125C NATIONAL COUNCIL ON STUDENT DEVELOPMENT an affiliate council of the american association of community colleges



2017 NCSD ANNUAL CONFERENCE OCTOBER 12-14, 2017

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ALEX JOHNSON, PH.D.

President | Cuyahoga Community College

As president of Cuyahoga Community College (Tri-C®), I am delighted to welcome the 2017 National Council on Student Development Annual Conference to Cleveland and to our Eastern Campus. The Tri-C community is honored to host this event, which will provide an opportunity for networking and professional development.

This year's theme, The New Normal: Student Affairs' Role in Guided Pathways, recognizes the importance of providing students a coherent and concise pathway to completion and the role that student development professionals play in that advancement. The redesigning of support services and programs will enable students to master the skills and knowledge required for educational and labor market success.

As institutions of higher education, we are focused on supporting and encouraging our students to reach their academic goals. At Tri-C, we are redesigning the student experience with the adoption of an intentional case management approach to student success. We have created intentional pathways for students, developed a mandatory first-year experience and redesigned curricula to allow students to move expeditiously through developmental education.

During the conference, you will take part in valuable workshops and hear from thoughtful keynote speakers. It is my sincere hope that each of you will return to your institution with a fresh perspective on student development as a result of these activities.

I would like to extend a special thanks to the NCSD planning committee as well as our institutional representative (and vice president of programming for NCSD), Dr. Denise McCory, and all of the staff who helped plan the conference.

On behalf of Cuyahoga Community College, I thank you for attending the NCSD Annual Conference and encourage you to take advantage of all that this event and the city of Cleveland have to offer.

Sincerely,

Alex Johnson, Ph.D.



J. MICHAEL THOMSON, PH.D.

President | Cuyahoga Community College Eastern Campus



It is my honor to welcome you to the 2017 NCSD National Conference at Cuyahoga Community College's Eastern Campus. We are especially proud of our College and our city. Cleveland is a city on the rise, with a vibrant downtown that includes major sports, world-class food scene, great cultural venues, and the second largest theatre venue in the United States. We hope that you take time to taste and see the wonders of Cleveland for yourself during the conference.

Cuyahoga Community College (Tri-C®) hosts over 55,000 students every year from young teens to seniors seeking credentials, or just a few classes for fun. Tri-C is nationally known as an Achieving the Dream Leader institution, and recently received the Bellwether Award for our workforce innovations. We feature some exceptional programs, such as the nation's top two-year program in plant science and are in the top 10 in both nursing and health career graduates. We are laser focused on increasing the number of graduates, and rate of graduation. Thanks to a dedicated team of professionals, we have been seeing great improvement in both areas.

This year's theme: "The New Normal: Student Affairs' Role in Guided Pathways" resonates well with what is happening in the community college movement. We know that time is the enemy for our students, and wandering in and out of our institutions is often a recipe for failure.

Student Affairs has a crucial role in helping students find and stay on a pathway that will result in their desired credential. Please remember our end game – that our students not only complete a degree or credential, but that they have a rich and fulfilling student experience that will lead to a family sustaining wage job and a better quality of life.

I thank you all for investing in our students every day – and I hope the NCSD national conference is an incredibly valuable learning and networking experience for you.

Sincerely,

J. Michael Thomson, Ph.D.



2017 NCSD conference at a glance

THURSDAY, OCTOBER 12, 2017

Cuyahoga Community College Eastern Campus

12:00 p.m. – 4:30 p.m. REGISTRATION | *Simon and Rose Mandel Theatre Lobby*

3:30 p.m. – 4:30 p.m. NETWORKING

Meet new colleagues and be sure to wear your college apparel!

4:30 p.m. – 5:30 p.m. OPENING SESSION | Simon and Rose Mandel Theatre

Dr. Karen Miller

Provost and Executive Vice President of Access, Learning, and Success

Cuyahoga Community College

5:30 p.m. – 7:30 p.m. WELCOME RECEPTION | Simon and Rose Mandel Theatre Lobby



FRIDAY, OCTOBER 13, 2017

Cuyahoga Community College Eastern Campus

8:00 a.m. – 3:00 p.m. REGISTRATION | Simon and Rose Mandel Theatre Lobby

8:30 a.m. – 9:15 a.m. NCSD BUSINESS MEETING | *Room 111*

Open to all NCSD members

9:30 a.m. – 10:45 a.m. CONCURRENT SESSIONS A

Assessing Outside the Box: How One College Uncovered New Stories of Student

Engagement | Room 120

Completion & Transfer: Bolstering the Transition from Two- to Four-Year Schools

Room 125

The Adult Diploma Program Pilot - Lessons Learned | Room 124

A Tale of Two Ohio Community Colleges: Where We've Been, Where We Are, and Where

Guided Pathways Will Take Us! | Room 122

11:00 a.m. – 12:15 p.m. CONCURRENT SESSIONS B

Finding Our Way: Guided Pathways at Prince George's Community College | Room 122

A Little Full-Time Goes a Long Way | Room 124

Start an Orientation, They Said. It'll be Fun, They Said! | Room 120

Student Financial Wellness Program at Columbus State Community College | Room 125

12:30 p.m. – 1:30 p.m. AWARDS LUNCHEON | Simon and Rose Mandel Theatre Lobby

Presentation of the Terry O'Banion Exemplary Practice and Dissertation of the Year awards.

FRIDAY, OCTOBER 13, 2017

Cuyahoga Community College Eastern Campus

CONCURRENT SESSIONS C 1:45 p.m. – 3:00 p.m.

Bridging the Gap: Engaging and Supportive Transfer Services for the Community College

Students | Room 122

Campus Connect- A Dual Enrollment Program at Madison College to Increase Post-Secondary Education for Students with Intellectual Disabilities and Autism | Room 120

Ain't No Mountain High Enough: Creative Staffing for Peaks and Valleys in Student Services

Room 124

Say it Loud, College Bound and Proud! | Room 125

3:15 p.m. – 4:15 p.m. PLENARY - The Journey Towards Becoming a Student-Ready College | Simon and Rose

Mandel Theatre Lobby Dr. David Harrison

President, Columbus State Community College



SATURDAY, OCTOBER 14, 2017

Cuyahoga Community College Eastern Campus

8:30 a.m. - 9:15 a.m. CONCURRENT SESSIONS D

Supporting Students Holistically: A Student Advocacy Model | Room 120

Pathway to Success: Advancing the Equity Agenda for Students with Developmental Math

Needs | Room 125

Emphasizing Non-Cognitive Skills to Empower and Support Students of Color | Room 122

Transformative Advising - How to Transform Advising Through Your Special Populations

Room 124

9:30 a.m. - 10:45 a.m. **CONCURRENT SESSIONS E**

Creating a Tangible College Access Pipeline to Post-Secondary Success | Room 125

Developing Appreciative Practices in Career Coaching | Room 120

Collaborative Student Engagement: The New Normal | Room 124

An Overview Of Guided Pathways | Room 122

11:00 a.m. - 12:00 p.m. **CLOSING SESSION** | Simon and Rose Mandel Theatre Lobby

Dr. Walter Bumphus

President and CEO, American Association of Community Colleges



FRIDAY, OCTOBER 13, 2017

Concurrent Sessions A | 9:30 a.m. - 10:45 a.m.

Assessing Outside the Box: How One College Uncovered New Stories of Student Engagement Mya Jordan, Julio Moreno, and Genevieve Sharron | *Columbus State Community College* Room 120

This interactive session will outline how Columbus State has used a student engagement platform to connect its engagement initiatives impact with long term student academic success. Participants will see a concrete example of how one school is harnessing data in a creative way, using a secondary function of the engagement platform, Campus Labs. Participants will leave with strategies for how they can uncover sources of meaningful data to assess programs and initiatives.

Completion & Transfer: Bolstering the Transition from Two- to Four-Year Schools Jamie Zahler and Patricia Sweeney | Cuyahoga Community College Winnie Gerhardt | Baldwin Wallace University Room 125

Students moving from a two- to a four-year university need sound academic planning for a seamless transition between institutions. Learn how Cuyahoga Community College and Baldwin Wallace University collaborated to partner their advising and counseling services, along with the use of a Transfer Center, to promote and improve student completion.

The Adult Diploma Program Pilot – Lessons Learned Victoria Berry and Vincent Briley | Cuyahoga Community College Room 124

There are over one million adults in the State of Ohio without a high school diploma. The Adult Diploma Program provides an alternative pathway to a high school diploma for adults of the age of 22. This session will share the lessons learned from the three years of implementation of the program; our challenges, successes, completion data, and recommendations for others preparing to introduce alternative pathways at their institutions.

A Tale of Two Ohio Community Colleges: Where We've Been, Where We Are, and Where Guided Pathways Will Take Us!

Desiree Polk-Bland | Columbus State Community College Denise McCory | Cuyahoga Community College Room 122

This presentation will provide an overview of Cuyahoga Community College and Columbus State Community College's efforts to implement Guided Pathways. The presentation will include the past, present, and potential future of select services at each institution. A brief overview of guided pathways along with best practice research will also be provided.

Concurrent Sessions B | 11:00 a.m. - 12:15 p.m.

Finding our way: Guided Pathways at Prince George's Community College Rosa Smith | *Prince George's Community College* Room 122

Guided Pathways design is increasingly prevalent as community colleges focus on completion: clearly defining academic goals, mapping academic programs, delivering intentional career and academic advising, and creating well-integrated support services. This presentation will introduce key elements of guided pathways design that Prince George Community College is implementing to address issues of effectiveness and accountability. The presenters will highlight the challenges and wins as well as provide an opportunity to reflect on best practices.

V

FRIDAY, OCTOBER 13, 2017

Concurrent Sessions B (cont.) | 11:00 a.m. - 12:15 p.m.

A Little Full-Time Goes a Long Way

Linda Garcia | Center for Community College Student Engagement Room 125

The national dialogue continues to be about increasing college completion; in response, many state systems and community colleges put practices into place that focus on enrollment status, specifically those that help more students attend full-time. Join us for a look at the latest findings in a report released by the Center for Community College Student Engagement that focuses on some of the factors that make full-time students persist and succeed at higher rates than part-time students.

Start an Orientation, They Said. It'll be Fun, They Said!

Molly Ward and Brittany Barrett | Columbus State Community College Room 120

Learn about the success and development of a half-day holistic community college orientation program from the ground up. Information will be presented about the data selected to track students and how the program evolved during a multi-year pilot. Spoiler alert– students who attended have a significantly higher GPA than those who attended a 2.5 hour workshop. More of the good, the bad, and the ugly will be shared!

Student Financial Wellness Program at Columbus State Community College Jack Popovich and Desiree Polk-Bland | Columbus State Community College Room 124

Columbus State is embarking on an extensive financial wellness program. Using a cross-college committee, the college is working toward creation, communication, coordination, and expansion of financial wellness programming including financial literacy via education and holistic financial wellness. With a variety of topics and programming plans, Columbus State will provide students opportunities to increase their financial success.

Concurrent Sessions C | 1:45 p.m. - 3:00 p.m.

Bridging the Gap: Engaging and Supportive Transfer Services for the Community College Students

Elizabeth Zeszotek and Kathryn Marshall | Cuyahoga Community College Room 122

Cuyahoga Community College (Tri-C®) has developed a distinctive approach to providing a student-centered focus on transfer by establishing Transfer Centers and utilizing Transfer Specialists. Learn how this multi-campus institution uses unique services and dynamic working relationships to ensure that students receive consistent and concise transfer information. This workshop will also focus on how Tri-C addresses Stephen Handel's three central transfer challenges: getting students ready, getting them in, and getting them through to their new institution.

Campus Connect: A Dual Enrollment Program at Madison College to Increase Post-Secondary Education for Students with Intellectual Disabilities and Autism

Eric Hartz and Scott Ritter | Madison Area Technical College Room 120

Campus Connect is a dual enrollment program at Madison Area Technical College that provides fully inclusive postsecondary education for students with Autism and Intellectual Disabilities (ID) seeking non-degree certificates and degree certificates. Campus Connect is a partnership with the local Madison Metropolitan School District in Wisconsin and Madison College. Learn how students with ID and Autism take advantage of additional support including universal design instructional methods, self-determination, self-advocacy, and peer-mentor networks in the college environment to be successful.





Concurrent Sessions C (cont.) | 1:45 p.m. - 3:00 p.m.

Ain't No Mountain High Enough: Creative Staffing for Peaks and Valleys in Student Services Stephanie Albrecht and Michelle Teasley | *Columbus State Community College* Room 124

Student affairs professionals are expected to provide Amazon service (customized, holistic, and immediate) on a shoestring budget during both the peaks and valleys of student traffic. One of the ways that Columbus State is meeting this challenge is training staff members that can float between offices, focusing staffing resources where they are needed most as peak periods ripple through departments. This session will cover considerations, benefits, and challenges of a shared staffing model.

Say it Loud, College Bound and Proud! Warren Smith | *Hillsborough Community College* Room 125

The Middleton College Bound Initiative is a collaboration between a local high school and Hillsborough Community College. The initiative addresses a need for a community-based college admissions prep intervention for some of the neediest students and families to boost the number of graduates receiving a standard diploma and consequently attending college. Learn about the resources and support offered to high school students that made this initiative so successful.

SATURDAY, OCTOBER 14, 2017

Concurrent Sessions D | 8:30 a.m. - 9:15 a.m.

Supporting Students Holistically: A Student Advocacy Model Tari Blaney | Columbus State Community College Room 120

Students often face a multitude of personal and academic barriers that can impact their success. Helping students develop an action plan and connecting them to college and community resources to address their challenges is key to ensuring they can achieve their educational goals. This session will highlight how team members in Student Advocacy at Columbus State Community College serve as a resource to support students and guide them on a path to success.

Pathway to Success: Advancing the Equity Agenda for Students with Developmental Math Needs Ann Proudfit and Janet Spitzig | *Cuyahoga Community College* Room 125

Colleges with open access missions work with students from a broad range of educational backgrounds to support retention and completion. However, access without support can lead to uncertain outcomes for students. This presentation will discuss how a cross-functional team, comprised of faculty, staff, and administrators at Cuyahoga Community College worked together to create a system to identify, track and support students with developmental math needs.

Emphasizing Non-Cognitive Skills to Empower and Support Students of Color Jenny Jakulin | *Harford Community College*Room 122

The My College Success Network promotes and empowers students of color in an effort to eradicate the attainment gap at Harford Community College. The Network is a combination of services and events tailored to provide holistic, wrap-around support initiatives as well as academic coaching. Academic coaches focus on non-cognitive behaviors and skills that directly impact student success. Data that supported the creation of this program will be shared along with the metrics used to evaluate the program's effectiveness.

SATURDAY, OCTOBER 14, 2017

Concurrent Sessions D (cont.) | 8:30 a.m. - 9:15 a.m.

Transformative Advising – How to Transform Advising Through Your Special Populations

Anessa Becton-Howard, Augustine Munobe, and Chaka Wilson | Columbus State Community College Room 124

This session will give you a peek into Columbus State Community College's Restored Citizens and Scholar Network student population and how the Center for Advising, Support, and Exploration (CASE) has taken a specialized approach to advising these students; creating a blueprint that can be used to transform academic advising for all students as we transition into a Guided Pathways model. Explore academic advising best practices for your special student populations as a way to help redesign the approach and leverage services that can be utilized to increase student success outcomes.

Concurrent Sessions E | 9:30 a.m. - 10:45 a.m.

Creating a Tangible College Access Pipeline to Post-Secondary Success

Courtney Thrower | *Prince George's Community College* Room 125

Participants will understand the successes and challenges of college access, college affordability, and college enrollment. Through our collaborative efforts with our local school system, we will illustrate the positive effects of a dual enrollment program. Also, we will show how Prince George's Community College created a funding mechanism to combine support for dual enrollment participants with an incentive-based student ambassador program entitled Dual-to-Degree to further their path to degree completion.

Developing Appreciative Practices in Career Coaching

Sarah Hyde-Pinner | *Lorain County Community College* Room 120

In this workshop session, participants will develop their skills around appreciative coaching for career development. Participants who have an interest in developing academic and career plans with students in advising, coaching, or mentoring roles will find this session valuable. Participants will learn about the principles, stages, and applications of Appreciative Inquiry (AI) through the lens of student development, gaining concrete tools for applying AI in their professional contexts.

Collaborative Student Engagement: The New Normal

Beth Warner | *Ivy Tech Community College* Amanda Fronek | *Cuyahoga Community College* Room 124

Student engagement in campus programming is often a challenge in community colleges, where competition with family, work, and academic success is great. To combat this perennial problem, Student Affairs staff at lvy Tech Community College Bloomington developed a co-curricular model, deliberately trying programming and applied learning to classroom/program objectives and outcomes. This session will address the history of this initiative, its impact and effectiveness for participants, and its efficiency at spreading limited resources further.

An Overview of Guided Pathways

Larry Rideaux | *Tarrant County College, South Campus* Room 122

This session will explain the background and objectives of the AACC Guided Pathways movement and the implications for community colleges and student affairs professionals.



2017 NCSD keynote and plenary presenters



KAREN MILLER, PH.D.

Provost and Executive Vice President of Access, Learning, and Success Cuyahoga Community College

Karen Miller, Ph.D. is Provost and Executive Vice President of Access, Learning, and Success at Cuyahoga Community College (Tri-C®). She previously served as the Vice President of Institutional Research and Enrollment Management, overseeing recruitment, enrollment, retention and completion initiatives for the College. She also managed the Evidence and Inquiry department, leading initiatives such as the Community College Survey of Student Engagement, IPEDS relationship and research, and data requests from throughout the College. Dr. Miller serves on several College wide administrative leadership teams, and has contributed to the development and

implementation the College's strategic plan, enrollment plan, and all of Tri-C's student policies and procedures to enhance student success. She has led numerous College-wide initiatives, including the cross-functional team that developed the Strategic Enrollment Plan, College Credit Plus, and Veteran's initiatives. Additionally, Dr. Miller and her team were instrumental in the 400% increase in our IPEDS graduation rate over the past several years, and she worked closely with administration and faculty to implement the new Degree Works software which will help students create academic plans.

Dr. Miller is a statewide and nationally recognized leader in higher education, and has presented at numerous conferences and conventions, including the American Association of Community Colleges Annual Convention, the Institute for Higher Education Policy & Lumina Foundation, the American Association of Collegiate Registrars and Admissions Officers Strategic Enrollment Conference, and the National Noel Levitz Retention Conference. As a Chancellor appointed position, Dr. Miller served on the Ohio Transfer & Articulation Network, OTAN Oversight Board, and serves on the National Enrollment Management Advisory Board for the American Association of Collegiate Registrars and Admissions Offices. Dr. Miller is a graduate of the League for Innovation in the Community College's Executive Leadership Institute.

Dr. Miller earned her doctorate from The University of Toledo in Higher Education and holds a Bachelor of Science Degree in Technical Education and a Master of Science Degree in Technical Education with a specialization in Guidance and Counseling from The University of Akron.



DAVID HARRISON, PH.D.
President
Columbus State Community College

David Harrison, Ph.D. became the fifth president of Columbus State Community College in July 2010. With more than 25,000 students, Columbus State is one of the largest and most comprehensive colleges in Ohio. Through campuses in Columbus and Delaware County and its nine regional learning centers, the college serves students from all 88 counties in Ohio, provides more online learning opportunities than any college in the state, and contributes nearly a billion dollars in regional economic impact. Under Dr. Harrison's leadership, Columbus State has led the region in expanding access to affordable bachelor's degrees through innovative university 2+2 partnerships. Students who



complete freshman and sophomore years at Columbus State through the *Preferred Pathway* program realize higher education goals without the burden of daunting student debt. He led the formation of The Central Ohio Compact, a regional strategy among K-12 and higher education leaders to help more students succeed in college and in the workplace. In 2012 Columbus State was named an *Achieving the Dream* college, a national initiative to help more students earn college credentials with an emphasis on first generation students, students of color, and low-income students; and in 2015 the college received *Achieving the Dream's* esteemed designation as a *Leader College*. In addition, Columbus State was one of only 30 colleges nationwide selected to participate in the *Pathways Project* led by *the American Association of Community Colleges (AACC)* to design and implement guided academic and career pathways for all students.

These partnerships provide Columbus State students the opportunity to achieve their higher education goals while providing solutions for families by reducing financial barriers to degree attainment.





WALTER BUMPHUS, PH.D.
President and CEO
American Association of Community Colleges

Walter G. Bumphus, Ph.D. is president and CEO of the American Association of Community Colleges (AACC). From 2007 to Jan. 1, 2011, Dr. Bumphus served as a professor in the Community College Leadership Program and chair of the Department of Educational Administration at the University of Texas at Austin. He also held the A. M. Aikin Regents Endowed Chair in Junior and Community College Education Leadership. He previously served as president of the Louisiana Community and Technical College System (LCTCS) from 2001 to 2007. LCTCS later conferred upon him the title of President Emeritus of the Louisiana Community and Technical College

System. From November 2000 to September 2001, he was chancellor of Baton Rouge Community College (BRCC). Prior to joining BRCC, Dr. Bumphus worked in the corporate world serving as President of the Higher Education Division of Voyager Expanded Learning. Six years prior, he served as president of Brookhaven College in Dallas County Community College District.

Dr. Bumphus holds a Bachelor of Arts Degree in Speech Communications and a Master's Degree in Guidance and Counseling from Murray State University, and earned his Ph.D. in Higher Education Administration from the Community College Leadership Program at The University of Texas at Austin. In 1992, Dr. Bumphus was recognized as a distinguished graduate from both Murray State University and The University of Texas at Austin. Dr. Bumphus holds the distinction of being one of the few leaders in the field of education to receive the ACCT Marie Y. Martin CEO of the Year Award, to chair the AACC Board of Directors, and to receive the AACC Leadership Award.

TERRY O'BANION SHARED JOURNEY EXEMPLARY PRACTICE AWARD

The Terry O'Banion Shared Journey Exemplary Practice Award recognizes outstanding and highly innovative programs that demonstrate evidence of effectiveness and compelling results. The awards committee based their selection decision on the innovative or creative delivery of the program. Further, the selected programs responded to a significant need relating to student services/development, made a significant impact on student outcomes and allowed for replicability of the program at other colleges. The two Terry O'Banion Shared Journey Exemplary Practice awardees are as follows:



GOLD RECIPIENT

Howard Community College has been selected as the GOLD recipient of the 2017 Terry O'Banion Shared Journey Exemplary Practice Award! The program, titled Virtual Advising at Howard Community College, developed and implemented a technologically secure and FERPA-compliant alternative option to in-person, onsite face-to-face advising. Since implementation of the Virtual Advising program, approximately 200 local, out-of-state, and international prospective and current students have conveniently utilized virtual advising and showed high satisfaction with the program.



SILVER RECIPIENT

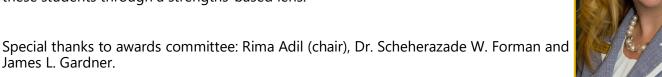
Cuyahoga Community College has been selected as the Silver recipient of the 2017 Terry O'Banion Shared Journey Exemplary Practice Award! The program, titled ODE Adult Diploma Program, created pathways for adults to complete their high school education, while simultaneously earning technical training and gaining employment in high demand fields. To date, the Adult Diploma program has an approximate 18 percent completion rate, which is higher than the 12 percent graduation rate of Ohio public two-year colleges.

DISSERTATION OF THE YEAR AWARD

Dissertation of the Year Award bestows recognition to an individual whose doctoral dissertation excels in making a substantial contribution to the literature and/or practice of community college student development. This dissertation addresses a researchable problem associated with community college student development, or looks at community college student development in a new way. Further, the dissertation:

- Demonstrates an original approach to a problem pertaining to community college student development;
- Presents a relevant and appropriate application of framework, a comprehensive approach to the literature review, and comprehensibility and meaningfulness of the results.

The winner of 2017 Dissertation of the Year Award is **Dr. Delia A. Bober**. Her dissertation, *Singled Out for Success: A Narrative Inquiry of Single Mothers in the Community College* explored single-mother community college students' perceptions of their ability to succeed. Given the prevalent deficit mindset surrounding the single mother population, this study sought to flip the negative narrative and investigate these students through a strengths-based lens.





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SAVE THE DATE

National Council on Student Development 2018 Conference



OCTOBER 11-13, 2018

Tarrant County College, Trinity River Campus | Fort Worth, Texas