

# CSSO 2020 Conference • March 24-26, 2020 • Sheraton Gateway Los Angeles

## TENTATIVE Agenda-At-A-Glance (updated 013120)

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



MAKING THE PROMISE A CLEAR REALITY:  
THE RELENTLESS PURSUIT OF  
STUDENT EQUITY & SUCCESS

**Tuesday, March 24<sup>th</sup>**

9:00 a.m. to 7:00 p.m. – Conference Check-In / Information Desk – <b>Grand Ballroom Foyer</b>					
10:00 a.m. to 12:00 p.m. – PRE-CONFERENCE INSTITUTE					
<b>San Clemente</b>	<b>Santa Catalina</b>	<b>Santa Rosa</b>	<b>Santa Barbara</b>	<b>Santa Cruz</b>	<b>TBD</b>
Guided Pathways: Student Services Role & Leadership ( <i>Chavez</i> )	Pathways to Becoming a Dean ( <i>Vines &amp; Bishop</i> )	Equity-Minded Leadership ( <i>Hotep</i> )	Pathways to the CSSO ( <i>Hall</i> )	New CSSO: Continuing the Learning ( <i>TBD</i> )	Women in Leadership ( <i>TBD</i> )
12:00 to 1:00 p.m. – PRE-CONFERENCE INSTITUTE LUNCH					
12:00 to 8:00 p.m. – CSSO Marketplace Open – <b>Century Pre-Function Area</b>					
1:00 to 3:00 p.m. – PRE-CONFERENCE INSTITUTE (CONTINUED; SEE ABOVE)					
3:00 to 3:30 p.m. – Break/CSSO Marketplace – <b>Century Pre-Function Area</b>					
 					
3:30 to 5:00 p.m. – CSSO Business Meeting (CSSOs ONLY) <b>moderated by Cynthia Olivo, CSSO President and Assistant Superintendent/Vice President, Student Services, Pasadena City College with featured speaker Rhonda Mohr, Vice Chancellor for Student Services and Special Programs, California Community Colleges</b> – <b>Grand Ballroom A/B</b>					
5:00 to 5:30 p.m. – Break/CSSO Marketplace – <b>Century Pre-Function Area</b>					
					
5:30 to 6:30 p.m. – Opening Session & Keynote Presentation <b>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 &amp; Co-Author of From Boarding Schools to Suspension Boards...Native American Students in California.</b> – <b>Grand Ballroom D-F</b>					
6:30 to 8:00 p.m. – Conference Kick-Off Reception with Exhibitors – <b>Century Pre-Function Area</b>					

**Wednesday, March 25<sup>th</sup>**

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

7:30 to 8:30 a.m. – Deluxe Continental Breakfast Buffet –**Century Pre-Function Area**



8:30 to 9:45 a.m. General Session **presented by Dr. Tia Brown McNair, 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.** – **Grand Ballroom D-F**

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

10:00 to 11:00 a.m. – **BREAKOUT SESSIONS A**

<b>Salon 200</b>	<b>Salon 201</b>	<b>Salon 202</b>	<b>Salon 203</b>	<b>Salon 204</b>	<b>Salon 205</b>	<b>Salon 206</b>
A1: myVRC— Exercising Joint Powers in Support of Student Veterans ( <i>Dooley, Christianson</i> )	A2: Virtual Healthcare & Mental Wellness Solutions ( <i>Zusman</i> )	A3: Campus Rollout of Democratized Data & Student Intervention Inventory ( <i>Artis, Dadabhoj</i> )	A4: Understanding Our Unconscious Bias ( <i>O'Hare</i> )	A5: Financial Aid & Enrollment Services – The Force is Real! ( <i>Burns, Garcia</i> )	A6: Student-To-Student Online Orientation ( <i>Swett</i> )	A7: Leveraging Campus and Community Resources to Provide Wrap Around Support Services for Student Success ( <i>Zimmerman</i> )
<b>Salon 210</b>	<b>Salon 212</b>	<b>Salon 212</b>	<b>Salon 214</b>	<b>Salon 215</b>	<b>Salon 217</b>	<b>Salon 219</b>
A8: Driving Student Success Across Campus 24.7.365 at Porterville College with "Patches" (our Chabot) ( <i>Arvizu, Burrell</i> )	A9: An Exciting New Way to Measure Student Employment Outcomes! ( <i>Martinez</i> )	A10: Evolution of Student Success & Basic Needs – The Whole Student ( <i>Brown, Francoso, Herrera, Bull, Calandra</i> )	A11: Housing & Residential Education Project at OCC – Embracing the P3 Model ( <i>Vergara, Niroumnad, Kammerman, Volz</i> )	A12: Supporting Student Equity & Access Through Basic Needs Support Services ( <i>Tolano-Leveque</i> )	A13: Student Voices Informing Our Work – The Minority Male Initiative ( <i>Yamagata-Noji Keagan, Banks, Rodriguez</i> )	A14: Chancellor's Office Session – Topic TBD

11:00 to 11:15 a.m. – Break/CSSO Marketplace – **Century Pre-Function Area**

11:15 a.m. to 12:15 p.m. – **BREAKOUT SESSIONS B**

<b>Salon 200</b>	<b>Salon 201</b>	<b>Salon 202</b>	<b>Salon 203</b>	<b>Salon 204</b>	<b>Salon 205</b>	<b>Salon 206</b>
B1: Secure Digital Credentials for Everyone ( <i>Claxton</i> )	B2: Balancing Process & Protection: The Intersection of Student Discipline & Disability Accommodations ( <i>Morin, Stein-Manes</i> )	B3: Using Intelligent Technology to Improve Completion Rates & Guide More Successful 2+2 Transfers ( <i>Brown, Segal</i> )	B4: From Undecided to Undaunted: The Power of Interests to Increase Nontraditional Student Persistence ( <i>Mackey, Donnelly, Nowicki</i> )	B5: How GWC Increased Graduation Rates by 500% Through Auto-Rewarding Degrees, Improved Retention and Re-entry Students ( <i>Brammer, Ryan-Rodriguez</i> )	B6: Presenting Online Trainings & Webinars for College Professional Development ( <i>Swett, Walker, Mueller, Dorsey-Robinson</i> )	B7: Day in the Life of the Pasadena City College Veterans Resource Center ( <i>Calandra</i> )
<b>Salon 210</b>	<b>Salon 212</b>	<b>Salon 212</b>	<b>Salon 214</b>	<b>Salon 215</b>	<b>Salon 217</b>	<b>Salon 219</b>
B8: Changing the Narrative – Infusing Cultural Competency into Hiring Practices at PCC, a Case Study ( <i>West, Rose</i> )	B9: Connecting Guided Pathways & Promise Initiatives for an Improved Student Experience ( <i>Grandy, Murray</i> )	B10: Creating LGBTQ+ Services on Your Campus ( <i>Pollard</i> )	B11: Student Services & Library Collaboration for Equity ( <i>Tirapelle, Butler</i> )	B12: More Than Lip Service: Establishing an Equity-Based Student Services Framework ( <i>Yamagata-Noji, Mauch</i> )	B13: How to Become a Student-Ready Campus – A Classified Prospective ( <i>Margate</i> )	B14: Chancellor's Office Session – Topic TBD



12:15 to 2:00 p.m. Lunch and General Session **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, Ph.D., 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; Santiago Bernal, Assistant Director, UCLA Center for Community College Partnerships. Co-Author of Power to the Transfer: A Critical Race Perspective on Transfer.** – Grand Ballroom D-F

2:00 to 2:30 p.m. – Break/CSSO Marketplace – **Century Pre-Function Area**

2:30 to 3:30 p.m. – BREAKOUT SESSIONS C

<b>Salon 200</b>	<b>Salon 201</b>	<b>Salon 202</b>	<b>Salon 203</b>	<b>Salon 204</b>	<b>Salon 205</b>	<b>Salon 206</b>
C1: Putting the AI in Financial Aid <i>(Jordan)</i>	C2: The CSSO as a Witness! Best Practices for Preparing CSSOs for Litigation & Disciplinary Appeals <i>(Morin, Stein-Manes, Heard)</i>	C3: TeleHealth Benefits in College and University Settings <i>(O'Toole)</i>	C4: Intrusion – Tile IX & Ending Rape Culture <i>(Kadwani)</i>	C5: Setting Students Up for Success – Smoothing the Hand Off From K12 to CCCs <i>(Clayton)</i>	C6: Creating Equity Via the CVC Exchange – Why It Matters to Student Services <i>(Peters, Randall)</i>	C7: Black Student Success Strategies – Reviving the Vine for Our Amazing Students <i>(Lopez, Walker)</i>
<b>Salon 210</b>	<b>Salon 212</b>	<b>Salon 212</b>	<b>Salon 214</b>	<b>Salon 215</b>	<b>Salon 217</b>	<b>Salon 219</b>
C8: PCC Connect – Leveraging Technology to Create a Network of Care <i>(Altounji, Arana, Tran)</i>	C9: Digitizing & Streamlining High School Dual Enrollment Processes to Increase Student Access & Success <i>(Morin, Lucero, Vallejo, Arguelles)</i>	C10: Understanding the Student Equity & Success Implications of the SCFF in Different Regions of California <i>(Kritscher)</i>	C11: Foothill-De Anza's Approach to Student Centric Records <i>(Moreau)</i>	C12: LGBTQ Cultural Competence Training <i>(Reed)</i>	C13: Our Story Matters – Creating Relevant Support Services for Frequently Overlooked & Misunderstood Students <i>(Yamagata-Noji, Lopez, Fernandez, Rojas)</i>	C14: Chancellor's Office Session – Topic TBD

3:30 to 4:00 p.m. – Break/CSSO Marketplace – **Century Pre-Function Area**

4:00 to 5:00 p.m. – BREAKOUT SESSIONS D

<b>Salon 200</b>	<b>Salon 201</b>	<b>Salon 202</b>	<b>Salon 203</b>	<b>Salon 204</b>	<b>Salon 205</b>	<b>Salon 206</b>
D1: Weird Ways Your Students are Paying for School <i>(Jordan)</i>	D2: Student Services Game Show <i>(Morin, Stein-Manes)</i>	D3: Torn Between Two Acronyms – Navigating the Intersection of HIPAA and FERPA <i>(O'Hare)</i>	D4: Chipping Away at the Equity Iceberg – Leveraging People, Processes & Technology to Promote Equity in Student Success <i>(Weaver)</i>	D5: This is the Part When We Bring the Equity Folks In? Creating a Transformative Campus Environment Beyond the Equity Plan <i>(Pantig, Hotep)</i>	D6: AB705 Tool Kit – Consistent Communication & Collaboration <i>(Smith, Wrangler, Hao, Shimokawa, Sin, Smith)</i>	D7: Connecting Students to Early Success with Online Orientation <i>(Small, Ceniza)</i>
<b>Salon 210</b>	<b>Salon 212</b>	<b>Salon 212</b>	<b>Salon 214</b>	<b>Salon 215</b>	<b>Salon 217</b>	<b>Salon 219</b>
D8: College-Wide Collaboration to Support Student Career Dreams – Moving From a Student Services Centered	D9: Creating Inclusive Online Learning Environments Through the CVC-OEI Online Ecosystem Tool	D10: Students Speak – How to Get Them Through the Transfer Gate <i>(Cooper)</i>	D11: Affirming & Empowering Formerly Incarcerated & System Impacted Students at Your College	D12: Increasing Completion Through Multiple Modalities <i>(Pena, Marquez)</i>	<b>D13: Creating a College-Wide Support System to Propel Foster Youth Success</b> <i>(Dixon, Marquez)</i>	D14: Chancellor's Office Session – Topic TBD

Responsibility to a Whole College Ecosystem (Rose, Papazian, Real, Altounji)	(Hurtado)		(Mares-Tamayo, Hayes, Vaquerano, Francoso)			
5:00 to 6:30 p.m. President's Reception and Awards – <b>Grand Ballroom A/B</b>						

## Thursday, March 26<sup>th</sup>

8:00 a.m. to 2:00 p.m. – Conference Check-In / Information Desk and CSSO Marketplace – <b>Grand Ballroom Foyer &amp; Century Pre-Function Area</b>						
8:00 to 9:00 a.m. – Deluxe Continental Breakfast Buffet – <b>Century Pre-Function Area</b>						
						
<p>9:00 to 10:15 a.m. General Session <b>presented by Sumun L. Pendakur, Ed.D., Sumun L. Pendakur, Ed.D., 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.</b> – <b>Grand Ballroom D-F</b></p>						
<p>10:15 to 11:00 a.m. – Break/CSSO Marketplace (last chance to visit with vendors) – <b>Century Pre-Function Area</b></p>						
11:00 a.m. to 12:00 p.m. – <b>BREAKOUT SESSIONS E</b>						
<b>Salon 200</b>	<b>Salon 201</b>	<b>Salon 202</b>	<b>Salon 203</b>	<b>Salon 204</b>	<b>Salon 205</b>	<b>Salon 206</b>
E1: How to Get Your Students to Apply for Winnable Scholarships (Jordan)	E2: Addressing the Mental Health Crisis with Telehealth Support Services (Clark, Swett)	E3: What CSSOs REALLY Need to Know About Performance Evaluation & Documentation (O'Hare)	E4: Class of 2019 Naviance Student Insights (Harris)	E5: Campus Controversies... Through the Unspoken Lens! (Niroumand)	E6: Leveraging Promise (AB19, AB2) to Operationalize Student Equity, Pathways & Student Leadership Development (Johal, Fontanilla, Lira, Urell)	E7: (Re)Designing for Completion: Intentional Integration of College Reform Efforts (McVean, Ford, Nevada, Vizenor)
<b>Salon 210</b>	<b>Salon 212</b>	<b>Salon 212</b>	<b>Salon 214</b>	<b>Salon 215</b>	<b>Salon 217</b>	<b>Salon 219</b>
E8: Brothers Reaching Out – PCC's Minority Male Initiative (Desai, Brackett, Carreon, Real, Syms, Walker)	E9: Creating Transgender Awareness – A Student Lead Process (Afuso)	E10: Implementing CCC MyPath – Helping Students Find, Enter & Stay on the Path to Their Goals (Coleman)	E11: Re-examining Access & Pathways for Incarcerated Students (Reynolds)	E12: Implementing Your Student Equity & Achievement Program (Miyashiro, Tarrant, Oceguera, Oliva)	E13: Improving Access & Success Through Family & Community Engagement (Espinoza-Parra, Peregrina-Kretz, Chartier)	E14: Chancellor's Office Session – Topic TBD



12:00 to 2:30 p.m. Lunch and Closing General Session – Chancellor’s Office Vision ***presented by Eloy Oakley, Chancellor, California Community Colleges & TBD – Grand Ballroom D-F***

3:00 to 6:00 p.m. Executive Board Meeting (Conference Debrief) – ***Boardroom***

***Friday, March 27<sup>th</sup>***

8:00 a.m. to 12:00 p.m. Executive Board Meeting – ***Boardroom***