



# Starting Right: Entering Student Success Institute

Survey of Entering Student Engagement in cooperation with Community College Leadership Program/Achieving the Dream

## **Starting Right: Entering Student Success Institute**

April 26-28, 2009  
Eldorado Hotel  
Santa Fe, New Mexico

### **A G E N D A**

#### **Institute Objectives**

College teams will:

- Gain increased understanding of the importance and urgency of focusing community college efforts on working effectively with new students
- Understand their institution's results from the Survey of Entering Student Engagement (*SENSE*), how to communicate about those results, and how to use the data to target improvements in their work with entering students
- Attain new knowledge and insight regarding their current practice with entering students and effective practices at other colleges
- Learn to think of entering students as a distinct cohort and to consider more intentionally how the institution is organized to meet entering students' needs
- Develop action plans for communicating and using *SENSE* results and for integrating potential new or strengthened strategies into their institution's Achieving the Dream/student success agenda
- Participate in work sessions and use tools/resources that may serve as models for work with broader groups back on campus
- Begin to develop, across participating colleges, an "entering student success" learning community

## Sunday, April 26, 2009

- 9:30 AM – 12:30 PM Resident Faculty / Institute Staff Orientation and Lunch** *DeVargas*  
*(Invitation Only)*
- 12:00 PM – 3:00 PM Registration** *Concourse*
- 3:00 PM – 3:15 PM Welcome and Introductions:** *Anasazi Ballroom*  
Overview of Entering Student Success Institute  
*Moderators: Kay McClenney, Angela Oriano-Darnall, Arleen Arnsparger*
- Session Objectives**
- Focus on desired outcomes of the Institute and set the stage for Institute work
  - Begin to build an engaged learning community at the Institute
  - Acquaint participants with their colleagues at the Institute
- 3:15 PM – 3:40 PM Starting Right: Making the Case** *Anasazi Ballroom*  
*Kay McClenney, Director, Center for Community College Student Engagement*  
*Angela Oriano-Darnall, Assistant Director, Survey of Entering Student Engagement*  
*Arleen Arnsparger, Project Manager, MetLife Foundation Initiative on Student Success*
- Session Objectives**
- Build understanding of the importance of focus on entering students as part of an integrated strategy for student success
  - Promote use of data as the basis for Institute work
  - Provide highlights of national *SENSE* data as context for college team discussions
  - Demonstrate ways that qualitative data – student voices – enrich understanding of students' experiences
- 3:40 PM – 3:45 PM Objectives for College Team Review Session #1: Implications of SENSE Data**  
*Kay McClenney*
- 4:00 PM – 5:00 PM College Team Review Session #1** *(See Room Assignments on Page 10)*  
*Facilitators: Designated College Team Members*  
*Coaches: Resident Faculty*
- Session Objectives** *Tab # 1*  
Assigned pairs of college teams will work together to:
- Summarize and share “key findings” from the *SENSE* survey in terms of topic areas; differences with comparison group; and differences across student groups
  - Identify specific findings that have particular pertinence to the college’s current student success initiatives
  - Identify findings that raise key issues/points to potential priorities
  - Complete the section (Part I-b) of the Short-term Action Plan keyed to this session

## **Sunday, April 26, 2009**

*(Continued)*

### **Evaluation # 1 – Sunday Afternoon Sessions**

**Tab # 6**

**5:15 PM – 5:45 PM Reception**

**Concourse**

**6:00 PM - 7:15 PM**

#### **Keynote Address - Learning by Design**

*Presenter: Sanford C. "Sandy" Shugart, President, Valencia Community College*

**Anasazi  
Ballroom**

#### **Session Description:**

*We know now that some of our colleges' deeply ingrained systems, habits, and assumptions undermine our best efforts to improve student learning. This session will explore the origins of our unexamined organizational culture and opportunities to reshape our "deep architecture" in support of learning.*

**Tab # 4**

**Dinner on your own with ESSI colleagues**

## Monday, April 27, 2009

7:30 AM – 8:30 AM	<b>Full Breakfast</b> <i>Optional: informal college team time or college-to-college networking</i>	<b>Anasazi Ballroom</b>
8:00 AM – 8:30 AM	<b>Demonstration: SENSE Web site Interactive Report Creation</b> <i>Jeff Crumpley, Associate Director, CCCSE</i>	
8:30 AM – 9:25 AM	<b>Achieving the Dream: Strategies for Entering Students</b> <i>Byron McClenney, Program Director, CCLP/Achieving the Dream</i> <i>Margaretta Mathis, Associate Director, CCLP/Achieving the Dream</i>	<b>Anasazi Ballroom</b>
	<b><u>Session Objectives</u></b> <ul style="list-style-type: none"><li>Examine emerging examples of promising work with entering students in Achieving the Dream colleges</li></ul>	<b>Tab # 4</b>
9:25 AM – 9:30 AM	<b>Objectives for College Team Review Session #2: Current Practices of Entering Students</b> <i>Angela Oriano-Darnall</i>	
9:30 AM – 9:45 AM	<b>Break</b>	
9:45 AM – 11:00 AM	<b>College Team Review Session #2</b> <i>Facilitators: Designated College Team Members</i> <i>Coaches: Resident Faculty</i>	<b>(See Room Assignments on Page 10)</b>
	<b><u>Session Objectives</u></b> <ul style="list-style-type: none"><li>Complete structured review of the college's current practices in work with entering students</li><li>Identify issues/questions that emerge from the discussion, including: "Where do we have converging/diverging perceptions?" "What do we not know now that we need to know?" "What new insight have we gained? Or, "What existing knowledge has been reinforced?" "How might the data and our review of current work with entering students suggest we modify/strengthen our current Achieving the Dream/student success initiative?" "Who else from our college needs to be involved in this discussion?"</li></ul>	<b>Tab # 1</b>
11:00 AM – 11:15 AM	<b>Break</b>	
11:15 AM – 12:00 PM	<b>Student Voices</b> <i>Students from Santa Fe Community College (NM)</i> <i>Moderator: Arleen Arnsparger</i>	<b>Anasazi Ballroom</b>
12:00 PM – 12:45 PM	<b>Lunch</b>	<b>Anasazi Ballroom</b>

**Monday, April 27, 2009**  
*(Continued)*

**1:00 PM – 2:15 PM Breakout Sessions: Strategies for Entering Student Success** **Tab # 3**

**Session Objectives**

- Learn from selected college colleagues about implementation and evaluation of strategies focused on entering student success
- Focus on data that led to the strategy; people involved in implementation; evaluation of impact on student success; and moving to scale

***College Connection at Austin Community College***

**Zia A**

*Presenters: Steve Kinslow, President/CEO; and Kathleen Christensen, Vice President of Student Support and Success Systems*

***Session Description:***

*College Connection is an access program providing automatic admission for 100% of a high school senior class and lifetime acceptance to Austin Community College, with all college admissions steps delivered on high school campuses. College Connection builds relationships between ACC and its service area high schools and has increased regional post-secondary transition rates.*

***Century College – GPS LifePlan: A Holistic Framework for Developing Future Planning***

**DeVargas**

*Presenters: Larry Litecky, President; Michele Jersak, Counselor and Project Coordinator; and Ron Anderson, Vice President of Academic Affairs*

***Session Description:***

*This session overviews Century College's GPS LifePlan, a comprehensive program assisting students in developing plans to achieve their goals. Using online tools and traditional approaches, students explore five areas of development, reflecting where they are now, where they want to go, and pathways to get from here to there.*

***Florida Community College at Jacksonville – Maximizing the Impact of Student Life Skills Courses to Promote Student Success***

**Zia C**

*Presenters: John Wall, Faculty Intern and Professor of Psychology; Nancy Webster Yurko, Associate Vice President of Liberal Arts and Sciences; and Kathleen Ciez-Volz, Director of Program Development*

***Session Description:***

*To increase the retention and success of entering students with remedial needs, Florida Community College developed and implemented a required Student Life Skills course. This session will describe the integration of policy changes, instructional materials, and professional development components, which have maximized the impact of the course on this population.*

## **Monday, April 27, 2009**

*(Continued)*

### **Students Speak, We Listen: Learning from and about Student Focus Groups**

**Zia B**

*Presenter: Arleen Arnsparger, Project Manager, MetLife Foundation Initiative on Student Success—Starting Right*

#### **Session Description:**

*What are the “stories” that lie behind students’ responses on the SENSE survey? What prompts entering students to engage in activities that will help them begin college successfully? What can students tell us about experiences that help them? Which experiences make the transition even more challenging? Learn how colleges can conduct student focus groups to dig beneath SENSE data and integrate qualitative information into the design of initiatives that promote student success.*

**2:15 PM – 2:45 PM Break**

**2:45 PM – 4:00 PM Breakout Sessions: Strategies for Starting Right**

**Tab # 4**

#### **Session Objectives**

- Learn from selected resident faculty about implementation and evaluation of coherent programs focused on entering student success
- Focus on data that led to development of a comprehensive approach; people involved in implementation; evaluation of impact on student success; and moving to scale.

### **Tell Them That We Care: Reception and Retention Strategies That Work**

**Zia B**

*Presenter: Michael Poindexter, Vice President of Student Services, Sacramento City College (CA)*

*Moderator: Margaretta Mathis*

#### **Session Description:**

*Many community college students arrive on our campuses resembling first-time airplane passengers. One student even suggested that our campuses are like airports with people moving fast with suitcases rolling behind them. Like airplane passengers, no matter whether seated in first class or coach, community college students are often looking for the right connection or direction to help them through the intricate network of systems they are entering, sometimes for the first time. This workshop will explore how to use the total community college institution to decrease and circumvent the confusion students might face throughout the semester by suggesting how faculty, administration and staff may simply “show them that we care”. Participants will have an opportunity to create and explore initiatives that can be implemented on their campuses.*

**Monday, April 27, 2009**

*(Continued)*

**First Year Academies and ePortfolios: Facilitating Engagement and Success**

**DeVargas**

*Presenters: Paul Arcario, Vice President for Academic Affairs, LaGuardia Community College (NY); Cecilia Macheski, Professor of English and Chair of College Curriculum and Assessment, LaGuardia Community College*

*Moderator: Karla Fisher*

**Session Description:**

*LaGuardia's First Year Academy/ePortfolio Program seeks to provide a coherent and comprehensive first-year experience for students focused around their chosen discipline area. The approach includes student participation in one of three first-year Academies, contextualized basic skills instruction, a common reading, an Opening Sessions event, electronic portfolios, and a new career development course that builds on a New Student Seminar required in the first semester.*

**"Remediation Redux": Valencia's Story of Achieving the Dream**

**Zia C**

*Presenter: Julie Phelps, Math Faculty & Core Team Leader, Achieving the Dream, Valencia Community College (FL)*

*Moderator: Angela Oriano-Darnall*

**Session Description:**

*Valencia used institutional data to develop a strategic plan for their Achieving the Dream Initiative. This plan continues to shape Valencia's learning communities through the implementation of three integrated strategies: Supplemental Learning, Learning in Communities and the Student Success Course. Warning: Attending this session may cause a better understanding of how Valencia increased student persistence.*

**From Success Coaching to Holistic Advising**

**Zia A**

*Presenter: Ted Wright, Data Coach, Achieving the Dream*

*Moderator: Jeff Crumpley*

**Session Description:**

*This session examines the development of a strategy aimed at academically underprepared students that comprised a three-credit success course taught by faculty trained as success coaches. The program became the cornerstone of a Title V grant that enabled the strategy to evolve into a comprehensive advising model coupled with learning communities.*

**4:00 PM – 4:15 PM Break**

## **Monday, April 27, 2009**

*(Continued)*

**4:15 PM – 5:15 PM College Team Review Session #3: Strategy Discussion**

*Facilitators: Designated College Team Members*

*Coaches: Resident Faculty*

**(See Room  
Assignments  
on Page 10)**

**Session Objectives**

**Tab # 1**

- Discuss insights gained by college team members through participation in the day's strategy sessions
- Identify links between issues identified in college *SENSE* data and strategies highlighted in the day's discussions and/or strategies currently being implemented at the college

**Evaluation # 2 – Sunday Evening Keynote & Monday Sessions**

**Tab # 6**

**Dinner on your own in Santa Fe**



## Tuesday, April 28, 2009

### 7:30 AM – 8:40 AM **Breakfast Plenary Session**

**Anasazi  
Ballroom**

#### **Strategies for Communication, Integration, and Institutional Change (8:00 a.m.)**

*Byron McClenney and Kay McClenney*

**Tab # 4**

#### **Session Objectives**

- Address and facilitate discussion of key issues pertaining to effective change in college practices

### 8:40 AM – 8:45 AM **Objectives for College Team Review Session #4: Action Planning**

*Margaretta Mathis*

### 8:45 AM – 9:00 AM **Break**

### 9:00 AM– 10:30 AM **College Team Review Session #4**

*Facilitators: Designated College Team Members*

*Coaches: Resident Faculty*

**(See Room  
Assignments  
on Page 10)**

#### **Session Objectives**

- Identify new or refined strategies for serving entering students that might strategically augment the college's current Achieving the Dream/student success agenda; connect these strategies explicitly to *SENSE* data or other available evidence
- Establish preliminary priorities for consideration of new/refined entering-student strategies, based on college planning priorities, initiatives currently underway, and potential for significant impact on the success of large numbers of students
- Discuss next steps: whom to involve, how to communicate *SENSE* findings on campus, how to follow through on strengthening strategies for work with entering students

**Tab # 1**

### 10:30 AM – 11:00 AM **Break**

### 11:00 AM – 12:00 PM **Closing Plenary Session: Commitments to Next Steps**

*Moderator: Angela Oriano-Darnall*

**Anasazi  
Ballroom**

#### **Session Objectives**

- Share the most significant next-step commitment for each college team
- Identify helpful ways to follow up on the Institute work and build a "learning community" on entering student success

### **Evaluation # 3 – Tuesday Morning Sessions and Overall Institute**

**Tab # 6**

## Team Session Locations

College teams will work in the following rooms each time the agenda indicates Team Work Sessions.

<b>College</b>	<b>Resident Faculty</b>	<b>Location</b>
Aims Community College	Arleen Arnsperger	Zia A
Austin Community College	Byron McClenney	DeVargas
Bay de Noc Community College	Margaretta Mathis	Sunset
Century College	Paul Arcario/ Cecilia Macheski	Sunset
Chipola College	Angela Oriano-Darnall	Anasazi Ballroom
College of the Siskiyous	Paul Arcario/ Cecilia Macheski	Sunset
Florida Community College at Jacksonville	Margaretta Mathis	Sunset
Grayson County Community College	Ted Wright	Anasazi Ballroom
Hennepin Technical College	Julie Phelps	Zia B
Jackson Community College	Byron McClenney	DeVargas
Johnson County Community College	Kay McClenney	Zia C
Kilgore College	Julie Phelps	Zia B
Lorain County Community College	Michael Poindexter	Sunset
Martin Community College	Ted Wright	Anasazi Ballroom
Oakton Community College	Julie Phelps	Zia B
Phillips Community College of the University of Arkansas	Arleen Arnsperger	Zia A
Richard J. Daley College	Michael Poindexter	Sunset
Richland College	Kay McClenney	Zia C
Santa Fe Community College	Arleen Arnsperger	Zia A
Western Wyoming Community College	Angela Oriano-Darnall	Anasazi Ballroom