that college behavioral assessment/intervention teams have encountered and managed. Attendees will have the opportunity to participate in small and large group discussion on options, approaches, and resolutions to a variety of challenging behaviors and situations. The philosophy of case management is centered on educational moments in which such interventions ideally lead to student success and continued access.

Session D7: Transforming Student Success with a Focus on Equity and High Engagement Teaching and Learning Strategies

Dr. Joe Radding, Consultant, AVID for Higher Education

Salon 214

Community colleges in California and many other states have partnered with AVID for Higher Education to improve success for diverse students through (1) first-year experience course development, (2) tutorial training, (3) and professional development for instructors, counselors, and administrators. This session will provide an exciting array of research-based evidence, video testimonials, and other information to illustrate how high-engagement strategies refined for decades nationally can be leveraged to effectively support California's community colleges as they implement new placement practices and pathway approaches to improve outcomes for both students and community colleges.

Session D8: Data Driven Disability Awareness: An Art Based Approach

Errin Sullivan Arcos, M.S., C.R.C., Counselor at Porterville College

Salon 215

Conflict and isolation between individuals and groups negatively impact our students on college campuses throughout the nation. Empathy can combat this social isolation and conflict by helping people relate to people with disabilities. College Response is a mental health screening tool used to collect data anonymously. This data allows us to see patterns or trends on our campus. With this information art-based workshops are developed to fill the need of our students. By using an art-based approach we can improve attitudes while advocating for people with disabilities. Research has shown the art-based approach can be an effective way of engaging students intellectually and emotionally and provides them an opportunity to articulate their reactions to watching films through a discussion forum. Through guided reflective learning activities, counselor/educators can create scaffolding for the development of empathy in their students, enabling them to develop empathetic skills beyond what they could reach on their own.

Session D9: WOW! Week of Welcome at Barstow Community College

Panel discussion by Melissa Meadows, Interim Dean of Student Success & Equity, Barstow Community College, Christina Calderon, Director of Special Programs, Barstow Community College, Lauren Smith, Student Success Advisor, Student Success & Equity at Barstow Community College, Samera Kabir, Student Success and Equity Coordinator at Barstow Community College, Keiry Borrue, Student Success Advisor, Barstow College Promise at Barstow Community College and, Mattie Mendibles, Student Success Advisor, Special Programs & Services at Barstow Community College

Salon 217

Barstow Community College's Student Services Division created a welcome experience that would rival any university welcome week. Students were greeted in the parking lot and ushered through a week-long experience that included orientation, workshops, a transfer fair, morning group calisthenics, a scavenger hunt and faculty participation in a "Food with Friends" mixer. Employees and students sported collegiate swag that fit each days' theme. Creating an inclusive environment from day one was the driving force for the event. Although designed with the student in mind, WOW had a major impact on the entire college community.

Session D10: How the Role of Financial Aid has Changed with a Performance Based Funding Formula and Guided Pathways

Michael Dear, Director of Financial Aid & Scholarships at Mira Costa College

Salon 219

Do you understand Financial Aid's role in recruitment, retention and student success and how that plays out in the new Funding formula? Join us to discuss effective strategies for identifying and addressing opportunities to maximizing apportionment funding through focused financial services. CSSOs should question everything with a student focused lens differentiating between regulatory compliance and heavy-handed administrative discretion and to concentrate on removing barriers and bottlenecks.

Session D11: Process Improvement Rewritten: From Onboarding to Student Success

Dr. Dipte Patal, Dean, Counseling and Student Success at El Camino College and Ribin Dreizler, Dean, Enrollment Services at El Camino College.

Salon 200

Examining student experience along the educational journey, El Camino College responded with a plan to connect the dots from student inquiry to degree. This session will share how the college has started to leverage technology to support a stronger onboarding process to support access and retention. Some of the technologies highlighted will be the use of Hobsons Naviance for prospective students and Starfish Solutions for early alert and educational planning.

11:00 a.m. to 11:45 a.m. CSSO Marketplace **Century Pre-Function**

12:00 p.m. to 1:30 p.m. Lunch, Awards and General Session **Grand Ballroom D-F**

Introduction by Cynthia Olivo, CSSO Region 7 Representative, President Elect, and Vice President, Student Services, Pasadena Community College



Racial Equity, Specifically by **Dr. Shaun R. Harper**, Provost, Professor, Rossier School of Education and the Marshall School of Business at the University of Southern California, National Scholar on Race, Equity and Men of Color Message

Dr. Shaun R. Harper is a Provost Professor in the Rossier School of Education and Marshall School of Business, the Clifford and Betty Allen Chair in Urban Leadership, and executive director of the USC Race and Equity Center. He is author of over 100 peer-reviewed journal articles and other

academic publications. *Review of Research in Education, Teachers College Record, Harvard Educational Review, Journal of Higher Education, Review of Higher Education, and Journal of College Student Development* are some journals that have published his research. Professor Harper's research has been cited in more than 8,000 published studies. His books include *Advancing Black Male Student Success from Preschool through Ph.D.* and *Scandals in College Sports*. Johns Hopkins University Press is publishing his 13th book, *Race Matters in College*.

Dr. Harper is past president of the Association for the Study of Higher Education [ASHE] and an elected member of the American Educational Research Association [AERA] Executive Council. He serves on editorial boards for the *Journal of Higher Education* and *American Educational Research Journal*, and was previously associate editor of *Educational Researcher*. Professor Harper was named an AERA Fellow in 2017. AERA also presented him its 2010 Early Career Award [Division G] and 2014 Relating Research to Practice Award. Additionally, he received the 2008 ASHE Early Career Award, the 2012 National Association of Student Personnel Administrators Robert H. Shaffer Award for Faculty Excellence, and the 2014 American College Personnel Association Contribution to Knowledge Award. Governors State University awarded him an honorary doctorate in 2017.

1:30 p.m. to 1:45 p.m. Break / CSSO Marketplace *Century Pre-Function*

2:00 p.m. to 4:00 p.m. Closing General Session – 2019 CSSO of the Year and 2019 Innovation of the Year Awards / & Chancellor's Office Update by *Michael Quiaoit, Dean, CCCCCO* and *Mia Keeley, Dean, CCCCCO* **Grand Ballroom D-F**

4:30 p.m. to 6:30 p.m. CSSO Executive Board Meeting **Boardroom**

Wednesday, March 27th

8:00 a.m. to 12:00 p.m. CSSO Executive Board Breakfast and Meeting **Boardroom**

Important: *This schedule is subject to change at any time based on the needs of the organization, presenter availability and other circumstances beyond our control.*