

CSSO 2020 VIRTUAL Conference Program of Events

September 8-10, 2020 Version 090320



All times listed are Pacific Daylight Time (PDT). Be on the lookout for a special “**Conference in a Box**” package by Friday, September 4th. You’ll want to go through it in advance of the conference and... have it handy during the conference.

IMPORTANT NOTES: Those who register(ed) on or after 3:00 p.m. PDT on Friday, August 28th will be mailed packages post-conference. All critical materials within the “box” will also be available on the conference app.

Your “box” mailed to the address on your online registration form UNLESS you submitted an alternate mailing address to us by noon on Monday, August 24th. IF your box mailed to your college and you won’t be there prior to the conference, have no fear. All critical box elements will also be available in the conference app and... your box will be waiting for you when you are able to return to campus. In the event it’s helpful, the outside of the envelope reads “Your Conference in a Box has ARRIVED!” and the return address is CSSO, c/o MeetingWise LLC in Manhattan Beach..

PRE-CONFERENCE

Tuesday, September 8th

8:30 to 8:45 a.m. – Pre-Conference Opening Remarks/Information

Welcome, overview and instructions for chat, Q&A and breakout rooms as appropriate. Opening Remarks by Cynthia Olivo, PhD, Vice President, Student Services, Pasadena City College & Past President, CSSO.

8:45 to 12:00 p.m – Pre-Conference Institutes & New CSSO Training

(Break from 10:15 to 10:30a.m.)

Guided Pathways: Student Services Role & Leadership presented by Luis Chavez, Senior Director, Career Ladders Project; Naomi Castro, Senior Director, Career Ladders Project; Julian West, Director, Career Ladders Project

This pre-conference institute will use a collective inquiry process as a way to spur innovation. With facilitation, table teams will select and investigate promising practices that are being implemented and scaled at California Community Colleges; they will share and explore approaches and concepts, and they will plan for change. Participants will walk away with a draft plan for moving a student supports innovation, addressing a challenge or moving a stalled idea forward back on campus.

Pathways to Becoming a Dean presented by Erin Vines, EdD, Assistant Superintendent/Vice President, Student Services, Antelope Valley College and Past President, A2MEND / President-Elect-Elect, CSSO; Dr. Eric Bishop, Superintendent/President, Ohlone College; Dr. Herbert English, Vice President, Student Services, Barstow Community College

This pre-conference session will provide insight in moving up the student services ladder, particularly the move to becoming a dean. Understanding and preparation for the move, what the dean role looks like and your CSSOs expectations will be some of the topics covered.

This Is The Part When We Bring the Equity Folks In?: Creating A Transformative Campus Environment Beyond the Equity Plan

presented by Katrina Pantig, Program Manager, Equity Institute, Skyline College & Director of Diversity, Equity, Inclusion and Belonging at UC Berkeley; Lasana Hotep, Executive Director, Equity Institute at Skyline College; Monique Hernandez, Skyline College

This session will focus on cultural fluency development and leading a team with equity-minded leadership.

Pathway to Becoming a CSSO moderated by Dr. Lataria Hall, Vice President, Student Services, Fresno City College; Dr. Alketa Wojcik, Vice President, Student Services, Mira Costa College and presented by Dr. Angelica Suarez, President, Orange Coast College; Dr. Erika Endrijonas, President, Pasadena Community College; Julianna Mosier, Vice Chancellor, Human Resources, State Center Community College District; Renee Craig Marius, Vice President, Student Services, Reedley College; Marie Harris, Vice President of Learning and Student Success, Madera Community College; Pedro Avila, Vice President, Student Services, Santa Rosa Junior College; Gregory Smith, Interim Vice President, Administrative Services, Shasta College; Tre’Shawn Hall-Baker, Dean, Human Resources, Santa Monica College; Dyrell Foster, President, Los Positas College

This session will focus on preparing for the application process, HR expertise and CSSO expertise on interviewing for Cabinet level positions.

Intersectionality: Space for Female-Identified Student Affairs Professionals presented by Dr. Angélica Garcia, President, Berkeley City College

This pre-conference session provides space and development for female-identified student services professionals who actively work to bring their holistic and authentic selves. Centering our identity is critical to cultivating equity-minded professionals and validating the work of diverse administrators to utilize our experiences as a resource in closing equity gaps.

New CSSO Training: Continuing the Learning moderated by Dr. Tina Vasconcellos, Vice President of Student Services, College of Alameda and presented by Zav Dadabhoy, PhD, Vice President, Student Services, Bakersfield College & President, CSSO; Cynthia Olivo, PhD, Vice President, Student Services, Pasadena City College & Immediate Past President, CSSO; Samantha Folb, Title IX Coordinator / Compliance Officer, Cabrillo College, ; Stacy Thompson, Vice President of Academic Services, Chabot College; Dina Humble, Vice President of Instruction, San Bernardino Valley College; Kelly Fowler, Assistant Superintendent/VP of Instruction, Merced College; Jennifer Zellet, Vice President of Instruction, Modesto Junior College; Andy Suleski, Vice President of Administrative Services, Butte College

This session will focus on continuation of Fall New CSSO training, leadership development, technical skills building and community building.

12:00 to 12:45 p.m. – Lunch Break & Networking Session

Take a few minutes to relax, refresh, rejuvenate **AND refuel** PLUS enjoy networking online with other participants as desired. Join us again for the CORE CONFERENCE opening general session after the break. We suggest logging in a minimum of five minutes prior to start time.

CORE CONFERENCE

Tuesday, September 8th

12:45 to 2:00 p.m. –Conference Opening Remarks by CSSO President, Black National Anthem by Kamari Sturdivant & Black Minds



Matter presented by **J. Luke Wood, Ph.D.**, Associate Vice President for Faculty Diversity and Inclusion and Distinguished Professor of Education, San Diego State University. Co-Founder Community College Equity Assessment Lab, Author of **Black Minds Matter** & Co-Author of **From Boarding Schools to Suspension Boards...Native American Students in California**

In recent years, there have been many high-profile slayings of young Black men (e.g., Trayvon Martin, Michael Brown, Tamir Rice) leading to numerous marches, protests, and vigils throughout the nation. The Black Lives Matter movement has shed light on the injustices facing Black communities and has provided a statement of affirmation that Black lives do indeed matter. This presentation will draw parallels between the ways that Black boys and men are devalued and over-

criminalized in society and the ways that they are schooled. Tangible solutions for promoting the learning, development, and success of Black males are offered.

Opening Remarks, Land Acknowledgement and Speaker Introduction by Zav Dadabhoy, PhD, Vice President, Student Services, Bakersfield College & President, CSSO Association.

2:00 to 3:00 p.m. – Opening Virtual Reception

Entertaining CSSO Alumni Demo of the "CSSO Cocktail" Recipe and Guitar Music Gerardo "Jerry" Morales. You won't want to miss this unique online event!

Wednesday, September 9th

8:30 to 9:45 a.m. – Welcome Remarks by CSSO President, Spoken Word Coffee Break with Denise Burris-McKendell & From Equity Talk to Equity Walk: Shifting Mindsets to Advance Student Success presented by **Tia Brown McNair, EdD**, Vice President in the Office of Diversity, Equity, and Student Success and Executive Director, TRHT Campus Centers at Association of American Colleges and Universities. Co-Author of **Making Colleges Student Ready & From Equity Talk to Equity Walk Expanding Practitioner Knowledge for Racial Justice in Higher Education**

It is commonplace for higher education institutions to have diversity, equity, and inclusion statements that represent the equity talk. The question for most is how does that "talk" translate into equity-minded practices and policies that demonstrate through actions and accountability measures a true commitment to student success and institutional transformation. This discussion will highlight key principles From Equity Talk to Equity Walk, with a goal of providing race-conscious guidance on how to design and implement effective campus change strategies that establish more expansive and responsive campus cultures in a time when changing norms are a constant reality.



Welcome Remarks by Zav Dadabhoy, PhD, Vice President, Student Services, Bakersfield College & President, CSSO Association.
Speaker Introduction by Cynthia Olivo, PhD, Vice President, Student Services, Pasadena City College and Immediate Past President, CSSO Association.

9:45 to 10:00 a.m. – Break

Take a few minutes to relax, refresh, rejuvenate and join us again in your breakout of choice after the break. We suggest logging in a minimum of five minutes prior to start time. See Tips for Conquering Zoom Fatigue in your “Conference in a Box.”

10:00 to 11:00 a.m. – BREAKOUT SESSION #1

1A: How Auto-Awarding Degrees Increased GWC Graduation By 500% & Helped Close Gaps for Disproportionately Impacted Students presented by Christina Ryan-Rodriguez, Dean of Enrollment Services, Golden West College; Robyn Brammer, Dean of Counseling, Golden West College

Golden West College recognized that first generation students, especially those from disproportionately impacted populations, were less likely to apply for graduation. Our processes created an unnecessary barrier to completion. In 2019, we implemented an auto-awarding process, which increased graduation rates by 500%, improved semester-to-semester retention, and brought students back to the college who had dropped out. This session will help you replicate our process, identify techniques for maximizing DI graduation rates, and provide best-practices for nudging students toward FAFSA completion, degree completion, retention, and re-entry.

1B: Housing & Residential Education Project at OCC: Embracing the P3 Model presented by Ann Volz, Senior Project Executive, The Scion Group; Derek Vergara, EdD, Dean of Students, Orange Coast College; Jamie Kammerman, MEd, Director of Housing & Residential Education, Orange Coast College

Projected to open Fall 2020, Orange Coast College is building a 822 bed residence hall on campus, the first community college in Southern California to offer a comprehensive residence life curriculum and on-campus living experience for their students. Orange Coast College entered into a public-private partnership (P3), which is an innovative project delivery model that builds upon the strengths of collaboration and ensuring efficiency outcomes. The panel will represent members of the team from Orange Coast College and The Scion Group. The panel will share our mission, tenets, and vision for the residence halls, challenges, and lessons learned as a P3 since the inception of this project.

1C: Black Student Success Strategies: Reviving the Vine for Our Amazing Students presented by Armia Walker, Counselor/Coordinator-Blackademia, Pasadena City College; Gena Lopez, Counselor/Coordinator, Ujima Program, Pasadena City College
This workshop will discuss the details and nuances of developing a three-year academic pathway for Black community college students, the curation of Afrocentric safe spaces and the creation of an equity project geared towards providing all Black students with campus resources. These efforts to close the gaps in equity and achievement for Black students will be thoroughly highlighted. The goal of the workshop is for practitioners to engage in conversations about how to effectively serve our Black student populations on campus. Brainstorming ideas, sharing successful interventions and best practices will help educators build a robust plan of action to engage and develop Black student success.

1D: Supporting Undocumented Student Success: A Student-Centered Approach presented by Desiree Hernandez, Center Coordinator, Student Equity, Pasadena City College ; Dr. Michaela Mares-Tamayo, Director of Student Equity, Pasadena City College
Supporting undocumented student success begins with a student-centered approach that promotes access, empowerment, fulfillment, and growth. This session will cover best practices in maximizing undocumented student success, closing equity gaps, and organizing advocacy initiatives for undocumented student support on campus. Collaboration with students for development and improvement of campus support efforts is a vital component of maximizing undocumented student success measures. Session will also cover resources and services that educational institutions can implement on campus to support undocumented students and maximize enrollment, retention and success.

1E: Students Speak: How to Get Them Through the Transfer Gate presented by Darla Cooper, Executive Director, The RP Group; Alyssa Nguyen, Director of Research and Evaluation, The RP Group

What prevents transfer-ready students from making it to university? How can we help this high-leverage population achieve their transfer goal? Learn about new, culminating research from the RP Group’s [Through the Gate](#) study, including what 1,000+ CCC students said facilitates or impedes their transfer progress, how different student groups experience transfer, and what you can do to help increase transfer student success.

1F: Foothill-De Anza's Approach to Student Centric Records presented by Joe Moreau, MA, Vice Chancellor, Technology, Foothill-De Anza Community College; Kevin Martin, General Manager, Higher Education, Parchment; Nazy Galoyan, Dean of Enrollment Services, International Student Program , De Anza College

Registrar offices manage more than just transcripts. Foothill-De Anza Community College wanted to provide their students with a single, unified experience across transcripts, diplomas, certificates and badges. By rolling out a comprehensive credential system, the Silicon Valley based institution created a simple, consistent learner experience across digital and print requests, all while freeing up time for more strategic projects. Learn how Foothill-De Anza's choice to roll out a platform that could continue their students development journey from K12 made the process easy and accessible for their students.

1G: More Than Lip Service: Establishing an Equity-Based Student Services Framework presented by Audrey Yamagata-Noji, Vice President, Student Services, Mt. San Antonio Community College; Thomas Mauch, Associate Vice President, Student Services, Mt. San Antonio Community College

Ever feel that your college doesn't really understand what Student Services does? Want to make sure that your services are structured with equity and inclusion as the core of what you do? Mt. San Antonio College has developed a framework to present, define, measure, and organize Student Services that is based on meeting the diverse needs of students. Presenters will review the process used to develop the model, the coordination and collaboration among equity-based programs and expanding the campus' role in supporting equity student populations.

1H: Understanding and Addressing the Challenges Unique to LGBTQ Students presented by Arien Reed, CPA, MFA, President, Allied Staff & Faculty Association, Fresno City College; Jerry Thurston, Communication Instructor, Fresno City College

This training offers information on the LGBTQ campus community with the immediate goal of increasing participants' cultural competency. The greater goal is to make the college a safe, welcoming environment for students and employees who are LGBTQ. Participants will learn basics on sexual orientation and gender identity, as well as strategies for increasing competency and addressing homophobia, transphobia, and biphobia. Attendees will also learn about the FCC Safe Space Ally Program, the Safe Campus Initiative, and the FCC Allied Staff and Faculty Association, including how they are increasing inclusivity in facilities, programs, and campus culture at Fresno City College.

1I: Student Equity and Achievement Program Update presented by Michael Quiaoit, Dean, Educational Services and Support, CCCCC; Barbara Lezon, Specialist, Educational Services and Support, CCCCC

In light of the recent Call to Action, it is time for colleges to take out their Equity Plans, look at them with fresh eyes, and answer the question of whether it is designed for compliance or for outcomes. How can equity plans and the SEA program be leveraged to drive further action in addressing equity and structural racism? Join us as we explore how colleges can strategize and engage in pushing their equity plans further, and where there are opportunities and support to accelerate the work.

1J: Putting Students at the Center of Redesign: Stepping Beyond Boundaries presented by Marty Alvarado, Executive Vice Chancellor, Educational Services and Support, CCCCC

How does the current student services model need to shift in light of the goals and commitments in the Vision for Success, the Guided Pathways framework and the shift to student-centered design? How do we sustain the momentum beyond conversations to implement reform, scaled to serve all students? This session will explore how student services can adapt to produce desired outcomes. We will also outline an EdTech roadmap representing the technology tools that support the Vision for Success and Guided Pathways on student journeys from pre matriculation through graduation/transfer terms of local process and policy.

11:00 to 11:15 a.m. – Break

Take a few minutes to relax, refresh, rejuvenate and join us again in general session after the break. We suggest logging in a minimum of five minutes prior to start time.

11:15 a.m. to 12:15 p.m. - Call to Action Facilitated Dialogue moderated by **Edward Bush, PhD**, President, Cosumnes River College, Vice President, A2MEND, Area 2 Representative for the California Community College League CEO Board, CEO Representative for the State Chancellor's Office Faculty Diversity Committee and the Chancellor's Office Student Success Metrics Taskforce & Co-Author of **The Plan: A Guide for Women Raising African American Boys from Conception to College**.

Dr. Ed Bush, a nationally respected leader in the Community College System and a voice for awareness around Black Lives Matter and the implications when we continue to ignore Black voices, will guide attendees through a facilitated dialogue on race, inequity, and disparities, that will serve as a movie for attendees to use on their campuses.



Speaker Introduction by Cynthia Olivo, PhD, Vice President, Student Services, Pasadena City College and Immediate Past President, CSSO Association.

12:15 to 12:45 p.m. – Lunch Break & Networking Session

Take a few minutes to relax, refresh, rejuvenate **AND refuel** PLUS enjoy networking online with other participants as desired. We suggest logging in a minimum of five minutes prior to start time.

12:45 to 1:45 p.m. Panel Discussion: The Role of a Transfer Sending and Transfer Receptive

Culture: Engaging Faculty and Student Services presented by **Alfred R. Herrera, MPA**, Assistant Vice Provost for Academic Partnerships, Center for Community College Partnerships, UCLA Division of Undergraduate Education. Co-Author of **Power to the Transfer: A Critical Race Perspective on Transfer**, **Dimpal Jain, PhD**, Associate Professor of Educational Leadership and Policy Studies, California State University, Northridge. Co-Author of **Power to the Transfer: A Critical Race Perspective on Transfer** and **Santiago Bernal**, Assistant Director, UCLA Center for Community College Partnerships. Co-Author of **Power to the Transfer: A Critical Race Perspective on Transfer**

Transfer has long been a challenge for first-generation students, low income students, and students of color. The COVID-19 pandemic has had the most negative impact on community

college students of color revealing yet again, the relentless racism embedded in our educational systems and the nation at large. Efforts at community colleges aim to mitigate these disparities to support and guide students in the pursuit of attaining their goal of transferring to their dream institution. Yet are these institutions developing effective, equitable, and supportive programs to receive and welcome students at their campuses? This is a question we explore in our book **Power to the Transfer: Critical Race Theory and a Transfer Receptive Culture**, emphasizing and providing best practices that demonstrate how transfer student success can be improved when both institutions work together to identify challenges and solutions through a critical race lens.

Panel Introduction by Dr. Lataria Hall, Vice President, Student Services, Fresno City College and President-Elect, CSSO Association.

1:45 to 2:00 p.m. – Break

Take a few minutes to relax, refresh, rejuvenate and join us again in general session after the break. We suggest logging in a minimum of five minutes prior to start time.

2:00 to 3:00 p.m - CSSO Business Meeting (CSSOs ONLY) presented by **Zav Dadabhoy, PhD**, Vice President, Student Services, Bakersfield College & President, CSSO Association & **Marty J. Alvarado**, Executive Vice Chancellor of Educational Services, CCCCC

Introduction of 2020-21 CSSO Executive Board. Annual Report including budget and bylaws and constitution updates. Chancellor's Office report including Q&A.



3:00 to 4:00 p.m. – New CSSO Training & Networking Session

Join the CSSO Executive Board for a networking session. Meet and network with New CSSO colleagues and learn about mentoring opportunities to support you in your new role!

Thursday, September 10th



8:30 to 9:45 a.m –Spoken Word Coffee Break with Anasazi Grant & The Best of Us: Leveraging CSSO Strengths in This Time of Crisis presented by **Sumun L. Pendakur, EdD**, Chief Learning Officer and Director, USC Equity Institutes, USC Race and Equity Center. Named one of the top 35 Women in Higher Education by **Diverse: Issues in Higher Education Magazine** in 2019; Co-Editor of **Student Engagement in Higher Education: Theoretical Perspectives and Practical Approaches for Diverse Populations**

Community colleges across the nation serve more students than ever before, at a time that the global health pandemic and massive social uprising against injustice have created a confluence of factors that can confound even the most creative and strategic of chief student services officers. Here in California, home to the most community colleges in the country, serving the most diverse student body - across every axis of identity - the pressures are even higher. This keynote will offer targeted opportunities and frameworks, designed to empower attendees, rebuild resilience, and bring our focus back to the highest purpose in our work.

Speaker Introduction by Erin Vines, EdD, Assistant Superintendent/Vice President, Student Services, Antelope Valley College and President-Elect-Elect, CSSO Association.

9:45 to 10:00 a.m. – Break

Take a few minutes to relax, refresh, rejuvenate and join us again in your breakout of choice after the break. We suggest logging in a minimum of five minutes prior to start time.

10:00 to 11:00 a.m. – BREAKOUT SESSION #2

2A: Financial Aid & Enrollment Services: The Force is Real! *presented by Andrea Garcia, MEd, Manager, Financial Aid, Golden West College; Ava Burns, MEd, Manager, Enrollment Services, Golden West College*

Enrollment down? Students being dropped for non-payment? Enrollment Center and Financial Aid join forces to support students while increasing program initiatives. This session will provide you with information concerning how we destroy the death star by evaluating our joint processing times, student outreach, programming and collaboration efforts.

2B: Addressing the Mental Health Crisis with Telehealth Support Services *presented by Chris Clark, MBA, Chief Strategy Officer, TimelyMD; Denise Swett, EdD, Higher Education Consultant/Strategic Advisor*

We're all aware of the mental health crisis affecting college students with 68% of incoming students reporting mental health issues. Dr. Denise Swett, former VPSS at Foothill College, approached TimelyMD about how to create partnerships to support CCCs to provide 24/7 online mental health services. Modesto Junior College was the first community college to partner with TimelyMD to provide on-demand mental health services for their 24,000 students. This presentation will discuss the strategy of community college partnerships for online physical and mental health services that are available through a customized contract with TimelyMD.

2C: Creating Equity Via The CVC Exchange: Why It Matters to Student Services *presented by Bonnie Peters, Director, Student Experience, CCC California Virtual Campus - Online Education Initiative; John Hadad, Product Manager, CCC California Virtual Campus - Online Education Initiative*

Supporting the CCCC Vision for Success and Guided Pathway pillars “to significantly increase the number of students transferring to UC or CSU campuses; and help students stay on the completion path,” the CVC Exchange is a valuable educational planning tool for both counselors and students. This session discusses all three components of the CVC Exchange: Online cross enrollment. As outlined in AB637, eligible students may seamlessly enroll at colleges systemwide without filling out a separate application, and combine Financial Aid units. Online course finder. Students may search for open classes by subject matter, Intersegmental General Education Transfer Curriculum (IGETC) requirements, CSU GE Breadth Area or keyword. ASSIST data is integrated. Online pathways. The CVC Exchange includes online Associate Degree for Transfer (ADT) and Certificate of Achievement (COA) listings.

2D: Leveraging Data and Analytics as a Change Management Strategy *presented by Ellyn Artis, Director of Strategic Consulting, Starfish by Hobsons; Zav Dadabhoy, PhD, Vice President Student Services, Bakersfield College*

Higher education leaders have had to make rapid decisions about what to do to support students in these challenging times. They have also had to engage in the often-tougher work to determine how to best roll out strategies and then use data to understand progress. In this session, we'll discuss how completion teams can use analytic insights to scale and measure the interventions that will see our students to the finish-line. We'll share what Bakersfield and other colleges are doing to turn data into actionable insights.

2E: Creating Inclusive Online Learning Environments Through the CVC-OEI Online Ecosystem Tools *presented by Jessica Hurtado, MPA, Program Supervisor-Student Experience, Foothill-DeAnza Community College; Marina Aminy, Ph.D., Dean, Online Education and Learning Resources, Foothill-DeAnza Community College*

The California Virtual Campus-Online Education Initiative (CVC-OEI) recognizes that student success involves many aspects of support beyond instruction. Many students are unaware when they register for an online course that the environment requires a skill set that is different from what is needed for the traditional classroom experience. The CVC-OEI believes in integrating innovative technology to create inclusive and supportive online student services. The CVC-OEI ecosystem tools help students navigate and connect to their campus helping them feel welcomed, supported, encouraged, and challenged to be the best they can be.

2F: Understanding Our Unconscious Bias *presented by Eileen O'Hare-Anderson, Partner, Liebert Cassidy Whitmore; Dr. Lataria Hall, Vice President, Student Services, Fresno City College*

We are ethical, unbiased, and always objective and fair in reaching conclusions. Or are we? Every day we make countless decisions based on information and assumptions culled from past knowledge and experiences. This can be the basis of unconscious bias. (You're making decisions right now about this session, aren't you?) This session will discuss how to recognize and acknowledge your own biases and how to make objective, unbiased decisions. We will discuss how commonplace language and behaviors might communicate hostility to others (microaggressions) as well as strategies for having difficult conversations around bias.

2G: Student Voices Informing Our Work: The Minority Male Initiative *presented by Audrey Yamagata-Noji, PhD, Vice President, Student Services, Mt. San Antonio Community College; Francisco Dorame, Mt. San Antonio Community College; Giovanni Rodriguez, Coordinator, Student Life, Mt. San Antonio College; Sectino Keagan, Project Specialist, Mt. San Antonio Community College*

Statistics don't tell the whole story, but we don't need metrics to inform us that male students of color—especially Latinx, African American and Pacific Islander males are not making equitable progress. Knowing how best to serve this student population can be illusive. Through an intentional process of listening to our students' voices, Mt. San Antonio College has been able to build a framework of support and interventions to improve the success of male students of color. Presenters will review how they teach and address issues such as: developing a sense of belonging, help-seeking behaviors, imposter syndrome, and code switching.

2H: Best Practices: Student-Focused Financial Aid Policies and Practices presented by *Gina Browne, Specialist, Educational Services and Support, CCCCCO; Valerie Lundy-Wagner Ph.D., Assistant Vice Chancellor, Research and Data, CCCCCO*

Financial aid administrators have a significant role in improving student outcomes. Yet, national, system, and local research suggests many California community college students are not receiving maximum financial aid disbursements. To ensure that students maximize aid receipt, administrators must balance making processes accessible for students while serving as stewards of federal, state and institutional policy. This presentation will highlight research and real-world solutions for maximizing financial aid accessibility and what works in terms of local process and policy.

2I: Guided Pathways: Where Are We Today? presented by *Michael Quiaoit, Dean, Educational Services and Support, CCCCCO; Marty Alvarado, Executive Vice Chancellor, Educational Services and Support, CCCCCO; Mia Keeley, Dean, Educational Services and Support, CCCCCO*

The Guided Pathways framework is playing a pivotal role in organizing the system's advance towards its Vision for Success. Join a conversation with the Chancellor's Office team on the progress and challenges of Guided Pathways as we move from theory of change to implementation, monitoring and evaluation. Updates on system priorities and state-level reforms will also be provided.

2J: Technology Lighting the Torch for Virtual Student Services presented by *Nicholas Burrell, Vice President of School Partnerships, Ocelot; Primavera Arvizu, Vice President of Student Services, Porterville College; Gerald Sequeira, Dean, Admissions and Records, Citrus College*

Last spring, colleges quickly moved teams and students off campus and into virtual learning and remote services. Surprisingly, the schools that successfully transitioned to remote service did not replace their existing student service model. Rather, they found ways to augment their staff and traditional processes with new technology. Virtual meeting software, live chat, AI chatbots, texting, and other platforms have aided student service staff to create an interesting and innovative model that enables both 1:1 support and one-to-many support 24/7. Come visit with a panel of California Community College student services professionals, VPs, and Presidents to learn how they are creating virtual student services that will not only help them get through the current crisis, but also create lasting efficiencies and connections in the long term.

11:00 to 11:15 a.m. – Break

Take a few minutes to relax, refresh, rejuvenate and join us again in your breakout of choice after the break. We suggest logging in a minimum of five minutes prior to start time

11:15 a.m. to 12:15 p.m.- BREAKOUT SESSION #3

3A: Putting the AI in Financial Aid presented by *Chris Jordan, Regional Vice President, CampusLogic*

Your students have questions and they need answers 24/7. But scaling personalized support is difficult when distance, time, and language come into play. What are the consequences of students misunderstanding financial aid? They never enroll, over-or under-borrow, or drop out leading to debt with no degree. Artificial intelligence for financial aid meets everyone where they are. It goes beyond bots by utilizing data in your systems seamlessly and providing students with relevant information to their individual needs allowing their questions to be answered anytime, anywhere. Learn how automation and analytics can help proactively engage your students throughout their student financial success journey.

3B: The CSSO as a Witness! Best Practices for Preparing CSSOs for Litigation and Disciplinary Appeals presented by *Alysha Stein-Manes, Associate, Liebert Cassidy Whitmore; Pilar Morin, Partner, Liebert Cassidy Whitmore; Viddell Lee Heard, Associate, Liebert Cassidy Whitmore; Alysha Stein-Manes, Associate, Liebert Cassidy Whitmore*

CSSOs often participate in lawsuits and disciplinary hearings that require the investment of district time and financial resources. Participating in these processes may also make CSSOs feel like they are being taken away from the district's mission: to educate students and to provide them with safe and effective learning environments. This workshop will address best practices for responding to and preparing for depositions, hearings and litigation, including what CSSOs should expect when their department becomes involved in litigation, depositions and hearings; and working collaboratively and transparently with the district's legal counsel.

3C: Leveraging Campus and Community Resources to Provide Wrap Around Support Services for Student Success presented by *Dr. Jill Zimmerman, Ph.D, NBCC, Dean of Student Life and Services, Antelope Valley College*

Community College students attend with a host of issues, which could be barriers to their academic career. At Antelope Valley College, we create programs and services to meet students where they are and help to reduce life barriers. This is accomplished through the coordinated work of our different committees and programs such as our Basic Needs committee and our Financial Wellness program. Our success with our community partners such as DCFS and Food Forward play a critical role in connecting our students to community agencies and collaborating to capitalize on our human and financial resources.

3D: (Re)Designing for Completion: Intentional Integration of College Reform Efforts *presented by Andrea Vizenor, Dean of Strategic Partnerships and Workforce Development, Skyline College; Lauren Ford, Project Director, Promise Scholars Program Replication, San Mateo County Community College District; Ellen Murray, Director of Promise Scholars Program, Skyline College; Carla Grandy, Director of Guided Pathways and Comprehensive Redesign, Skyline College; Dr. Aaron McVean, Vice Chancellor Educational Services & Planning, San Mateo County Community College District*

This session will focus on the way in which the San Mateo County Community College District (SMCCCD) is integrating Dual Enrollment, Guided Pathways, and Promise Scholars Program to improve student completion. Session participants will learn how SMCCCD drastically increased dual enrollment efforts, collaborated on the implementation of Guided Pathways, and expanded Promise programming in order to address equity gaps in program access and success.

3E: Digitizing and Streamlining High School Dual Enrollment Processes to Increase Student Access and Success *presented by Joe Vallejo, Counselor, Chaffey College; Kathy Lucero, Director, Admissions and Records, Chaffey College; Matthew Morin, Director, Intersegmental Partnerships, Chaffey College; Nabil Torres-Arguelles, Enrollment Success Generalist, Chaffey College*

High school students and their families participating in dual enrollment opportunities in the California Community College system encounter a complex maze of paperwork and matriculation steps to enroll in a college course while attending high school. In the spirit of Guided Pathways and a commitment to increasing student access to enter and clarify pathways to college, Chaffey College removed numerous dual enrollment matriculation barriers to entry. This panel presentation will provide attendees with a guide to digitizing parent and counselor signature processes, regulatory clarity about removing of GPA, transcript requirements for admission, and digital self-registration for students.

3F: Supporting Student Equity and Access Through Basic Needs Support Services *presented by Maryann Tolano-Levequ, Dean of Students, Citrus College*

Learn how your campus can work toward better understanding the student experience for its homeless and food-insecure student population. Familiarize yourself with the many valuable resources that colleges already provide but aren't marketing. Discuss realistic programs that your campus can implement in order to serve this vulnerable student population. Participants will be provided with useful resources and a clear path for duplication, implementation, and scalability at their own campuses.

3G: Our Story Matters: Creating Relevant Support Services for Frequently Overlooked and Misunderstood Students *presented by Audrey Yamagata-Noji, PhD, Vice President of Student Services, Mt. San Antonio Community College; Dario Fernandez, Director, DREAM Program, Mt. San Antonio College; Jeze Lopez, Director, REACH/Foster Youth Program, Mt. San Antonio Community College; Victor Rojas, Director, TRiO Programs Mt. San Antonio College*

How can adverse experiences be understood and embraced to enable marginalized students to reach success in college? This session will look at similar and dissimilar challenges and barriers that Dream, Foster Youth and Formerly Incarcerated students face and how colleges can develop specially designed support services. Areas to be covered include: legal challenges, navigating government bureaucracies, facing social stigmas, family separation, dealing with forgiveness, and implementing strategies based on sensitivity and tough love.

3H: Top 10 Things CSSOs Need to Know About the New Title IX Regulations *presented Pilar Morin, Partner, Liebert Cassidy Whitmore; Jenny Denny, Associate, Liebert Cassidy Whitmore*

The new Title IX Regulations govern how community colleges must adjudicate allegations of sexual harassment. The regulations apply to both students and employees, and CSSOs need to be aware that all formal complaints that meet the definition of sexual harassment under the Title IX Regulations will be processed using the new grievance procedures which preempt existing California and existing procedures. This workshop will cover the top 10 things CSSOs should know about the regulations, such as what is the definition of sexual harassment, supportive measures and retaliation. We will also discuss the role of advisors in the grievance process, particularly during the hearing, and the role they play in cross-examination.

3I: Chancellor's Office Open Forum *presented by Dr. Aisha Lowe, PhD, Vice Chancellor, Educational Services and Support, CCCC, Mia Keeley, Dean, Educational Services and Support, CCCC & Michael Quiaoit, Dean, Educational Services and Support, CCCC; Gina Browne, Dean, Educational Services and Support, CCCC; Raul Arambula, Dean, Educational Services and Support, CCCC; LeBaron Woodyard, Dean, Educational Services and Support, CCCC*

Join the Chancellor's Office Educational Services leadership team for an open forum session. During this session, the team will provide critical state-level updates and field questions, comments, and feedback.

3J: Understanding the Student Equity and Success Implications of the SCFF in Different Regions of California presented by *Matt Kritscher, EdD, Vice President, Student Services, Chabot College; Dr. Cynthia Gordon da Cruz, Institutional Researcher, Chabot College*

The new CCC Student Centered Funding Formula (SCFF) seeks to meet the goals for the Vision for Success by centering supplemental and success metrics in the new performance based funding model, along with the traditional FTES method for state apportionment. With each of the 116 CCCs being located in vastly different areas of the state, the SCFF has significantly differing impacts in different regions. This session will explore how high cost of living areas are affected differently than low cost of living regions as related to the supplemental metric which uses the California Promise Grant, Pell Grants and AB 540 designations as inputs. The session will introduce the Region III & IV White Paper on this issue, then facilitate dialogue to discuss the implications for student equity and success and to seek win-win-win recommendations for all CCCs.

12:15 to 12:45 p.m. – Lunch Break & Networking Session

Take a few minutes to relax, refresh, rejuvenate **AND refuel** PLUS enjoy networking online with other participants as desired. We suggest logging in a minimum of five minutes prior to start time.

12:45 to 1:45 p.m. Regional Call to Action Planning

As CSSOs, we share the charge of ensuring equity and access for all our students. Our leadership on our campuses is pivotal to this work. Yet, it is difficult to dedicate time to plan this work-let alone to do this with our colleagues. Through Dr. Ed Bush's session on A Facilitated Dialogue, regions will come together in planning how to affect change on their own campuses.

1:45 to 2:00 p.m. – Break

Take a few minutes to relax, refresh, rejuvenate and join us again in general session after the break. We suggest logging in a minimum of five minutes prior to start time.

2:00 to 3:00 p.m. Closing Session & A Call to Action presented by *Eloy Oakley, Chancellor, California Community Colleges*

An overview of leading from within the organization and on your campuses. Presentation will be preceded by a special award presentation and followed by closing comments and overview of the 2021 Conference theme by Zav Dadabhoy, PhD, Vice President, Student Services, Bakersfield College & President, CSSO.



Award Presentation, Speaker Introduction and Closing Comments by Zav Dadabhoy, PhD, Vice President, Student Services, Bakersfield College & President, CSSO Association. Introduction of 2021 Conference Theme & Logo by Dr. Lataria Hall, Vice President, Student Services, Fresno City College and President-Elect, CSSO Association.

2020 CSSO of the Year Award – Pedro Avila

Pedro Avila has been selected as your 2020 CSSO of the Year. Mr. Avila is the Vice President, Student Services/Assistant Superintendent at Santa Rosa Junior College (SRJC). He has been an inspirational and consistent leader at his institution and has shared his expertise, time, and talent with CSSO's across the state throughout his career. He is a strong advocate for social justice and student equity, using his vast experience and leadership skills to advance that work forward within his institution and the community college system.



Mr. Avila is a collaborator who works tirelessly to provide resources for his students. In 2017, Santa Rosa experienced the Tubbs fires that destroyed the homes of 900 SRJC students and devastated the Santa Rosa Community. Mr. Avila and his team worked tirelessly to help students cope with fire trauma and provided financial assistance to students who lost homes. In 2019, Mr. Avila led the collaboration between Santa Rosa Junior College and Vital Immigrant Defense Advocacy and Services (VIDAS). Through this partnership, an attorney and a paralegal were embedded into the college's Dream Center and provide unlimited free legal services to undocumented students and their families. That same year, Mr. Avila helped establish a Second Chance Program to support formerly incarcerated students. Currently, he is working to address student housing insecurity by co-leading the development of affordable student housing on his campus. This project will house 413 students and is scheduled to break ground this December.

*Mr. Avila serves as a role model and mentor to many CSSOs across the state. He has the respect and support of his colleagues as well as his campus community. He is an inspirational leader who is known for his respectful approach to collaboration and for incorporating the different voices and needs of all constituents into decisions. **We congratulate our 2020 CSSO of the Year...Pedro Avila!***

ADDITIONAL NOTES

Please note that some of the **sessions and placement are subject to confirmation and may change** as we finalize the agenda and that presenter cancellation is out of our control.

Remember, if you miss a session or parts of sessions, you'll have access to the **recordings** approximately two weeks after the conference.