



Chief Student Services Officers Association



Spring 2018 Conference
March 7-9, 2018
DoubleTree by Hilton Hotel
Sacramento, CA



Chief Student Services Officers Association

PURPOSE STATEMENT

Ensuring Opportunities for Success for Every Student

CORE VALUES

Student Centered—Students First

Passionate

Persevering

Authentic

Knowledgeable



2017-2018 EXECUTIVE BOARD MEMBERS

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Vice President of Student Services
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Pasadena City College*

Teresita Rodriguez

*Representative at Large
(Regions 6-10)
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Development
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*Region 8 Representative
Vice President of Student Services
Citrus College*

Monica Green

*Region 9 Representative
Vice President of Student Services
Norco College*

Denise Whisenhunt

*Region 10 Representative
Vice President of Student Services*

San Diego City College
RESOURCE MEMBERS:

Laura Hope

*Vice Chancellor for
Educational Services
CCCCO*

Rhonda Mohr

*Vice Chancellor for Student Services
& Special Programs
CCCCO*

Jolaine Pollard

*Executive Manager
CSSO Association*



**Chief Student Services Officers
Association**

Welcome CSSO Colleagues:

Thank you for joining us at the 2018 Chief Student Services Officers (CSSO) Association Conference. We are honored to have you participate in many dialogues that will support this year's conference theme "*Leading Pathways to Success*". Please join me in thanking the entire CSSO Executive Team, the CSSO Executive Manager, and many college support staff who were dedicated to the implementation of this annual event.

In 2017, we began our conversations about program integration. This year, we will explore program integration further emphasizing how integrating programs will increase efficiencies and productivity to further develop Promise Programs, support Guided Pathway initiatives, and implement multiple measures.

Our commitment to ensuring we reach the Chancellor's Strategic Goals is stronger today than ever. Not only is our aim to increase the completion and success rates of all 2.1 million students who attend California's Community Colleges but to embrace and lead efforts that make our students successful citizens of our respective communities. Many of our students come to us hungry, homeless, tired, and lacking the knowledge and skills to be successful students. It is up to us to help them obtain the tools that will help them succeed and this is what this conference is intentionally designed to deliver to you.

Over the next two days, you will have the opportunity to hear from nationally acclaimed keynote speakers, experts in their fields, and practitioners who will offer you many great ideas and best practices to support our students. This conference will offer you a myriad of sessions to address leading topics in the student services world in partnership with our instructional leaders. It is my hope that each and every one of you will return to your college with a wealth of knowledge, great energy, and a desire to help us lead pathways to success!

On behalf of the CSSO Executive Board, I wish to thank you and your colleges for supporting the CSSO Association. We look forward to our continued collaboration.

Sincerely,

A handwritten signature in blue ink that reads "Linda M. Fontanilla". The signature is fluid and cursive.

Dr. Linda M. Fontanilla
Vice President for Student Services
Irvine Valley College
President, CSSO Association



STATE OF CALIFORNIA

ELOY ORTIZ OAKLEY, CHANCELLOR

CALIFORNIA COMMUNITY COLLEGES

CHANCELLOR'S OFFICE

1102 Q STREET, SUITE 4400
SACRAMENTO, CA 95811-6549
(916) 322-4005
<http://www.cccco.edu>



On behalf of the California Community Colleges Board of Governors, the more than 2.1 million community college students and the people of the great state of California, I want to welcome you to the CCCSSAA Conference. Your work is critical to the success of our students and the economy of our state.

As you invest time in the various sessions and workshops offered at the conference, I hope you focus on the opportunities we all have to meet the goals and commitments outlined in the Vision for Success, released in July 2017. Supporting the Vision for Success is the framework of Guided Pathways, a highly structured approach to student success that provides all with a set of clear course-taking patterns that promotes better enrollment decisions and prepares students to reach a defined goal. This framework, already underway in many colleges, integrates support services in ways that make it easier for students to get the help they need during every step of their community college experience.

The goals articulated in the Vision for Success and the accountability to them require commitment from all of us. While a large portion of the work needed to begin implementation of the Guided Pathways framework relies on faculty and instruction administrators, now is the time for Student Services to join the conversation and collaboration on campus. Successful implementation of Guided Pathways requires breaking down silos and a commitment of everyone on campus to integrate and collaborate.

Spring 2018, brings with it additional opportunities for change in support of student success. Discussions about the system's funding formula, the proposal for a fully on-line community college, and a myriad of other budget and legislative proposals will be discussed and debated throughout the spring season. I welcome your input and ideas for ensuring that these proposals help meet the needs of our students.

I ask you all to join me in embracing the urgency of now. I look forward to working with each of you and in celebrating the successes that we will make happen together.

A handwritten signature in black ink, appearing to read "Eloy Ortiz Oakley".

Eloy Ortiz Oakley
Chancellor

SPECIAL ACKNOWLEDGMENTS

Jolaine Pollard, *CSSO Association Executive Manager*
Angela Mahaney, *Executive Assistant, Irvine Valley College*
Maria Nunez, *Senior Administrative Assistant, Irvine Valley College*
Josue Rosales, *Senior Executive Assistant, Foothill College*

GENERAL INFORMATION:

Registration in California Ballroom Foyer

Wednesday, March 7, 2018 • 7:30 am – 5 pm

Thursday, March 8, 2018 • 7:30 am – 11 am

Exhibitors Hall in Redwood Hall

Conference Office in Executive Board Room

No smoking in hotel

WiFi Available for Conference Sessions

KEYNOTE PRESENTERS



Kristin D. Lindgren, *Attorney, Liebert, Cassidy, Whitmore*

Kristin Lindgren provides counsel and representation to educational institutions on a variety of matters including labor, employment, and education law. Kristin also provides guidance to colleges in matters pertaining to student issues. Kristin has more than a decade of experience working with educational institutions and represents clients in a variety of issues such as student discipline matters, including expulsions, employee discipline, labor disputes, leaves, and disability accommodation.



Dr. Kay McClenney, *Senior Advisor to the President/CEO & Pathways Project, American Association of Community College (AACC)*

Dr. McClenney is an independent consultant and partner in Mc2 Consultants. She serves as Senior Advisor to the President & CEO of the American Association of Community Colleges. She was founding Director of the Center for Community College Student Engagement at The University of Texas at Austin from 2001 through April 2014, and she also served during that period as a faculty member in the Program in Higher Education Leadership at The University of Texas at Austin. Also at the University, she served as a founding partner and senior consultant to work on the national Achieving the Dream initiative. She was co-director of Student Success BY THE NUMBERS; CLASS — the California Leadership Alliance for Student Success; and the national Bridges to Opportunity initiative. She previously served for 10 years as Vice President and chief operating officer of the Education Commission of the States.



Pilar Morin, *Partner, Liebert, Cassidy, Whitmore*

Pilar Morin represents educational institutions in such areas as student matters, the Brown Act, personnel, and Public Records Act. She provides legal expertise related to general education law, including constitutional issues, student discipline, student privacy laws and FERPA. Pilar has been successful in conducting and assisting with investigations pertaining to harassment, discrimination and employee and student misconduct. Pilar is a member of the National Association of College and University Attorney (NACUA) and currently serves on its Committee on Legal Education.



Eileen O'Hare Anderson, *Attorney, Liebert, Cassidy, Whitmore*

With over 20 years of experience in education, employment, and labor law, Eileen O'Hare-Anderson has an extensive background in the successful resolution of many education-related issues. Her primary area of expertise is representing and advising community college districts in a general counsel role, in all phases of education-related matters. She is experienced in representing community college districts in arbitrations and administrative proceedings.



Dr. Francisco Rodriguez, *Chancellor, Los Angeles Community College District*

Dr. Rodriguez began his tenure as Chancellor of the Los Angeles Community College District on June 1, 2014. Prior to his appointment as head of the nation's largest community college district, Dr. Rodriguez served as superintendent/president at MiraCosta Community College District (Oceanside, CA) for five years and president at Cosumnes River College (Sacramento, CA) for six years. With 30 years of experience as an educator, faculty member and administrator within California public higher education, Dr. Rodriguez is a noted scholar and speaker on topics ranging from higher education, student access and success, governance and governing boards, to workforce development, fundraising and philanthropy. Dr. Rodriguez has dedicated his career to diversity, equity and inclusion issues and to outreach to underserved communities, particularly the development of young Latino and African American males.



Dr. Regina Stanback-Stroud, *President of Skyline College*

Dr. Stanback-Stroud holds a Doctorate of Education in Educational Leadership (Mills College), a Bachelor's Degree in Nursing Sciences (Howard University), a Master's Degree in Human Relations (Golden Gate University) and a Master's Degree in Educational Leadership (Mills College). Dr. Regina Stanback-Stroud is highly regarded for her knowledge, background and perspective on Student Equity and Diversity, education/industry collaboratives, economic empowerment and anti-poverty strategies, community workforce and economic development. She served as an appointee for President Barack Obama to the President's Advisory Council on Financial Capability for Young Americans to make recommendations on strategies and policies that help improve the financial well-being of young people. In honor of her work on equity and diversity, the Academic Senate for California Community Colleges established the Regina Stanback-Stroud Diversity Award. The award is a state-wide award that honors faculty whose work demonstrates a commitment to diversity, equity and social justice.

WEDNESDAY, MARCH 7, 2018

7:30 AM – 5 PM

California Ballroom Foyer

REGISTRATION

7:30 AM – 8:15 AM

California Ballroom

BREAKFAST

8:15 AM – 8:30 AM

California Ballroom

WELCOME

Linda Fontanilla, *CSSO Association President, Vice President of Student Services, Irvine Valley College*

8:30 AM – 9:30 AM

California Ballroom

GUIDED PATHWAYS FOR STUDENTS: WHAT? WHY? WHY NOW?

Kay McClenney, *Senior Advisor to the President/CEO & Pathways Project, American Association of Community College (AACC)*

9:30 AM – 9:45 AM

TRANSITION TIME

9:45 AM -10:45 AM

BREAKOUT SESSION A

California Salon 1

A1. Getting Students Through the Transfer Gate

Darla Cooper, *Interim Executive Director/Director of Research and Evaluation, The RP Group*
Kristen Fong, *Senior Researcher, The RP Group*

The RP Group will share findings from our "Through the Gate" Transfer Study examining California community college students whose course-taking shows them "at" or "near" the transfer gate but have not transferred. We will discuss who these nearly 300,000 students are and explore factors that may be impeding their progress.

California Salon 2

A2. Guided Pathways: Implications for Student Services Programs

Rhonda Mohr, *Vice Chancellor for Student Services & Special Programs, CCCCCO*
Alice Perez, *Vice Chancellor for Academic Affairs, CCCCCO*
Monica Green, *Vice President for Student Services, Norco College*

Guided Pathways is not just about curriculum and scheduling redesign. The entire campus will need to be active participants in the planning and implementation of Guided Pathways. The presenters will offer some suggestions for how specific programs can contribute to the Guided Pathway efforts, followed by a facilitated discussion designed for sharing and gathering ideas.

Feather River

A3. Contracting Out Student Health Services to a Professional Medical Provider

Denise Swett, *Vice President, Student Services, Foothill College*

Licensing, liability, staffing, insurance, medical records and scope of services are challenging factors in delivering student health services. After ongoing frustrations trying to hire medical professionals, Foothill College decided to seek a contractor to operate their health center. We will share our planning, processes, legal considerations, selection and implementation experiences.

California Salon 3

A4. What is Collective Impact?

Sharon Strazzo, *Operations Manager, North State Together*

Kevin O'Rorke, *Chief Executive Officer, Shasta College*

Kate Mahar, *Chief Learning & Research Officer, Shasta College*

This session will introduce collective impact models and explain the importance of collective impact in making large-scale social change. Lessons will be drawn from the establishment of North State Together, a Backbone support team for a 5-county region in far northern California.

California Salon 4

A5. Professional Learning Network: Sharing Promising Practices to Improve Systemwide Success

Kevin Wutke, *Program Specialist, Success Center, Foundation for California Community Colleges*

Beth Kay, *Director of Professional Development, Success Center, Foundation for California Community Colleges*

The Professional Learning Network is a clearinghouse of exciting programs throughout the CCC system. Colleges can share information about their own innovative practices and find out about others. See examples of excellent CTE resources and participate in an open discussion about the exciting programs and practices happening in the system.

Rubicon River

A6. Supporting Student Success Outside the Classroom: Serving Homeless and Food-Insecure Students

Maryann Tolano-Leveque, *Dean of Students, Citrus College*

Learn about the initial steps a campus can take to begin understanding its own homeless and food-insecure student population. Familiarize yourself with the many valuable resources that colleges already provide but aren't marketing. Participants will discuss realistic programs that their campus can implement in order to serve this vulnerable population.

American River

**A7. Gen Z Wants New Student Orientation Online:
Are You Delivering?**

Laureen Balducci, *Associate Vice President of Student Services*
Nazy Galoyan, *Dean of Enrollment Services & International Programs,*
Foothill College

Gen Z, AKA Digital Natives are looking for all of their support services online. Providing orientation to students is key to student success and retention. Information, delivery, and availability are critical factors. Learn more about our Gen Z students and strategies on how to deliver the services they want online.

10:45 AM-11:15 AM

Redwood Room

EXHIBIT HALL OPEN

11:15 AM-12:45 PM

California Ballroom

LUNCH

CCC Chancellor's Office Update

Rhonda Mohr, *Vice Chancellor for Student Services & Special
Projects, CCCCCO*

Alice Perez, *Vice Chancellor for Academic Affairs, CCCCCO*

**Panel: "Legal Update" Statutes and Cases Impacting California
Community Colleges and the Students They Serve**

*Attorneys: Pilar Morin, Eileen O'Hare Anderson, Kristin D. Lindgren
Liebert, Cassidy, Whitmore*

12:45 PM-1 PM

TRANSITION TIME

1 PM-2 PM

BREAKOUT SESSION B

California Salon 1

B1. Foothill College EduNav

Denise Swett, *Vice President of Student Services, Foothill College*
Nazy Galoyan, *Dean of Enrollment Services & International Student
Programs, Foothill College*
Judy Einstein and Jane Snyder, *EduNav*

Learn how Foothill College has partnered with EduNav to build an online science-based academic-planning solution which ensures better informed students, fewer wasted credits, and a more effective path to degree completion. Learn how they have created smarter, more personalized education plans, and how that work is driving better student, academic, and institutional outcomes.

California Salon 2

B2.Recent Changes with the OCR: An Update for CSSOs and Title IX Coordinators

Pilar Morin, *Partner, Liebert, Cassidy, Whitmore*
Eric Bishop, *Vice President of Student Services, Chaffey College*

In 2017, the Department of Education, Office of Civil Rights, announced its plans to develop regulations under Title IX to address sexual misconduct. OCR also withdrew the 2011 Dear Colleague Letter and the 2014 guidance on sexual misconduct on campus, and it also withdrew the statements of policy and guidance on transgender students. Additionally, OCR issued new guidance to colleges and universities about Title IX enforcement pending the issuance of the Title IX regulations. This workshop will discuss best practices in addressing and preventing complaints of sexual harassment and discrimination. We will also clarify which District duties and student rights remain intact under California law, despite the changes in federal guidance.

California Salon 3

B3.Health and Mental Health Services Programs: Blueprint to bringing this important Support Service to your campus

Laureen Campana, *Past President / Legislative Chair HSACCC
Coordinator of Health Services Columbia College, Health Services
Association of California Community Colleges / Columbia College*
Susan Quinn, *Director of Health Services HSACCC/Santa Rosa Junior
College*
Beth Hoffman, *Coordinator of Health Services HSACCC President/
Santiago Canyon College*
Naomi Forey, *Health Services Coordinator, HSACCC Research Chair/
Clovis Community College*

This session lead by a panel of experts will cover Education Code and Title 5 background information on regulations regarding CCC Health Service Program. We will also cover detailed practical information to work in a college district setting to bring health services to your students; initiation and use of the health fee, space and personnel requirements, organizational structure and more.

California Salon 4

B4. Redesigning Advising: Building Intentional Cohort Models Across Student Services and Instructional Worlds

James Todd, *Vice President of Student Services, Modesto Junior College*

This session will examine efforts at MJC to redesign the student advising experience through building, implementing, and managing intentional cohorts assigned to counselors, success specialists and instructional programs.

Feather River

B5. IEPI's Data Disaggregation Applied Solution Kit (ASK)

Craig Hayward, *Dean of Institutional Effectiveness, Bakersfield College*
Carolyn Holcroft, *Professional Development Faculty Coordinator, Foothill College*

Jared Lessard, *Senior Research and Planning Analyst, Saddleback College*

IEPI's Data Disaggregation ASK provides resources that connect practitioners to promising practices in the use of disaggregated data to improve student outcomes. This session will showcase a variety of tools, data sources, and practices which empower institutions to use data to improve equity planning, distance education, accreditation self-evaluation, and guided pathways implementation.

Rubicon River

B6. Having Successful Conversations with Difficult Employees.

Laura Cyphers Benson, *Educational Support Services Consultant*
Eve P. Fichtner Esq., *Partner at Atkinson, Andelson, Loya, Rudd and Romo.*

What things keep you up a night? Usually it involves a problem employee, someone who isn't performing up to standards or someone who is causing chaos in your department. Well, we want to talk about those concerns and how to have honest conversations and utilize the management tools to change behavior and help the employee reach success. Also, we will discuss what happens if they do not improve, how do we address those issues? This is more than just a "how to" conversation of progressive discipline, this is a conversation about communication and documentation. We will discuss managing the current staff while you are working through this process.

American River

B7. A Guided Pathways Journey

Alketa Wojcik, Vice President, Student Services, MiraCosta College

MiraCosta will share highlights of their guided pathways journey, including arriving at guided pathways as an approach to student success and equity, the role of student services, and ideas for broad engagement. They will share some of the ups and downs of designing a guided pathways framework and suggested next steps.

Redwood Room

**Break/ Afternoon Snack
Exhibit Hall**

2:30 PM-3:30 PM

BREAKOUT SESSION C

California Salon 1

C1. CCC Chancellor's Office Update: Guided Pathways

Rhonda Mohr, Vice Chancellor for Student Services & Special Programs, CCCCCO

Alice Perez, Vice Chancellor, Academic Affairs, CCCCCO

Mia Keeley, Specialist, Student Services, CCCCCO

California Community Colleges Guided Pathways is a multi-year state effort designed to provide all California Community Colleges with the opportunity to implement Guided Pathways for the purpose of significantly improving student outcomes. This presentation will provide an update of this systemwide effort, including an update on the self-assessments, and an overview of the 5-year plan due on March 31, 2018.

California Salon 2

C2. Increasing Student Success Through K12 Data Sharing and Educational Planning Partnerships

Eric Bishop, Vice President of Student Services, Chaffey College

Legislative actions have blurred the lines between the community colleges educational mission and its requirement to serve the needs of all students. From hunger and housing, providing showers, to transportation, and working with mental illness, and incarcerated students, colleges must rethink the definition of open access. The CSSO role remains to grow/educate/build "the whole" student. That effort now goes beyond clubs and activities. To meet our goal, colleges must forge new opportunities and create new partnerships. This workshop discusses stretching resources and serving all of the populations defined by open access.

American River

C3. Multiple Measures Assessment Project: The opportunity and adversity of increasing placement accuracy

Mallory Newell, *Researcher, De Anza College*

Terrence Willett, *Dean of Research, Planning and Institutional Effectiveness, Cabrillo College*

This presentation will focus on the importance of using high school transcript data to assess students into college courses. It will provide data from the field and attendees will gain a better understanding of the statewide multiple measures project.

Rubicon River

C5. Affective Learning and Student Success

Shannon Penn, *Executive Director, Academy for College Excellence*

In the quest to accelerate students in basic skills, studies on the ACE model show significant improvement in academic performance when we focus on developing affective skillsets during the first semester of college. We will explore the ACE Foundation of Leadership course which offers an intensive orientation to college that fosters peer networks and helps students develop the skillsets to address negative academic experiences that can interfere with their ability to transition into and succeed in higher education. Psychological constructs that are correlated to student success like college identity, academic self-efficacy, hope, and mindfulness, will be discussed.

California Salon 3

C6. Follow the Yellow Brick Road of Guided Pathways for Student Success, Equity and Inclusion

Audrey Yamagata-Noji, *Vice President, Student Services, Mt. San Antonio College*

Thomas Mauch, *Dean, Counseling, Mt. San Antonio College*

Francisco Dorame, *Associate Dean, Counseling, Mt. San Antonio College*

Colleges must be intentional in their planning and actions in implementing Guided Pathways to ensure that equity goals are not compromised. This session will present in-reach services, the Minority Male Initiative, Monthly Mentoring Meetings, embedding career development in orientation and implementing an online system of Just in Time Advising.

California Salon 4

C7. Navigating Academic Accommodations for Disabled Students
Eileen O'Hare, Attorney, Liebert, Cassidy, Whitmore

Ensuring fair opportunities for students with disabilities is inherent to the mission of community college districts, and it's the right thing to do. Using real life examples, we will navigate how academic accommodations work and how to apply Section 504. We will also discuss the role and obligations of the district, how to work with reluctant faculty members, what the district is required - and not required - to alter, and best practices to monitor and ensure legal compliance.

3:30 PM-3:45 PM

TRANSITION TIME

3:45 PM-4:45 PM

BREAKOUT SESSION D

California Salon 1

D1.Reduce, Reuse, Recycle: Reducing Student Equity Gaps by Reusing Previous Student Equity Plans and Recycling Methodology

Caroline Ramirez-Faghih, *Researcher, CCCCCO*
Mia Keeley, *Specialist, Student Services and Special Programs Division, CCCCCO*
Ryan Fuller, *Director of Research (Interim), CCCCCO*

This presentation will focus on how to reduce equity gaps by examining the student equity plans from a sample of 33 community colleges. We performed a content analysis in order to summarize and synthesize the information from the 2015 Student Equity Plans that colleges submitted to the Chancellor's Office. We found some variation in the plans, goals, and methodology that the colleges used. Since majority of the colleges used the percentage point gap in measuring disproportionate impact, examples will be provided on how to improve the use of this method. Specifically, we will focus on adjusting the margin of error based on the sample size.

Feather River

D2. PLACEMENT ALTERNATIVES TO IMPROVE READINESS, RETENTION AND COMPLETION

Dani Pedrotti, *Director of Membership Development, The NROC Project*
Kristie Fisher, *AVP, Client Partnerships, ACT*
Dick Moody, *Client Relations Senior State Lead: Alaska, California, Idaho, Washington, Guam and the Commonwealth of the Northern Mariana Islands Act*

With the recent signing of AB 705, there is renewed focus among California community colleges on the use of multiple measures to dramatically reduce the number of students engaged in remedial studies. This session will offer attendees a preview of ACT® CollegeReady™ — a student success tool that identifies student knowledge and skill gaps in math and English and creates a personalized learning path that empowers students to address their individual academic needs. ACT® CollegeReady™ is the result of a strategic partnership between ACT, Inc., and The NROC Project—two not-for-profit organizations driven by their common goal to reduce barriers to readiness, retention, and completion.

California Salon 2

D3. IEPI's Strategic Enrollment Management Applied Solution Kit

Cathy Hasson, *Co-lead for IEPI SEM-ASK*
Sherri Guerrero, *Core Team Member IEPI SEM-ASK*

This session will focus on IEPI's Strategic Enrollment Management Applied Solution Kit (SEM-ASK). A holistic process, SEM enables colleges to fulfill their missions while working within their fiscal environments. SEM ASK resources address topics like: SEM planning, student support and success, scheduling and budgeting, and integrated marketing and outreach.

California Salon 3

D4. The Promise Scholars Program (PSP) at Skyline College

Ellen Murray, *Director of the Promise Scholars Program, Skyline College*
Ivan Silva, *Promise Scholars Counselor, Skyline College*
Grace Beltran, *Program Service Coordinator, Counseling Division, Skyline College*
Jessica Lopez, *Career Counselor, Promise Scholars Program, Skyline College*

PSP at Skyline College is the first California institution to implement the CUNY ASAP Model, which aims to significantly increase graduation rates amongst community college students. We will review current programmatic structures, main findings from the model's initial implementation, and share strategies used to ensure the program's sustainability and scalability.

Rubicon River

D5. Successful Symbiosis at College of the Desert: The interaction and interdependence between student services and instruction with institutional research as the catalyst

Amanda Phillips, *Dean of Counseling, College of the Desert*

Daniel Martinez, *Director, Institutional Research, College of the Desert*

At College of the Desert (COD), the strong relationship between student services and instruction has been developed intentionally and strategically. Institutional Research has strengthened those ties by providing dashboards.

American River

D6. Education Outside the Wall: Reaching and Serving Formerly Incarcerated Students

Rebecca Silbert, *Opportunity Institute*

Eva Jimenez, *Associate Vice President, Economic and Workforce Development, Shasta College*

Bailey Smith, *Director, Student Equity, Compton College*

Being student-centered means reaching all students, including those who have been involved with the justice system. Learn how two colleges are supporting formerly incarcerated students, how they are using existing funding streams and initiatives, and where you can fill gaps to achieve student success. A formerly incarcerated student will participate in the panel.

California Salon 4

D7. Consolidating Categorical Programs

Rhonda Mohr, *Vice Chancellor for Student Services & Special Programs, CCCCCO*

Alice Perez, *Vice Chancellor, Academic Affairs, CCCCCO*

Governor Brown's January 2018 budget proposal includes the request that the system submit a recommendation for consolidating categorical programs. This session will provide an update on the progress of the development of this recommendation.

5 PM– 6:30 PM

Capital Patio

PRESIDENT'S RECEPTION

Sponsored by GradGuru

THURSDAY, MARCH 8, 2018

7:30 AM-11 AM
California Ballroom Foyer

REGISTRATION

7:30 AM-8:30 AM
California Ballroom

BREAKFAST

8 AM-8:15 AM
California Ballroom

ACKNOWLEDGMENT OF SPONSORS

8:15 AM-8:25 AM
California Ballroom

MUSICAL SELECTION

Student Jazz Ensemble, *American River College*

8:25 AM-9:30 AM
California Ballroom

LEADERSHIP – SHOWING UP DIFFERENTLY

Dr. Regina Stanback-Stroud, *President, Skyline College*

9:30 AM-9:45 AM
California Ballroom

ACKNOWLEDGMENT OF SPONSORS

9:45 AM-10:45 AM
Redwood Room

EXHIBIT HALL OPEN

10:45 AM – NOON

BREAKOUT SESSION E

California Salon 1

E1. Assessment and Placement Reform: Updates on AB 705 Implementation

Rhonda Mohr, *Vice Chancellor for Student Services & Special Programs, CCCCCO*

Alice Perez, *Vice Chancellor for Academic Affairs, CCCCCO*

AB 705, signed by the Governor in fall 2017, will have many implications for the system's assessment, placement, and basic skills structures. This session will provide an update on the AB 705 workgroup's progress on implementing the new legislation.

California Salon 2

E2. Campus Safety and Sexual Assault in California Community Colleges

Margaret Ortega, *Dean, Student Services, CCCCCO*

Is your college ahead of the curve when it comes to campus safety and sexual assault? Do you have some catching up to do? The Chancellor's Office will present an update on the implementation of SB 967, and what we are doing to support colleges in complying with this mandate.

California Salon 3

E3. SmartSchedule: A Personal Guide to Student Success

Jim Gaston, *Director, IT - Academic Systems, South Orange County Community College District*

Robert Bramucci, *Vice Chancellor, Technology and Learning Services, South Orange County Community College District*

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 information from multiple systems into one intuitive, mobile-responsive customized student experience. Join us to discuss our process and see a live demonstration.

California Salon 4

E4. Leveraging Technology to Scale a High-Tech, High-Touch Guided Pathways Model

Panelists:

Grace Commiso, *Dean of Student Success & Counseling, Bakersfield College*

Maria Wright, *Director of Academic Support Services, Bakersfield College*

Michelle Pena, *Director of Enrollment Services, Bakersfield College*

Dipte Patel, *Dean of Counseling & Student Success, El Camino College*

Cesar Jimenez, *Associate Dean of Counseling and Student Success, El Camino College*

Kelly Kilby, *Starfish CCC Account Executive, Hobsons*

This Starfish panel will share an approach for a high-tech, high-touch model to supporting Student Success through a Guided Pathways lens. Bakersfield College designed to scale support for 30,000+ students through a Completion Coaching strategy. El Camino College's design examined and adjusted processes for instructional and support programs. Their work aligns with guided pathways, bringing opportunity to rethink student access and engagement. Listen in for valuable best practices.

12:15 PM-1:15 PM

LUNCH

California Ballroom

MOVE THAT NEEDLE: THE ESSENTIAL ROLE OF CSSOs TO LEAD AND FACILITATE POSITIVE CHANGE

Dr. Francisco Rodriguez, *Chancellor of the Los Angeles Community College District*

1:15 PM-1:30 PM
California Ballroom

ASSOCIATION BUSINESS

Linda Fontanilla, *CSSO Association President, Vice President of Student Services, Irvine Valley College*
Angelica Garcia, *Representative at Large Regions 1-5 Vice President, Student Services Skyline College*

1:30 PM-1:45 PM
California Ballroom

ANNOUNCEMENT AND RECOGNITION OF 2018 DISTINGUISHED CHIEF STUDENT SERVICES OFFICER

Oscar De Haro, *Region 2 Representative, Vice President of Student Services, Napa Valley College*

1:45 PM-2 PM

TRANSITION TIME

2 PM-3 PM

BREAKOUT SESSION F

California Salon 1

F1. Online Counseling Using Zoom

Lan Truong, *Dean of Counseling, Foothill College*

Learn how Foothill College has implemented online counseling using Zoom, provided free by CCC Confer.

California Salon 2

F2. Guiding Veterans to Success in College

Nancy Montgomery, *Irvine Valley College, Director Health, Wellness & Veterans*
Todd Steffan, *Director Veterans Services, Los Positas College*
Daniel Agegalio, *Veterans Supervisor, American River College*

Our presentation will provide the basics of how to guide veteran students in a successful supportive educational pathway. We will discuss how structure and support services assist our veterans acclimation process to civilian and educational life.

California Salon 3

F3. Institutional Effectiveness and Inclusive Excellence

Jasmine Ruys, *Dean, Enrollment Services*
Daylene Meuschke, *Dean, Institutional Research, Planning, and Institutional Effectiveness*
Denee Pescarmona, *Dean, Instructional Services and Student Success*
Ryan Theule, *VP, Canyon Country Campus and Grants Development*
Michael Wilding, *VP, Student Services, College of the Canyons*

Collaboration, integration and alignment are key hallmarks to ensuring colleges are able to efficiently and effectively respond to required plans and accountability measures. This session will feature one college's promising practice that has fostered widespread dialogue around the institution's data, student achievement goals and activities designed to achieve these goals.

Capitol Salon A

F4. Addressing Food Insecurity

Annette Gutierrez, *CalWORKs Supervisor, Gavilan College*
Susan Sweeney, *Director Community Education and Career Pathways, Gavilan College*

Gavilan College launched the Fresh Success program and Food Pantry in 2016. Over the last year both have provided support to some of our neediest students. Join us as we share our journey of helping students with minimal

American River

F5. Skyline College Redesign: Transformative Leadership to Inspire a Culture of Change

Jennifer Taylor-Mendoza, *Interim Vice President of Instruction, Skyline College*
Angelica Garcia, *Vice President of Student Services, Skyline College*

In the past decade, we have seen a rise in key collaborative initiatives. These initiatives have been most successful when using a strategic approach to collective leadership and shared accountability. Participants in this session will learn about how Skyline College fosters a culture open to reflection and brave conversations.

Feather River

F6. Developing Guided Pathways in Dual Enrollment

Monica Green, *Vice President Student Services, Norco College*
Mark DeAsis, *Dean of Admissions, Norco College*
Maureen Sinclair, *Director CCPT Grant, Norco College*

Interested in designing guided pathways in dual enrollment programs? Please join us for an interactive discussion on a college's 12-year journey in developing a middle college partnership. Using lessons learned, the college gears up to serve students in several high schools through College and Career Access Pathways (CCAP) partnerships.

Rubicon River

F7. Social Justice in Action: Serving Those Students in the Shadows

Star Rivera-Lacey, *Vice President of Student Services, San Diego Continuing Education*
Denise Whisenhunt, *Vice President, Student Services, San Diego City College*

Region 10 colleges are engaged in social justice activities by serving students who have traditionally been marginalized. From initiatives for formerly incarcerated students to welcoming high school students who didn't see college in their future, we are building equity-minded pathways for populations often left in the shadows of our communities.

Capitol Salon B

F8. California Guided Pathway Project: A Coaches Perspective

Michael Poindexter, *Vice President, Student Services, Sacramento City College, California Guided Pathways Coach, America in Association Pathways Coach*

Mandy Davies, *Vice President, Student Services, Sierra College, California Guided Pathways Coach*

Join California Guided Pathway coaches as they discuss the relevant and important factors regarding the guided pathways movement that is occurring across California and the nation. The coaches who also serve as community college vice presidents along with other participating colleges will share characteristics of the pathways project and involve participants in discussing the benefits and concerns that colleges are facing as they make the pathway journey.

Capitol Salon C

F9. Improving Student Services Through a “Walk in My Shoes” Professional Development Model

Audrey Yamagata-Noji, *Vice President, Student Services, Mt. San Antonio College*

Grace Hanson, *Dean, Disability Services, Mt. San Antonio College*

Through an annual Professional Development Day (retreat) and bi-annual division meetings, Student Services staff and faculty participate in training opportunities by listening to student voices, directly experiencing challenges that students face, and learning specific skills to ensure that services are appropriately provided to meet the needs of diverse students.

Capitol Salon D

F10. Helping Students Stay on Pathway with Digital Milestones + Nudges

Catalina Ruiz-Healy, *CEO/Founder, Grad GURU*

GradGuru – an award-winning mobile platform that delivers free Smartphone nudges – has been proven to increase student persistence and completion, especially among first-generation and low-income students. Join our session to learn how GradGuru is deploying pathway-specific digital milestones that help students navigate and stay on track.

3:15 PM-3:30 PM
California Ballroom

CONFERENCE CLOSING

Linda Fontanilla, *CSSO Association President, Vice President of Student Services, Irvine Valley College*

FRIDAY, MARCH 9, 2018

8 AM-NOON
American River

**CHIEF STUDENT SERVICES OFFICERS ASSOCIATION
EXECUTIVE BOARD MEETING**



Photo Credit: Norco College

SAVE THE DATE:

Spring 2019 Conference

March 5-6, 2019

Sheraton Gateway

Los Angeles, CA



Photo Credit: Irvine Valley College



Hobsons is proud to provide the Starfish Enterprise Success Platform to more than 30 California Community Colleges through the Education Planning Initiative. Starfish is endorsed by ASCCC as a useful tool for building a Guided Pathway framework and is a 2017 recipient of Complete College America’s Seal of Approval for Guided Pathways.

-  Early alert and case management
-  Intervention analysis
-  Scheduling capabilities
-  Predictive analytics
-  Degree planning
-  Strategic consulting support

Leveraging Technology to Scale a High-Tech, High-Touch Guided Pathways Model

Thursday, March 8, 10:45 am – 12 pm | California Salon 4

Join Starfish by Hobsons, El Camino College, and Bakersfield College for a lively discussion on outcomes and best practices for a high-tech, high-touch model aligned with Guided Pathways.

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EXHIBITORS

Please visit Exhibitors Hall in Redwood Room

- CCCCCO IEPI
- Irvine Valley College
- Napa Valley College
- Skyline College
- Shasta
- Hobson's Starfish
- Leibert, Cassidy, Whitmore
- MBT Medical Billing Technologies
- PYRmed
- Instant Urgent Care
- Neudesic
- Civitas Learning
- Atkinson, Andelson, Loya, Ruud and Romo
- ElderTree
- EDUNAV
- Innovative Educators
- NROC (Monterey Institute for Technology and Education)
- Latina Leadership Network
- Aviso Retention
- Grad Guru
- Workday
- Advantage Design Group

