

### PRESIDENT'S MESSAGE



*Dr. Cheryl Marshall*  
*President*

I had the pleasure of speaking at the Redlands branch meeting of the American Association of University Women (AAUW) on May 6th. The topic was the report, "Women in Community Colleges: Access to Success."

I shared my observations on this report, which discusses policies and practices to help women succeed in community colleges. It was a pleasure to spend the evening with a vibrant and active group who support the education of women, especially in the science, technology, engineering, and math fields.

AAUW provided scholarships to eight women this year, three of whom attend CHC. I'm pictured with Tracy Phillips, who is transferring from CHC to the University of Redlands to major in communicative disorders.

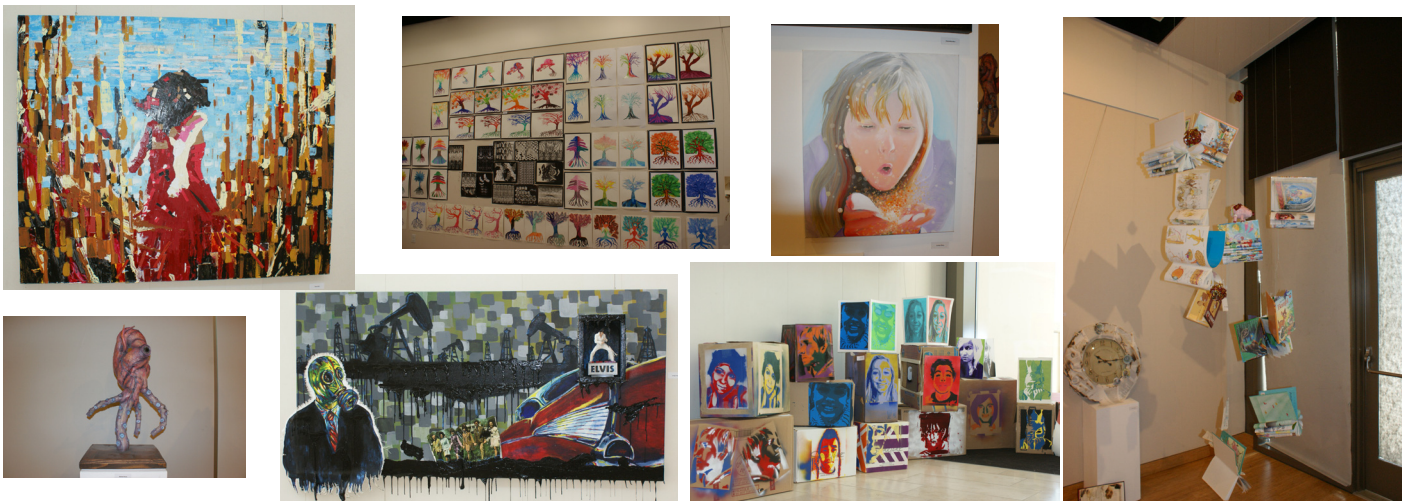
As you'll see inside, we've had a very productive year. I'd like to thank everyone who contributed to the CHC 2013-14 accomplishments.

I hope your summer is off to a great start!

### MARK YOUR CALENDAR!

June 9-12	Classified Professionals Week
June 11	Classified Professional Luncheon, 11:30 a.m. @ LRC-226
June 9-13	SeaPerch Camp
June 16-19, 23-26	CRY-ROP Health Camp
July 7-11	SeaPerch Camp
July 10	Paramedic Graduation, 7 p.m. @ PAC
July 11-12	10-Year Anniversary Celebration of the Olympic Trials Pool

### YEAR-END STUDENT ART EXHIBIT



# 2014 CHC COMMENCEMENT

Crafton Hills College celebrated its 42nd Commencement on Friday, May 23rd. We had more graduates than ever participate in Commencement, starting with the Grad Breakfast in the morning.

The day ended with speeches from Patrick Kirk Dorsey, ASB President, and Chef Ryan Berk as the Commencement Speaker. Berk is owner of *à la minute* in Redlands.

There were 834 total degrees and certificates awarded this year, a 14.1% increase.

Congratulations to all our graduates and welcome to the Crafton Hills family!



# 2014 SCHOLARS CONVOCATION

CHC awarded over \$79,000 in scholarships to continuing and graduating students on Friday, May 16. More than 100 students received scholarships, including 14 students who graduated with a 4.0 grade point average.

Students must apply for most of the scholarships, which are privately funded through the CHC Foundation, and are awarded on merit. Other scholars are selected by faculty and staff for their exemplary studies and service to the college. The highest honor is the President's Award, whereby the student is nominated by faculty or staff and selected by the President. This year's President's Award was awarded to Diana Coffey, a psychology major.

You can find a slideshow of all the Scholars on the CHC website, [www.craftonhills.edu](http://www.craftonhills.edu).



# EOPS/CARE/CalWORKS GRADUATION



On May 9, 2014, the EOPS/CARE/CalWORKs Program celebrated the academic achievements of their students. The EOPS/CARE/CalWORKs Program honored 52 students who graduated and/or are transferring on to a four year university. Some of the transfer institutions that the students have been accepted to are: UC Santa Barbara, UC Irvine, UCLA, UC Riverside, CalBaptist, CSU San Bernardino, CSU Fullerton, CSU Long Beach, Loma Linda University and University of Redlands. There were 116 students who were also honored for completing 24 units or more with a 3.0 cumulative grade point average.

Four CalWORKS students from CHC were included in the CalWORKS Association *Portraits of Success* for 2013-14. Congratulations to Alanna Bret, Angela Hoffman, Danielle Padilao and Jasmine Ross.

# SNAPSHOT OF 2013-14 INSTITUTIONAL ACCOMPLISHMENTS

## Instruction Accomplishments

- Established a New Block Schedule
- Established an Audit Policy
- Approved SLO 4-Point Rubric
- Launched Safe Zones Program
- Established Chair for Counseling Department
- Implemented Wait Lists
- Revised Faculty Rank Procedures
- Approved 3 GE Options
- Wrote Accreditation 1st Draft with Broad Input
- Expanded College Hour
- Adopted Engage-Learn-Advance Frame
- Started Transition to Living Catalog
- Expanded Left Lane Program
- Revised Faculty Chair Selection Process
- Revised Resource Allocation Process at District Level
- Grew Enrollment by 18.8% (One of the Fastest Growth Rates in State)
- Revised/Reviewed BPs and APs
- Finished Tablet Initiative Proposal
- Revised Mission, Vision and Values
- Hired New VPI
- Graduated . . .  
347 certificates (19.7% increase from last year)  
487 total degrees, including Transfer degrees (10.4% increase from last year)  
136 AA-T/AS-T degrees (70% increase from last year)  
834 total degrees & certificates (14.1% increase)
- Created Major Sheets for all CHC Degrees
- Increased Crafton Honors Institute completers to 12 (300% increase from last year)
- Launched a Crafton Honors Institute Orientation for both faculty and students
- Increased supplemental instruction sections (56% increase from last year)
- Developed Assessment Process for ILOs
- Launched the BORG (Best Organizational Research Gauge) Data Cubes
- Launched the Open Section Reports for Students
- Conducted Several New Studies (CHC Compressed Coursework, Environmental Scan, Core Service Area, etc.)
- Started Analytics Dash Board
- Expanded Transfer Center Services (UCLA Transfer Day, Increase in Transfer Aps, Increase Transfer Tutoring)

## Student Services Accomplishments

- Developed and implemented the Master Student program
- Further developed the infrastructure for a Career Services Program
- Implemented mobile counseling units
- Implemented group counseling/New Student Advisement
- Implemented the new CCC Apply
- Implemented Blackboard Pay
- Implemented Student Planner
- Implemented Degree Audit
- Adopted and implemented system-wide enrollment priorities
- Established a Chair for Counseling Department

## Student Services, continued

- Implemented waitlist
- Engaged in community dialogue about AB86
- Engaged in community dialogue about MCHS
- Developed a team to examine degree and certificate pathways
- Contributed narrative and evidence to the self-evaluation for accreditation
- Promoted professional development and personal growth among SS staff
- Increased community collaboration in veterans education issues
- Increased participation in educational planning from 63% in fall 2012 to 75% in spring 2013
- Increased participation in transfer activities by over 100%
- Increased Health and Wellness Center revenue
- Increased revenue to the Assessment Center
- Planned and implemented Three Peaks events
- Planned and implemented College Hour events
- Planned and implemented the first annual Sexual Assault Awareness month
- Student services was represented on 100% of participative governance committees and 100% of functional committees
- Collaborated with Instructional Team to improve the quality and timeliness of the College Catalog
- 100% of student service units participated in program review and/or annual planning
- Increased degree and certificate evaluations by 22%
- Assessed outcomes in 100% of student service units
- Coordinated the statewide CCCSFAA Conference
- Provided leadership for SSEEMM, IEAOC, the Self Evaluation for Accreditation, Academic Exceptions, Financial Aid Term Dismissal, Classified Senate (All), Student Services Council,
- Led the CHC2 Mentoring program
- Expanded outreach to SELPAs and Resource Special programs throughout the service area
- Expanded the use of Read and Write Gold into English classes
- Coordinated In-Service, fall 2013; spring 2014
- Planned and implemented events to increase student/staff connection
- Provided regional and statewide leadership (EAP statewide task group, CCCCO Region IX Rep for CCCSFAA)
- Developed the Student Services 2014-15 budget showing \$77,000 in general fund savings
- Supported SBVC and CHC Instruction by "lending" a Student Services dean (SS) to provide interim leadership
- Coordinated SSEEMM retreat to engage in action planning around Engage, Learn, Advance
- Developed a plan to pilot tablets in DSPS and Counseling
- CHC Student Senate leaders were recognized by the statewide Student Senate for outstanding leadership
- Led a successful student fee referendum

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# 2013-14 INSTITUTIONAL ACCOMPLISHMENTS, continued

## Administrative Services Accomplishments

### Budget:

- Developed a multi-year budget forecast tool
- Ongoing collaboration with District Fiscal Services on developing plans, strategies, and budget forecasting tools to plan for the future (financial planning tools: Exhibit C, CHC budget forecast, Financial 2000 report, California Brain Trust study).
- Completed 2014-15 developmental budget

### Facilities:

- Facilitated planning and prioritization of projects for District Proposition 39 Energy Efficiency Projects
- Facilities Director re-established and chaired the District Sustainability Committee
- Completed 1,503 work orders with average completion time of 5 days
- Construction of LRC temporary parking lot
- Yucaipa joint funding/joint use agreement Tennis Facility and temporary parking lot
- Lot M trail construction
- SSB 1st floor paint and flooring
- Student Lounge recarpeted
- Building naming – proposed names, obtained college-wide feedback, obtained approval for revised building names.
- Developed facilities staffing plan
- Mail centralization
- Ongoing Implementation of the Master Plan

### Communications:

- Campus police office moved from the Gym to the communications office. This improves communication between District Police and the Administrative Services offices.

### Safety:

- Continued safety trainings through District Environmental Health and Safety
- Completed 2014 hazardous materials inventory (Keenan)
- Completed campus-wide risk assessment inspection (Keenan – SWACC)
- Obtained third-party assessment report by Citadel Environmental on pharmaceutical donations in EMS. Correction measures are in progress.
- Revised District Injury and Illness Prevention Program (in process)
- Conducted two campus-wide emergency preparedness drills (Oct. 2013 – Great Shake Out; April 2014 – Emergency Preparedness Month)

### Technology Services:

- Completed 887 work orders YTD with average completion time of 6 days
- Extreme Change out - Upgraded the switching backbone of CHC network infrastructure. Each building is now connected with a connection which is 10X faster than the previous Cisco Switched network.
- Wireless Change out increased the number of users on the campus wireless network
- Virtual Desktop Interface (VDI) was introduced on campus

- Computer Replacements (technology obsolescence plan) – Upgraded three computer labs
- Upgrade of PAC – Tech Services designed, purchased and installed enhanced video equipment
- BOMGAR – Tech Services implemented equipment allowing the technician to view and work on a computer remotely

### Campus Business Office:

- Sales (& enter into Datatel) of Aquatics Center punch cards
- Collection of fees (& enter into Datatel) for test proctoring administered by the CHC Assessment/Testing Center
- Collection of fees (& enter into Datatel) for National Board of Respiratory Care exams
- Vendors paying their fees at the CBO (previously handled via student life office)
- Installed new ATM to facilitate new debit card for student loan disbursement

### Aquatics:

- Student fee for aquatics use passed
- Community fee-based lap program started
- Completed pool repairs
- Record board donated
- Co-Hosted US Masters Meet
- Adjusted types of pool chemicals utilized to balance pool chemistry saving thousands of dollars in chemical costs.

### Bookstore:

- Built up our Textbook Rental Program, contributing sales of \$40,000 and saving our students approximately \$30,000
- Improved the textbook business with an increase of 5.5%. Contributing factors are increases in enrollment and custom books, which are only available at the Bookstore
- Continued to grow our convenience food category, an increase of 9% over last year
- Continued growth of the Art Supply department through the partnerships with faculty in developing custom art kits and art supplies
- Transformed our supply department from basic school supplies to a department that carries small electronics, phone/tablet accessories, fashion accessories such as jewelry/scarves/handbags/wallets, personal care products catering to our Fire Tech and Aquatic students, in addition to our increased selection of CHC imprinted products
- Increased our service categories for our students, partnering with the campus and outside vendors to provide the sale of movie tickets, bus passes, test fees, parking decals, etc.
- Increased our sales by 6.5%. Increased our gross profit by 2%. Decreased our expenses by -12% and increased our net profit by \$60,000 and the fund balance by \$65,500, +12%

### Other:

- Planning and program review documents were completed
- Participated and lead out in Three Peaks Challenge events
- Facilitated the development of Accreditation Standards IIIB and IIID
- VPAS completed ACBO Institute II.

## YASMEEN FLORES BIDS CHC FAREWELL

When I was a senior on the brink of graduating from high school, I felt a little hopeless. Everyone around me was getting accepted to universities while I hadn't even bothered applying. Why? Because I was scared to. When Crafton's SOAR program came on to my campus they gave the impression that they wanted to help me succeed, even if it meant holding my hand through the entire process. To be honest, that's what I needed. No one in my family had even made it through high school, let alone attended college. Seeing how eager they were to show me the way and knowing that they were going to do it with a smile on their face made me feel safe and gave me the courage I needed to make that next step into uncharted territory.



As I progressed through the application process I came to find out about EOPS. I didn't really know what it was, but a worker in the financial aid office told me to go apply so I did. EOPS is one of the biggest reasons I have had success while I have been at Crafton. The book grants, progress reports, workshops, counseling, and free school supplies were great perks but the one that triumphed them all was my ability to establish a personal connection with their office workers and counselors. It was almost like a continuation of what I had encountered while I participated in SOAR: people ready to answer my questions (no matter how ridiculous they were) and who wanted to see me succeed. Almost every time I walked into that office I'm greeted with a smile and asked how I've been doing and it's not a "Just making small talk" how are you, it's a "Tell me all the details I want to know" how are you (if that makes any sense).

Another major reason I am where I am today is because of my constant involvement on campus through student government and its amazing advisor. Being involved in student government shaped me professionally. Before I joined I was hotheaded, irrational, arrogant, and would speak impulsively all the time. During the first year I was confronted by these flaws. Helping me along the way was our amazing advisor Ericka Paddock. She helped me confront those flaws and turn them into something positive. Aside from helping me shape myself into a grown woman that I am today, she has also been my support system, cheerleader, and just all around positive role model. I can't even begin to tell you how many times I've cried tears of joy and sadness in front of her because she asked me questions no one else would or gave me the encouragement I wasn't receiving anywhere else. If I could give back to her as much as she has for me, I would. In a heartbeat.

This fall I will be transferring to Cal State Long Beach to continue my studies in Political Science. It's extremely bittersweet because while I am extremely proud of the fact that I completed all my requirements within two years, I'm afraid that I won't be able to replicate the experiences and encounter the amazing people that I have here. In a way, that's a good thing I suppose because that is what will make Crafton that much more special to me. Thankfully I have a lot more motivation and courage to move forward my studies; but I wouldn't have if had it not been for Crafton.

I lucked out to be completely honest. I feel like I received a better learning experience than most of the students here, and for that reason I am thankful. Thank you Crafton for being my second chance, thank you for not letting me feel alone in the process, thank you for the support you've given me, but most importantly thank you for setting such a solid foundation for my future and giving me the courage to move forward. I am truly proud at the fact that I will be calling Crafton my alma mater. I would have it no other way.

*Yasmeen Flores, 2013-14 Student Trustee*

# HOLBROOK & O'TOOLE ARE 2014 PROFESSORS OF THE YEAR

By RACHAEL M. GUSTUSON

## Jim Holbrook

Dr. Jim Holbrook, Professor of EMS/Public Safety, has worked at Crafton Hills College since 1984. He is also a longtime resident of Yucaipa. "I always thought I'd be a physician," said Holbrook. "But I had so much fun teaching and helping students - I just stayed."

He has seen a lot of changes in the EMS world over the last few years. And he continues to learn and change, too. Many things inspire him as a professor. Watching students get fired up over difficult concepts is one of them. "It's about the students and my journey together; we are both getting better every day," said Holbrook.

One of the highlights of his career thus far is presenting student and program success at the Hague in the Netherlands.

Colleague Terry Koeper said, "Jim is an icon here at the college. When they started the paramedic training here in the Valley, Jim was one of the first involved. When you mention Dr. Jim Holbrook anywhere in the United States, someone will know him. It's been a privilege to work with him. He is a very brilliant man and just a gift. It's a well-deserved honor."

Student Paul Topoleski said, "Dr. Holbrook is an extremely influential mentor in my life and I am not surprised at all that he received Professor of the Year. When people make the statement to 'think outside of the box,' Dr. Holbrook's motto is, 'if you never get into the box, you'll never have to think outside of it.'"

Holbrook said it is amazing watching his students light up.

"I first met him in 1990," said another student, Leilani Akona. "I took his recertification class for my EMT license and I was in his very first Physical Assessment class. I moved out of state to Oregon and upgraded my EMT certification. Twenty-four years later, I'm back taking his Public Safety and Critical Thinking class. Dr. Holbrook is always learning and evolving as a person and educator."

As for future goals at CHC, Holbrook said he plans to keep doing what he's doing.

## Bob O'Toole

Bob O'Toole of Yucaipa just sort of fell into the job as a Professor of Accounting, Marketing, Business, and Management at CHC. O'Toole was working at the US Postal Service as an accountant when his wife Linda asked him to go to CHC and check out the position. That was 22 years ago. Although he had no intention of quitting his job at the post office, he did, and came to love the little college on the hill.

"This honor of Professor of the Year is great and I am double-honored to be in the same category as Dr. Holbrook," said O'Toole. O'Toole said the faculty at CHC has always been very supportive and he will miss them upon his retirement this summer.

Over the years he has many memories. One of his favorites was the first night of finals. "I had 16 students in that first class," he said. "During the final exam every one of the students gave me a gift and applauded me. It was an incredible feeling- that I have the opportunity to touch lives and to help them."

And he did just that. "It has been such an honor to have this man as my professor and mentor," said student Russell Parmenter. "He's accessible, treats everyone with the utmost respect, and is a great role model for his students. He is engaging, sharing his life experiences in lectures as to give students a way to take the lesson and relate it to real life. Bob instills confidence in all by believing in every one of his students and letting them know that they can do it."

Crystal Sultzbaugh has taken two classes with O'Toole. "He is one of the most inspiring and empowering teachers that I have met," said Sultzbaugh. "His passion for student success is evident in his teaching and his many involvements on campus. He was voted the 'Most Accessible Teacher' by the students and was presented with the award at our Student Recognition Dinner last month."

Upon retirement this summer, O'Toole and his wife will join the family and new granddaughter in Arizona. "I always thought we'd live in Yucaipa until we died," said O'Toole. "We have lived here since 1983 and it has been a great community for us."

O'Toole said it is just time to retire and move on. "I absolutely love CHC but I will be 50 years older than the next group of students and it's my duty to pass the torch."



*As Professors of the Year, Jim Holbrook and Bob O'Toole lead the platform party for Commencement.*



## RETIREES CONTRIBUTED OVER 150 YEARS TO CHC

This year Crafton Hills College honors seven distinguished faculty members as they embark upon their collective retirement journeys.

Respiratory Care Professor **Ken Bryson** retired in December of 2013 after 35 years at Crafton Hills College. Bryson began his career at CHC as clinical director in 1979.

The current Respiratory Care program is vastly different from the first one over three decades ago, and Bryson was on the forefront of many trends in the field.

Bryson plans on traveling, spending time with the grandkids and pursuing his love of fishing. He said he hasn't ruled out coming back to CHC for some part-time teaching.

**Janet Burnham** worked at Crafton Hills College for 13 years as a Reading Instructional Assessment Technician.

"I love working with the students and seeing them blossom as they realize they have the ability to accomplish their goals," said Burnham.

"I have a long list of things I want to do when I retire," she said. "Get my garden in shape, read the books I have been saving (500), joining the Senior Center in Mentone, hopefully get to rock babies in the NICU at Redlands Community Hospital, volunteer time in the reading department at CHC, add some extra volunteer time at The Huntington Botanical Garden's in San Marino, plus doing some traveling with my sister."

**Judy Giacona**, Coordinator, Health & Wellness Center has been at Crafton Hills College for 34 years.

There are so many aspects to her job title but what Giacona enjoys the most is what she can pass on to the students:

"Teaching students to value their health and develop healthy habits and behaviors that will influence their health throughout their lifetime," she said.

**Terry Koeper** began his career at CHC 15 years ago as the Chief of the Fire Academy, then taught the Fire Science Degree Curriculum. In 2004 Koeper was awarded Professor of the Year.

"I will stay busy," said Koeper. "I have two wonderful children and eight fantastic grandkids, and my beautiful Phyllis has two outstanding children and four amazing grandkids. I think we will try to spend more time with the family now."

**Demaris Matthews** has worked at CHC for 23 years. She transferred from SBVC where she was a Learning Disabilities Specialist.

It is the interaction with students that she loves most. "I love to see the light dawn as the student has an 'aha moment' and finally grasps the concept after a struggle."



Damaris isn't quite ready to fully retire from education. She hopes to travel overseas to teach English. She has already applied to schools in Korea and Haiti.

**Bob O'Toole** will retire after working at CHC for 24 years - the first 14 years as an adjunct instructor and the last ten years as a full time instructor.



He said there have been several memorable days at CHC. One of his personal favorites is watching his son graduate from CHC. "I couldn't help myself," said O'Toole. "I left my chair on stage with the faculty and hugged him after he had received his diploma. I was so proud of him."

O'Toole and his wife Linda will join their family and move to Queen Creek, Arizona.

**Betty Weischadle**, retired at the end of 2013 from her work in the Tutoring Center. She was too busy enjoying retirement to comment.