The Educational Policy Institute’s Retention 2012 International Conference on Student Success March 4-6, 2012, Orlando, Florida
upcoming events from EPI

RETENTION 101
EPI’s premier workshop to help institutions learn and prepare for increasing graduation rates. This year we have three separate events planned:

- **RETENTION 101: CANADA** — July 8-10, 2012, Calgary, Alberta
- **RETENTION 101: US** — July 16-18, 2012, St. Louis, Missouri
- **FALL 2012** — October 14-16, 2012, Scottsdale, AZ

NATIONAL CAPITOL SUMMIT
EPI’S public policy event of the year. This year, focus will be on “Finding Superman: Debating the Future of Public Education in America,” the new Teachers College Press book by Dr. Watson Scott Swail, featuring all chapter authors, including Linda Darling-Hammond, Art Levine, John Merrow, and more.

- September 24, 2012, Washington, DC

RETENTION 2013
The 8th Annual International Conference on Student Success. Come back to Orlando next year and share what you’ve learned with your colleagues from around the world.

- March 17-19, 2013, Orlando, FL (TBA)
March 4, 2012

To my friends, old and new, I am pleased to welcome you all to our Seventh Annual International Conference on Student Success — Retention 2012 — in one of the most visited cities in the world — Orlando!

Retention 2012 is an opportunity to learn from and share with your colleagues new and better ways to serve students so they, too, can reap the benefits of a higher education. As with our past retention conferences, we hope you are able to take away as much as possible during these three days in March. I also strongly encourage you to meet as many people as you can, don’t leave any of your business cards in your laptop bag or purse, and make lifelong colleagues and friends. Student retention is about people, and here at Retention 2012 you have a unique opportunity to meet people with similar goals and interests.

This conference brings together professionals from around the globe who are devoted to student success at the secondary and postsecondary levels. While you are here, I hope you teach; and I hope you learn. Be good students. Be better stewards.

Retention 2012 is only one of many professional development opportunities offered by the Educational Policy Institute. We will hold three Retention 101 workshops this year. In July, we will hold a US-based R101 in St. Louis, plus a Canadian R101 in Calgary. Finally, we will hold a final R101 in Scottsdale, Arizona in October.

In addition, EPI is hosting our third National Capitol Summit September 24th in Washington, DC.

We want to give special thanks to our conference sponsor HOBSONS. Please visit with them and learn about their services which can help you increase graduation rates and student success at your institution.

Please have a truly wonderful time here in Orlando. Take the opportunity to say hello to me when you have a chance, and tell your colleagues what a great time you had. We hope to see you next March for RETENTION 2013: The 8th Annual International Conference on Student Success!

Best regards,

Watson Scott Swail, Ed.D.
President & CEO
Educational Policy Institute
Plenary Speakers

Watson Scott Swail

Dr. Swail is the President of The Educational Policy Institute, a Washington, DC-based organization dedicated to policy-based research on educational opportunity for all students. Widely respected in the area of college opportunity research, Dr. Swail has published extensively in national journals and publications. He has several upcoming books for release, including “Finding Superman: Debating the Future of Public Education in America,” published by Teachers College Press, and “Retention 101: A Guide to Student Success in Higher Education.” Prior to establishing EPI in 2002, Dr. Swail served as the Founding Director of The Pell Institute and Vice President of the Council for Opportunity in Education in Washington, DC. He also served as senior policy analyst with SRI International and associate director for policy analysis with the College Board. Dr. Swail is a former middle school technology teacher, teacher trainer, and curriculum expert. Dr. Swail’s conceptual framework for student retention is used by institutions around the world to guide their student success strategic planning.

Interact with Dr. Swail during his pre-conference workshop on Sunday at 8:30am in Suwannee 17, at 4:45pm on Sunday during the opening session in Suwannee 11/12, and at 4:15pm on Monday in Suwannee 18.

Paul Combe

Paul C. Combe is the President and CEO of American Student Assistance®, a nonprofit services and advocacy organization whose public purpose mission is to help college students and their families successfully manage higher education debt. As a founding member of the National Association of Student Loan Administrators, Paul advocates for the role of proactive, objective, nonprofit Education Debt Management and borrower advocacy services in the federal student loan program. Since joining ASA® in 1996, he has led the organization through a process of strategic change and renewal that repurposed its focus from defaulted student loan collection to instead student loan “wellness” -- proactively engaging student loan borrowers to prevent repayment problems before they begin, thereby inspiring their long-term financial success and good credit standing. Through the successful implementation of its Wellness initiatives, ASA helped borrowers avert over $120 million of loan defaults between 2001 and 2008; increased the number of loans in good standing in its portfolio; and consistently achieved delinquency and default rates lower than the national average. Prior to joining ASA, Paul served as president and CEO of both Knight College Resource Group and the Massachusetts Educational Financing Authority. Paul received his Bachelor of Arts and Master of Education Degrees from Framingham State College. He has spoken at numerous industry events and conferences, as well as before members of Congress on making student debt more manageable.

Mr. Combe will be the luncheon keynote speaker on Monday in Suwannee 11/12.

Peter Dietsche

Peter Dietsche holds the William G. Davis Chair in Community College Leadership and is Assistant Professor of Higher Education at the Ontario Institute for Studies in Education (OISE), University of Toronto. An educator and administrator for over 30 years, Dr. Dietsche is perhaps best known as the creator of FastTrack, a software tool designed to provide timely and concise information to students, faculty, administrators and student services personnel. Using two interactive online questionnaires, FastTrack assists students in understanding their needs and instantaneously providing key information on corresponding college services, while it concurrently helps college staff proactively identify self-esteem, career uncertainty or financial concerns among students early in their college experience. In just over a decade, FastTrack has become a critical factor in new student success at dozens of colleges and institutes and can predict who will leave their program by mid-term with 80 percent accuracy.

Dr. Dietsche will present at 8:30am on Sunday during the pre-conference workshop and serve as our lunch keynote at 12:00pm on Tuesday in Suwannee 11/12.
Student success starts here

Hobsons’ mission is to bring success to education through every stage of the learning cycle. Our solutions allow educational institutions to develop personalized student success plans, attract and communicate with prospective students, facilitate the application process, and provide guidance and support to current students.

For more information, please visit hobsons.com.
At-A-Glance

SUNDAY, MARCH 4, 2012

8:30am — 11:00am
• WORKSHOP I: An Introduction to Student Retention, Suwannee 17

11:45am — 2:15pm
• WORKSHOP II: Building A Roadmap for Meeting Institutional Retention Goals, Suwannee 17

2:30pm - 3:30pm
• Academic and Student Affairs Synergy for Campus Engagement and Student Success, Suwannee 17
• Help! I am Sinking!, Suwannee 18
• Learning Supports for Minority Students: What Should We be Doing?, Suwannee 19
• Implementing Effective Assessments in Student Affairs, Suwannee 12

3:45pm - 4:45pm
• 100% Chance for Failure. How we used negative thinking to move from failure to success with some of the nation’s most vulnerable, yet talented young people, Suwannee 17
• Digital story implementation in developing critical thinking aptitude, Suwannee 18
• Engaging Students into Excellence in 2012, Suwannee 19

4:45pm — 5:30pm
• OPENING PLENARY SESSION, Dr. Watson Scott Swail, Suwannee 11/12

5:30pm — 7:30pm
• OPENING RECEPTION, Osceola Courtyard

MONDAY, MARCH 5, 2012

8:00am — 9:00am
• MEET & GREET BREAKFAST, Suwannee 11/12

9:00am - 10:15am
• Empowering communities: attracting potential trainee teachers from Minority Ethnic (ME) communities, Suwannee 17
• Collaborating for Increased Student Access and Success in College through an Educational Partnership: What Mattered in Success, Suwannee 18
• Student Success Coaching in Various Collegiate Settings, Suwannee 19

10:45am - 12:00pm
• The Triad of Success: How Instructors, Tutors, and College Coaches Can Collaborate to Ensure Student Success, Suwannee 17
• Masters and Doctoral Student Completion - Eliminating the ABD, Suwannee 18
• Undergraduate Teaching Assistants: Modeling and Enhancing Student Engagement and Success, Suwannee 19

12:00pm — 1:15pm
• LUNCH, Paul Combe, Suwannee 11/12

1:15pm - 2:30pm
• Could Gaps in Operations Be Causing Poor Student Retention Rates?, Suwannee 17
• Bridging the Gap: Overcoming the Remediation Challenge Through a First-Year Experience Program, Suwannee 18
• Developing a Student Leadership Institute: Strategies for Student Retention and Recruiting Using the Web 2.0 and Social Media, Suwannee 19

3:00pm - 4:15pm
• Why Try? Building hope in exceptional children, Suwannee 17
• College Readiness Summer Bridge Programs, the Texas Example, Suwannee 18
4:15pm - 5:30pm
• Engaging students in the academic sphere to improve student retention and success, Suwannee 17
• EPI Tools for Student Retention, Suwannee 18
• Transitions: Creating a Pathway for Student Success through Acculturation to Collegiate Culture, Suwannee 19

2:30pm - 3:45pm
• Automated Test Anxiety Control Improves Student Retention, Suwannee 17
• Portfolio of Initiatives Approach: A Framework for Implementing Institutional Student Success Initiatives, Suwannee 18
• Effective learning strategies to prepare high school students for college, Suwannee 19

CONFERENCE ADJOURNMENT

TUESDAY, MARCH 6, 2012

8:00am — 9:00am
• WHAT WORKS BREAKFAST, Suwannee 11/12

9:00am - 10:15am
• PACT: A Revolutionary Retention Program, Suwannee 17
• Ten Traits of Highly Effective Instructors, Suwannee 18
• Project WISE: Building STEM-Focused Youth-Programs that Serve the Community, Suwannee 19

10:45am - 12:00pm
• The Untold Story of Student Loan Delinquency, Suwannee 18
• 10 Strategies Proven to Inspire Even the Most Difficult Students, Suwannee 19
• Beyond Retention: Coordinating a Comprehensive Student Success Program, Suwannee 17

12:00pm — 1:15pm
• LUNCH, Peter Dietsche, Suwannee 11/12

1:15pm - 2:30pm
• Facilitating Student Success Across the P-20 Continuum, Suwannee 17
• Teachers as advocates for widening participation, Suwannee 18
• Leading for Student Access: School Leadership and Student Success, Suwannee 19

RETENTION 101
Student Success Workshops
July 8-10, 2012, Calgary, Alberta
July 16-18, 2012, St. Louis, Missouri
October 14-16, 2012, Scottsdale, AZ

EPI’s Retention 101 Student Success Workshops provide an exclusive resource-rich environment for high-level leadership teams to work with select experts in their field to architecturally design solutions around their institution’s current issues in the areas of college access, success, and preparation for the workforce.

Led by the internationally-recognized expert Dr. Watson Scott Swail, developer of the geometric framework for student retention (Swail, 2003), EPI’s Retention 101 will strategically bring together some of the most elite education thinkers and practitioners in the US and Canada. These workshops will discuss critical issues in higher education that impact student success, including financial aid, educational quality, and the nexus of college admissions and student success. Participants will hear from some of the foremost thinkers and practitioners in higher education and engage in dialogue to propel their thoughts and strategies about how they can improve persistence and graduation rates at their institution and/or system. If you want to learn more about best practices in student services, recruitment and admissions, financial aid, academic services, data, evaluation, and continuous improvement processes, and institutional leadership, you need to come to Retention 101.
Session Descriptions

SUNDAY, MARCH 4

PRE-CONFERENCE WORKSHOPS

TIME: 8:30am — 11:00am
ROOM: Suwannee 17
TITLE: WORKSHOP I: An Introduction to Student Retention
LEAD PRESENTER: Watson Scott Swail
INSTITUTION: Educational Policy Institute
OTHER PRESENTERS: Peter Dietsche, University of Toronto; Harvest Collier, Missouri University of Science & Technology (MST)

TIME: 11:45am — 2:15pm
ROOM: Suwannee 17
TITLE: WORKSHOP II: Building A Roadmap for Meeting Institutional Retention Goals
LEAD PRESENTER: Harvest Collier
INSTITUTION: Missouri University of Science & Technology (MST)
OTHER PRESENTERS: Watson Scott Swail/Peter Dietsche

BREAKOUT SESSIONS

TIME: 2:30pm - 3:30pm
ROOM: Suwannee 17
TITLE: Academic and Student Affairs Synergy for Campus Engagement and Student Success
ABSTRACT: Student Success can be driven by an increased focus on student engagement and learning that is unconcerned with the traditional university silos. At this session we will examine current theory and best practices in higher education systems that illustrate synergy between academic and student affairs. Participants will develop plans for their campuses, taking into account their own campus structure and culture, to increase systems and programs focused on student engagement and learning.
LEAD PRESENTER: Lua Hancock
INSTITUTION: Stetson University
OTHER PRESENTERS: Rosalie Carpenter; Christopher Kandus-Fisher

TIME: 2:30pm - 3:30pm
ROOM: Suwannee 18
TITLE: Help! I am Sinking!
ABSTRACT: Discover the necessary tools for building a classroom that floats with clearly defined limits, mutual respect, and warm emotional support. Teaching discipline is just as important as teaching curriculum. Neither is more important than the other; and neither can be effective without the other. When there is good discipline, you will find more Time to Teach.
LEAD PRESENTER: Michelle Sorrells
INSTITUTION: Brooks County Middle School

TIME: 2:30pm - 3:30pm
ROOM: Suwannee 19
TITLE: Learning Supports for Minority Students: What Should We be Doing?
ABSTRACT: Over the last several years we have compiled considerable evidence regarding the success of minority students in postsecondary education. In addition we have seen the reality of postsecondary participation rates; college completion rates; high school dropout rates; and high school graduation rates. This presentation focuses on learning support systems that enhance the success of minority students at predominantly white institutions.
LEAD PRESENTER: Bernard Oliver
INSTITUTION: University of Florida
OTHER PRESENTERS: Kiwanis Burr
DATE: Sunday, March 4
TIME: 2:30pm - 3:30pm
ROOM: Suwannee 12
TITLE: Implementing Effective Assessments in Student Affairs
ABSTRACT: The program is designed to give participants a general understanding of assessment principles and best practices for student affairs practitioners. The centrality of assessment to good practice in student affairs, the importance of clear learning outcomes, steps in developing and implementing an effective assessment plan, practical assessment methods, and strategies for overcoming challenges and accomplishing assessment goals are presented. Participants have the opportunity to develop an assessment plan, ask questions, share experiences, and receive feedback from the presenters and participants.
LEAD PRESENTER: Kimberly Grieve
INSTITUTION: Lourdes University
OTHER PRESENTERS: Deborah Schwartz

TIME: 3:45pm - 4:45pm
ROOM: Suwannee 17
TITLE: 100% Chance for Failure. How we used negative thinking to move from failure to success with some of the nation’s most vulnerable, yet talented young people.
ABSTRACT: This demonstration session will describe the development of a 6-16 college preparation and support program for highly vulnerable young people in out-of-home placement that improved college matriculation rates to 100% and increased college graduations from 46% - 93%. Participants will be exposed to data-driven program design and to evidence-based practices that may be adaptable to their own challenges and settings.
LEAD PRESENTER: Julie Allen
INSTITUTION: Boys Hope Girls Hope

TIME: 3:45pm - 4:45pm
ROOM: Suwannee 18
TITLE: Digital story implementation in developing critical thinking aptitude
ABSTRACT: This presentation would explore the use of digital story implementation in developing critical thinking aptitude amongst upper level English students at an urban, mid-sized, four-year institution. Research participants consisted of students registered in a seminar on African-American literature dating from the first arrival of African slaves in the United States, through the Harlem Renaissance movements, and culminating with the Civil Rights Era. Critical thinking was assessed through a combination of in-class quizzes, written literary analyses of required readings, a formal research paper, and execution of digital story exercises for a portion of the required readings. Assessment and implications of the impact of the digital story method on all other critical thinking measures in the course are discussed.
LEAD PRESENTER: Leroy Hamilton
INSTITUTION: Norfolk State University
OTHER PRESENTERS: Shawn Smith

TIME: 3:45pm - 4:45pm
ROOM: Suwannee 19
TITLE: Engaging Students into Excellence in 2012
ABSTRACT: Is to educate, empower its participants to become
more aware and creative on how to effectively engage their student’s culture in the classroom in order for students to propel into academic and social excellence. In a collaborative group effort participants will enhance their classroom problem solving, character development, critical thinking, and engagement skills through case studies exercises from the instruction of the instructor. The results of this training will raise examinations and test standards, improve social skills, and language skills, and raised literacy standards for the participating students.

**LEAD PRESENTER:** Donnie Walton  
**INSTITUTION:** Community Intervention Education Program

**TIME:** 4:45pm — 5:30pm  
**ROOM:** Suwannee 11/12  
**TITLE:** OPENING PLENARY SESSION  
**PRESENTER:** Dr. Watson Scott Swail, President & CEO, Educational Policy Institute/EPI International  
**TOPIC:** Drinking The Kool-Aid: Looking Beyond the Rhetoric of College Access and Completion In America  
**DESCRIPTION:** There is ample rhetoric regarding the importance of higher education and the future of America. President Obama is only the latest in a list of presidents who, along with countless other public officials, see higher education as the panacea of our economic woes. Is it? Or are we just “defying gravity” in the reality of what our country really needs to do? This presentation will tackle some of these difficult issues, with no promises for answering any of them.

**TIME:** 5:30pm — 7:30pm  
**ROOM:** Osceola Courtyard  
**TITLE:** OPENING RECEPTION  
**DESCRIPTION:** Heavy hors d’ouerves and open bar in the lovely Osceola Courtyard at the Rosen Shingle Creek

**MONDAY, MARCH 5, 2012**

**TIME:** 8:00am — 9:00am  
**ROOM:** Suwannee 11/12  
**TITLE:** MEET & GREET BREAKFAST  
**DATE:** Monday, March 5  
**TIME:** 9:00am - 10:15am  
**ROOM:** Suwannee 17

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**COMING THIS JUNE!**

*From Teachers College Press*

**FINDING SUPERMAN**  
*Debating the Future of Public Education in America*

Edited by EPI’s Watson Scott Swail  

*featuring*  
Linda Darling-Hammond, Arthur Levine, Diane Ravitch, Ann Lieberman, John Merrow, Peter Smith, Dan Domenech, Milton Chen, & Ben Levin
**TITLE:** Empowering communities: attracting potential trainee teachers from Minority Ethnic (ME) communities  
**ABSTRACT:** Attracting potentially outstanding trainee teachers into initial teacher teaching (ITT) are key challenges for our education system. However, the challenge of attracting the right kind of trainee hides the complexity of recognizing the barriers faced by many potential ME trainees. This paper explores the barriers faced by Minority Ethnic participants accessing teaching programs based in communities in the North West of England and proposes recommendations for supporting their trajectory into teaching.  
**LEAD PRESENTER:** Vicky Duckworth  
**INSTITUTION:** Edge Hill University  
**OTHER PRESENTERS:** Liz Thomas  
**TIME:** 9:00am - 10:15am  
**ROOM:** Suwannee 18

**TITLE:** Collaborating for Increased Student Access and Success in College through an Educational Partnership: What Mattered in Success  
**ABSTRACT:** Learn ways that a college and career readiness school-university partnership successfully met shared goals of increasing high school students’ preparation in rigorous courses, in identifying alignment and instruction gaps between the high schools and college as well as assisting increased numbers of students to navigate the path to college. By joining together to foster a college-going culture, sustainability in meeting project goals of increased student access and success in postsecondary education was achieved.  
**LEAD PRESENTER:** Betty Alford  
**INSTITUTION:** Stephen F. Austin State University, Department of Secondary Education and Educational Leadership  
**TIME:** 9:00am - 10:15am  
**ROOM:** Suwannee 19

**TITLE:** Student Success Coaching in Various Collegiate Settings  
**ABSTRACT:** Student Success Coaching has the potential to provide students with the knowledge that they may have not received previously in learning how to learn. Quality coaching programs can provide students with a supportive environment to learn skills such as time management, study skills, goal setting, and reading strategies. During this session we will discuss how success coaching programs based in appreciative advising and learning strategies can be realized on various size and types of campuses.  
**LEAD PRESENTER:** Lua Hancock  
**INSTITUTION:** Stetson University  
**OTHER PRESENTERS:** Stacy Collins  
**TIME:** 10:45am - 12:00pm  
**ROOM:** Suwannee 18

**TITLE:** The Triad of Success: How Instructors, Tutors, and College Coaches Can Collaborate to Ensure Student Success  
**ABSTRACT:** Explore how personalized academic pathways and integrated student services successfully support today’s diverse student populations. We will discuss how faculty, tutors, and success coaches/personal mentors that combine academic, career, and life coaching techniques can work together to meet the varied needs of students in post-secondary programs. Participants will learn how to integrate the services of these three university groups to create a comprehensive support model that improves student satisfaction and supports degree completion.  
**LEAD PRESENTER:** Sarah Horn  
**INSTITUTION:** Ivy Bridge College of Tiffin University  
**OTHER PRESENTERS:** Kimberlyn Brooks, M.Ed.  
**TIME:** 10:45am - 12:00pm  
**ROOM:** Suwannee 19

**TITLE:** Masters and Doctoral Student Completion - Eliminating the ABD  
**ABSTRACT:** A successful evidence-based project that includes both doctoral success and doctoral intervention strategies that resulted in over 80% of inactive ABD students, subject to dismissal for time, reengaging with their dissertation committee and actively working on completion of their degree. The process presented details the steps needed to reengage and retain students in graduate programs that involve a final manuscript as a capstone event. This includes both master’s thesis and doctoral dissertation programs.  
**LEAD PRESENTER:** Ron Kern  
**INSTITUTION:** Nova Southeastern University  
**TIME:** 10:45am - 12:00pm  
**ROOM:** Suwannee 19

**TITLE:** Undergraduate Teaching Assistants: Modeling and Enhancing Student Engagement and Success  
**ABSTRACT:** In this lively session, the two Coordinators of an Undergraduate Teaching Assistant (UTA) program at Virginia
Commonwealth University will explain how the UTA program is structured, explore the benefits to all stakeholders (faculty, students and UTAs), and ultimately explain how it leads to student success and retention. This conversation is directed toward those working in large research universities who are interested in improving student learning and engagement in their core courses, but would be of value to all educators.

**LEAD PRESENTER:** Jessica Gordon  
**INSTITUTION:** Virginia Commonwealth University  
**OTHER PRESENTERS:** Peter Henry

**TIME:** 12:00pm — 1:15pm  
**ROOM:** Suwannee 11/12

**LUNCHEON KEYNOTE:** Student Debt and College Completion: Strategies to Increase Student Success  
**SPECIAL GUEST:** Paul Combe, President, American Student Assistance (ASA)

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**TIME:** 1:15pm - 2:30pm  
**ROOM:** Suwannee 17

**TITLE:** Could Gaps in Operations Be Causing Poor Student Retention Rates?  
**ABSTRACT:** Come listen in as the University of South Florida Polytechnic discusses how technology can be used to identify retention related issues, how solutions can be developed to increase retention, and what impact retention initiatives have on a university. Through collection, organization, and analyzing data sources from different points, USFP identified gaps in their operations that resulted in poor retention rates. By implementing specific retention focused technology that allows them to flag at-risk students through an early alert system, increase communication with students, and improve data sets, USFP created a positive impact on student retention and more importantly, the student experience. Learn how taking ideas from the recruitment world can improve communication to current students and increase their awareness of university resources. Understand how collaboration with university resources aids in developing proactive plans to impact students. And finally, get insight into how USFP continues to identify and address new issues as they grow and work with new student populations.  
**LEAD PRESENTER:** Jennifer Beyer  
**INSTITUTION:** University of South Florida Polytechnic  
**OTHER PRESENTERS:** Brian Mikesell

**TIME:** 1:15pm - 2:30pm  
**ROOM:** Suwannee 18

**TITLE:** Bridging the Gap: Overcoming the Remediation Challenge Through a First-Year Experience Program  
**ABSTRACT:** First-year experience programs are an effective strategy for promoting student success, for those in need of remediation, through collaboration between academic and student affairs. Over 90% of freshman entering California State University, Dominguez Hills require remediation in English and/or mathematics. In addition, many lack the requisite college knowledge to successfully navigate and persist in college. This presentation will highlight proven best practices to improve persistence and retention among first-generation, college students who require remediation.  
**LEAD PRESENTER:** Paz Oliverez  
**INSTITUTION:** California State University, Dominguez Hills  
**OTHER PRESENTERS:** William Franklin

**TIME:** 1:15pm - 2:30pm  
**ROOM:** Suwannee 19

**TITLE:** Developing a Student Leadership Institute: Strategies for Student Retention and Recruiting Using the Web 2.0 and Social Media  
**ABSTRACT:** Creating new leaders has become a huge task. This presentation will show how Universidad del Este by developing its Student Leadership Institute had created a new strategy for student success. In addition it shows how the use of the web 2.0 and social media had benefit greatly student retention and recruitment for the institute.  
**LEAD PRESENTER:** Jorge Figueroa  
**INSTITUTION:** Universidad del Este  
**OTHER PRESENTERS:** Nahomy Curet; Magda Ostolaza

**TIME:** 3:00pm - 4:15pm  
**ROOM:** Suwannee 17

**TITLE:** Why Try? Building hope in exceptional children  
**ABSTRACT:** This presentation provides the audience with several methods to teach emotional intelligence and life skills. This workshop emphasizes a strength-based approach to helping youth overcome their challenges using multi-media methods emphasizing the youth’s learning styles. The WhyTry Program is a strength-based approach to helping youth overcome, survive and thrive  
**LEAD PRESENTER:** Christian Moore  
**INSTITUTION:** WhyTry Organization
The Importance of Student Retention and Success

Each year, over one million freshman students leave higher education without a credential, many of whom will never return to a college or university campus. While this may signal the end of a dream for some students, it similarly signals a lost opportunity for institutions of higher education.

Collectively, institutions in the United States and Canada forfeit over $1 billion each year in lost revenue due to student dropout and departure. The average institution loses over $4 million each academic year in lost tuition revenue and government subsidies, a figure that fails to include lost alumni revenue, wasted fiscal and human resources, and lost funding opportunities.

Of course, when students leave, institutions lose more than money—they lose the essence of what makes great institutions: the ability to serve students and society by preparing them for a rich and rewarding career. The returns to student success are tangible at the institutional level, and institutions benefit greatly from helping students persist and graduate.

The Educational Policy Institute understands the importance of student success. Our organization has the expertise and tools to help your institution improve student success, from initial definition of the retention challenges to strategic planning and the incorporation of policies, strategies, and interventions aimed at increasing retention and graduation rates.

Let the Educational Policy Institute help you improve student success.
TIME: 3:00pm - 4:15pm  
ROOM: Suwannee 18  
TITLE: College Readiness Summer Bridge Programs, the Texas Example  
ABSTRACT: With legislation and funding of college readiness initiatives since 2007, Texas has developed a model for summer programs that positively impact the college readiness and success of high school students who are not college-ready. The Texas Higher Education Coordinating Board established Summer Bridge Programs designed specifically for rising 11th/12th graders and recent high school graduates who pass the state test qualifying them for graduation from high school but did not achieve Texas’ college readiness standard.  
LEAD PRESENTER: Lynette Heckmann  
INSTITUTION: Texas Higher Education Coordinating Board

TIME: 3:00pm - 4:15pm  
ROOM: Suwannee 19  
TITLE: Cohorts in Community Colleges _ Simply Marketing/Product Packaging or Student Success Strategy?  
ABSTRACT: A number of public community colleges implemented successfully a concept of program/degree cohorts, in particular in a weekend format, where all students move with the same group of students through the program. Group dynamics combined with a guaranteed schedule and a robust support system that spans Academics and Student Affairs result in significantly higher, on-time completion rates.  
LEAD PRESENTER: Alex Kajstura  
INSTITUTION: Pima Community College, Northwest Campus

TIME: 4:15pm - 5:30pm  
ROOM: Suwannee 18  
TITLE: EPI Tools for Student Retention  
ABSTRACT: EPI’s Dr. Watson Scott Swail will provide an overview of tools and services developed by EPI to help colleges and universities improve their retention, persistence, and graduation rates.  
LEAD PRESENTER: Watson Swail  
INSTITUTION: Educational Policy Institute  
OTHER PRESENTERS: Kimberly Landis

TIME: 4:15pm - 5:30pm  
ROOM: Suwannee 17  
TITLE: Transitions: Creating a Pathway for Student Success through Acculturation to Collegiate Culture  
ABSTRACT: The transition from High School to College can be a challenge for many students. Students can experience a culture with high expectations on including that they communicate proactively with faculty, commit fully to their studies, and become part of a community of learners. As part of the process for reaccreditation, Stetson University increased its commitment to the acculturation and transition process for its students. The University wanted to more clearly articulate the goals for student success, as articulated in the University mission: to foster in students the qualities of mind and heart that will prepare them to reach their full potential as informed citizens of local communities and the world and wanted to strengthen the transitions of students into academic program and the campus community. This process took examination of current practices, development of new processes and programs, and a commitment to change for the betterment of the student experience. Attendees of this program will learn about the two programs put in place with the goals of increasing ease in student transitions: Hatter Trek (a summer outdoor pre-orientation experience) and Hatter Quest (a first year seminar course that began its curricular content during orientation). Attendees will also be able to share best practices in transitions on their own campuses.  
LEAD PRESENTER: Lua Hancock  
INSTITUTION: Stetson University  
OTHER PRESENTERS: Rosalie Carpenter Phillip Lucas
**TUESDAY, MARCH 6, 2012**

**TIME:** 8:00am — 9:00am  
**ROOM:** Suwannee 11/12  
**TITLE:** WHAT WORKS BREAKFAST

**TIME:** 9:00am - 10:15am  
**ROOM:** Suwannee 17  
**TITLE:** PACT: A Revolutionary Retention Program  
**ABSTRACT:** In this session, the presenters will discuss the Mercy College PACT Program (Personalized Achievement Contract). As a Hispanic-Serving Institution (HSI), we have created an innovative and scalable program to address the critical challenge of low retention and college completion rates, especially among low income, minority and first-generation students. This session addresses the need for measurable goals for increased college completion and a plan that is succeeding in achieving those goals.  
**LEAD PRESENTER:** Bogdana Vladescu  
**INSTITUTION:** Mercy College  
**OTHER PRESENTERS:** Ali DiBona

**TIME:** 9:00am - 10:15am  
**ROOM:** Suwannee 19  
**TITLE:** Ten Traits of Highly Effective Instructors  
**ABSTRACT:** This presentation is a culmination of hundreds of instructor presentations that drills past the bread and butter ideals of good instruction to identify traits of excellences which are not typically found in Teacher 101 training guides. The traits defined in the presentation can be used by teachers and administrators to identify excellence in instruction as well as just plain poor instruction. Each trait will be explored in detail with examples of how to improve instruction.  
**LEAD PRESENTER:** Mike Lanouette  
**INSTITUTION:** Remington Colleges

**TIME:** 9:00am - 10:15am  
**ROOM:** Suwannee 18  
**TITLE:** Project WISE: Building STEM-Focused Youth-Programs that Serve the Community  
**ABSTRACT:** This presentation describes Project WISE, a multi-institutional partnership that assembled interdisciplinary teams of undergraduate and high school students charged with developing STEM-focused community youth-programs. Our goals were: (i) to promote young women’s interest in STEM-oriented careers through an early, positive exposure to informal science education, and (ii) to trial-test a model of how schools, universities, and informal learning centers can use social media to collaborate in building strong, successful youth-program partnerships that serve the community.  
**LEAD PRESENTER:** Gregory DiLisi  
**INSTITUTION:** John Carroll University

**TIME:** 10:45am - 12:00pm  
**ROOM:** Suwannee 18  
**TITLE:** The Untold Story of Student Loan Delinquency  
**ABSTRACT:** A recent study from the Institute of Higher Education Policy (IHEP) highlighted the growing problem of student loan delinquency. New research looks at what is happening in the lives of these students, and tries to understand where they are getting into trouble so that we can better help them manage their student loans and promote student retention efforts on campus. This research and the impact that delinquency and default have on schools trying to manage this issue will be discussed.  
**LEAD PRESENTER:** Debra Chromy  
**INSTITUTION:** American Student Assistance  
**OTHER PRESENTERS:** Alisa Cunningham

**TIME:** 10:45am - 12:00pm  
**ROOM:** Suwannee 19  
**TITLE:** 10 Strategies Proven to Inspire Even the Most Difficult Students  
**ABSTRACT:** Want to engage even the most challenging students? This session will show you 10 strategies proven effective at building relationships, grabbing attention, and inspiring challenging students. Learn to speak the language of today’s youth using relevant multi-media, physical activities, and visual metaphors. The strategies are used to inspire students in K-12 schools, mental health and correctional organizations worldwide.  
**LEAD PRESENTER:** Christian Moore  
**INSTITUTION:** WhyTry Organization

**TIME:** 10:45am - 12:00pm  
**ROOM:** Suwannee 17  
**TITLE:** Beyond Retention: Coordinating a Comprehensive Student Success Program  
**ABSTRACT:** Shifting focus from retaining at-risk students to
promoting academic success for all, Paul Smiths College created a new comprehensive student support program. Utilizing a warning flag system that includes three levels of flags, at-risk students are quickly identified and referred to the appropriate support services. Using technology to automate information and communication flow between students, instructors, advisors, student support staff and administrative offices, PSC has realized an ROI of over $750,000 in two years.

**LEAD PRESENTER:** Loralyln Taylor  
**INSTITUTION:** Paul Smith’s College  
**OTHER PRESENTERS:** Courtney Bringley

**TIME:** 12:00pm — 1:15pm  
**ROOM:** Suwannee 11/12  
**LUNCHEON KEYNOTE:** Alternatives to Academic Darwinism: A New Business Model for Postsecondary Education  
**ABSTRACT:** The high rates of departure long experienced by postsecondary institutions are typically associated with a business model described as ‘Academic Darwinism’. While most institutions provide support services to help students adjust to postsecondary studies, these are usually delivered passively using a ‘build it and they will come’ model. Significant improvements in retention will only be achieved when institutions adopt more proactive models of delivery capable of ‘personalizing the postsecondary experience’.  
**SPECIAL GUEST:** Peter Dietsche, William G. Davis Chair in Community College Leadership and Assistant Professor of Higher Education, Ontario Institute for Studies in Education (OISE), University of Toronto

**TIME:** 1:15pm - 2:30pm  
**ROOM:** Suwannee 18  
**TITLE:** Teachers as advocates for widening participation  
**ABSTRACT:** In England and Australia higher education institutions are expected to widen participation (WP), to enables low income and first generation entrants to access HE, and enhance their retention and success. Furthermore, HEIs are the major providers of initial and in-service teacher education. This paper article surveys international literature to explore ways in which teacher education programs could and do contribute to preparing teachers to advocate for WP. It invites participants to share their ideas and contribute to an international study.  
**LEAD PRESENTER:** Elizabeth Thomas  
**INSTITUTION:** Widening Participation Research Centre Edge Hill University  
**OTHER PRESENTERS:** Vicky Duckworth

**TIME:** 1:15pm - 2:30pm  
**ROOM:** Suwannee 19  
**TITLE:** Leading for Student Access: School Leadership and Student Success  
**ABSTRACT:** Over the past several years research evidence has suggested that school leaders play a critical part in determining student success, retention, graduation, etc. The focus of this presentation is on leadership skills and development and their relationship to student success-particularly minority students.  
**LEAD PRESENTER:** Bernard Oliver  
**INSTITUTION:** University of Florida  
**OTHER PRESENTERS:** Jasmine Ulmer

**TIME:** 2:30pm - 3:45pm  
**ROOM:** Suwannee 17  
**TITLE:** Facilitating Student Success Across the P-20 Continuum  
**ABSTRACT:** Over 40 states have created P-16/P-20 councils in order to lead their states towards student learning continuity and success pre-K through post secondary education. One promising development that has emerged from these councils is the focus on individualized learning and success. Learn how all 50 states are leveraging individualized learning to improve student outcomes throughout P-20. Receive Hobsons recent survey of 50 states practice relative to individualized learning.  
**LEAD PRESENTER:** Todd Bloom  
**INSTITUTION:** Hobsons

**TIME:** 2:30pm - 3:45pm  
**ROOM:** Suwannee 17  
**TITLE:** Automated Test Anxiety Control Improves Student Retention  
**ABSTRACT:** High test anxiety adversely affects as many as 35% of students, undermining morale and lowering test scores by as much as half a letter grade. The session presents an automated (recorded) anxiety control training program, which has produced reliable anxiety reduction and 12+ percentile (half a letter grade) average test gains for students at two separate colleges (compared to controls). Participants will experience the process and learn how to set up and evaluate the program in their own colleges.  
**LEAD PRESENTER:** Richard Driscoll  
**INSTITUTION:** Westside psychology
TIME: 2:30pm - 3:45pm
ROOM: Suwannee 18
TITLE: Portfolio of Initiatives Approach: A Framework for Implementing Institutional Student Success Initiatives
ABSTRACT: This session will focus on the theory and practice of developing institutional student success initiatives with a focus on portfolio-of-initiatives framework for implementing student success initiatives. A case study of an implementation of this approach will be introduced so audience can use these ideas on their campus. The presenter will share tools used in successful implementation of student success projects.
LEAD PRESENTER: Sukhwant Jhaj
INSTITUTION: Portland State University

TIME: 2:30pm - 3:45pm
ROOM: Suwannee 19
TITLE: Effective learning strategies to prepare high school students for college
ABSTRACT: Effective learning strategies for high school students will be explored using data from a survey given to college students regarding effective practices in preparation for post secondary education. Excerpts will also be shared from letters written by high school students to future teachers about ways to keep teenagers engaged and motivated in the learning process. Information will be shared regarding ways to use supplemental enrichment activities to prepare students for college and career choices.
LEAD PRESENTER: Donna Andrews
INSTITUTION: California State University, Stanislaus
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