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 11, 2010

11:00 a.m. – 2:00 p.m.  
**Registration**  
Refreshments provided  
Texas Foyer

12:45 p.m. – 1:45 p.m.  
**SENSE Data Reporting Website Tutorial**  
*Jeff Crumpley*, Associate Director, Center for Community College Student Engagement (CCCSE)  
*Ted Wright*, Data Coach, Achieving the Dream  
*Mike Bohlig*, Senior Research Associate, CCCSE  
Texas Ballroom V

**Session Description**  
The Center strongly recommends that at least one representative (no more than two) from each college team participates in this pre-Institute demonstration. Data facilitators will be on hand to help teams become better prepared for the Institute’s four College Team Strategy Sessions, during which college participants will examine results from the interactive SENSE data reporting website. The data facilitators will devote significant time to Q & A. Please bring one laptop with wireless Internet capabilities per team.

2:00 p.m. – 2:15 p.m.  
**Welcome and Introductions**  
An overview of the Entering Student Success Institute  
*Kay McClenney*, Director, CCCSE  
Texas Ballroom I-III

**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
2:15 p.m. – 2:40 p.m.  **Starting Right: Making the Case**  
*Angela Oriano-Darnall*, Associate Director, CCCSE

**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

2:40 p.m. – 2:45 p.m.  **Objectives for College Team Strategy**  
**Session #1: Implications of SENSE Data**  
*Angela Oriano-Darnall*

2:45 p.m. – 4:30 p.m.  **College Team Strategy Session #1**  
*Facilitated by Resident Faculty*

**Session Objectives**
- College teams will work to:
  - Summarize and share “key findings” from the SENSE survey in terms of topic areas, differences with comparison groups, 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 Part I-b of the Short-Term Action Plan

4:30 p.m. – 4:45 p.m.  **Evaluation #1: Pre-Institute Work**  
& Sunday Afternoon Sessions

Please complete the yellow evaluation form located in your meeting notebook and submit it to a member of the Resident Faculty or Institute Staff

*We appreciate and value your feedback!*
4:45 p.m. – 5:45 p.m.  
**Reception**  
Big Bend Ballroom/Big Bend Foyer

6:00 p.m. – 7:00 p.m.  
**Keynote Address: Learning by Design**  
*Texas Ballroom I-III*

*Sanford C. “Sandy” Shugart*, President, Valencia Community College (FL)

Shugart is widely known for his speaking and writing on servant leadership and is a published poet and songwriter.

**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.

**Explore Austin/Dinner on Your Own**
Monday, April 12, 2010

7:30 a.m. – 8:30 a.m.  
**Full Breakfast**  
A chance to continue work from College Team Strategy Session #1 or to network with other colleges  
Texas Ballroom IV

8:30 a.m. – 9:25 a.m.  
**Achieving the Dream: Strategies for Entering Students**  
*Byron McClenny*, Program Director, Achieving the Dream  
*Margaretta Mathis*, Associate Director, Achieving the Dream  
Texas Ballroom I-III

Session Objective  
✓ Examine emerging examples of promising work with entering students in Achieving the Dream colleges

9:25 a.m. – 9:30 a.m.  
**Objectives for College Team Strategy Session #2: Inventory of Entering Student Experiences**  
*Angela Oriano-Darnall*  
Texas Ballroom I-III

9:30 a.m. – 9:45 a.m.  
**Break**  
Texas Ballroom IV

9:45 a.m. – 11:00 a.m.  
**College Team Strategy Session #2**  
*Facilitated by Resident Faculty*  
See Page 13 for Team Room Assignments

Session Objectives  
College teams will work to:  
✓ Complete structured review of the college’s current practices in work with entering students  
✓ 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 initiatives?”

• “Who else from our college needs to be involved in this discussion?”

✓ Complete Part II of the Short-Term Action Plan

11:00 a.m. – 11:15 a.m.  Break  Texas Ballroom IV

11:15 a.m. – 12:00 p.m.  Student Voices  Texas Ballroom I-III

Student panelists from Austin Community College
Moderator: Arleen Arnsperger, Project Manager for the Initiative on Student Success, CCCSE

12:00 p.m. – 12:45 p.m.  Lunch  Texas Ballroom IV/Texas Foyer

1:00 p.m. – 2:15 p.m.  Breakout Sessions: Strategies for Entering Student Success

Decide amongst your team who will attend which of the following four breakout sessions during this time

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

Student Success: On the Road to Placing Entering Students at the Head of the Class  Texas Ballroom V

Brazosport College (TX)

Lynda Villanueva, Director of Transitional Education
Pam Davenport, Dean of Student Services
David Preston, Director of Institutional Research
Moderator: Margareta Mathis

Session Description
During Brazosport College’s participation in ESSI 2008, the team’s action plan concentrated on a comprehensive student success model. Brazosport’s primary initiative, Learning Frameworks, has had some positive impacts on students’ successes. Other
initiatives, such as orientation, are underway, and this presentation will reveal the pluses and minuses of the college’s endeavors to reach its student success goals.

**Rethinking Advising in the First-Year Experience: Data, Accountability, Success**

*Lone Star College – North Harris (TX)*

*Steve Head*, President  
*Marilyn Dement*, Assistant Dean of Enrollment Services  
Moderator: *Angela Oriano-Darnall*

**Session Description**

The North Harris campus over the past two years has moved to a case-management system of advising students. Based on multiple years of its SENSE results, the campus created a new advisor position, hired 15 employees, and developed a system to ensure that students were extensively contacted and monitored throughout their first semester. The data show that the initiative is working.

**The Map to Student Success (with Parachute Just in Case)**

*San Jacinto College District (TX)*

*Brenda Hellyer*, Chancellor  
*Laurel Williamson*, Vice Chancellor of Instruction and Student Services  
*Toni Pendergrass*, Vice President of Instruction, South Campus  
*Brook Zemel*, Vice President of Student Services  
Moderator: *Christine McLean*, Senior Associate, CCCSE

**Session Description**

From the marketing campaign to the cap and gown at graduation, a college makes choices about how to create an educational environment that does the utmost to ensure student success. San Jacinto College’s new student orientation and retention calling plan are designed to teach students how to learn from and take responsibility for their actions and to remind students on a recurring basis of the varied support systems available to them throughout the college.
Building the Engaged Campus and Achieving the Dream: The Impact of Learning Communities at BHCC

Bunker Hill Community College (MA)

Patricia Colella, Professor of English
Amparo Hernandez-Folch, Professor of Mathematics
Anne Brown, Director of Advising/Counseling and Assessment
David Leavitt, Director of Institutional Research
Moderator: Arleen Arnsparger

Session Description
Two major student success initiatives form a cohesive effort that is seeking to transform BHCC’s teaching and learning environment through the broad establishment of learning communities. This presentation includes data on student engagement, retention, and achievement in learning communities; strategies for broad engagement; and assessment tools to measure their impact.

2:15 p.m. – 2:45 p.m. Break

Texas Ballroom I-III

2:45 p.m. – 4:00 p.m. Breakout Sessions: Strategies for Starting Right

Decide amongst your team who will attend which of the four following breakout sessions during this time

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

Connecting First-Year Students: Peer Programs to Foster Student Engagement and Success

Paul Arcario, Dean for Academic Affairs, LaGuardia Community College/CUNY (NY)
Moderator: Margaretta Mathis

Session Description
While peer learning has long been used in higher education, LaGuardia has created a number of new
ways to connect first-year students to each other and to more advanced students using contemporary digital technologies: “Studio Hour” is facilitated by student “Instructional Design Assistants” who guide students in developing their ePortfolios. “Virtual Interest Groups” are online advisement seminars where peer advisors assist students in preparing for careers and transfer. Our latest initiative, “Learning Networks,” employs Web 2.0 technologies to link first-year students with upper-level students in virtual communities.

“Remediation Redux”: Valencia’s Story of Achieving the Dream

Julie Phelps, Professor of Mathematics and Core Team Leader for 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.

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

Michael Poindexter, Vice President of Student Services, Sacramento City College (CA)
Moderator: Christine McLean

Session Description
Many community college students arrive on our campuses resembling first-time airplane passengers. 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.
**Students Speak, We Listen: Learning from and about Student Focus Groups**

_Arleen Arnsparger_

Moderator: _Kay McClenneny_

**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.

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4:00 p.m. – 4:15 p.m. **Break**

4:15 p.m. – 5:15 p.m. **College Team Strategy Session #3: Strategy Review and Discussion**

*Facilitated by Resident Faculty*

**Session Objectives**

_College teams will work to:_

- Discuss insights gained by college team members through participation in the day’s 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
- Complete Part III of the Short-Term Action Plan

5:15 p.m. – 5:30 p.m. **Evaluation #2: Sunday Evening Keynote & Monday Sessions**

Please complete the green evaluation form located in your meeting notebook and submit it to a member of the Resident Faculty or Institute Staff

*We appreciate and value your feedback!*

**Explore Austin/Dinner on Your Own**
Tuesday, April 13

7:30 a.m. – 8:40 a.m. **Breakfast Plenary Session**
Strategies for Communication, Integration, and Institutional Change (8:00 a.m.)
*Byron McClenny
Kay McClenny*

*Session Objective*
✓ Address and facilitate discussion of key issues pertaining to effective change in college practices

8:40 a.m. – 8:45 a.m. **Objectives for College Team Strategy**
Session #4: Action Planning
*Angela Oriano-Darnall*

8:45 a.m. – 9:00 a.m. **Break**

9:00 a.m. – 10:30 a.m. **College Team Strategy Session #4**
*Facilitated by Resident Faculty*

*Session Objectives*

College teams will work to:
✓ 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
✓ Complete Part IV of the Short-Term Action Plan

10:30 a.m. – 11:00 a.m. **Break**
Closing Plenary Session: Commitment to Next Steps
Angela Oriano-Darnall

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
Evaluation #4: Institute Overall
Please complete the orange and blue evaluation forms located in your meeting notebook and submit them to a member of the Resident Faculty or Institute Staff

We appreciate and value your feedback!
# Room Assignments
(\textit{College Team Strategy Sessions})

<table>
<thead>
<tr>
<th>College</th>
<th>Resident Faculty</th>
<th>Meeting Room</th>
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<tbody>
<tr>
<td>Brazosport College</td>
<td>Arleen Arnsparger</td>
<td>Texas Ballroom VII</td>
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<tr>
<td>Brookhaven College</td>
<td>Paul Arcario</td>
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<td>Bunker Hill Community College</td>
<td>Ted Wright</td>
<td>Texas Ballroom VI</td>
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<td>Chemeketa Community College</td>
<td>Christine McLean</td>
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<td>College of the Mainland</td>
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<td>Paris Junior College</td>
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<td>Phillips Community College of the University of Arkansas</td>
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<td>San Jacinto College - Central</td>
<td>Byron McClenney</td>
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<td>Southeast Kentucky Community &amp; Technical College</td>
<td>Margaretta Mathis</td>
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<td>York Technical College</td>
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MEETING SPACE FLOOR PLANS

First Floor

Second Floor

KEY

★ Meeting Registration and Info Center

General Session Space
(Texas Ballroom I-III)