

This year's Annual CACCRAO conference is May 1- 4, 2016. The conference will be held at the Holiday Inn Capitol Plaza in Sacramento, CA. Book your registration and hotel today.

Visit the CACCRAO website at www.caccrao.org.

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Stop, Collaborate, and Listen!

CACCRAO

Region 5/6 Workshop

2015

Friday, October 30

College of the Canyons
University Center Room 258

8:30am to 2:30pm



CACCRAO Region 5&6 Workshop

- 8:30am Check in/Continental Breakfast
- 9:00am Eat/Welcome/Housekeeping
Welcome address by Deborah Rio, Dean of Enrollment Services, College of the Canyons.
- 9:30am Keynote Address—UCEN 258
Customer Service 101—Efren Galvan, Director, Admissions, Records & Enrollment Technology, Orange Coast College
Student Services staff work with various constituents every day. Faculty, staff, administrators, the general public, and of course, students. How we interact with them is very important and these interactions can be positively or negatively influenced by the words we use, the messages we give and the support services we provide. First impressions leave lasting memories, so let's make them great!
- 10:30am Workshop #1—**SARS: The Answer to Automatic State MIS Reporting**—UCEN 205
Deborah Rio, Dean of Enrollment Services; Linda Maricle, SARS Database Administrator; Justin Hunt, Student Services Computer Support Coordinator; Samantha Escalera, SARS Database Integrity, College of the Canyons
This session will give background on SARS (counseling schedule software). SARS can be used to automate the new SSSP MIS data elements for reporting to the state Chancellor's Office. Learn how to expand opportunities and collect additional student contacts and increase your revenue generation.
- Workshop #2—**Safe Zone Training**—UCEN 207
Larry Schallert, Assistant Director, Student Health and Wellness Center, College of the Canyons and COC students
Safe Zone Training is a nationally recognized, certified program that makes faculty, administration, staff and students aware of issues pertaining to the LGBTQ community and students. This workshop is designed to elevate understanding by challenging stereotypes/myths about the LGBTQ community and fostering awareness of the specific issues that LGBTQ students face.
- Workshop #3—**Birds of an Evaluator**—UCEN 107
Kerry Carlson, Records Coordinator, College of the Canyons
This is an open forum for evaluators to discuss current trends/issues and best practices as they relate to all-things transcript evaluations, degree audit, and all points in between.

Friday, October 30 2015

- 11:30am Workshop #1—**eTranscriptCA Overview**—UCEN 205
Sue Vaughn, Director of Enrollment Services, Bakersfield College
This session is designed for schools who are interested in utilizing a program to send and receive transcripts electronically and those that want to improve their current services. We will review the options, describe the advantages, discuss the getting started process, and consider the possibilities for the future. We will describe the processes used and planned at Bakersfield College including uploading e-transcripts into our SIS.
- Workshop #2—**Safe Zone Training continued**—UCEN 207
- Workshop #3—**Education Planning Initiative (EPI, aka Exciting, Provocative, Intriguing)**—UCEN 107
Robyn Tornay, Barb Fountain, California Community Colleges Technology Center
Stop by the Education Planning Initiative discussion and see how we are collaborating with our newest vendor Hobsons on the Starfish product line for Degree Planning, Early Alert and Connect. The student services portal will also be discussed for implementation into your colleges. We are here for you from the Technology Center and want to listen to what you have to share with us.
- 12:30 Lunch—UCEN 258
- 1:00pm Workshop #1—**Problem Solving**—UCEN 258
Vanilla Ice, Rap Mogul, Pop Culture Icon
"If there's a problem yo I'll solve it, check out my moves while my DJ revolves it."
- Workshop #2—**A&R MythBusters**—TBD
Jasmine Ruys, Director, Admissions, Records & Online Services, College of the Canyons
- 1:30pm Closing/Door Prizes
- 1:45pm Post Workshop, After Hours Party (and tour of new student services building)—Steve

