You’re a New CSSO, Now What?

Dr. Marsha Gable, VPSS Grossmont College
Dr. Kaneesha Tarrant, VPSS Norco College

AGENDA

Outcomes
Introductions
The CSSO Role
Q&A

OUTCOMES

This session will cover:
• The role of the CSSO post COVID
• Tips, strategies and resources needed to successfully fill the CSSO role.
• Opportunity to engage in a conversation with two veteran CSSOs who have lived the role pre and post pandemic.
Session Norms

- Safe space
- Be your authentic self
- No judgement zone
- Share the mic, pass the mic, offer the mic

Why did you become a CSSO?
Chief Student Services Officer

- College Executive with a focus on the "Student"
- Technical Expertise
- Vision for Student Service Division
- Leadership for creating a supportive environment to enhance students' learning
- Code Translator – equity/culture

The Position

The Mind, The Hand and The Heart

- Mind – Your Vision
- Hand – Your Craft
- Heart – Your Mission
Mind: Creating a Vision

• Transformational Change
• Readiness for CONSTANT Change
• How to Survive "Initiative Fatigue"

Hand: The Practitioner-Leader

• Areas of expertise
• Data-Informed and Outcomes-Driven
• Leading Multiple Functional Areas
• Cross Collaboration

Heart: Clarity of Purpose

• Your “Why?”
• Centering Students
• Alignment with vision and practice
Authentic Transformational Leadership

- Authentic Transformational Leaders
  - Create position outcomes within an organization
  - Possess and encourage self-awareness and self-regulated positive behaviors
  - Have the capacity to unleash subordinates' full potential
  - Possess purpose, values, heart, relationship capacity, and self-discipline
  - Must have an inherent and developed moral component
  - Express their true self in daily life, live a good life, and are self-realized
  - Are high impact, resilient, get results, and sustain growth
  - Lead with integrity

Personal and Institutional Alignment

- Vision
- Priorities
- Equity-Mindedness
- Anti-Racism
- Mission and Vision
- Moral and Ethical
- Culture

Leadership Lessons from the Wizard of Oz

Cowardly Lion
Pre-COVID

Navigating Title 5
Campus Crisis
Student Conduct

Post-COVID

Relationships

• President
• Executive Cabinet
• Student Services
  Management Team
• Unions
• Senate(s)
Tips

- Put students at the center of the work
- Build relationships
- Lead with integrity
- Communicate beyond email

Essential Resources

- Chancellor’s Office
- CSSO Association
- Regional CSSO Network
- Professional Associations: ACCCA, NASPA, etc.
- CCC Compendium of Allocations
- CSSO Conference in March

Q&A