Cabrillo College: Changing to Meet the Needs of Santa Cruz County

by Brian King, Cabrillo College President

“The definition of insanity is doing the same thing over and over again and expecting different results.”

—Benjamin Franklin

Santa Cruz County is changing rapidly and Cabrillo College is transforming to meet the needs of the community we serve. The exciting construction projects underway on campus—made possible by the community’s generous support of the 2004 bond issue—are the most visible signs of the changes taking place at Cabrillo. But just as important is our renewed focus and commitment to putting students first. We are implementing a bold vision for Cabrillo College to meet the needs of our community and provide learning opportunities for students of all ages, backgrounds, and incomes.

You may think of the typical Cabrillo student as a recent graduate from a Santa Cruz County high school. In fact, almost half of Santa Cruz County high school graduates will attend Cabrillo at some point. But as enrollments at local high schools continue to decline for a variety of factors, including the high cost of living in our

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changing to meet the needs (cont. from page 1)

beautiful region, as 2005 draws to a close, Cabrillo College is at a crossroads. With much of the college’s funding linked to enrollment, the challenge of meeting the needs of our students is not only central to the mission of the college, it is also directly tied to Cabrillo’s financial health. Declining enrollment translates into shrinking resources for the college. We can only do more with less for so long. The decline in resources poses a threat to the outstanding classroom teaching that is the hallmark of Cabrillo College.

The college’s faculty and staff are engaged in a campus-wide dialog about what we can do to change our approaches to better serve our students and our community while meeting the needs of an increasingly diverse population of students. We are committed to reversing our recent trend of declining or flat student enrollments. From streamlining the process to enroll at Cabrillo to re-examining the classes that we offer, I encourage you to share any thoughts or suggestions you may have by contacting me at brking@cabrillo.edu.

In about 2010 when most of our major construction projects will have been completed, Cabrillo College will look like a new, different and better place. The less visible continued page 9

faculty, staff, and student awards

service awards recognize excellence

Longtime Journalism Instructor André Neu received the 2005 Floyd L. Younger Award for Teaching Excellence.

Neu received the award for his many contributions to student learning and his extraordinary leadership. Many of Neu’s former students have gone on to careers in journalism.

Cherie Van Horsen, lead library learning resource specialist, won the Billee Paul Award. Van Horsen has been with Cabrillo College for 36 years, beginning as a library assistant.

The Student Leadership and Service Award was presented to Arturo Cervantes. Cervantes has worked as a math tutor for the past four years, volunteered in the community, and maintained an excellent academic record.

Meritorious Service Awards were given to former Cabrillo College Foundation Board President Jess Brown, Institutional Research Specialist Judy Cassada, recently retired Director of the Disabled Students Program and Services Frank Lynch, and Dean of the Natural and Applied Sciences Division Wanda Garner.

The Governing Board honored service award recipients at a special reception at its October 10 monthly meeting. ☐
Enrollment Services Center Provides Convenience

Collaboration, technology and communication help serve students better

The opening of the Enrollment Services Center was a welcome event for Melissa Molino, a part-time Cabrillo College student who used to have to navigate her way through routine administrative challenges to enroll each semester.

This is the first semester she didn’t have to travel from building to building to get the services she needed. Instead, she and thousands of new and returning students have benefited from a newly designed student-centered enrollment process in the John Hurd 100 Building. At the Enrollment Services Center, arriving students were guided by trained student ambassadors through integrated services, new technology, and shorter lines.

“It’s working incredibly well,” said Manuel Osorio, vice president of Student Services. “The essential services are being provided with more ease and collaboration. Students have left the building saying ‘That wasn’t as bad as I thought it would be.’”

In the 100 Building, formerly the Administration Building, student records and academic counseling are now just down the hall from the Financial Aid Office. Banks of networked computers allow for online registration. Students can apply for services online at the computers and check for their student passwords. In the same building they can pay registration fees, talk to an academic advisor, and then visit the newly integrated Career and College Transfer Program Center where they can receive a host of other services.

“As a working student, it will make my life much easier to have services in one place,” Molino said.

New signage and flat panel LCD monitors near the service counters direct students to important information and there are more service windows available during peak times. Now, all enrollment-related departments and windows are also open at the same time to prevent inconvenient waits.

Molino, who is majoring in social and behavioral sciences and planning to transfer to CSUMB in the spring, said the enrollment process used to be difficult to figure out. “As a working student, it will make my life much easier to have services in one place.”

The new 11,600-square foot center brings together Admissions and Records, Articulation, Career

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Enrollment (cont. from page 3)

Center, the College Bank, Counseling, Financial Aid, International Student Services, the Puente Program, and the Transfer Center. Administration is now located in the 800 building and Human Resources is upstairs in the 900 building above the Bookstore.

It is an administrative feat of cooperation and collaboration among people in numerous departments, said Francine Van Meter, who directed the fast-tracked project from its inception. Van Meter coordinated office moves, technology improvements, training, and facilitated new processes.

Van Meter also headed up the Enrollment Services Partners Task Force, which included representatives from different departments. The task force included: Cheryl Allen-Diaz, Sesario Escoto, Marjorie Facio, Sue Haas, Jay Jackson, Brian King, Victoria Lewis, Frank Lynch, Lena Mason, Nikki Oneto, Manuel Osorio, Margery Regalado Rodriguez, Joanna Santana-Bates, Debbie Soria, Rosario Tirado, and Marcy Wieland. Together they studied the way they did business and the ways they could improve.

The task force determined that it needed to focus on:
◆ a “students first” philosophy;
◆ centralized integration of programs and services;
◆ a stronger emphasis on productivity, effectiveness, efficiency, accountability, satisfaction, and improved access and quality;
◆ a holistic vision for integrating technology services.

“It was a really ambitious project,” Van Meter said. “A lot of people worked very hard on this. It wasn’t a singular effort. People worked collaboratively.”

Ultimately, the college will have all of its enrollment services combined in the 200 Building, currently being used by the Theater Arts Department. This, however, will have to wait until the new Theater Arts Complex is completed in 2009.

Late last year, college leaders including faculty and staff decided four years was too long to wait to improve the process, and an information-gathering campaign helped set the foundation for a fundamental transformation to take place during summer break.

The project, however, was more than simply a cosmetic or a physical overhaul. It involved a new way of approaching students and the ways in which they are served. Historically, the process focused on institutional needs rather than on the student experience. This allowed for a host of potential obstacles to block students as they tried to continue their education.

Over the summer, staff members were introduced to tenets of the Malcolm Baldrige customer satisfaction system of performance management, a process incorporating measurable best practices and ensuring an end result that gives students better access to services and helps them succeed in their education.

“We wanted to create more of a relationship model than a transactional model,” Van Meter said. “We wanted to provide them an opportunity to learn how to make these transactions themselves.” To that end, the student ambassadors were crucial to the success of the new center. “Thank goodness we had them. Many parents come in with students and it was a nice touch to have student ambassadors to talk about the college.”

“There have been some solutions to problems the college didn’t even know existed,” Osorio said. A new bubble mirror outside the bank window helps staff in the back of the office see when customers are queuing. Record files are shelved in a new place to accommodate a better work space and walls have been torn down.

“I’ve been here 33 years and it’s the first time I’ve ever seen anything like this happen as quickly as it did,” Osorio said. “When we opened in August, nothing stopped. It was a turnkey operation.”

Improvements at the center are ongoing. The college plans to facilitate online applications for continued page 9
Welcome New Cabrillo College Employees Fall 2005

Deans

James Weckler
Dean, BELA Division

Nancy A. Brown
Interim Dean, HASS Division

Margery Regalado Rodriguez
Dean of Instructional Development

Instruction Staff

Joyce Flager
Laboratory Instructional Assistant
Writing Center

Katie McCoy
Laboratory Instructional Assistant
Writing Center

Philip Salazar
Laboratory Instructional Assistant
Writing Center

Therese Doherty
Department Assistant
Early Childhood Education

Catherine Hogan
Laboratory Instructional Assistant
Stroke Center

Consuelo Juarez-Goldfrit
Program Specialist
Nursing/Medical Assisting

Lisa Palacio
Laboratory Instructional Assistant
Stroke Center

Vice President, Instruction

Dr. Renée M. Kilmer
Vice President, Instruction
TRANSFORMATIONS Welcome New Faculty and Staff Fall 2005

David Winters Laboratory Instructional Assistant Math

Donna Seelbach Laboratory Instructional Assistant, Stroke Center

Tanya Arnold Laboratory Instructional Assistant Stroke Center

Joy Takahashi Laboratory Instructional Assistant Stroke Center

David Winters Laboratory Instructional Assistant Math

Donna Jones Instructional Division Assistant VAPA

Sherida Lincoln Administrative Assistant Instructional Development

Masina Hunnicutt Assistant, Small Business Development Center

Victoria Banales English

Adela Najarro English

Conrad Scott-Curtis English

Jeffrey Tagami English

Enrique Buelna History

Skye Gentile Communication Studies

Charlotte Morrison Communication Studies

Tenure Track Faculty
TRANSFORMATIONS  Welcome New Faculty and Staff  Fall 2005

Maria Teresa Pool  Sociology
Kristin Wilson  Anthropology
Josh Blaustein  Chemistry
John Cristobal  Mathematics

Diego Navarro  Watsonville Digital Bridge Academy
David Reynolds  Mathematics
Peter Shaw  Horticulture
Susan Tappero  MESA Program Director

Sarah Albertson  Theater Arts
Tobin Keller  Art Studio—Painting
Brian Legakis  Art History
Kathryn McBride  Art Studio

Rebecca Ramos  Art Studio—Printmaking
Michael Strunk  Music
Angus Latham  Tradebook Buyer, Bookstore

Business Services Staff
TRANSFORMATIONS  Welcome New Faculty and Staff  Fall 2005

Art Manalo  Assistant  Bookstore

Kip Nead  Assistant  Bookstore

Herminia Jimenez  Custodian  Maintenance & Operations

Yolanda Lozoya  Custodian  Maintenance & Operations

Moshe Abramovitz  Grounds Maintenance Worker  Maintenance & Operations

Karla Newberry  Grounds Maintenance Worker  Maintenance & Operations

Steven Stacy  Gardener/Groundskeeper  Specialist, Maintenance

Scott MacDonald  Payroll Technician  Business Office

Alethea De Soto  Counselor

Robert Lauterio  Program Specialist  Financial Aid

Amanda Sachtleben  Program Specialist  Career Center

Luna Woden  Program Specialist  Financial Aid

Student Services Staff
Board of Governors fee waivers and improve access to financial aid award information. Another suggestion that has been implemented involves allowing students with outstanding debts of less than $50 to continue with their enrollment, rather than halting the process midstream until the minor debt is paid.

Historically, students who missed a semester had to re-enroll as if they were new students. The process will soon be changed to allow students to enroll as continuing students and avoid lengthy re-applications.

The college is also streamlining late registration and the wait-list process so that students and instructors are quickly notified of current class openings and can fill them electronically. Other areas slated for improvement include: a Web Advisor help desk; online access to financial aid award information; online grade posting; real-time class rosters for instructors; and document imaging.

changes currently underway will also transform Cabrillo to allow us to continue to meet the important educational needs of Santa Cruz County and our region. Founded in 1959, Cabrillo is rapidly approaching its 50th anniversary. We look forward to the next 50 years with the same anticipation and excitement that was present in 1959 when the founders of Cabrillo College established the foundation we are building upon today.

Accolades

English Instructor Ekua Omosupe is celebrating her sixth nomination to Who’s Who Among America’s Teachers! Honor students nominate their best teachers to the Who’s Who organization.


Facilities Planning and Development Director David Rowan has been appointed by Gov. Schwarzenegger to serve a four-year term as a commissioner on the California Apprenticeship Council.

Anthropology Instructor Rob Edwards is the 2006-2007 president-elect for the Society for Anthropology in Community Colleges (SACC). The SACC is part of the American Anthropological Association.

Art Studio Instructor Angela Gleason displayed her jewelry at the Rock and Roll Hall of Fame, in Cleveland, Ohio

Art Studio Instructor Angela Gleason displayed her jewelry at the Rock and Roll Hall of Fame in Cleveland, Ohio and images of her artwork were included in three books published by Lark Books. She also had a solo show at the University of Redlands.

Music Instructor Jon Nordgren has been selected to conduct the 2006 Hayward Honor Band at a concert in February. The band consists of selected music students from Hayward high schools.

Theater Arts Instructor Robin Aronson plays Carol in Neil Simon’s Laughter on the 23rd Floor, directed by Wilma Marcus Chandler, at the Actors’ Theatre in Santa Cruz.

Counselor/Instruction Shawn Ogimachi was one of 25 scholars selected from a national pool of faculty to participate in a National Endowment for the Humanities “Landmarks of American History” summer study at Mars Hill College in Mars Hill, North Carolina.

Last spring, English Instructor David Thorn’s poem titled “Renewing the Poet’s Obligation” won the Porter Gulch Review Frances Hedgpeth Memorial Poetry Award and Thorn also won its Poet of the Year award.

Psychology Instructor Lynne Ann DeSpelder traveled to Italy, England, Japan and Hong Kong, presenting at international conferences on death and dying.

Sesnon House Coordinator Margitta Dietrick-Welsh and Marketing and Communications Program Specialist Erin Lee received appreciation awards at the annual Santa Cruz Chamber of Commerce’s Women in Business (WIB) luncheon for their work on the Third Annual WIB Extravaganza, held at Cabrillo College in June.

Puente Project English Instructor Adela Najarro was a semi-finalist for the Pablo Neruda Poetry Award sponsored by Nimrod International Journal. The selected poems were published in “Awards 27.” Her poetry will also appear in the scholarly journal Feminist Studies.

First-year Cabrillo College men’s soccer coach Paolo Carbone has helped his team earn a spot in the National Soccer Coaches Association of America/Adidas National Rankings for the first time.
Forty-three members sign on for tour

It began with a phone call. The New York agency Perform America invited Cabrillo College Choral Director Cheryl Anderson, to guest-conduct the Puellarum Pragensis, also known as the Women’s Symphonic Orchestra of Prague. When she told her students the good news, the response was immediate: “Do you think you’re going without us?” Their dream became reality this July when Anderson and the Cabrillo Touring Chorus performed a series of concerts in the Czech Republic and Russia.

The Touring Chorus was drawn from the Cabrillo Symphonic Chorus, the Cabrillo Chorale, Cantiamo!, and Con Brio, the four choral groups Anderson works with on the Cabrillo campus. The final chorus, not large by orchestral standards, contained 43 members. Accompanied by a group of family members and friends, the singers were ready to tour Eastern Europe.

Eight teenaged women from Con Brio, Cabrillo’s youth chorus, performed in the touring group. While this created the potential for certain challenges, the rewards were astounding. “It was fabulous, because the more experienced singers, in terms of years, got to watch these kids behave as well, musically, as anyone else. The way they accepted responsibility on the trip and demonstrated themselves as young women...they were just wonderful,” Anderson noted.

The Touring Chorus arrived in Prague, Czech Republic on July 10. Eager to explore different facets of the city, the group varied its venues. The first concert took place on July 12 at the Dvorak Festival Concert at the Church of Pane Marie. While the group sang no Dvorak music, the diverse repertoire (including Puccini’s Te Deum, Bruckner’s Locus Isle, Haydn’s Laudate Pueri, and Czech and American folk songs) brought a strong response.

Buoyed by this success, the group performed the following night at Prague’s Church of Simon and Juda with the Puellarum Pragensis. The respected Czech

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music critic Dr. Olga Kittnarova, reviewing the performance in the magazine *Music Overview*, enthused: “It is admirable that the artistic harmony of both ensembles was so inspirational after only one joint rehearsal.”

From there, the group went on to St. Petersburg, Russia and its nearby walled city of Novgorod. The Novgorod performance on July 17 included a collaboration with the State Symphony Orchestra of St. Petersburg. On July 18, the chorus returned to St. Petersburg for its performance at Smolny Cathedral, a deeply emotional event. “During the Communist regime, the church where we performed had been turned into a swimming pool. They gutted the church,” Anderson explains. “The city’s regeneration, as well as its fantasia of colors and culture, was nothing short of a profound experience” for her and her chorus members.

The group went to Moscow with few expectations but was stunned by the city’s size and beauty. During its performances on July 20 and 21, the chorus developed real affection for the Moscow audiences. “The thing we loved best was the interaction with people, which is always the case. We found that the Russian audiences were very reserved in the beginning,” Anderson said. “When the concert was over, they’d go into this rhythmic clapping, cheering, and screaming...People were crying, asking choir members for autographs.” At one point the chorus reprised most of its show to satisfy the demand for encores, Anderson said. Finding professional acclaim and devoted fans, the Cabrillo Touring Chorus certainly had a successful Eastern European tour.

The group’s performances were recorded for commercial release. The compact disc will be available at Cabrillo choral performances once the campus concert season starts in December.

Accolades (cont.)

Transfer Center Director Donna Mekis was commended by the California Community College Transfer Center Directors Association for authoring a paper titled “Transfer: Recommended Guidelines.” This document will be used as a guide for the development and operation of transfer centers in California Community Colleges.

Public Safety Training Center Director Bob Ziglar received a Resolution from the Commission of Peace Officer Standards and Training in May for work on a new Police Training Officer Program and pilot project.

Astronomy Instructor Richard Nolthenius was a grand awards judge for the Space Sciences Division at the Intel International Science and Engineering Fair held last May in Phoenix, Arizona.

The Central Coast Small Business Development Center at Cabrillo College has received the Santa Cruz Chamber of Commerce Organization of the Year Award. Kudos to Director Teresa Thomae for her outstanding leadership. Teresa was also recently appointed to the Monterey Peninsula Chamber of Commerce Board of Directors.

Marketing and Communications Director Cathy Summa chaired the Santa Cruz Chamber of Commerce Women In Business Extravaganza steering committee.

History Instructor Tiffany Wayne’s book *Woman Thinking: Feminism and Transcendentalism in 19th-Century America* was published this year, as was her article “Should Colleges Be Forced to Teach the Constitution? NO,” in the “Speak-Out” column in *AFT On-Campus* magazine, September 2005.

Cabrillo Gallery Assistant Director Rose Sellery is one of the featured artists in this month’s *Metalsmith* magazine, and will be exhibiting at the Sculpture Objects & Functional Art museum in Chicago. Her work will also appear in three books published by Lark Books.

Performing Arts Technician Mark Hopkins was named as the SEIU Local 415 Steward of the Year in an awards presentation held on October 15, and emceed by Theater Manager Sean McCullough. Dental Hygiene Program Specialist Sharon Spence was also named as the Cabrillo College Chapter Steward of the Year.

Cabrillo College Accountant Shelley West received a national DUG (Datatel Users Group) SHINE (Serve, Help, Involve, Nurture, and Energize) Award last spring at a conference held in Washington, D.C.

At the recent 35th annual CCCEOPSA conference held in Newport Beach, Equal Opportunity Program and Services (EOPS) Director David Trevino received the CCCEOPSA Leadership Award for Outstanding Service and Dedication to EOPS and Care.
In Memory

Keith Shaffer, the first chairman of the Cabrillo College Governing Board and past president of the Cabrillo College Foundation Board, passed away on Oct. 15, 2005 leaving behind a lasting legacy. Keith was an extraordinary man who made significant contributions to the college and to the community. He was recently honored in advance of his 90th birthday at the Cabrillo College Governing Board meeting on Oct. 10. Keith and his wife, Elinor, established the Cabrillo Faculty Grants Program, endowed student scholarships, contributed funds to create Cabrillo’s outdoor Shaffer Amphitheater, and recently donated 50 rhododendron plants to landscape the area around the amphitheater.

Keith’s contributions were instrumental in making Cabrillo College a cornerstone of its community and in improving the quality of life for all of us living here today. He was a successful businessman, an outstanding civic leader, and a generous philanthropist. Keith will be remembered for his enduring contributions to our community.

Upcoming at Cabrillo College:

Wintersession Starts January 3
Earn full-term course credit in just four weeks!

Spring Semester Begins February 6
New and returning students can apply online at www.cabrillo.edu or call 831.479.6201 for more information.

Graduation is June 2. For more information about Cabrillo College go to www.cabrillo.edu.