

# Scaling Up

## Effective Practices in Higher Education



## Conference Program

Illinois State University  
Bone Student Center  
October 30-31, 2013

Office of Lieutenant Governor



Sheila Simon



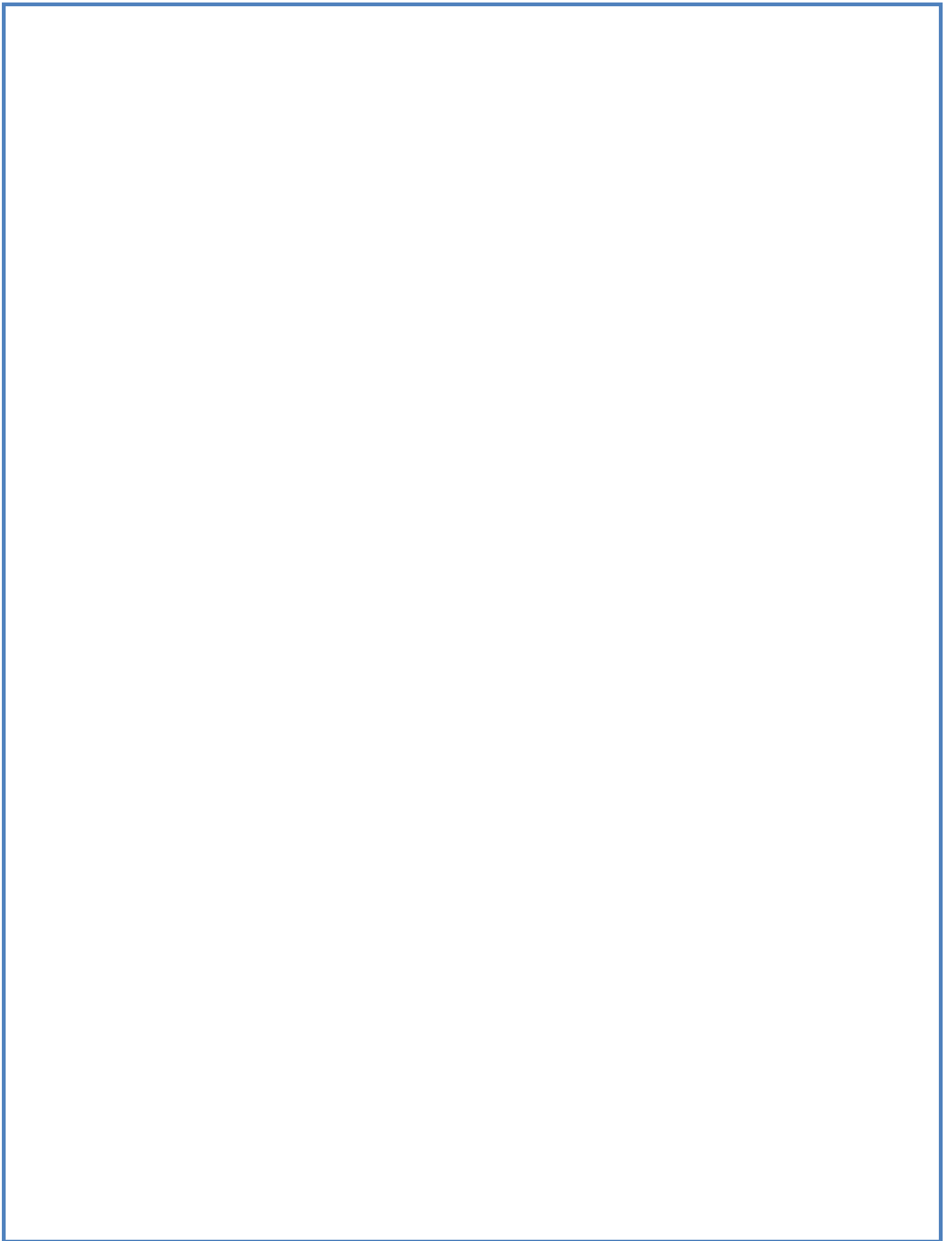
**Lumina Foundation**  
**Microsoft**

### Partners



**College Productivity Strategy Labs**  
**Complete College America**







## OFFICE OF THE LIEUTENANT GOVERNOR

SHEILA SIMON – LIEUTENANT GOVERNOR

Dear Friends,

Welcome to the Scaling Up Conference. We have a great group of folks ready to engage you.

We are interested in not just talking about innovation; we want to give you the tools to take these ideas back to your campuses and put them to work for your students. Here are the things you can expect to get from this conference:

- The big picture – from national experts Jamie Merisotis, Christopher Dede and Lawrence Abele.
- Practical ideas – ones that are already working on campuses in Illinois.
- A framework to make one or more of these innovations work on your campus – and colleagues you can count on as you get it done.

Thank you for joining us, and thank you for all you do. Your work is critical to the success of many individuals and to our state's future as well. Nothing less is riding on your work – so let's get going.

Sincerely,

A handwritten signature in purple ink, appearing to read "Sheila Simon".

Sheila Simon

# Conference Agenda

Wednesday, October 30

11:30 AM Conference Check-In

## Plenary Sessions

1:00 PM Welcome

*Dr. Timothy Flanagan, President of Illinois State University*

1:10 PM Opening Remarks and Conference Goals

*Sheila Simon, Lieutenant Governor of Illinois*

1:20 PM Opening Address: “The Lumina Completion Goal and National Outlook”

*Jamie Merisotis, President and CEO of the Lumina Foundation*

Conference Sponsor

2:00 PM Keynote Address: “Scaling Up—A How-To Guide”

*Dr. Christopher Dede, Professor at the Harvard Graduate School of Education*

Sponsored by Microsoft

3:15 PM Break

3:30 PM Keynote Address: “Streamlining Time to Degree—Guided Pathways to Success”

*Dr. Lawrence Abele, Director of the Institute for Academic Leadership and*

*Provost Emeritus of Florida State University*

Sponsored by Complete College America

5:00 PM Adjourn

# Conference Agenda

Thursday, October 31

## Plenary Session

8:30 AM Agency Leadership Panel: Illinois Affordability and Completion Initiatives  
*Dr. Harry Berman, Executive Director of the Illinois Board of Higher Education*  
*Dr. Karen Hunter Anderson, Executive Director of the Illinois Community College Board*  
*Eric Zarnikow, Executive Director of the Illinois Student Assistance Commission*  
*Moderator: Dr. Lynne Haeffele, Office of the Lieutenant Governor*

9:00 AM Break

## Breakout Sessions

9:15 AM to 12:05 PM Breakout Sessions

12:15 PM Working Lunch: Review and Discussion of Effective Practices

## Plenary Session

1:00 PM Workshop: “Preparing to Scale Up”  
*Facilitator: Dr. Kim-Hunter-Reed, College Productivity Strategy Labs*

2:00 PM Adjourn

# Breakout Session Overview

Breakout sessions are comprised of four “strands,” with three consecutive sessions (A, B, and C) in each strand. Conference participants may attend any presentations in any of the four strands.

- Strand 1: Reducing Time to Degree
- Strand 2: Awarding the Most Credit for Time and Money Spent
- Strand 3: Providing Student Support and Advisement
- Strand 4: Improving Affordability

<b>TIME</b>	<b>Strand 1:</b> Reducing Time to Degree	<b>Strand 2:</b> Awarding the Most Credit for Time and Money Spent	<b>Strand 3:</b> Providing Student Support and Advisement	<b>Strand 4:</b> Improving Affordability
<b>“A” Sessions</b> 9:15 - 10:05 AM	<i>Session 1A</i> Guided Pathways to Success – Illinois Examples	<i>Session 2A</i> Dual Credit Programs	<i>Session 3A</i> First-Year Support Programs	<i>Session 4A</i> Student Internships
<b>“B” Sessions</b> 10:15 - 11:05 AM	<i>Session 1B</i> New Approaches to Remediation	<i>Session 2B</i> Reverse Transfer	<i>Session 3B</i> Aggregated Student Support Services	<i>Session 4B</i> Textbook Rental
<b>“C” Sessions</b> 11:15 – 12:05 AM	<i>Session 1C</i> Online/Blended Delivery Models	<i>Session 2C</i> Dual Degree Programs	<i>Session 3C</i> Financial Advisement & Support	<i>Session 4C</i> Technology Solutions

# Breakout Session Detail

## 9:15 – 10:05 AM: “A” Sessions

### 1A: *Guided Pathways to Success – Illinois Examples*

- “College and Career Readiness” with Dr. Linsey Cuti, Kankakee Community College
- “First Year College Experience Course” with Mark Lanting, Kankakee Community College
- “Streamlining Degree Programs and Supporting Completion” with Dr. Greg Budzban, Southern Illinois University

### 2A: *Dual Credit Programs*

- “Research on Dual Credit” with Dr. Eric Lichtenberger, Illinois Education Research Council; and Dr. Jason Taylor, Office of Community College Research & Leadership
- “An Early Start to College” with Dr. Wendy Howerter, Lincoln Land Community College

### 3A: *First-Year Support Programs*

- “Student Success and Retention Initiatives” with Dana Gautcher, Northern Illinois University
- “Transformed First-Year Experience Program” with Dr. Amy Diaz, Rock Valley College

### 4A: *Student Internships*

- “College of Business Internship Programs at ISU” with Dr. Rodger Singley, Dr. Dale Fitzgibbons, and Dr. Victor Devinatz, Illinois State University

## 10:15 - 11:05 AM: “B” Sessions

### 1B: *New Approaches to Remediation*

- “Level UP” with Alicia Rankin and Freda Richmond, City Colleges of Chicago
- “Transitional Mathematics Instruction” with Dr. Dibyen Majumdar, University of Illinois at Chicago
- “UIC Summer College – Easing Transition with Academic Preparation” with Dr. Tom Moss, University of Illinois at Chicago

### 2B: *Reverse Transfer*

- “Reverse Transfer Credit Pilot Project” with Jerry Montag, Registrar at Northern Illinois University, and Kelli Sinclair, Dean for Counseling & Student Support at Waubensee Community College

*3B: Aggregated Student Support Services*

- “Focus on Thriving: Realizing a True Student Affairs/Academic Affairs Partnership through a Student Success Center” with Dr. Susan Thomas, Associate Provost for Academic Planning and Program Development; Lora Miles, Associate Vice Chancellor for Student Affairs; and Kara Shustrin, Program Specialist for Student Affairs at Southern Illinois University Edwardsville
- “Creating a Student-Centered Environment” with Dr. Normah Salleh-Barone, Vice President for Student Development; Chet Shaw, Dean of Student Services; and Joann Wright, Dean of Counseling and Advising at Moraine Valley Community College

*4B: Textbook Rental*

- “EIU’s Textbook Rental Service” with Dr. Dan Nadler, Vice President for Student Affairs at Eastern Illinois University

**11:15-12:05 PM: “C” Sessions**

*1C: Online/Blended Delivery Models*

- “1+2+1 Concurrent Enrollment Model” with Dr. Ray Schroeder, Vice-Chancellor for Online Learning at the University of Illinois at Springfield; and Dr. Jerry Weber, President of the College of Lake County

*2C: Dual Degree Programs*

- “GSU’s Dual Degree Program” with Dr. Elaine Maimon, President of Governors State University; and Dr. Sylvia Jenkins, President of Moraine Valley Community College

*3C: Financial Advisement & Support*

- “Six Strategies to Improve Tuition Payment and Student Retention” with Joe Shroyer, Associate Director, and Andrea Pellegrini, Assistant Director of USFSCO

*4C: Technology Solutions*

- “Examining E-Textbooks” with Jeff Newell, Senior Director, Special Projects, Illinois Community College Board
- “SIU’s Mobile Dawg Initiative” with David Crain, Chief Information Officer at Southern Illinois University



# Plenary Presenter Biographies

## **Jamie Merisotis**

**President and CEO  
Lumina Foundation**



Jamie P. Merisotis is president and CEO of Lumina Foundation, the nation's largest private foundation committed solely to enrolling and graduating more students from college.

Long a champion of the idea that higher education enhances both society and individuals, Merisotis has worked for decades to increase educational opportunity among low-income, minority and other historically underrepresented populations.

At Lumina, Merisotis is continuing that effort by employing a strategic, outcomes-based approach in pursuing the Foundation's mission of expanding college access and success. Under his leadership, Lumina has embraced an ambitious and specific goal: to ensure that, by 2025, 60 percent of Americans hold high-quality degrees and credentials – up from the current level of less than 40 percent. It is Merisotis' aim that all of Lumina's efforts and activities – grant making, communication, evaluation, policy advocacy and convening – work toward achieving that goal.

Merisotis is an expert on a wide range of higher education issues. He is well versed in domestic and international issues related to higher education access and success, including student financial aid, minority-serving colleges and universities, global higher education policy strategies, learning outcomes, and the social and economic benefits of higher education. He is recognized as an authority on college and university financing and has published major studies and reports on topics ranging from higher education rankings to technology-based learning.

## **Dr. Christopher Dede**

**Professor  
Harvard Graduate School of Education**



Chris Dede is the Timothy E. Wirth Professor in Learning Technologies at Harvard's Graduate School of Education. His fields of scholarship include emerging technologies, policy, and leadership. His funded research includes five grants from NSF and the Gates Foundation to design and study immersive simulations, transformed social interactions, and online professional development. In 2007, he was honored by Harvard University as an outstanding teacher, and in 2011 he was named a Fellow of the American Educational Research Association. Chris has served as a member of the National Academy of Sciences Committee on Foundations of Educational and Psychological Assessment and a member of the 2010 National Educational Technology Plan Technical Working Group.

Dr. Dede is coeditor of the book *Scaling Up Success: Lessons Learned From Technology-Based Educational Improvement* and editor of *Online Professional Development for Teachers: Emerging Models and Methods*. His latest co-edited book, *Digital Teaching Platforms*, was published by Teachers College Press in 2012.

Dr. Dede has been working with Microsoft's US Partners in Learning Program since 2005 to develop an online scale tutorial and training workshops for education leaders to help them think more deeply about scale.

## **Dr. Lawrence Abele**

**Director, Institute for Academic Leadership  
Provost Emeritus, Florida State University**



Lawrence Abele's experience includes service as a department chair (biological science), Dean of Arts and Sciences, and Provost. Since 1994 he has directed and continues to direct the Institute for Academic Leadership providing training for department chairs from throughout the State University System of Florida.

He was elected a Fellow of the American Association for the Advancement of Science in 1986 and in 2009 he received the Pacesetter Award, honoring those who have made a significant contribution to student advising.

While Provost, he focused on improving retention and graduation rates and reached these conclusions: Graduation rates can be increased with strong commitment, data-driven actions and focused attention to details; and, there is no single action for success and progress requires many actions sustained over a long period of time.

Examples of low-cost successful actions include offering students an "academic map" for each degree program with term-by-term courses that must be completed to continue to register; having advisors carefully record by time-of-day and day-of-week all interactions with students along with every question asked; building a series of action steps for students that are aligned with the academic calendar; and creating Freshmen Interest Groups.

Some examples of higher cost successful actions include re-engineering high enrollment, low success courses; adding a "Successful Learning Strategy" course; adding tutors, both drop-in and by appointment, for certain courses; adding advisors; and adding coaches. To the extent possible, each of these actions was tested with randomized, controlled trials. Increases in tuition collection can both cover the costs of improving retention and graduation and yield new revenues for additional investments in the university.



**Eric Zarnikow, Executive Director  
Illinois Student Assistance Commission**

Eric Zarnikow is a former Associate Administrator at the U.S. Small Business Administration, where he led the Office of Capital Access, responsible for all of the agency's programs and operations concerning financial assistance to small businesses, 800 employees and a \$90 billion loan and investment portfolio. Prior to his work with the SBA, Eric spent over 20 years in the private sector working for two Fortune 500 companies including The ServiceMaster Company where he attained the position of Senior Vice President, Chief Risk Officer and Treasurer. A CPA, Eric started his professional career at Deloitte. He is also Board Co-Chairman of a national 501(C) (3) not for profit organization. He received his bachelor's degree from Iowa State University and MBA from Drake University.



**Dr. Karen Hunter Anderson, Executive Director  
Illinois Community College Board**

Dr. Karen Hunter Anderson, Executive Director for the Illinois Community College Board (ICCB), joined the ICCB in 1999. Recently advancing from the position of Vice President of the ICCB, Dr. Anderson is the first ICCB staff person to be selected for the permanent position of Executive Director. The other positions held by Dr. Anderson within the ICCB include Vice President for Adult Education and Institutional Support, Senior Director for Student and Instructional Development, Director of Career and Technical Education, and Associate Director of Education to Careers.

During her tenure at ICCB, Dr. Anderson has worked, supervised others, provided leadership, and has served as an administrator for nearly all the Board's functions in the divisions related to workforce, career & technical education, student services, minority affairs, accountability and assessment, adult education, institutional research, education technology, international education, and academic affairs.

Dr. Anderson's experience includes 14 years at ICCB, 11 years with campus administration, and 12 years teaching experience, for a total of over 36 years of educational experience. Prior to her work at the ICCB, Dr. Anderson was the principal and president of Ursuline Academy in Springfield; provost, registrar, and acting president of Springfield College in Illinois; assistant professor of English at Millikin University; and a professor and coordinator of the Bilingual Business Studies Program at Midway College.

Dr. Anderson received her M.A. in English and Ph.D. in Rhetoric and Composition from the University of Louisville in Louisville, Kentucky. Dr. Anderson is also the author of an ESL college-level textbook. In November, 2010, Dr. Anderson received an award from the Illinois Council of Community College Administrators recognizing her outstanding service to the community college system. She speaks four languages and has two sons.



**Dr. Harry Berman, Executive Director  
Illinois Board of Higher Education**

Most recently Dr. Berman served as Interim Vice President and Chancellor of UIS, where he oversaw all campus operations. He previously served UIS as Provost and Vice Chancellor for Academic Affairs, where he played a central role in the development of the UIS Strategic Plan. As Associate Chancellor he chaired the development planning committee following Sangamon State University's merger with the University of Illinois.

Dr. Berman is a widely-published scholar in the field of gerontology and human development. He holds degrees in psychology, including a BA from the University of Chicago a Ph.D. from Washington University, He is active in numerous community organizations in Central Illinois, including serving as Steering Committee Chair of the Continuum of Learning of Sangamon County, a partnership of the Community Foundation for the Land of Lincoln, The Greater Springfield Chamber of Commerce, and United Way of Central Illinois, setting a new vision for college and career readiness for Sangamon County citizens.

# Acknowledgements

**Lieutenant Governor Sheila Simon**  
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**The Lumina Foundation**, for its national vision and significant policy actions, its financial support, and technical assistance provided through its College Productivity Strategy Lab network.

**Illinois State University**, for providing professional event planning and hosting the conference.

**Illinois' Public Higher Education Institutions**, for opening their doors to our visits and for sharing their effective practices leading to better college affordability and completion.

**Microsoft**, for sponsoring the participation of Dr. Christopher Dede.

**Complete College America**, for sponsoring the participation of Dr. Lawrence Abele.

**Illinois' Higher Education Agencies**, for their steadfast leadership and collaboration in promoting and supporting the state's higher education attainment goals:

Illinois Board of Higher Education and Executive Director Dr. Harry Berman

Illinois Community College Board and Executive Director Dr. Karen Hunter Anderson

Illinois Student Assistance Commission and Executive Director Dr. Eric Zarnikow

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Dr. Dan Cullen, Illinois Board of Higher Education

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Candace Mueller, Illinois Board of Higher Education

Sam Nelson, Illinois Student Assistance Commission

Dr. Kim Hunter-Reed, Lumina College Productivity Strategy Labs

Crystal Saint, Office of the Lieutenant Governor

Dr. Lynne Haeffele, Office of the Lieutenant Governor