



# 2017 California Higher Education Collaborative Conference

## Conference-at-a-Glance

### MONDAY, OCTOBER 23, 2017

5:30pm – 8:00pm  
Irvine Marriott  
Catalina Ballroom

**EVENING WELCOME RECEPTION AND FOCUS ON EFFICIENCY AWARDS**  
Presented by CCC Chancellor Eloy Ortiz Oakley  
Hosted by Titan Health & Security Technologies, Inc.

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### TUESDAY, OCTOBER 24, 2017

7:00am – 5:30pm  
Pacific Ballroom Lobby

**REGISTRATION, PHOTO BOOTH, & HELP DESK OPEN**

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7:00am – 8:00am  
Pacific Ballroom  
(G118A -D)

**FULL BREAKFAST**  
**Network for Change and Continuous Innovation (NCCI)**  
*Bridget Wikidal, CSU Office of the Chancellor*  
*Kathleen Scott, Fresno State University*  
*Tomika Coates, UC Riverside*

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8:00am – 8:30am  
Pacific Ballroom  
(G118A-D)

**CONFERENCE KICK-OFF**  
*Cathy O'Sullivan, UC Office of the President*  
*Mike Redmond, CSU Office of the Chancellor*  
*Jorge "JC" Sales, Foundation for California Community Colleges*

**WELCOMING REMARKS**  
*Ron Cortez, UC Irvine*

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8:30am – 9:30am  
Pacific Ballroom  
(G118A -D)

**KEYNOTE ADDRESS**  
**Keynote**  
*Peter J. Taylor, California State University Trustee*

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9:45am – 10:45am  
Emerald Bay A  
(A103)  
Collaboration

**BREAKOUT SESSIONS**  
**Great Colleges to Work for 2017**  
*John C. Hernandez, Santiago Canyon College*  
*Miguel Luna, Transfer Success Center*  
*Mary Mettler, Santiago Canyon College*  
*Aaron Voelcker, Santiago Canyon College*

Emerald Bay B  
(A104)  
Leveraging Technology

**Bringing 24 Campuses Together: the CSYou Collaboration Solution**  
*Brien Core, CSU Office of the Chancellor*  
*Jae Paik, CSU Office of the Chancellor*

Emerald Bay C  
(A105)  
Service Oriented Strategy

**A Holistic Approach to Making Leadership Transitions and Structural Change Less Threatening and More Positive to Staff and Administrators**  
*Barbara Kaufman, ROI Consulting Group*

Doheny Beach B  
(A134B)  
Innovation

**Moving a Culture Towards Collaboration: UC Riverside's Partnership Between the Organizational Excellence Initiative and Human Resources**  
*Jason Rodriguez, UC Riverside*  
*Michelle Elrod, UC Riverside*  
*Kimberly Villanueva, UC Riverside*  
*Kimberly Allain, UC Riverside*

Doheny Beach CD (A134C-D) Efficiency	<b>Problem Solve Your Way to Service Excellence (part 1): The Problem Solving to Service Excellence Connection</b> <i>Tomika Coates, UC Riverside</i> <i>Eric Olsen, CalPoly SLO</i>
10:45am – 11:15am Pacific Ballroom (G118A-D)	<b>REFRESHMENT BREAK &amp; SPONSOR VISIT</b>
11:15am – 12:15pm	<b>BREAKOUT SESSIONS</b>
Emerald Bay A (A103) Collaboration	<b>Embracing Collaboration to Achieve Excellence</b> <i>Leslie Gerretse, UC Riverside</i> <i>Michael Neener, UC Riverside</i> <i>Pat Sorokowski, UC Riverside</i> <i>Jami Dickson, UC Riverside</i> <i>Armando Melendez, UC Riverside</i>
Emerald Bay B (A104) Leveraging Technology	<b>Procuring Success: UC &amp; CSU Procurement Technology Collaboration</b> <i>Erin Riley, UC Office of the President</i> <i>Arun Casuba, CSU Office of the Chancellor</i>
Emerald Bay C (A105) Service Oriented Strategy	<b>All Hands on Deck: a Holistic Approach to Deliver Transparency, Financial Literacy, and Efficiency</b> <i>Matias Farre, CSU San Bernardino</i> <i>Danelle Apodaca, CSU San Bernardino</i>
Doheny Beach B (A134B) Innovation	<b>Leveraging and Responsibly Managing the UC Brand</b> <i>Maria Rubinshteyn, UC Berkeley</i> <i>Justin Sullivan, UC Office of the President</i>
Doheny Beach CD (A134C-D) Efficiency	<b>Problem Solve Your Way to Service Excellence (part 2): Solving Your Way Forward</b> <i>Eric Olsen, CalPoly SLO</i> <i>Tomika Coates, UC Riverside</i>
12:30pm – 2:00pm Pacific Ballroom (G118A -D)	<b>LUNCH</b> <b>CSU/CCC/UC Leadership Panel Q&amp;A</b> <i>Rachael Nava, UC Office of the President</i> <i>Patrick Perry, CSU Office of the Chancellor</i> <i>Ming-Tung "Mike" Lee, Sacramento State University</i> <i>Ron Cortez, UC Irvine</i> <i>Tammeil Gilkerson, Laney College</i> <i>Keetha Mills, Foundation for the California Community Colleges</i>
2:00pm – 3:00pm	<b>BREAKOUT SESSIONS</b>
Emerald Bay A (A103) Collaboration	<b>Win Win Win: The Story of Library Collaboration</b> <i>Eddie Choy, CSU Office of the Chancellor</i>
Emerald Bay B (A104) Leveraging Technology	<b>Innovating the Future</b> <i>Michael Berman, CSU Office of the Chancellor</i> <i>Michel Davidoff, CSU Office of the Chancellor</i> <i>Eric Ellis, SHI International Corp.</i> <i>Vic Merjanian, Titan Health &amp; Security Technologies Inc.</i> <i>Arpie Zavian, PlanetBids Inc.</i> <i>Dedra Chamberlin, Cirrus Identity, Inc.</i>
Emerald Bay C (A105) Service Oriented Strategy	<b>Shared Services: Customers Are What Matter!</b> <i>Phil Searle, Chazey Partners</i>

Doheny Beach B  
(A134B)  
Innovation

**Putting Education to Work: Innovation Collaboration Leads to Increased Student Success**  
*Elaine Collins, San Jose State University*  
*Andrea Schwartz Boone, Braven*

Doheny Beach CD  
(A134C-D)  
Efficiency

**Police Dispatch: Collaboration Between the CSU and Community Colleges**  
*Anthony Vega, CSU San Bernardino*

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3:00pm – 3:15pm  
Pacific Ballroom  
(G118A-D)

REFRESHMENT BREAK & SPONSOR VISIT

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3:15pm – 4:15pm

**BREAKOUT SESSIONS**

**Strategic Procurement: CSU/CCC/UC Procurement Collaborations**  
*Arun Casuba, CSU Office of the Chancellor*  
*Jorge J.C. Sales, Foundation for California Community Colleges*  
*William Cooper, UC Office of the President*

Emerald Bay B  
(A104)  
Leveraging Technology

**COOL Collaborations in CA: The California Open Online Library Saving Students Money on Textbooks**  
*Gerry Hanley, CSU Office of the Chancellor*

Emerald Bay C  
(A105)  
Service Oriented Strategy

**Fulfilling Public Service and Technical Assistance Opportunities to the Legislature**  
*Garen Corbett, UC Office of the President*  
*Andrew Martinez, CSU Office of the Chancellor*

Doheny Beach B  
(A134B)  
Innovation

**The Employee Net Promoter Score: a New Metric for Assessing Your Workforce Engagement Profile**  
*Angela Song, UC San Diego*

Doheny Beach CD  
(A134C-D)  
Efficiency

**Making YOUR Organization More Efficient and Effective Through Business Continuity / Continuity of Operations Planning**  
*Rick Blackburn, CSU Office of the Chancellor*  
*Frank Castro-Wehr, Witt O'Brien's*  
*Lisa Ehret, UC Santa Cruz*

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4:30pm – 5:30pm  
Pacific Ballroom  
(G118A-D)

CLOSING REMARKS & AWARDS CEREMONY  
**Vendor Raffles and Campus Giveaways**

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6:30pm  
Various Restaurants

NETWORKING GROUP DINNERS

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# 2017 California Higher Education Collaborative Conference

## Workshops and Affinity Groups Schedule

### WEDNESDAY, OCTOBER 25, 2017

7:00am – 8:15am FULL BREAKFAST & SPONSOR VISIT  
Pacific Ballroom WELCOME BACK  
(G118A -D)

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8:30am – 9:45am WORKSHOPS & AFFINITY SESSIONS (part 1 of 4)  
Doheny Beach CD **Workshop - Change Management: The Critical Role of People Managers in Times of Change**  
(A134C-D) *Bridget Wikidal, CSU Office of the Chancellor*  
*Scott McAllister, PROSCI*  
*Kathleen Scott, Fresno State University*

Emerald Bay DE **Workshop - Facilitation Boot Camp: Tools for Innovation and Inclusion**  
(A106D-E) *Marie Logan, UC Santa Cruz*  
*Thomas Gaffery, CSU San Bernardino*  
*Melani Roberson, UC San Diego*

Emerald Bay B **Affinity Group - Building Organizational Excellence**  
(A104) *Katy Rees, CSU, San Marcos*  
*Angela Song, UC San Diego*  
*Kathleen Scott, Fresno State University*  
*Lori Serna, Cal Poly San Luis Obispo*  
*Jennifer Williams, CSU San Marcos*  
*Georgianne Carlson, UC Riverside*  
*Karen Springer, UC Riverside*  
*Lyle Wiedeman, UC Irvine*

Emerald Bay C **Affinity Group - Smoke and Tobacco-Free Policies: Ensuring Success**  
(A105) *Michael Ong, UCLA*  
*Julie Chobdee, UC Riverside*  
*Bart Aoki, UC Office of the President*  
*Luwissa Wong, Ohlone College*  
*Keavagh Clift, UC Davis*  
*Elisa Tong, UC Davis*  
*Joseph A Rizkallah, UC Irvine*  
*Alan Sahussanun, UC Irvine*  
*Natalie Whitehouse-Capuano, CSU Long Beach*  
*Claire Garrido-Ortega, CSU Long Beach*  
*Regina Frasca, CSU San Marcos*  
*Kim Pulvers, CSU San Marcos*  
*Kimberly Comet, Humboldt State University*  
*Vicki Krenz, Fresno State University*  
*Andy Alvarez, CSU Office of the Chancellor*  
*Kimberly Homer-Vagadori, California Youth Advocacy Network (CYAN)*  
*Cynthia Hallet, American Non-Smokers' Rights Foundation*  
*Shu-Hong Zhu, UC San Diego*  
*Alison Barton, Moorpark College*

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9:45am – 10:00am REFRESHMENT BREAK & SPONSOR VISIT  
Pacific Ballroom  
(G118A -D)

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<p>10:00am – 11:30am</p> <p>Doheny Beach CD (A134C-D)</p> <p>Emerald Bay DE (A106D-E)</p> <p>Emerald Bay B (A104)</p> <p>Emerald Bay C (A105)</p>	<p><b>WORKSHOPS &amp; AFFINITY SESSIONS (part 2 of 4)</b></p> <p><b>Workshop - Change Management: The Critical Role of People Managers in Times of Change</b> <i>Bridget Wikidal, CSU Office of the Chancellor</i> <i>Scott McAllister, PROSCI</i> <i>Kathleen Scott, Fresno State University</i></p> <p><b>Workshop - Facilitation Boot Camp: Tools for Innovation and Inclusion</b> <i>Marie Logan, UC Santa Cruz</i> <i>Thomas Gaffery, CSU San Bernardino</i> <i>Melani Roberson, UC San Diego</i></p> <p><b>Affinity Group - Building Organizational Excellence</b> <i>Katy Rees, CSU, San Marcos</i> <i>Angela Song, UC San Diego</i> <i>Kathleen Scott, Fresno State University</i> <i>Lori Serna, Cal Poly San Luis Obispo</i> <i>Jennifer Williams, CSU San Marcos</i> <i>Georgianne Carlson, UC Riverside</i> <i>Karen Springer, UC Riverside</i> <i>Lyle Wiedeman, UC Irvine</i></p> <p><b>Affinity Group - Smoke and Tobacco-Free Policies: Ensuring Success</b> <i>Michael Ong, UCLA</i> <i>Julie Chobdee, UC Riverside</i> <i>Bart Aoki, UC Office of the President</i> <i>Luwissa Wong, Ohlone College</i> <i>Keavagh Clift, UC Davis</i> <i>Elisa Tong, UC Davis</i> <i>Joseph A Rizkallah, UC Irvine</i> <i>Alan Sahussanun, UC Irvine</i> <i>Natalie Whitehouse-Capuano, CSU Long Beach</i> <i>Claire Garrido-Ortega, CSU Long Beach</i> <i>Regina Frasca, CSU San Marcos</i> <i>Kim Pulvers, CSU San Marcos</i> <i>Kimberly Comet, Humboldt State University</i> <i>Vicki Krenz, Fresno State University</i> <i>Andy Alvarez, CSU Office of the Chancellor</i> <i>Kimberly Homer-Vagadori, California Youth Advocacy Network (CYAN)</i> <i>Cynthia Hallet, American Non-Smokers' Rights Foundation</i> <i>Shu-Hong Zhu, UC San Diego</i> <i>Alison Barton, Moorpark College</i></p>
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<p>11:45am – 1:00pm</p> <p>Pacific Ballroom (G118A -D)</p>	<p><b>NETWORKING LUNCH &amp; SPONSOR VISIT</b></p>
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<p>1:00pm – 2:45pm</p> <p>Doheny Beach CD (A134C-D)</p> <p>Emerald Bay DE (A106D-E)</p> <p>Emerald Bay B (A104)</p>	<p><b>WORKSHOPS &amp; AFFINITY SESSIONS (part 3 of 4)</b></p> <p><b>Workshop - Change Management: The Critical Role of People Managers in Times of Change</b> <i>Bridget Wikidal, CSU Office of the Chancellor</i> <i>Scott McAllister, PROSCI</i> <i>Kathleen Scott, Fresno State University</i></p> <p><b>Workshop - Facilitation Boot Camp: Tools for Innovation and Inclusion</b> <i>Marie Logan, UC Santa Cruz</i> <i>Thomas Gaffery, CSU San Bernardino</i> <i>Melani Roberson, UC San Diego</i></p> <p><b>Affinity Group - Building Organizational Excellence</b> <i>Katy Rees, CSU, San Marcos</i> <i>Angela Song, UC San Diego</i></p>

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**Emerald Bay C  
(A105)**

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**2:45pm – 3:00pm  
Pacific Ballroom  
(G118A -D)**

**REFRESHMENT BREAK & SPONSOR VISIT**

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**3:00pm – 4:00pm**

**WORKSHOPS & AFFINITY SESSIONS (part 4 of 4)**

**Doheny Beach CD  
(A134C-D)**

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