This training program teaches you how to treat our most precious commodity (students) like “gold” by making them our first priority.

The training program is primarily designed for current and new faculty, success coaches, & advising staff; however, other staff (i.e. clerical support staff, directors of academic & student support services and their staff; collaborative program affiliates and their staff, and staff who engage students) could also benefit from the training. The session topics are very detailed and will provide a nice foundation for faculty and staff to build upon.
Overview of Training Program

Strategic Goals are to provide:

- Training topics that complement college/department training programs for new Faculty, Success Coaches, and academic advisors
- Opportunities for current Faculty, Success Coaches, and advisors to revisit topics
- Professional development experiences for Faculty, Success Coaches, and advisors who can assist with training and development or who wish to present advisement topics
- Increased collaboration and exchange of information between Faculty, Success Coaches, advisors, students, staff, and support offices across campus
- Bridging the gap and/or building connections to other training and professional development opportunities being offered across campus

Bootcamp Training Sessions

Introduction to Academic Advising at Bronx Community College (45 minutes)

Presenter(s): Dean Bernard Gantt and Octavio Melendez

Intended Audience: New Faculty, Success Coaches, academic advisors and other staff with advising-related responsibilities. Faculty advisors, Success Coaches, academic advisors and other staff who are not new to advising but are interested in learning more about advising across campus, would benefit from this session as well.

Content: This session will provide an overview of the strategic direction and philosophical approach to academic advisement adopted by the college. The session will include activities and case studies to help build the academic advising knowledge base and decision-making capacity of the participants related to the following topics:

- Strategic Direction for College-wide Academic Advisement
- BCC’s advising structure and philosophy
- High-level overview of an advisor’s role with emphasis on how functions may differ across the various programs of the college.
- FERPA/ethical issues in advising via case studies
- Professional organizations for advisors
- Basic introduction to advising tools (as needed)

Format: PPT Presentations and Group discussion

Offering Date: March 3, 2016 from 9:00am – 9:45am Room: RBSC 211
Student Groups (45 Minutes)

Presenter(s): Clifford Marshall, Sean Kelly, Shirley Skelt, Betsy Montanez, Esteban Rodriguez, and Edwin Roman

Intended Audience: Faculty, Success Coaches, Academic Advisors and other staff with advising-related responsibilities

Content: This advising training component will introduce participants to the various advisement considerations for each population including transitional considerations. The “student groups” discussion will include: incoming freshmen and transfer students, continuing students, readmit students, probation students, veterans and other military students, senior-citizens, student-athletes, international students, non-degree and permit students.

Format: Brief presentations followed by a limited Q & A period

Offering Date: March 3, 2016 from 9:45am – 10:30am    Room: RBSC 211

Enrollment Services (60 Minutes)

Presenter(s): Chris Efthismiou, Patricia Ramos, Sinu Jacob, Sanjay Ramdath, and Clement Hemmings

Intended Audience: Faculty, Success Coaches, Academic Advisors and other staff with advising-related responsibilities

Content: Highlights of changes in the following topics will be discussed:

♦ The Admissions Process
♦ The Testing and Evaluation Process
♦ The Academic Standards Process and Correspondence
♦ The Financial Aid Live Process and Correspondence
♦ The Satisfactory Academic Progress (SAP) process, with emphasis on the role of the academic advisor and the advisement process
♦ The De-tally (drop for non-payment) Process, with an explanation of the use of the Do Not Cancel (DNC) Indicator
♦ The Bill Payment and Liability Process

Format: Formal presentations and scenario-based conversations.

Offering Date: March 3, 2016 from 10:45am – 11:45am    Room: RBSC 211
The Advisement Dashboard/Toolkit (90 Minutes)

**Presenter(s):** Tiffany Dubon, Susan Lai, Sahidha Odige, and Colleen Simpson

**Intended Audience:** New Faculty, Success Coaches, academic advisors and other staff with advising-related responsibilities. Faculty advisors, Success Coaches, academic advisors and other staff who are not new to advising, but are interested in learning more about advising across campus, would benefit from this session as well.

**Content:** This session will introduce participants to the various tools academic advisors use at BCC including University-wide systems and local shadow systems.

**Brief introductions of the following tools and resources will be presented:** OSSES – Retention Management Tools, TutorTrac, CUNYFirst, CUNY Portal/DegreeWorks, and the Academic Planner/Checklists.

**Advising Tools** – Detailed training documentation is available upon request for the tools discussed in our training sessions; our in-person training sessions will be offered as needed. We are in the process of creating a power point tutorial for every academic tool used at BCC.

**Format:** System Presentations and Group discussion

**Offering Date:** March 3, 2016 from 12:00pm – 1:30pm

**Room:** NL 210 (North Hall Library)

Curriculum Matters (45 Minutes)

**Presenter(s):** Dean Alex Ott and Octavio Melendez

**Intended Audience:** New faculty, Success Coaches, Academic Advisors and other staff with advising-related responsibilities

**Content:** Publication of new and revised courses and curriculum programs in the Chancellor’s University Report signifies CUNY approval. Beyond this, there are two items that require New York State Education Department approval in the form of an official letter from SED: New associate degree or certificate programs and substantive changes in degree programs. In this session, the presenters will provide participants with updates on curricular changes for fall 2016, and a review of the top ten advising “issues.”

**Format:** Brief formal presentation with a limited Q and A session at the end of each presentation

**Offering Date:** March 3, 2016 from 2:30pm – 3:15pm

**Room:** RBSC 211
Pathways Revisited (45 Minutes)

Presenter(s): Dean Luis Montenegro and Merelyn Bencosme

Intended Audience: New faculty, Success Coaches, Academic Advisors and other staff with advising-related responsibilities

Content: This session will introduce or re-introduce participants to Pathways. The presenters will discuss the Pathways Initiative regarding the designation of a Common Core of general education requirements for all associate degree programs that are transferable throughout CUNY. The presenters will then discuss how this has impacted the degree requirements for Associate in Applied Science, Associate in Arts and Associate in Science programs and the implications for advising students in these programs.

Format: Brief formal presentation with a limited Q and A session at the end of the presentation

Offering Date: March 3, 2016 from 3:15pm – 4:00pm Room: RBSC 211

Academic Opportunity Enrichment Programs (60 Minutes)

Presenter(s): Denise Comara, Jason Davis, Kateh Esmaeli, Javier Legasa, Cynthia Suarez-Espinal, Vaso Thomas, and Marie Varghese

Moderated By: Ellen Balleisen

Intended Audience: Faculty, Success Coaches, Academic Advisors and other staff with advising-related responsibilities

Content: Information from each of the following programs: CUNYStart, CLIP, Math Start, ASAP, FYS, College Discovery, COPE/COPE GSI, and Learning Communities. Presenters will highlight the important aspects of their program including requirements and benefits.

Format: Brief formal presentations with a limited Q and A session at the end of each presentation

Offering Date: March 3, 2016 from 4:00pm – 5:00pm Room: RBSC 211
Knowing When to Say “When” (75 Minutes)

Presenter(s): Victoria King, Donna Paroff-Sherman, Dedra Polite, Poonam Sharma, and Antoinette Tachiera

Intended Audience: Faculty, Success Coaches, Academic Advisors and other staff with advising-related responsibilities

Content: Knowing your own personal limitations is critical to the academic advising experience. Failure to refer a student who needs special attention can be detrimental to their ability to succeed. This advising training component will introduce ways that advisors can utilize their network of resource staff to enhance a student’s chances of being successful. Presenters will discuss the importance of the referral process and the complex ways to work with a student who needs to be referred. Representatives from Disability Services, Psychological Services, Health Services, and Single Stop will introduce the myriad of services that are available to students and (at times) their families.

Format: Formal presentations and scenario-based discussions

Offering Date: March 4, 2016 from 9:00am – 10:15am Room: RBSC 211

Can you hear me now? (75 Minutes)

Presenter(s): Vincent Walker and Tamar Montuma

Intended Audience: Faculty, Success Coaches, Academic Advisors and other staff with advising-related responsibilities

Content: Active listening is a skill set that can and should be developed by anyone who engages students in intrusive advisement. Validation which is a byproduct of effective active listening is a “must have” for the community college student. How do you listen to a student and decipher what they really mean without shutting them down? What does it mean to feel validated and how do you accomplish that goal so that students leave your advisement session feeling validated? This advising training component will review some basic counseling skills.

Format: Formal presentation and informal group discussion

Offering Date: March 4, 2016 from 10:15am – 11:30am Room: RBSC 211
The Art of Academic Advisement Assessment (45 Minutes)

Presenter(s): Richard LaManna and Vicki Cedeno

Intended Audience: Faculty, Success Coaches, Academic Advisors and other staff with advising-related responsibilities

Content: The assessment of academic advisement is more than just accountability measures. True assessment is an ongoing process that solicits continuous feedback about various ways to improve the services rendered to students. Assessment need not be a rote exercise; the goal of assessment is to improve services and, ultimately, increase student learning. In this training session, the presenters will speak generally about assessment, as it applies to student services. Additionally, the presenters intend to show the interactive rubric developed for tutoring and invite those present to work with us—if they wish—on such a rubric for their own areas and interests.

Format: Formal presentation with a limited Q and A session at the end of the presentation

Offering Date: March 4, 2016 from 11:45am – 12:30pm  Room: RBSC 211

Certification - Participants who attend the BCC Advisor Bootcamp – Training Program or all individual training sessions will receive a certificate that certifies them as a Student Academic
# Academic Success Coach Program Assignments

<table>
<thead>
<tr>
<th>Academic Departments</th>
<th>Success Coaches</th>
<th>Location</th>
<th>Telephone #</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Art and Music</td>
<td>Maribel Quinones</td>
<td>Sage Hall [SA], Room 221</td>
<td>718.289.5100 ext. 3418</td>
<td><a href="mailto:Maribel.Quinones@bcc.cuny.edu">Maribel.Quinones@bcc.cuny.edu</a></td>
</tr>
<tr>
<td></td>
<td>Merelyn Bencosme</td>
<td>Sage Hall [SA], Room 212</td>
<td>718.289.5100 ext. 5138</td>
<td><a href="mailto:Merelyn.Bencosme@bcc.cuny.edu">Merelyn.Bencosme@bcc.cuny.edu</a></td>
</tr>
<tr>
<td>Biological Sciences</td>
<td>Theresa Hammonds</td>
<td>Sage Hall [SA], Room 217</td>
<td>718.289.5100 ext. 3502</td>
<td><a href="mailto:Theresa.Hammonds@bcc.cuny.edu">Theresa.Hammonds@bcc.cuny.edu</a></td>
</tr>
<tr>
<td></td>
<td>Ben Levine</td>
<td>Sage Hall [SA], Room 209</td>
<td>718.289.5100 ext. 3781</td>
<td><a href="mailto:Benjamin.Levine@bcc.cuny.edu">Benjamin.Levine@bcc.cuny.edu</a></td>
</tr>
<tr>
<td>Business and Information Systems</td>
<td>Merelyn Bencosme</td>
<td>Sage Hall [SA], Room 212</td>
<td>718.289.5100 ext. 5138</td>
<td><a href="mailto:Merelyn.Bencosme@bcc.cuny.edu">Merelyn.Bencosme@bcc.cuny.edu</a></td>
</tr>
<tr>
<td></td>
<td>Fabian Quintero</td>
<td>Sage Hall [SA], Room 208</td>
<td>718.289.5100 ext. 5088</td>
<td><a href="mailto:Fabian.Quintero@bcc.cuny.edu">Fabian.Quintero@bcc.cuny.edu</a></td>
</tr>
<tr>
<td>Chemistry and Chemical Technology</td>
<td>Enchantment Wright</td>
<td>Sage Hall [SA], Room 222</td>
<td>718.289.5100 ext. 3547</td>
<td><a href="mailto:Enchantment.Wright@bcc.cuny.edu">Enchantment.Wright@bcc.cuny.edu</a></td>
</tr>
<tr>
<td>Communication Arts and Sciences</td>
<td>Ben Levine</td>
<td>Sage Hall [SA], Room 209</td>
<td>718.289.5100 ext. 3781</td>
<td><a href="mailto:Benjamin.Levine@bcc.cuny.edu">Benjamin.Levine@bcc.cuny.edu</a></td>
</tr>
<tr>
<td></td>
<td>Tiffany Dubon</td>
<td>Sage Hall [SA], Room 220</td>
<td>718.289.5100 ext. 5421</td>
<td><a href="mailto:Tiffany.Dubon@bcc.cuny.edu">Tiffany.Dubon@bcc.cuny.edu</a></td>
</tr>
<tr>
<td>Education and Reading</td>
<td>Theresa Hammonds</td>
<td>Sage Hall [SA], Room 217</td>
<td>718.289.5100 ext. 3502</td>
<td><a href="mailto:Theresa.Hammonds@bcc.cuny.edu">Theresa.Hammonds@bcc.cuny.edu</a></td>
</tr>
<tr>
<td>English</td>
<td>Shaneza Rohoman</td>
<td>Sage Hall [SA], Room 224</td>
<td>718.289.5100 ext. 5203</td>
<td><a href="mailto:Shaneza.Rohoman@bcc.cuny.edu">Shaneza.Rohoman@bcc.cuny.edu</a></td>
</tr>
<tr>
<td>Health, Physical Education and Wellness</td>
<td>Rosa Velasquez</td>
<td>Sage Hall [SA], Room 206</td>
<td>718.289.5072</td>
<td><a href="mailto:Rosa.Velasquez@bcc.cuny.edu">Rosa.Velasquez@bcc.cuny.edu</a></td>
</tr>
<tr>
<td>History</td>
<td>Reishma C. Kistow</td>
<td>Sage Hall [SA], Room 217</td>
<td>718.289.5100 ext. 3140</td>
<td><a href="mailto:Reishma.Kistow@bcc.cuny.edu">Reishma.Kistow@bcc.cuny.edu</a></td>
</tr>
<tr>
<td>Mathematics and Computer Science</td>
<td>Merelyn Bencosme</td>
<td>Sage Hall [SA], Room 212</td>
<td>718.289.5100 ext. 5138</td>
<td><a href="mailto:Merelyn.Bencosme@bcc.cuny.edu">Merelyn.Bencosme@bcc.cuny.edu</a></td>
</tr>
<tr>
<td></td>
<td>Maribel Quinones</td>
<td>Sage Hall [SA], Room 221</td>
<td>718.289.5100 ext. 3418</td>
<td><a href="mailto:Maribel.Quinones@bcc.cuny.edu">Maribel.Quinones@bcc.cuny.edu</a></td>
</tr>
<tr>
<td>Modern Languages</td>
<td>Reishma C. Kistow</td>
<td>Sage Hall [SA], Room 217</td>
<td>718.289.5100 ext. 3140</td>
<td><a href="mailto:Reishma.Kistow@bcc.cuny.edu">Reishma.Kistow@bcc.cuny.edu</a></td>
</tr>
<tr>
<td>Nursing and Allied Health Sciences</td>
<td>Alicia Hernandez</td>
<td>Carl Polowczyk Hall [CP], Room 415</td>
<td>718.289.5256</td>
<td><a href="mailto:Alicia.Hernandez@bcc.cuny.edu">Alicia.Hernandez@bcc.cuny.edu</a></td>
</tr>
<tr>
<td>Physics and Technology</td>
<td>Tiffany Dubon</td>
<td>Sage Hall [SA], Room 220</td>
<td>718.289.5100 ext. 5421</td>
<td><a href="mailto:Tiffany.Dubon@bcc.cuny.edu">Tiffany.Dubon@bcc.cuny.edu</a></td>
</tr>
<tr>
<td>Social Sciences</td>
<td>Martha Charles Glenn</td>
<td>Colston Hall [SA], Room 231</td>
<td>718.289.5921</td>
<td><a href="mailto:Martha.Charles-Glenn@bcc.cuny.edu">Martha.Charles-Glenn@bcc.cuny.edu</a></td>
</tr>
<tr>
<td>Criminal Justice Academy</td>
<td>Tamar Montuma</td>
<td>Colston Hall [SA], Room 231</td>
<td>718.289.5100 ext. 3076</td>
<td><a href="mailto:Tamar.Montuma@bcc.cuny.edu">Tamar.Montuma@bcc.cuny.edu</a></td>
</tr>
<tr>
<td>Criminal Justice Academy</td>
<td>Martha Charles Glenn</td>
<td>Colston Hall [SA], Room 231</td>
<td>718.289.5100 ext. 3502</td>
<td><a href="mailto:Theresa.Hammonds@bcc.cuny.edu">Theresa.Hammonds@bcc.cuny.edu</a></td>
</tr>
<tr>
<td>Liberal Arts (no options)</td>
<td>Antoinette Tacheira</td>
<td>Sage Hall [SA], Room 205</td>
<td>718.289.5364</td>
<td><a href="mailto:Antoinette.Tacheira@bcc.cuny.edu">Antoinette.Tacheira@bcc.cuny.edu</a></td>
</tr>
<tr>
<td></td>
<td>Reishma C. Kistow</td>
<td>Sage Hall [SA], Room 217</td>
<td>718.289.5100 ext. 3140</td>
<td><a href="mailto:Reishma.Kistow@bcc.cuny.edu">Reishma.Kistow@bcc.cuny.edu</a></td>
</tr>
<tr>
<td></td>
<td>Enchantment Wright</td>
<td>Sage Hall [SA], Room 222</td>
<td>718.289.5100 ext. 3547</td>
<td><a href="mailto:Enchantment.Wright@bcc.cuny.edu">Enchantment.Wright@bcc.cuny.edu</a></td>
</tr>
<tr>
<td></td>
<td>Maribel Quinones</td>
<td>Sage Hall [SA], Room 221</td>
<td>718.289.5100 ext. 3418</td>
<td><a href="mailto:Maribel.Quinones@bcc.cuny.edu">Maribel.Quinones@bcc.cuny.edu</a></td>
</tr>
</tbody>
</table>