Chief Student Services Officers Association

LEAP
LEADERSHIP, EQUITY, ACCESS, PATHWAYS

Rewriting the Student Success Narrative

#CSSO2019

2019 CSSO ANNUAL CONFERENCE
MARCH 24-26 SHERATON GATEWAY LOS ANGELES HOTEL AT LAX, LOS ANGELES, CA
**HOBSONS**

Linking Strategic Enrollment and Guided Pathways to Build Student Success

Starfish supports 43 California Community Colleges to scale student support services across the entire student lifecycle

Join the Starfish and Intersect teams during the Exhibitor Receptions

**Intersect** enables institutions to reach their enrollment goals via a unique channel to identify, engage and recruit Naviance students, who are more likely to apply, admit and enroll. We engage the best audience, best connections and best performing students in higher education.

Over 10 years ago, Starfish set the standard for student success technology with early alerts. We've continued to lead the industry, raising the bar to include enhanced case management tools, predictive analytics, student support integration and academic planning.
Welcome CSSO Colleagues, Guests, and Partners:

Another year and another set of innovations, challenges, best practices, and legislation to address in the interest of better serving students. This year’s conference theme: Rewriting the Student Success Narrative: Leadership, Access, Equity, Pathways, encompasses the focus and vision of our work. We are very fortunate to have the benefit of partners in a variety of areas – sponsors, Chancellor’s office staff, professional organizations, and our colleagues across Student Services and Instruction. Together, we can further reinforce our values of “Student Centered/Students First,” while we advocate for Social Justice, Equity and Pathways that keep students at the center of our conversations.

We hope this year’s nationally acclaimed speakers – Dr. Shaun Harper, Michele Siqueiros, our Chancellor Eloy Ortiz Oakley, and former Student Services leaders Dr. Ed Bush and Dr. Ricky Shabazz ---inspire and re-energize you to continue doing the vital work you do. We also have several awards this year, one being recognition of Linda Michalowski’s long and distinguished career supporting Student Services and students. With Linda in mind, our legacy as leaders and visionaries is more important than ever, and gaining strength and inspiration from each other is a natural wellspring given the excellent professionals representing Student Services. Take this time to connect, reflect, and plan. I also encourage you to take time to find someone you might mentor. Having spent 30 years in the community college system as both faculty and administrator, it is the people who took time to encourage and help guide me that made the difference in my career. I hope you accept this challenge to help someone else with their growth and future if you haven’t already started those rewarding relationships.

Thank you to the CSSO Executive Board, our executive manager, and our sponsors in planning and supporting this conference. We are fortunate to have distinguished speakers, high level presentations, and the opportunity to network with colleagues and corporate partners. Most importantly, we have you as colleagues and friends who strive to improve the lives of our students in so many important and innovative ways.

Best wishes for the future successes I know you will have on behalf of the 2 million plus students we serve. Enjoy the conference.

Cordially,

Kathleen Moberg
2018–19 President, CSSO Association
Vice President Student Services
Gavilan College
THANK YOU

Thank you to the 2019 Conference Committee
  Eric Bishop
  Grace Cardinalli
  Zav Dadabhoy
  Sylvia Dorsey-Robinson
  Angelica Garcia
  Suzanne Gochis
  Martha McDonald
  Cynthia Olivo
  Teresita Rodriguez
  Denise Whisenhunt
  Tracy Newell and the staff at MeetingWise LLC
  Great work everyone, Kathleen

On–Site Volunteers – We Appreciate Their Assistance!
  Golda Margate
  Stephanie Moya
  Maria Nunez
  Angela O’Mahaney
  Evelyne Pedersen
  Theresa Rees

Special Acknowledgements
  Capitol Digital, Program Printing
  Fruitridge Printing & Lithograph, Inc, Step & Repeat
  Jason de Alba Design, 2020 Logo
  MeetingWise LLC, Conference Management
  Melinda Wilhelm Creative Services, 2019 Logo & Program Design
  QAV Services, AV Services
  Sheraton Gateway, Host Hotel

Check out our new website at www.calssco.org!

KEYNOTE SPEAKERS

Dr. Ed Bush, President, Consumnes River College

Dr. Bush has served the California Community Colleges system in various capacities. He has also worked as an adjunct instructor for the Graduate School of Education at the University of Redlands and Brandman University teaching 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 and has co-authored books and peer reviewed publications. Moreover, he is a sought-after speaker on issues relating to student success, equity, diversity, and leadership. Dr. Bush is also a founder and board member of the African American Male Network and Development Incorporated (A2MEND), 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. 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.

Eloy Oakley, Chancellor, California Community Colleges

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.

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.

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.
## SUNDAY, MARCH 24, 2019 - AT-A-GLANCE
### PRE-CONFERENCE INSTITUTE AND CONFERENCE KICK-OFF

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

**Breakout Sessions A**  
10:00 a.m. to 12:00 p.m.

- **Pre-Conference A1**  
  *Leadership Development Part 1: Navigating the Path to CSSO*  
  10:00 a.m. to 12:00 p.m. – Salon 105

- **Pre-Conference A2**  
  *CSSOs Only Part 1: What To Know Before You Become A CEO/President*  
  10:00 a.m. to 12:00 p.m. – Salon 105

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

**Breakout Sessions B**  
1:00 to 3:00 p.m.

- **Pre-Conference B1**  
  *Leadership Development Part 2: Navigating the Path to CSSO*  
  1:00 p.m. to 3:00 p.m. – Salon 105

- **Pre-Conference B2**  
  *CSSOs Only Part 2: Pathways to the CEO*  
  1:00 p.m. to 3:00 p.m. – Salon 103

**Break/CSSO Marketplace**  
3:00 p.m. to 3:30 p.m. – Century Pre-Function Area

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

**Break/CSSO Marketplace**  
5:00 p.m. to 5:30 p.m. – Century Pre-Function Area

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

- **Welcome Remarks**  
  Kathleen K. Moberg, President, Chief Student Services Officers Association

- **Keynote – Don’t Miss the Moment: Leadership in Dynamic Times**  
  Dr. Ed Bush, President, Consmunes River College

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

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## MONDAY, MARCH 25, 2019  
### CONFERENCE DAY ONE AT-A-GLANCE

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

**Deluxe Continental Buffet Breakfast/CSSO Marketplace**  
7:30 a.m. to 8:30 a.m. – Grand Ballroom Foyer and Century Pre-Function Area

**General Session**  
Smarter, Faster, Better, The Transformation Power of Real Productivity – Dr. Ricky Shabazz  
8:30 a.m. to 9:45 a.m. – Grand Ballroom D–F

**Break/CSSO Marketplace**  
9:45 a.m. to 10:00 a.m. – Grand Ballroom Foyer

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

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<tr>
<td><strong>Session A1:</strong> Implementing Student Success Teams: Building a New Model of Collaboration</td>
<td><strong>Session A2:</strong> Providing Effective Leadership in Crisis</td>
<td><strong>Session A3:</strong> Guided Pathways: Leveraging Technology to Provide High Tech—High Touch Solutions at Scale: A Vice President Panel Discussion</td>
<td><strong>Session A4:</strong> Early Onboarding for Pathways to Success</td>
<td><strong>Session A5:</strong> Student Perspectives on Technology and Guided Pathways</td>
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<td><strong>Session A6:</strong> Holistically Rethinking Student Success</td>
<td><strong>Session A7:</strong> Free Speech Issues on Campus</td>
<td><strong>Session A8:</strong> AB 288 Dual Enrollment</td>
<td><strong>Session A9:</strong> Breaking Down Barriers to Support Student Success, Equity, and Completion</td>
<td><strong>Session A10:</strong> Updates on Implementation of the Student-Centered Funding Formula (repeated in Session C11)</td>
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**Session A11: Need Help in Pursuing Vision Goals and Core Commitments?**  
Salon 200

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

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

**Special Award and Chancellor’s Office Update – Eloy Oakley**

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

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<th>Session B1: Scaling Peer Mentor Leadership in a Guided Pathways Framework</th>
<th>Session B2: Clarifying and Helping Students Enter the Path</th>
<th>Session B3: Transforming Student Success at Antelope Valley Community College</th>
<th>Session B4: Re-Envisioning District-Wide Student Success</th>
<th>Session B5: Effective Integration of Instruction, Student Services and Technology</th>
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<tr>
<td>Session B6: Navigating Academic Accommodations for Students with Disabilities in Nursing Programs</td>
<td>Session B7: Pomo Pathways: How We Developed a Pathway Program</td>
<td>Session B8: Re-Imagining Counseling and the Delivery of SEPs</td>
<td>Session B9: More Than a Village: Equity Collaboration Across the Campus</td>
<td>Session B10: Lactation Support on Campus</td>
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<td>Session B11: How to Make Student Communications Stick</td>
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**Break / CSSO Marketplace**

2:40 p.m. to 3:05 p.m. – Century Pre-Function Area

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**Conference Day Two At-A-Glance**

TUESDAY, MARCH 26, 2019

**Conference Check-In/Information Desk**

CSSO Marketplace and Showcase of Innovation of the Year Finalists
7:30 a.m. to 4:30 p.m. – Century Pre-Function Area

**Deluxe Continental Buffet Breakfast/CSSO Marketplace**

7:30 a.m. to 8:45 a.m. – Grand Ballroom Foyer and Century Pre-Function Area

**GENERAL SESSION**

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—Michele Siqueiros
8:45 a.m. to 9:45 a.m. – Grand Ballroom D–F

**Break/CSSO Marketplace**

9:45 a.m. to 10:00 a.m. – Century Pre-Function Area

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**BREAKOUT Sessions D**

10:00 a.m. to 11:00 a.m.

**Session D1:** Innovative Student Mentoring

**Session D2:** What’s Race Got to Do With It?

**Session D3:** Open Educational Resources – Equity for All!

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

**Session D5:** The State of Our Community College Veteran Population

**Session D6:** Case Studies in Behavioral Assessment and Intervention

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

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

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

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

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

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**Conference Check-In/Information Desk**

CSSO Marketplace and Showcase of Innovation of the Year Finalists
7:30 a.m. to 4:30 p.m. – Century Pre-Function Area

**Deluxe Continental Buffet Breakfast/CSSO Marketplace**

7:30 a.m. to 8:45 a.m. – Grand Ballroom Foyer and Century Pre-Function Area

**GENERAL SESSION**

Conference Check-In/Information Desk

CSSO Marketplace and Showcase of Innovation of the Year Finalists
7:30 a.m. to 4:30 p.m. – Century Pre-Function Area

**Deluxe Continental Buffet Breakfast/CSSO Marketplace**

7:30 a.m. to 8:45 a.m. – Grand Ballroom Foyer and Century Pre-Function Area

**GENERAL SESSION – CCLC Update from the Field – Lizette Navarette**

4:15 p.m. to 5:30 p.m. – Grand Ballroom D–F

**President’s Reception**

5:30 p.m. to 7:00 p.m. – Brasserie
### SUNDAY, MARCH 24, 2019
#### PRE-CONFERENCE INSTITUTE AND CONFERENCE KICK-OFF

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<tr>
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<td>Conference Check-In / Information Desk</td>
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<td><strong>Grand Ballroom Foyer</strong></td>
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<td><strong>Breakout Sessions A (separate fee)</strong></td>
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<td>10:00 a.m. to 12:00 p.m.</td>
<td>Leadership Development: Part 1: Navigating the Path to CSSO</td>
<td><strong>Salon 105</strong></td>
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<td><strong>Dr. Angélica Garcia, Vice President of Student Services, Skyline College, Dr. Eric Bishop, Vice President of Student Services, Chaffey College. Facilitator: Dr. Denise Whisenhunt,</strong></td>
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<td>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.</td>
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<td>12:00 p.m. to 1:00 p.m.</td>
<td>Lunch for Pre-Conference Institute Attendees</td>
<td><strong>Grand Ballroom Foyer</strong></td>
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<td><strong>Breakout Sessions B (separate fee)</strong></td>
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<tr>
<td>1:00 p.m. to 3:00 p.m.</td>
<td>Leadership Development Part 2: Navigating the Path to CSSO</td>
<td><strong>Salon 105</strong></td>
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<td><strong>Panelists: 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.</strong></td>
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<td>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 they various types of colleges across the state.</td>
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### WEDNESDAY, MARCH 27, 2019
#### AT-A-GLANCE

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<tr>
<td>8:00 a.m. to 12:00 p.m.</td>
<td>CSSO Executive Board Breakfast and Meeting</td>
<td><strong>Boardroom</strong></td>
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<tr>
<td>11:00 to 11:45 a.m.</td>
<td>Break / CSSO Marketplace</td>
<td>Century Pre–Function Area</td>
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<td>12:00 p.m. to 1:30 p.m.</td>
<td>Buffet Lunch and GENERAL SESSION</td>
<td>Grand Ballroom D–F</td>
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<td>Racial Equity, Specifically – Dr. Shaun R. Harper</td>
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<td><strong>Closing GENERAL SESSION – Chancellor’s Office Update &amp; Awards – Michael Quiaoit</strong></td>
<td>2:00 p.m. to 4:00 p.m.</td>
<td><strong>Grand Ballroom D–F</strong></td>
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SUNDAY, MARCH 24, 2019
PRE-CONFERENCE INSTITUTE AND CONFERENCE KICK-OFF

1:00 p.m. to 3:00 p.m.  CSSOs Only Part 1: What To Know Before You Become A CEO/President
Salon 103
Panelists: Dr. Edward Bush, President, Consumnes 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
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.  Conference Check–In / Information Desk and Showcase of Innovation of the Year Finalists
Century Pre–Function Area

SUNDAY, MARCH 24, 2019
CONFERENCE KICK-OFF

7:30 a.m. to 5:30 p.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.

MONDAY, MARCH 25, 2019
CONFERENCE DAY ONE

8:30 a.m. to 9:45 a.m.  General Session: Smarter, Faster, Better, The Transformation Power of Real Productivity
Grand Ballroom D–F
Dr. Ricky Shabazz, President, San Diego City College
Sponsor Acknowledgments 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, Dr. Ricky Shabazz, President, San Diego City College

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
Salon 204
Session A1: Implementing Student Success Teams: Building a New Model of Collaboration
Dr. Lataria Hall, Vice President of Student Services, Fresno City College, Monica Cuevas, M.A, Dean of Counseling, Fresno City College and Dr. Natalie Culver–Dockins, Director of Counseling at Fresno City College
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.

Salon 205
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
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.

1:00 p.m. to 3:00 p.m.  CSSOs Only Part 1: What To Know Before You Become A CEO/President
Salon 103
Panelists: Dr. Edward Bush, President, Consumnes 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
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.  Break/CSSO Marketplace
Century Pre–Function Area

3:30 p.m. to 5:00 p.m.  CSSO Business Meeting (CSSOs only)
Grand Ballroom A/B
Proposed changes to EOPS, DSPS allocation, budget review, 2020 conference theme and Q&A.

5:00 p.m. to 5:30 p.m.  Break/CSSO Marketplace
Century Pre–Function Area

5:30 p.m. to 6:30 p.m.  Opening Session
Grand Ballroom D–F
Keynote: Don’t Miss the Moment: Leadership in Dynamic Times
Dr. Ed Bush, President, Cosumnes River College
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

6:30 p.m. to 7:30 p.m.  Conference Kick–Off Reception with the Exhibitors
Century Pre–Function Area
MONDAY, MARCH 25, 2019
CONFERENCE DAY ONE

Salon 206
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 Affairs, 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

Vice Presidents of Student Affairs are seeking technology solutions to scale up 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.

Salon 210
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

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.

Salon 211
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

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.

MONDAY, MARCH 25, 2019
CONFERENCE DAY ONE

Salon 212
Session A6: Holistically Rethinking Student Success

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

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.

Salon 214
Session A7: Free Speech Issues on Campus

Pilar Morin, Partner at Liebert, Cassidy, Whitmore and Eileen O’Hare–Anderson, Partner at Liebert, Cassidy, Whitmore

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 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

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

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

Chancellor’s Office Update

Eloy Oakley, Chancellor, California Community Colleges

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.

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

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

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

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*

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*

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,*

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; in 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*

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*

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

*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*

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.
Salon 219  
**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

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.

Salon 200  
**Session B11: How to Make Student Communications Stick**

Chris Jordan, Regional Director for Campus Logic

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.

MONDAY, MARCH 25, 2019  
CONFERENCE DAY ONE

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

Salon 204  
**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

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.

Salon 205  
**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, Institutional Effectiveness Specialist at Gavilan College

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.

Salon 206  
**Session C3: Plan, Nudge, and Schedule: Using Ed Plans, Alerts, and the Course Schedule to Create the Ultimate Integrated Approach to Student Success**

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

We know that degree plans, early alerts, and the course schedule are important components in student success. When an institution implements these separately without 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, improve your retention and success rates. Join us for a presentation and discussion that will help your institution achieve these goals! Bakersfield College has been implementing Starfish Early Alerts, Degree Planner, and Analytics to achieve our goals for student success.

Salon 210  
**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

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.
**Salon 211**

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

Panel discussion by Alketa Wojcik, Vice President, Student Services at Mira Costa 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

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 the student needs with the focus on how the services are delivered and how students connect with those services.

**Salon 212**

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

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.

**Salon 213**

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

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.

**Salon 214**

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

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.

**Salon 215**

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

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

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

**Salon 216**

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; Troy Ament, Director of Emergency Preparedness and Facilities Management, Chaffey College; Stephen Lux, Police Administrator, Chaffey College

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

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.
Century Pre–Function Area
Break / CSSO Marketplace

4:15 p.m. to 5:30 p.m.
Century Pre–Function Area
General Session – Community College League of California (CCLC) Update from the Field
Lizette Navarette, Vice President, CCLC

5:30 to 7:00 p.m.
The Brasserie
President’s Reception

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

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

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

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.
Salon 210
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
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.

Salon 211
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, Directors Veterans Center at American River College
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.

Salon 212
Session D6: Case Studies in Behavioral Assessment and Intervention
Dr. Kate Mueller, Vice President of Student Services at Coastline College
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.

Salon 214
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
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.
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 Intersect for prospective students and Starfish Solutions for early alert and educational planning.

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. Lunch, Awards and General Session
Grand Ballroom D–F

Racial Equity, Specifically
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

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

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

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
Grand Ballroom D–F

Michael Quiaoit, Dean, CCCCO and Mia Keeley, Dean, CCCCO

4:30 p.m. to 6:30 p.m. CSSO Executive Board 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.
Counselor, all working as an integrated, collaborative, and coordinated team. A Student Services Administrator, Division Dean, Division Chair, Intervention Specialist, and services to address each student’s needs. At each student with dedicated specialists from academic services, support services, and student Student Success Teams For being the most innovative program/project of 2019 in service to the students in the California Community College system. Student Success Teams – The Student Success Team design is a team approach that surrounds each student with dedicated specialists from academic services, support services, and student services to address each student’s needs. At Fresno City College, each team is composed of a Student Services Administrator, Division Dean, Division Chair, Intervention Specialist, and Counselor, all working as an integrated, collaborative, and coordinated team.

HONORABLE MENTIONS

Guided Pathways Implementation Cabrillo College has made great strides using a Pathways Implementation Team (PIT Crew) model for the Guided Pathways framework.

Free Farmers Market Mesa College’s Farmer’s Market is a monthly event that provides FREE FRESH PRODUCE to all members of our campus community. This initiative, made possible via partnerships with Feeding San Diego and the San Diego Food Bank.

Early Registration In fall 2018 Santa Rosa Junior College decided to change the start of fall registration from June to April in order to ensure registration occurred before high school seniors graduated and to improve collaboration with high school partners. This initiative resulted in improved collaboration with high school partners and better support for incoming freshman.

Equity Training Series The Skyline College Equity Training Series (ETS) is an intentional sequence of experiences designed to equip participants with skills, strategies, and tools in the areas of pedagogy and cultural fluency.

Pomo Pathways A program developed in partnership with the Coyote Valley Tribe of Pomo Indians.

Mendocino College worked with tribal leadership to provide Native American students with a pathway that would ease their transition into college

Open SEP Lab College of the Desert offers a drop-in comprehensive SEP lab. The college has fully implemented an electronic SEP that is integrated with our student information system. The SEP has a live degree audit, term–by–term timeline, counselor archive, and a notes section.

For her tireless efforts in service to the students in the California Community College system.

DISTINGUISHED CSSO OF THE YEAR – Dr. Annebelle Nery For her work in the development of the EDGE Program, leadership in the K–14 Consortium, contributions to the Coachella Valley Economic Partnership and One Future Coachella Valley, campus and statewide mentoring, and advancements in Student Equity and Achievement and Guided Pathways.

INNOVATION OF THE YEAR AWARD – Fresno City College For being the most innovative program/project of 2019 in service to the students in the California Community College system.

CSSO AWARDS

EXHIBITORS

Come visit our booths in the CSSO Marketplace in the Century Pre-Function Area of the hotel.

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California Virtual Campus – Online Education Initiative (CVC-OEI)
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GradGuru
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http://www.gradguru.org
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Latinia Leadership Network of the CCC (LLNCCC)
http://llnccc.org
admin@llncc.org
555.974.2174
An award-winning mobile platform that increases student persistence and completion.

Empowers Latina women through various stages of their educational and/or professional journeys.

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Provides general counsel, labor and litigation advice and assistance to CCC’s.
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<th>Name</th>
<th>Position</th>
<th>Email</th>
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<tbody>
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