

35th Annual CACCRAO Conference
“Survivor: Rationing, Reinventing, Revitalizing”
Conference Program
April 29-May 2, 2012

Day/Time	Event	Location
Sunday, April 29, 2012		
12-4pm	Registration	North Lobby
1-3pm	Got Compliance? Join your CACCRAO colleagues to discuss issues that are timely, relevant and pertinent to effectively doing your job. Bring your Issue s such as course repeats, degree audit, CA Dream Act, SB1440, priority registration or other topics that you want to discuss.	Granada/Hermosa
3:30-8:30pm	Special Off-Site Event	Lobby
Monday, April 30, 2012		
7:30am-2:00pm	Registration	North Lobby
7:30am- 8:45 am	Continental Breakfast	California-El Dorado-Fresno-Diablo
9 - 9:20	Welcome and CACCRAO Updates- Ross Miyashiro	California-El Dorado-Fresno-Diablo
9:20 - 9:30	General Overview/Conference Updates- Henry B. Villareal	California-El Dorado-Fresno-Diablo
9:30 - 10:15	Keynote Speaker- Chancellor Jack Scott, Ph.D. California Community College System Perspectives from the Chancellor on Rationing, Revitalizing, and Reinventing California’s Community Colleges	California-El Dorado-Fresno-Diablo
10:15 - 10:45	Keynote Speaker-	California-El Dorado-Fresno-Diablo

	<p>Scott Lay, CEO, Community College League of California</p> <p>Perspectives from the Community College League of California</p>	
10:45 -11:00	<p>Vendor Break – Visit our vendors to learn about their products and to get stickers to fill your Bingo Prize Card.</p>	California-El Dorado-Fresno-Diablo
11:00 -11:45	<p>Vendor Workshops</p>	
	<p>CI Solutions Shelley Hasselbrink; Mimi Brown</p> <p>CI Solutions has worked with hundreds of colleges for the past 25 years and continues to offer new solutions every year. We are a leader in providing campus photo identification card-based applications with credential issuance, student tracking software, access control, integrated security solutions, debit card usage, library cards, visitor management and more. We offer systems for all educational environments whether single or multi-site districts.</p>	Granada-Hermosa
	<p>Smart Catalog Dana Browne</p> <p>SmartCatalog IQ is a breakthrough in academic information management. Use it to manage catalogs, curriculum, policy documents and more. Integrate deeply with Student Information Systems. Custom workflows include committee-based processes and include e.mail notifications and online curriculum proposal</p>	Balboa-Calaveras

	forms. Web Catalogs are ADA compliant, searchable and include the MyCatalog tool for advisors and students. All in one easy-to-use, web-based solution backed by SmartCatalog™'s legendary customer service,	
	<p>Credentials Solutions Tom McKechney Margaret Freeman</p> <p>The Complete Solution: The fully integrated service from Credentials Solutions for online ordering, order processing, electronic fulfillment and transcript print/mail services.</p> <p>Credentials Solutions, the leading innovator in transcript processing services, introduces a completely integrated, long-term service strategy for transcript services. The session will preview the universal solution from Credentials for online transcript ordering, automated order processing, electronic fulfillment (EDI/XML/PDF) and Credentials' new high-speed print and mail services.</p> <p>In addition, Credentials also offers ParkingPus® for the issuance and management of student parking permits and will be introducing LPR technology in the near future to further enhance the service we supply our schools and their students.</p>	Rivercity View
	<p>Lavi Industries Victor Soria</p>	Plaza

	<p>Dana Levy</p> <p>For over 30 years, Lavi Industries has helped small and large institutions efficiently guide the public through their facilities. We coined the term “Public Guidance” when most companies used the phrase <u>crowd control</u>. This affirmative philosophy is imbedded into every product we make. From our portable retractable belt stanchions to our Qtrac® Electronic Queuing System, our goal is to guide customers through your facility in a positive and safe manner.</p>	
11:45-Noon	Vendor Break - Visit our vendors to learn about their products and to get stickers to fill your Bingo Prize Card.	California-El Dorado-Fresno-Diablo
12 -1 pm	First Timers Recognition Lunch	California-El Dorado-Fresno-Diablo
1:15- 2:15	Workshops	
	<p>Serving Veterans: Issues, Services and Best Practices</p> <p>Jasmine Ruys, College of the Canyons; Mario Mihelcic, Cañada College; Henry Villareal, College of San Mateo</p> <p>Today’s veterans require support services that are specific to their needs. But are student services staff prepared to meet those needs? This workshop will identify and address issues specific to veteran students including challenges faced by women veterans. Best practices will be explored and preparing staff to serve veteran populations will also be addressed.</p>	Balboa-Calaveras
	When the Lights Go Out! Crisis and Risk	Granada-Hermosa

	<p>Management on Campus Alicia Terry, MiraCosta College Victor DeVore, Cuyamaca College</p> <p>What would you do if the lights went out in the evening at your campus? Who would be in charge of making decisions like evacuating the campus grounds? What particular risk management issues need to be considered? Learn about a real life incident that took place in Southern California and how two colleges dealt with this crisis.</p>	
	<p>Effective Meeting Management Dan Angelo, San Bernardino College</p> <p>Even in the 21st century, the traditional face-to-face meeting remains a staple of our workplace, and the skilled manager needs to be able to manage effective meetings. This workshop will explore the following issues – Why – and why not – to meet; Pre- and post- meeting communication; The cost of meetings; Creating and managing an effective agenda; What about ‘minutes’?; Managing conflict ; The role of digital and electronic communication; How to be ‘in control’ of the meeting; Do’s and Don’ts of PowerPoint, and much more. The session will include Q&A, so you can get your specific concerns addressed.</p>	Rivercity View
2:15 - 2:30	<p>Vendor Break- Visit our vendors to learn about their products and to get stickers to fill your Bingo Prize Card.</p>	California-El Dorado-Fresno-Diablo
2:30 -3:45	<p>Workshops</p>	

	<p>Preventing Fraud and Abuse Natalie Forbort, U.S. Department of Education; Christopher Hodge, U.S. Department of Education</p> <p>An Overview of Fraud and Abuse in Title IV programs-Agents from the U.S. Department of Education-Office of Inspector General will provide information on the responsibilities of their agency and recent cases worked in the area of Title IV programs.</p>	Balboa-Calaveras
	<p>International Students Program: Increasing Enrollment-Benefits and Challenges John Mosby, Skyline College; Adejumoke (Jaye) Akin-Taylor, Skyline College; Margaret Skaff, College of San Mateo; Mario Mihelcic, Cañada College</p> <p>How can your college increase the number of international students? What student services do you need to provide? What about SEVIS regulations? Can you provide priority registration for these students? Learn about these and other issues as you work to increase your international student population.</p>	Granada-Hermosa
	<p>Raising the Bar-Higher Education Access for Foster Youth Alumni Michael McPartlin, City College of San Francisco Kevin Jones, Student, Sacramento State University</p> <p>Momentum has been growing to increase access to and the success of foster youth alumni in community colleges. The FYSI (Foster Youth</p>	Rivercity View

	Success Initiative) of the California Community College Chancellor's Office, AB 194 (priority enrollment for emancipated foster youth) and the recent passage of AB12, a State law extending foster care services up to 21 years of age, all point to higher expectations and increased outcomes in serving this vulnerable population. In a time of constricted resources, this workshop explores how to do more with less. Best practices will be reviewed of how community colleges are rising to the challenge and meeting or exceeding the legal mandates of the State Legislature.	
4:00 - 5:15	Vendor Presentations Come learn about our vendors' unique products that contribute to streamlining A&R operations. You will also have a chance to win prizes.	California-El Dorado-Fresno-Diablo
6:30 - 8:30	Dinner and Mystery Entertainment Come learn who done it. Done what? You need to attend to find out!	California-El Dorado-Fresno-Diablo
Tuesday, May 1		
7:30 am – 2 pm	Registration	North Lobby
7:30 - 8:30	Continental Breakfast	California-El Dorado-Fresno-Diablo
8:00 - 8:45	Vendor Workshops	
	Hyland Software Amy Sindelar Speed Matriculation and Shorten Time to Degree with Automated Transcript Capture and	Balboa-Calaveras

	<p>Transfer Credit Evaluation -</p> <p>Most institutions in California are experiencing unprecedented opportunities for enrollment growth. To seize those opportunities, most schools have to find better ways to accommodate the increasing volume of transfer students. Given the choice, students are more likely to attend colleges that rapidly evaluate transfer credit and accurately perform degree audits. After all, TCE (Transfer Credit Evaluation) decisions can dramatically impact a student's financial aid status, as well as progress toward degree completion. In this session, learn how ECM (Enterprise Content Management) technologies, when applied to transcript capture and TCE, streamline transfer credit processing. This makes staff more productive and provides students the information they need in days instead of weeks or months.</p>	
	<p>IntelliResponse Systems, Inc. Andrew Brode</p> <p>When students today want answers, there's one place they go to <i>first</i> – online. Today's students now <i>prefer</i> to serve themselves online versus calling your institution to speak with staff.</p> <p>Today, the self-service experience has become a make or break part of generating revenue and student loyalty, and providing customer service. The IntelliResponse Answer Suite takes your students to new heights when it comes to the multi-channel self-service experience – all while</p>	<p>Granada-Hermosa</p>

	<p>minimizing costs and service effort.</p> <p>The IntelliResponse “Answer Suite” is a <i>next generation</i> Question & Answer platform that goes far beyond the capabilities of any FAQ or site search tool. It delivers quick, effective and approved answers to student, staff & faculty, school counselors, parent and agent questions, and leaves them thrilled with the experience. With over 120+ customers in higher education, including Foothill College, American River College, College of San Mateo, Stanford University and many others, IntelliResponse is the de-facto leader when delivering answers to your stakeholders questions.</p>	
	<p>Leapfrog Technologies Bryan Blackwell</p> <p>Leapfrog Technologies has been supplying custom software solutions to Higher Education for more than 17 years. Come talk to us about CourseLeaf (CAT), our catalog management software that greatly improves how you update, manage, and publish academic catalogs. Or the CourseLeaf Curriculum (CIM) module that streamlines and tracks how you add or modify new courses or programs in your curriculum.</p>	<p>Plaza</p>
	<p>National Student Clearinghouse Phil Spitz</p> <p>The Clearinghouse helps educational institutions improve efficiency, reduce costs and workload, and enhance the quality-of-service they provide to their students and alumni,</p>	<p>Rivercity View</p>

	<p>lending institutions, employers, and other organizations. We provide our services as an aligned agent to our participating institutions, supporting their administrative, student access, accountability, and analytical needs.</p> <p>The National Student Clearinghouse Research Center supports and enables enrollment and degree verifications. Verification Services combines all of the National Student Clearinghouse’s powerful online verification tools – DegreeVerify, EnrollmentVerify, and Professional Certification Verifications – into a single state-of-the-art application. This makes it easier for you to manage and track requests for academic verifications for your students and alumni and speeds results to requestors.</p>	
8:45 - 9:00	Vendor Break- Fill up your Bingo Card!	California-El Dorado-Fresno-Diablo
9:00 - 9:45	<p>Keynote Speaker- Senator Alan Lowenthal-</p> <p>Perspectives on SB 1456 Student Success Act of 2012</p>	California-El Dorado-Fresno-Diablo
9:45 - 10:00	Vendor Break- Fill up your Bingo Card!	California-El Dorado-Fresno-Diablo
10:00 - 11:15	Workshops	
	<p>Developing a Culture of Innovation in A&R Steve Erwin, College of the Canyons Noelia Borcharding, College of the Canyons</p> <p>A&R offices are special and unique places and play a vital role in the world of student services. Often, staff members are overwhelmed with workload responsibilities while working with limited resources. They must quickly switch</p>	Balboa-Calaveras

	<p>gears between very technical, focused work and customer service. Managers and directors are struggling to maintain their budgets and must ensure the A&R office remains current with ED Code, Title V and local district policies and regulations. They try to do this in a smooth and seamless fashion. Working in A&R can be overwhelming, challenging, and also disheartening. This workshop is designed to thwart the demons of complacency and in turn, provide tools and a perspective that thrives on change, and do we dare say, fun in the workplace. Each and every A&R department has a wealth of knowledge, talent, and experience. The key to tapping into this reservoir is in developing a culture that embraces change and fosters innovation.</p>	
	<p>Using DegreeWorks to meet Academic Progress and Student Success Task Force Recommendations Kent McGee, DeAnza College</p> <p>DegreeWorks provides students with important tools to reach their educational goals by combining auditing and educational planning modules. De Anza College is integrating the online DegreeWorks educational plan as part of the criteria to define priority student enrollment.</p>	<p>Granada- Hermosa</p>
	<p>FERPA: Rights and Responsibilities Cliff Ramirez, Claremont Graduate University</p> <p>Providing an introduction to student privacy and the federal Family Educational Rights and Privacy Act (FERPA), this session begins with a sweeping overview of the regulations from the</p>	<p>Rivercity View</p>

	<p>perspective of student rights and institutional responsibilities. Because questions and concerns often arise most with permissions, restrictions, and exceptions, these areas are addressed with a goal of reinforcing your decision-making responsibilities.</p>	
11:15 - 11:45	<p>Meet and Greet with our vendors. Fill up your Bingo card!</p>	California-El Dorado-Fresno-Diablo
11:45 -12:45	<p>Lunch- Elections Robert Brown Award</p>	California-El Dorado-Fresno-Diablo
1:00 - 2:15	<p>Workshops</p>	
	<p>FERPA: Challenges and Amendments Cliff Ramirez</p> <p>Controversial amendments to the federal Family Educational Rights and Privacy Act (FERPA) were approved at the end of 2011 and are now the subject of a legal challenge. This session provides a brief examination of those changes and their controversy as a springboard to an open forum for discussion about your local FERPA issues. Your questions are heartily welcome.</p>	Rivercity View
	<p>320 Reporting -- The Auditors Are Coming John Mullen, Strata Information Group</p> <p>Latest developments affecting attendance accounting will be presented for both new and experienced A&R professionals. Changes in reporting criteria, what the auditors are looking for, red flags to avoid ... we'll cover the basics as well as suggestions to maximize FTES for your</p>	Granada-Hermosa

	college in these days of shrinking budgets.	
	<p>Open CCCApply and California eTranscripts Sue Vaughn, Bakersfield College Tim Calhoon, Chancellor's Office</p> <p>OpenCCCApply is the new Web 2.0 application to college. The goal of OpenCCCApply is to increase service for colleges and students while significantly lowering cost. See the look and feel of OpenCCCApply from the student's perspective and what new features are available for staff. Find out how your college can get connected to this new, cost effective service being released in 2012.</p> <p>CA Assembly Bill 1056, requires CA Community Colleges to convert from a paper-based transcript process to electronic transcripts. The California Community Colleges Chancellors office has created a new mini grant program to disburse funds to help the colleges implement. Find out about AB1056, the mini grant options available, and how your college can benefit.</p>	Balboa-Calaveras
2:15 - 2:30	Vendor Break- Last chance to meet your vendors!	California-El Dorado-Fresno-Diablo
2:30 - 3:45	Workshops	
	<p>Repeaters and Late Adders: How Compton Transformed This unsuccessful Population Gerald Sequeira, El Camino College Compton Center; David Vakil, El Camino College Compton Center; Jennifer Chua, El Camino College Compton Center</p>	Balboa-Calaveras

	<p>According to the literature, students who add a class after the add period (i.e. Late Adders) and students who are repeating a class for at least the third time have significantly lower success rates than the general population. At El Camino College Compton Center, collaboration between Academic Affairs and the Admissions and Records offices resulted in new petition processes and the results of these new processes suggest significant improvements in student success. We will share how we developed the collaborations, what we changed in our processes for both Late Adders and Repeaters, and why we believe our new processes have led to significant improvements in student success for both of these traditionally unsuccessful student populations. We will also demo the database we created to help us keep track of petition, contact students, generate reports and analyze success and retention.</p>	
	<p>Course Repetition Tutorial- Virtual Learning Lab Chelley Maple, College of the Canyons; Garrett Hooper, College of the Canyons; Jasmine Ruys, College of the Canyons</p> <p>It is not enough to simply repeat a previously failed course to guarantee a passing grade. Without investigating what went wrong in the past, students are apt to repeat old mistakes. What is required is the adoption of new strategies, new ways of mastering the material that allow students to not only succeed in the</p>	<p>Granada-Hermosa</p>

	<p>course, but also to develop the self-efficacy required to sustain this performance in the next class. With new course-repeat regulations taking effect in June 2012, it is imperative that students repeating failed courses understand that to succeed they must change their approach to learning. This workshop will profile an Open Educational Resource (OER) tutorial developed by the College of the Canyons <i>Virtual Learning Lab</i>. Designed as an intervention for students prior to registering for a previously failed class, the tutorial explains the new rules governing course repetition and demonstrates the self-regulatory behaviors necessary to academic achievement.</p>	
	<p>Serving Students in Difficult Budget Times Kathleen Moberg, DeAnza College</p> <p>How do we respond to fewer staff, reduced budgets, the needs of our students, and new directions at the state level? De Anza College Student Services managers reviewed their commitment to serving "core" students, and developed a pilot to address these challenges proactively to improve student success and retention. Working collaboratively and using technology efficiently, this session to review the plan, implementation, and next steps.</p>	Rivercity View
4:00 - 5:30	<p>General Session- Linda Michalowski, Chancellor's Office Legislative Update</p>	California-El Dorado-Fresno-Diablo

	An update on major issues of interest to CACCRAO including implementation of SB 1440 and the recommendations of the Student Success Task Force will be presented. The latest on the state budget and in legislation as well as the latest emerging issues will also be shared.	
6:30 - 8:30	Special Event - Invitation extended by Credential's Solutions - please visit them for information.	
Wednesday, May 2		
8:00 - 9:00	Buffet Breakfast	California-El Dorado-Fresno-Diablo
9:00 - 10:45	<p>General Session Sonia Ortiz-Mercado, Chancellor's Office; Michelle Goldberg, Chancellor's Office; Linda Miskovic, Santiago Canyon College; Jasmine Ruys, College of the Canyons</p> <p>Repetition, Enrollment Limitations, and Repeatability: <i>Where we are and where we're headed...</i></p> <p>In this session, attendees will learn about the new Chancellor's Office guidelines on the title 5 regulations on repetition and withdrawals, and hear about a proposal to limit repeatable courses. Various scenarios will be discussed by a panel of Chancellor's Office staff and include examples from college admissions and records directors to provide a local context on implementation considerations. Input from session attendees will also be sought on the proposed regulatory proposal to limit repeatable courses.</p>	California-El Dorado-Fresno-Diablo

10:45 - 11:30	Business Meeting Election Results Budget Update Regional Updates Passing the Gavel Induction of a New COW Raffle	California-El Dorado-Fresno-Diablo
11:30	Conference Ends- Please look for a survey on the conference on your email!	