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HETS
BEST PRACTICES
SHOWCASE
Celebrating Technology Innovation
for Hispanic Success in Higher Education



WELCOME MESSAGE FROM THE CHAIRMAN

On behalf of the Board of Directors, I am delighted to welcome you to the **HETS** 2014 Best Practices Showcase. As the first bilingual consortium dedicated to serving the higher education needs of the fast-growing Latino communities, HETS is focused on: a) developing and implementing technology approaches to education with a special emphasis on access, retention and completion; b) engaging in strategic alliances with member institutions and corporations; c) pursuing funding opportunities; d) showcasing the latest educational accomplishments and sharing innovative practices by publishing our peer review HETS Online Journal, and e) providing faculty and administrators development opportunities.

The purpose of this Best Practices Showcase is to celebrate the work of faculty who serve the Latino community utilizing technology to achieve student success with a focus on retention, assessment, and Distance Learning. The interest in this sector is demonstrated by the number of proposals that we received. It was difficult to select from the many worthy submissions the ones which were most relevant for our purposes. Thanks to the generosity of the Universidad del Sagrado Corazón, host of this event, we were able to expand the number of presentations for this event.

We hope that you enjoy this important educational opportunity!

A handwritten signature in black ink, reading "Manuel J. Fernós". The signature is fluid and cursive, with a large, stylized "S" at the end.

Manuel J. Fernós, Esq.

Chairman of the HETS Board of Directors

President, Inter American University of Puerto Rico

ABOUT HETS



The Hispanic Educational Technology Services (HETS) celebrates this academic year 20 years of existence. HETS started in 1993 as a group of institutions interested in sharing courses at a distance. Since its inception, the HETS Consortium has evolved from the use of telecommunications to the asynchronous modes of anywhere-anytime learning, using technology to reach greater collaboration among and within educational institutions. Headquartered in San Juan, PR, HETS networks Hispanic and Emerging Serving Institutions in the United States, Puerto Rico and Latin America in an effort to widen educational opportunities and access to post-secondary education through the use of the technological modalities of distance education. Formerly known as the Hispanic Educational Telecommunication System, HETS is the first bilingual consortium dedicated to expanding higher education and training opportunities to Hispanic learners through distance learning.

HETS's mission is to promote, support, and increase the capabilities of member institutions in order to enhance Hispanic/Latino student success and opportunities in Higher Education through: facilitating, promoting, and nurturing strategic alliances among HETS members and the academic, government, and corporate sectors; supporting the acquisition and integration of new education-oriented technologies, identifying expert support for members, and promoting collaborative funding opportunities. It envisions to become the leading Hispanic bilingual technology-oriented consortium to efficiently and effectively enhance Hispanic student success and opportunities in Higher Education. To HETS, and its 40 institutional members, technology can especially transform service delivery styles and open the doors to a larger spectrum of audiences. These technologies continuously facilitate the teaching-learning process and foster the expansion of a web of services that promote learner success.

As global changes continue to impact our education system, it is more imperative each day to creatively generate synergies that help achieve both individual and common goals. Throughout its history, HETS has fostered collaboration as a strategy to pave the way for progress of Higher Education and, overall, for the success of the learner, Higher Education's main customer and benefiter. The consortium has moved toward different ways of integrating the strengths of technology, access to information, and strategic alliances to the creation of new opportunities in education, including the implementation of different levels of collaboration among educational institutions, the private corporate sector, and other related organizations. Together, as a consortia model of educational institutions, HETS is able to make resources accessible and available to members and promote members' expertise to assure the quality and increased opportunities for a wider, more versatile, and more open student population. Through HETS, the art of synergy meets the savvy implementation of technology innovations for the improvement of education.

Whether through web of services, direct consulting, training methodologies, or collaboration strategies, HETS promotes the use of technologies that can especially transform service delivery styles and open the doors to a larger spectrum of audiences. Promoting the integration of technologies in education is our way of supporting member institutions in accomplishing competitiveness and achieving their ultimate goal, student success, whether nationally or internationally. Our Consortium creates the opportunity of learning from one another and even implementing joint projects at different regional levels, which benefit students globally. HETS also focuses heavily on strategies to narrow the digital divide among faculty members, as they integrate to not only the local use of distance learning technologies but are also a vital component and resource of the institution's internationalization process. Currently, services offered by HETS include training and educational events (online and face to face) in Puerto Rico, the United States, and Latin America to support the integration of new technologies in higher education, the creation of the HETS Online Journal, a journal that is peer-reviewed by experts, and a variety of online resources and tools for students, faculty, administrators and the public in general available at www.hets.org.

The HETS Board of Directors is constituted of the Presidents of the member institutions. The current Executive Committee is composed of Manuel J. Fernós Esq., President of the Inter American University of Puerto Rico (President); Dr. José. F. Méndez, President of the Ana G. Méndez University System (first Vice President); Dr. Carlos Vargas, provost of Kutztown University (second Vice President); Dr. Dario Cortés, President of Berkeley College (Secretary); Dr. José Jaime Rivera, President of the Universidad del Sagrado Corazón (Treasurer); and regional representatives Dr. Carole Berotte Joseph, President of Bronx Community College, CUNY, and Eng. Gladys Nieves, President of EDP University. In expanding its reach and services, the Consortium opened a regional office in New York, at the facilities of the Queensborough Community College. Its office in Puerto Rico is located at the facilities of Sistema TV, TV station of the Ana G. Mendez University System.

OVERVIEW

The Hispanic Educational Technology Services Consortium (HETS) would like to highlight and celebrate the outstanding work of its member institutions in meaningfully and strategically using technology to achieve Hispanic student success. The 2014 HETS Best Practices Showcase is focus on three main tracks: retention, assessment by standards and by competencies, and Distance Learning in Higher Education with an emphasis on Hispanics students.

HETS has defined a “best practice” as an innovative approach or strategy that, with the effective use of technology, has proven to increase recruitment, promote student success, improve student retention and completion, and provide institutions with viable, effective, and efficient approaches to assessment. Overall, it will be a celebration of innovative technology strategies in Higher Education focused on impacting the Hispanic student population by enhancing retention, college completion, and successful learning outcomes.

Certainly, HETS member institutions are experts in dealing with the Hispanic population and finding ways to provide them with opportunities to succeed. We want to open a space for them to share these expertise. Once again, attendees will be not only able to learn from the showcased works, but also find solutions to many common issues and even establish new possibilities for collaboration with other institutions and potential partners.

DESIGNED FOR:

Key leaders at HETS member institutions and other Hispanic Serving Institutions, provosts, deans, staff administrators, faculty, technology staff, distance learning directors, representatives from corporations related to technology and education, graduate students, k-12 teachers, nonprofit organizations related to education, educational consultants, researchers, among others.



SHOWCASE TRACKS

For this 2014 Annual HETS Best Practices Showcase, a total of 35 projects were selected. Presentations include best practices from the following HETS member institutions:

- **Puerto Rico:** Ana G. Méndez University System, *Universidad Central de Bayamón*, Polytechnic University, University of Puerto Rico, *Universidad del Sagrado Corazón*, and National University College
- **New York:** Borough of Manhattan Community College, Bronx Community College, Lehman College, John Jay College of Criminal Justice, Hostos Community College, Medgar Evers College, and Queensborough Community College
- **New Jersey:** Bergen Community College
- **California:** San Jose City College
- **Washington:** Eastern Washington University
- **Minnesota:** Minnesota West Technical Community College
- **Texas:** University of Texas Pan American
- **Pennsylvania:** Kutztown University
- **Kansas:** Fort Hays State University
- **Colombia:** *Universidad Cooperativa de Colombia*

This conference also allowed other Hispanic Serving Institutions that are not members of the Consortium to submit proposals. As a result, one proposal was selected from San José City College in California.

SESSIONS WERE DIVIDED INTO THREE GENERAL TRACKS OR FOCUS AREAS:

RETENTION

This track is intended to showcase innovative practices that strategically use technology to support, drive, and optimize retention of Hispanic students. Proposed projects should be able to demonstrate how their approach has had a significant impact on their success in supporting and increasing Hispanic student retention. Programs or strategies that have been spread across all levels of the institutions, use systems to track retention indicators, and prioritize early interventions are strongly encouraged.

ASSESSMENT

The HETS Consortium recognizes the significance of establishing a solid assessment culture and applying effective and efficient assessment tools to demonstrate the accomplishment of the overall institutional goals of its members and the achievement of learning success. This track is aimed at promoting the effective development and implementation of assessment efforts through the innovative and strategic use of technology. It considers projects that innovatively and strategically use technology to track, measure, support, and assess student learning. HETS is also interested in projects that demonstrate the effective use of technology to assess overall institutional impact.

DISTANCE LEARNING

This track is intended to showcase innovative practices that strategically use technology to support, drive, and optimize online courses or programs, and promoting the effective development and design through the innovative and strategic use of technology in Distance Learning.

EVALUATION CRITERIA

Conference presentations were selected through a rigorous evaluation process led by the HETS Best Practices Showcase Evaluation Committee. The Committee assessed all submitted projects utilizing the following criteria:

1. Level of innovation
2. Meaningful use of technology - demonstrates not only how technologies were put in place but also how effectively those technologies were used in achieving the goals of the project
3. Demonstrated benefit to overall student success and institutional effectiveness
4. Use of specific examples, evidence, or indicators to demonstrate project success
5. Usefulness and replicable initiatives
6. Well-planned, systematic, and cost effective project
7. Quality of the proposal
8. Hispanic focus
9. Lessons learned

CONFERENCE AT A GLANCE

1st Day – Thursday, January 16, 2014

7:30 - 8:45 am

Registration (Theater lobby)

8:45 - 9:15 am

Continental Breakfast @ Exhibit Hall (front of the Theater)

9:15 - 10:30 am

Welcome and Greetings (Theater)

Opening Expert Panel moderator by Manuel J. Fernós, Esq. HETS Chair

10:30 - 11:00 am

Coffee Break @ Exhibit Hall (front of the Theater)

11:00 - 12:00 am

Breakout Presentations (4 sessions) Theater, SM215, SM216, R001

12:00 - 1:30 pm

Lunch @ Sport Complex

1:30 - 2:30 pm

Breakout Presentations (4 sessions) Theater, SM215, SM216, R001

2:30 - 3:30 pm

Breakout Presentations (4 sessions) Theater, SM215, SM216, R001

3:30 - 4:00 pm

Coffee Break @ Exhibit Hall (front of the Theater)

4:00 - 5:00 pm

Breakout Presentations (4 sessions) Theater, SM215, SM216, R001

1:30 - 5:00 pm

Closed Session - Board of Directors Meeting (CAAP, Baralt Building)

5:00 - 8:00 pm

Academic Fair (2nd floor, Game room at the Sport Complex)



2nd Day – Friday, January 17, 2014

7:30 - 9:00 am

Registration (Theater lobby)

Continental Breakfast @ Exhibit Hall (front of the Theater)

9:00 - 10:00 am

Track Winners Panel

moderated by Dr. Nitza Hernández, Former Executive Director (Theater)

10:00 - 11:00 am

Breakout Presentations (4 sessions) Theater, SM215, SM216, R001

11:00 - 11:30 am

Coffee Break @ Exhibit Hall (front of the Theater)

11:30 am - 12:30 pm

Breakout Presentations (4 sessions) Theater, SM215, SM216, R001

12:30 - 1:30 pm

Lunch @ Sport Complex

1:30 - 2:30 pm

Breakout Presentations (4 sessions) Theater, SM215, SM216, R001

2:30 - 3:30 pm

Breakout Presentations (5 sessions) Theater, SM215, SM216, SM103, R001

1:30 - 3:30 pm

Closed Session - Board of Directors Meeting (CAAP, Baralt Building)

3:30 - 4:00 pm

Closing Reception @ Exhibit Hall (front of the Theater)

PRE-CONFERENCE WORKSHOP

USING AN ASSESSMENT MANAGEMENT SYSTEM TO SUPPORT HISPANIC STUDENT SUCCESS

When: Wednesday, January 15, 2014

Where: Universidad del Sagrado Corazón, San Juan PR

Time: 1:00 pm to 4:00 pm

FACILITATED BY:

Dr. Gil Clary, Assistant Vice Provost for Assessment, Ms. Natalie Snow, Assistant Provost for Faculty and Academic Administration, and Dr. Carlos Vargas-Aburto, Provost & Vice President for Academic & Student Affairs from Kutztown University of Pennsylvania.

OVERVIEW:

Kutztown University would like to share the configuration and implementation of its assessment management system. Since implementation, Kutztown has used the system to track the inquiry and data collection process which focuses on closing the equity gap for underrepresented minority students in the areas of access, retention, completion and excellence.

Workshop Learning Objectives:

- Comprehensive review of the usefulness of an assessment management system
- Review of the process of inquiry and data collection in the context of the assessment cycle
- How coordination of the above has been used at KU to support Hispanic student success

AUDIENCE:

This half-day pre-conference workshop is appropriate for those needing an introduction for using an assessment management system, inquiry processes, and the assessment cycle.

HETS ACADEMIC FAIR

HETS has provided a space to showcase its Member Institutions' academic offerings to students and professionals interested in pursuing a college degree. This space is free of charge as an added value for our member institutions.



Date: Thursday, January 16, 2014.

Time: 5:00 p.m. to 8:00 p.m.

Where: Sport Complex,
Universidad del Sagrado Corazón

Cost: Free of charge

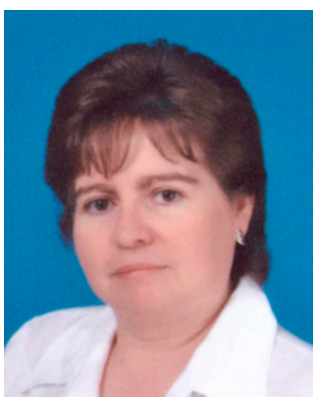
LEADING CONFERENCE SPEAKERS



DR. ALBERTO ACEREDA

BIOGRAPHY

Alberto Acereda, Ph.D. currently works as Senior Strategic Advisor to the Vice President and COO of Higher Education at Educational Testing Service (ETS) in Princeton, New Jersey. Dr. Acereda focuses on strategic planning with colleges and universities in order to create solutions for student success and student learning outcomes assessments, leading to better academic experience for all learners and students. For almost twenty years and until 2012, Dr. Acereda worked as a Professor in several universities, and more particularly at Arizona State University, where he served for several years as Department Chair, and also as Director of Graduate Studies of the School of International Letters and Cultures. At Arizona State University, Dr. Acereda was also a member of the Provost's Executive Committee and the President of the Academic Senate in the College of Liberal Arts and Sciences where he was also named Dean's Fellow. While Dr. Acereda continues to be a Faculty Affiliate at Arizona State U, he has also been a Visiting Scholar and Professor in the School of Arts and Sciences at the University of Pennsylvania. Dr. Acereda serves on the editorial board of several scholarly journals, and he is also a member of the North American Academy of the Spanish Language, a branch of the Royal Spanish Academy.



DR. MARÍA MERCEDES RUÍZ CEDIEL

BIOGRAPHY

Dr. Ruíz Cediél is a social communicator with Master in Education and an expert in educational communication. With over 30 years of experience working in higher education, many of them linked to the Universidad Autónoma de Bucaramanga, leading education institution in Colombia in incorporating technologies to education. In recent years, the emphasis has been on issues of e-learning technologies and incorporation of corporate training processes. She also worked as an advisor to the Ministry of National Education of Colombia. Currently she serves as Director of Educational Innovation and Technology at the Universidad Cooperativa de Colombia, the largest private university in Colombia, and also one of HETS international members.



DR. TITO GUERRERO III

BIOGRAPHY

Dr. Tito Guerrero began his tenure as Vice President with the Middle States Commission on Higher Education in April 2011. Dr. Guerrero obtained his Bachelor of Science in Health Education and Biology from Texas A&M University, his Masters of Education from the University of North Texas and his Doctorate in Education from Harvard University. He most recently worked as the President of Cambridge College. Among his previous roles are included the positions of Vice President and Associate Provost for Diversity with Texas A&M University and President of both Stephen F. Austin State University and the University of Southern Colorado. In addition, Dr. Guerrero has served as a Director for the American Council on Education, the American Association of State Colleges & Universities, the Hispanic Association of Colleges & Universities, and the Society for Advancement of Management and American Humanists, Inc. Dr. Guerrero currently serves as a member of the Board of Visitors for Air University, United States Air Force. Dr. Guerrero received the Harvard Alumni of Color Achievement Award in 2007, and he was selected among the 100 Most Influential Hispanics in the United States by Hispanic Business Magazine in 2006 and among the 100 Most Influential Hispanics in Massachusetts by El Planeta for 2010. Dr. Guerrero is also the recipient of several fellowships including the Academic Leadership Academy Fellowship, the Kellogg National Leadership Fellowship, the Ford Foundation Graduate Fellowship, the National Science Foundation Fellowship, and the Educational Policy Leadership Fellowship.

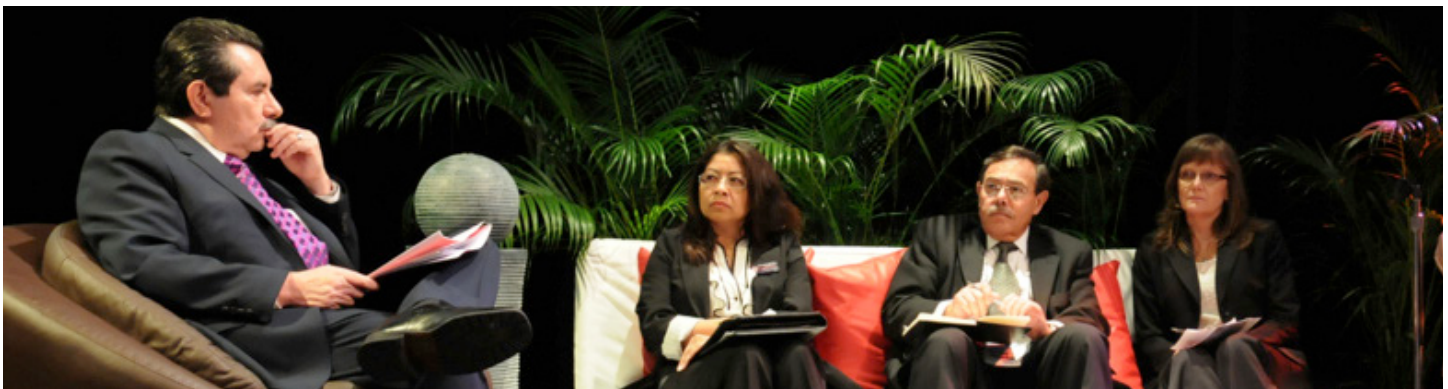
MODERATOR



MANUEL J. FERNÓS, ESQ.
President, Inter American University of Puerto Rico

Manuel J. Fernós, Esq., has been the President of Inter American University of Puerto Rico since 1999. Prior to this, he was the Chancellor of the Metropolitan Campus, Dean of Studies and Dean of our School of Law. He is currently a member of the Board of Directors of the Society and Educators and Scholars, Former President of the Association of Colleges and Private Universities in Puerto Rico, Secretary and President of the Hispanic Educational Technology Services (HETS), Vice President and Former Treasurer of La Red Latinoamericana of Private Universities and Member of the Administrative Council of the International Association of Universities with headquarters in France. The Complutense University of Madrid awarded Manuel J. Fernós with the Honorary Membership of the Comparative Law Institute. The Salvation Army also recognized Fernós for his leadership in education and community involvement.

Fernós' vision of Inter American University of Puerto Rico is the Internalization of its academic offerings by establishing consortia and collaborative agreements with other institutions such as: Harris Manchester College - Oxford University, Bologna University, the University of Salamanca, Complutense University of Madrid, and The School of Communications in Beijing, China. In September 21, 2007, Fernós signed the Magna Charta Universitatum. Aware of the needs of those who work and want to begin or continue their studies leading to a degree, Fernós has taken up, as a main priority, the implementation of distant education giving students a different educational opportunity for success in a highly competitive world which shrinks day in and day out.



THURSDAY, JANUARY 16, 2014 • 8:45 AM - 2:30 PM

SCHEDULE OF PRESENTATIONS

8:45 AM **CONTINENTAL BREAKFAST** @ Exhibit Hall (front of the Theater)

9:15 AM **WELCOME, GREETINGS AND OPENING EXPERT PANEL**
Moderated by Manuel J. Fernós, Esq. HETS Chair (Theater)

10:30 AM **COFFEE BREAK** @ Exhibit Hall (front of the Theater)

Theater

Room: SM215

11:00 AM **ASSESSMENT**

Title:

**The Borough of Manhattan (BMCC)
Collaborative Improvement Model (CIM):
Using collaboration, visionary thinking, and
rigorous data to achieve our preferred future.**

The presentation will be an interactive exchange where participants review the BMCC Collaborative Improvement Model (CIM) through activities, demonstrations, discussion and paired interviews.

Presenter:

Dr. Jane Delgado
Dean for Institutional Effectiveness and Strategic Planning,
Borough of Manhattan Community College CUNY
Highest Score on the Assessment Track

DISTANCE LEARNING

Title:

**Adapting to student needs in the science
classroom: The Visionlearning Project.**

The focus of this presentation will be the specific literacy features that have been developed and how they work, including the technology used to implement them and the theory behind why we chose to do what we did, and a brief discussion of the features planned for in the coming grant year, including supplementary learning materials.

Presenter:

Heather Falconer, Science Grants and Projects Manager,
John Jay College of Criminal Justice (CUNY)

Nathan Lents, Associate Professor of Molecular Biology,
John Jay College of Criminal Justice (CUNY)

Anthony Carpi, Interim Provost
for the Advancement of Academic Research,
John Jay College of Criminal Justice (CUNY)

12:30 PM **LUNCH BREAK** @ Sport Complex

1:30 PM **DISTANCE LEARNING**

Title:

**Objetos de aprendizaje en cursos de
concentración: una experiencia de trabajo
colaborativo**

*El trabajo y el aprendizaje colaborativo de los profesores
permitió la consistencia en el formato, alcance, metodología,
presentaciones y nivel educacional de los objetos.*

Presenters:

Iliana Ballester-Panelli Ph.D.
Profesora de Publicidad, Universidad del Sagrado Corazón,
mentora Centro para el Desarrollo de la Facultad y Tecnología
Educativa, Universidad del Sagrado Corazón

Carmen Sara García, MSC, MA, BA
profesora de Periodismo, Universidad del Sagrado Corazón

Nitza Luna, profesora facultad de Comunicación,
Universidad del Sagrado Corazón

José Eligio Sanabria, Profesor

Language:

Spanish

DISTANCE LEARNING

Title:

**It Takes a Village to Select a Learning
Management System or How You Can
Benefit from a Collaborative Statewide
LMS Selection Process.**

The project discussed in this presentation is the selection of a new Learning Management System (LMS) at Eastern Washington University (EWU). The benefit to students is consistency in learning platform as they move within educational institutions within the state and a very collaborative learning platform.

Presenters:

Dr. Gary L. Pratt, Vice President for Information Technology
and Chief Information Officer, Eastern Washington University

Dr. David E. Dean, Director of Instructional Technology,
Design, Development and Decision Support Services,
Eastern Washington University

BREAKOUT SESSIONS • DAY ONE

SCHEDULE OF PRESENTATIONS

CONTINENTAL BREAKFAST @ Exhibit Hall (front of the Theater) **8:45 AM**

9:15 AM

COFFEE BREAK @ Exhibit Hall (front of the Theater) **10:30 AM**

Room: SM216

DISTANCE LEARNING

Title:

Copyright and Patent Education: Promoting Student Success by Developing Lifelong Skills using Web 2.0

In a panel discussion, we will address a project that originated from Ethics Education 2.0, a joint NSF grant between The University of Texas-Pan American (UTPA) and Michigan Technological University (MTU), with emphasized the significant need in ethics education for students to understand intellectual property rights.

Presenters:

Dr. Farzaneh Razzaghi, Library \ Dean,
The University of Texas-Pan American (UTPA)

Janette García, Head of Special Collection,
Library, The University of Texas-Pan American (UTPA)

Kelly Leu, Copyright & Scholarly Communication Librarian,
The University of Texas- Pan America (UTPA)

Room: R001

RETENTION

Title:

Pipeline

This Early Alert System is a proactive approach that enables us to identify students who are at risk and begin intervention with students as soon as a problem is identified, and allows us to track all contacts and intervention efforts, and share information appropriately with the student and others working on the case throughout the college.

Presenters:

Dr. Naydeen Gonzalez-De Jesus
Vice President of Student Affairs, Bergen Community College

Jennifer Miglirino-Reyes
Dean of Student Support Services, Bergen Community College

Dr. Ralph Choonoo
Executive Assistant to Vice president of Student Affairs, Bergen Community College

11:00 AM

LUNCH BREAK @ Sport Complex **12:30 PM**

ASSESSMENT

Title:

Use and Documentation of Assessment Data: New Online Assessment Related Module (ARM)

The institution has made a significant investment in the design, development and implementation of an assessment management system, which captures both qualitative and quantitative data from faculty that document student performance that allows to identify the actions that need to be taken to strengthen the students learning in a timely manner.

Presenters:

Alice Giovanna Casanova-Ocasio, Associate Vice Chancellor,
Licensing and Accreditation, UMET, SUAGM

Carmen M. Luna, Acting Vice Chancellor of Assessment,
UMET, SUAGM

Ing. Víctor J. Sánchez, Saavedra, Assistant Vice Chancellor
for Technology Innovation, UMET, SUAGM

Mr. Ariel Méndez Valentín, Assistant Vice Chancellor
for Student Tracking and Assessment, UMET, SUAGM

Language:

Spanish

RETENTION

Title:

BMCC is Graduating & Retaining students through Effective Advisement & Technology (GREAT)!

The presenters will show how Borough of Manhattan Community College (BMCC) of the City University of New York (CUNY) has incorporated an online degree audit system and an entries management system to improve the retention of its liberal arts majors. Through a Title V grant, BMCC created a developmental advisement model for a pilot group of 2,000 liberal arts students and employed an online academic advising and degree audit system to expedite the process.

Presenter:

Dr. Erwin Wong
Academic Affairs/Dean for Academic Programs & Instruction,
Borough of Manhattan Community College (CUNY)

Carei Thomas
Interim Director of the Academic Advisement and Transfer
Center, Borough of Manhattan Community College (CUNY)

1:30 PM

THURSDAY, JANUARY 16, 2014 • 2:30 PM - 5:00 PM

SCHEDULE OF PRESENTATIONS

Theater

Room: SM215

2:30 PM

RETENTION

Title:

Cost Effective Academic Analytics with MS Excel: retention and graduation patterns for 37 semester cohorts of student data

Existing technological infrastructure, personal computers and MS Excel, can be used to accomplish low cost analytics of warehoused data for institutional research. The project promotes decision making with metrics based on previous performance to assess if actions maintain or change institutional historical patterns.

Presenters:

Dr. Mérida C. Mercado
Full Professor, Department of Social Sciences, Inter American University of Puerto Rico, Arecibo Campus

Prof. Nicolás Ramos
Associate Professor of Mathematics, Department of Sciences and Technology, Inter American University of Puerto Rico, Arecibo Campus

DISTANCE LEARNING

Title:

Lehman Flips: Techniques for a Hybrid Classroom that are flipping instructional methods, reversing roles, and changing minds

When developing hybrid classes it's important to pay close attention to the ways in which online work connects with and supports the face-to-face interactions and vice-versa. This presentation will focus on some of the specific ways in which a "flipped" class approach to hybrid education can reverse the student and faculty roles often seen in the traditional learning environment.

Presenter:

Alyson Vogel
Associate Director, Online Education, Lehman College (CUNY)

3:30 PM

BREAK @ Exhibit Hall (front of the Theater)

4:00 PM

ASSESSMENT

Title:

Neurociencia en la Universidad Central de Bayamón: Proyecto Piloto para el Fortalecimiento de las Concentraciones STEM.

Este proyecto piloto es el primer bachillerato en ciencias con concentración en neurociencia en Puerto Rico y contará con la renovación de facilidades, compra de equipos y tecnología educativa de vanguardia, creación de una base de datos STEM y uso de herramientas de educación suplementaria.

Presenter:

Dr. Iván Josué Santos Soto
Desarrollador de Currículo, profesor, Colegio de Ciencias y Profesiones de la Salud, Universidad Central de Bayamón

Language:

Spanish

DISTANCE LEARNING

Title:

A Hispanic-serving University's Innovative Approach to Developing Quality Online Graduate-Level Accelerated Programs

The Center for Online Learning, Teaching & Technology at UTPA has developed an innovative approach to developing accelerated graduate-level programs, incorporating a program-wide blueprinting process, faculty are able to develop an online program, which provides for cohesive program-wide alignment of goals and objectives.

Presenters:

Rita Vela
Instructional Designer II, University of Texas - Pan American

Dr. Ramiro de la Rosa
Assistant Director, Center for Online Learning, Teaching & Technology, The University of Texas Pan-American (UTPA)

BREAKOUT SESSIONS • DAY ONE

SCHEDULE OF PRESENTATIONS

Room: SM216

ASSESSMENT

Title:

“Course Assessment: Soup to Nuts”

“Course Assessment: Soup to Nuts” is a step-by-step presentation/workshop that examines and describes the process of course assessment, from creating measurable learning outcomes based on Bloom’s Taxonomy to “closing the loop.” I am currently hosting workshops at BCC on this topic.

Presenter:

Dr. Richard LaManna
Academic Affairs/ Academic Assessment Manager,
Bronx Community College; Co-chair of the City University
of New York (CUNY) Assessment Council and; Chair of HETS
Assessment Task Force.

Room: R001

DISTANCE LEARNING

Title:

Consideraciones para el diseño efectivo de un curso en línea

Esta presentación informará sobre lo que implica diseñar un curso en línea, de manera integrada al secuencial curricular y el prontuario. Se presentarán los roles necesarios dentro de un departamento de diseño instruccional y procesos a seguir en cada una de las áreas especializadas que colaboran en el montaje de los cursos en la plataforma de educación a distancia.

Presenter:

Bessie Rivera
Director of Instructional Design
National University College

Language:

Spanish

2:30 PM

BREAK @ Exhibit Hall (front of the Theater)

DISTANCE LEARNING

Title:

Making E- Entrepreneurship Work

This study includes a graduate course design that integrates the disciplines of Electronic Commerce, Entrepreneurship and Information Technology with other business fields, and evolves from the need to improve the economy in some regions of the World taking advantage of new computer information systems, telecommunication, the Internet and the World Wide Web.

Presenter:

Dr. Leticia Pagán
Associate Professor, School of Management
and Entrepreneurship, *Universidad Politécnica de Puerto Rico*

RETENTION

Title:

One Stop Students Services: Removing Barriers

Minnesota West Community and Technical College is a network of five campuses and four centers, and one of our campus communities is populated by newly arrived, immigrant Hispanic residents. As we studied our advertising, advising, registration, and enrollment procedures, we realized that our outdated practices disproportionately and adversely affected our Hispanic constituents. By implementing One Stop, we have removed enrollment and advising paper-trails and bottlenecks.

Presenters:

Dr. Richard Shrubbs
President, Minnesota West Community and Technical College

Jeff Williamson

Provost, Minnesota West Community and Technical College

3:30 PM

4:00 PM

FRIDAY, JANUARY 17, 2014 • 7:30 AM - 12:30 PM

SCHEDULE OF PRESENTATIONS

7:30 AM **CONTINENTAL BREAKFAST** @ Exhibit Hall (front of the Theater)

9:00 AM **TRACK WINNERS PANEL**
Moderated by Dr. Nitzá Hernández, Former Executive Director (Theater)

Theater

Room: SM215

10:00 AM **DISTANCE LEARNING**

Title:

A Blended Platform for Developmental Reading, a Best Practice Example!

The presentation will highlight how to organize a blended developmental reading course, how to create exciting content related to current themes, and how the blended part of the course works in the real world.

Presenter:

Dr. Celia Cruz-Johnson
Reading Instructor, Reading Department, San Jose City College
Highest Score on the Distance Learning Track

DISTANCE LEARNING

Title:

Social Work Distance Education Program: Challenges and Solutions

In 2009, an agreement was established between the University of Texas-Pan American (UTPA) and Laredo Community College (LCC), and between UTPA and University of Texas- Brownsville (UTB), which allowed UTPA to offer a Master of Science in Social Work (MSSW) and a Bachelor of Social Work (BSW) degree in Laredo and Brownsville, Texas.

Presenters:

Dr. Denise Longoria
Assistant Professor of Social Work,
The University of Texas - Pan American (UTPA)

Dr. María de Lourdes Martínez Avilés
Field Education Director, Social Work Department,
The University of Texas -Pan American (UTPA)

11:00 AM **BREAK** @ Exhibit Hall (front of the Theater)

11:30 AM **RETENTION**

Title:

The Co-Curricular Transcript - You Complete Me. Documenting the Total Student Experience

The Co-Curricular Transcript (CCT), at Borough of Manhattan Community College (BMCC), has provided a way to promote and assist students in officially documenting civic engagement, leadership opportunities and learning experiences outside of the classroom.

Presenters:

Dr. Marva Craig
Vice President for Student Affairs, Borough Manhattan Community College (CUNY)

Dr. Michael Hutmaker
Dean for Student Affairs, Borough Manhattan Community College (CUNY)

Highest Score on the Retention Track

DISTANCE LEARNING

Title:

Estudiando la plataforma de código abierto Moodle: Investigación en Acción

Este es un estudio evaluativo acerca del uso de la plataforma interactiva de código abierto Moodle en la modalidad de cursos asistidos por las tecnologías de la información y las comunicaciones en educación superior. El estudio es uno exploratorio cuyo propósito es el de pre sentar estrategias de avalúo para modalidades del e-learning.

Presenter:

Dr. Pedro Cartagena
Catedrático Auxiliar, Departamento de Administración de Empresas y Sistemas de Oficina,
Universidad de Puerto Rico, Utuado (UPRU)

Language:

Spanish

BREAKOUT SESSIONS • DAY TWO

SCHEDULE OF PRESENTATIONS

CONTINENTAL BREAKFAST @ Exhibit Hall (front of the Theater)

7:30 AM

9:00 AM

Room: SM216

ASSESSMENT

Title:

Combating Poor Passing Rates in Developmental Mathematics through the Synergy of ASAP and the Effective Implementation of WebAssign - A Student Tailored Pedagogical Approach

ASAP is a comprehensive structured program that is designed to improve retention and graduation rates (average three-year graduation rate of 56% versus 23%) through a range of holistic support services and a commitment to remediate students within the first year of study. WebAssign is an online homework and testing management system.

Presenters:

Nadine Browne

Academic Advising Manager, Accelerated Study in Associates Programs (ASAP), Borough of Manhattan Community College (CUNY)

Dale Dawes

Doctoral candidate in Mathematics Education at Teachers College, Columbia University and; Full-time lecturer, Borough of Manhattan Community College (CUNY)

Room: R001

RETENTION

Title:

"Latin@s and Justice in NYC" - First Year Seminar Programming for Hispanic Student Success

Student Academic Success Programs at John Jay College of Criminal Justice works in collaborative partnership with key university offices and the Department of Latin American and Latina/o Studies to offer first year seminar courses that directly address the success of Hispanic students.

Presenters:

Kate Szur

Senior Director, Student Academic Success Programs, John Jay College

Dr. Jodie Roure

Professor, national and international scholar, Juris Doctor, Researcher, expert witness and government consultant.

10:00 AM

BREAK @ Exhibit Hall (front of the Theater)

11:00 AM

DISTANCE LEARNING

Title:

Mirando Hacia el Sur - Connecting US Distance Education with Institutional Partnerships to Latin America

The Fort Hays State University (FHSU) Virtual College provides place-bound adult learners affordable access to over 30 degree programs and multiple certificate opportunities.

Presenter:

Dr. Jerry Spotswood

Assistant Dean of the Graduate School/Assistant Provost for Internationalization, Fort Hays State University

RETENTION

Title:

Campus Wide Collaboration On the Retention of distance education students. Best Practice.

The retention of distance education students has been a priority for UTPA faculty and university administration. As a result, the focus has been to ensure that distance education students receive the same support and access to resources as the face to face students receive.

Presenters:

Dr. Aziza Zemrani

Public Affairs and Security Studies/Interim Chair, The University of Texas-Pan American,

Dr. Farzaneh Razzaghi

Dean of Library, The University of Texas-Pan American

Edgar Gonzalez

Director of the Center for Online Learning and Teaching Technology (COLTT), University of Texas- Pan American

11:30 AM

FRIDAY, JANUARY 17, 2014 • 1:30 PM - 3:30 PM

SCHEDULE OF PRESENTATIONS

Theater

Room: SM215

1:30 PM

DISTANCE LEARNING

Title:

Integrating technology to an EGAP course for medical students

This presentation aims at sharing the experience of the Open Lingua program at *Universidad Cooperativa de Colombia*; it's purpose is the development of English communicative competences for all undergraduate students in the institution. Facing this particular challenge, Open Lingua is a language learning program where it is possible to integrate a virtual learning environment with face to face classes.

Presenters:

Jorge Hugo Muñoz Marín
Coordinator of the language learning program,
Universidad Cooperativa de Colombia

DISTANCE LEARNING

Title:

Differences that Matter: Instructional Design for Diverse Learners in the Online Learning Environment

This session will focus on the strategies for designing instructional activities that support the learning cycle of diverse learners in the online learning environment. Based on a conceptual framework for online student learning, the presenter will illustrate how technology and media related to contextual topics can be utilized for online teambuilding, communication, and collaboration among diverse students.

Presenter:

Meg Tarafdar
Associate Director, Center for Excellence in Teaching and Learning, Queensborough Community College (CUNY)

2:30 PM

RETENTION

Title:

Scaling up a Student Support Network for Latino students

With a small grant and in collaboration with IBM in spring 2011, QCC developed an Early Alert system. This system increased the collaboration and interaction between student affairs and academic affairs. Over 20,000 alerts in answer to attendance issues, performance issues, and risk of failure were processed through the SSN system in the AY 2012-13, with thirty-seven percent of faculty participation.

Presenters:

Dr. Margot Edlin
Associate Professor in the Academic Literacy Department, and Faculty Fellow for the Office of Academic Affairs, Queensborough Community College (CUNY)

Elisabeth Lackner
Director of Institutional Research and Assessment, Queensborough Community College (QCC)

Dr. Paul Marchese
Academic Affairs Dean, Queensborough Community College (CUNY)

Hamadi Henderson
Qualitative data analyst, SSN Early Alert project, Queensborough Community College (CUNY)

DISTANCE LEARNING

Title:

MOOC: In the belly of the beast

MOOCs attack traditional institutional structures. To break down the barriers, multiple factors must be considered. This experience provided data to help understand the MOOC phenomenon. Innovation is a process that includes various factors. This presentation helps understand MOOCs, and explains the research process.

Presenter:

Dr. Juan Meléndez-Alicea
Professor, College of Education, University of Puerto Rico; Assessment, Ana G. Méndez Virtual Campus and; Member of the Board of Directors of the Puerto Rico Society of Evaluators.

BREAKOUT SESSIONS • DAY TWO

SCHEDULE OF PRESENTATIONS

Room: SM216

ASSESSMENT

Title:

PSEO and Early Opportunities for Hispanic Students

Minnesota West Community and Technical College is a network of five campuses and four centers. One of our campus communities in Minnesota is mostly populated by newly arrived immigrant Hispanic residents. PSEO (Post-Secondary Enrollment Options) is an opportunity for a qualified Minnesota high school tenth, eleventh, or twelfth grade student to enroll in college courses as part of the student's full-time high school enrollment and receive both college credit and credit toward high school graduation requirements.

Presenters:

Amber Luinenburg
Coordinator of Communication, Marketing and Advertising,
Minnesota West Community and Technical College

Katie Heronimus
Luverne Center Director and Student Advisor, Minnesota West
Community and Technical College

Room: R001

DISTANCE LEARNING

Title:

ePortfolio: Situating Ourselves in the Global Context

This collaborative ePen-pal project with the University of Puerto Rico, Mayagüez, in the spring of 2012, enabled my Education students to form a cross-cultural virtual community for sharing perspectives on global, historical & contemporary events.

Presenter:

Dr. Rosalina Díaz, Associate Professor
Medgar Evers College (CUNY)

RETENTION

Title:

iPad Pilot Initiative: A catalyst for technology adoption and teaching innovation

Two cohorts and over 60 faculty members have participated in the iPad Pilot Initiative since it was launched in Fall 2012. This faculty-driven initiative was designed to encourage faculty members to work in teams and engage in group discussions.

Presenter:

Carlos Guevara, Director, Educational Technology Office,
Hostos Community College

1:30 PM

DISTANCE LEARNING

Title:

Weekend/Online Option for Working Adults

Nurses have exceptional job growth and prolific career opportunities. The need for flexible, innovative and convenient College education is the foundation for imparting knowledge to the adult learners in the workforce. This unique model will meet the demands of the healthcare system and bring a genuine sense of accomplishment to the working individuals.

Presenters:

Dr. Catherine Alicia Georges
Professor and the Chairperson of the Department of Nursing,
Lehman College (CUNY)

Alis Zakarian
Director of Workforce Education Programs, School of Continuing
& Professional Studies, Lehman College (CUNY)

RETENTION

Title:

An examination of personality traits in students' perceptions of online and hybrid courses at a predominantly Hispanic-serving university.

This presentation will show how a Hispanic-serving university developed both online and hybrid online courses using the Quality Matters rubric, which had a 100% retention rate.

Presenters:

Dr. Ramiro de la Rosa
Assistant Director, Center for Online Learning,
Teaching & Technology, University of Texas-Pan American

Dr. Aziza Zemrani
Public Affairs and Security Studies/Interim Chair,
The University of Texas-Pan American

2:30 PM

FRIDAY, JANUARY 17, 2014 • 2:30 PM - 3:30 PM

SCHEDULE OF PRESENTATIONS

Room: SM103

2:30 PM

RETENTION

Title:
Undocumented Hispanics and the Minnesota Dream Act

The Minnesota Dream Act provides undocumented students who have successfully completed high school and who wish to pursue higher education with access to the same in-state tuition and financial aid that all other Minnesota high school students have. The Minnesota Dream Act is about increasing awareness to Hispanic students who previously thought higher education was not a possibility for them.

Presenters:

Dr. Richard Shrubbs, President, Minnesota West Community and Technical College

Carissa Haberman, Student Services Specialist, Minnesota West Community and Technical College

Title:
Summer Teaching with Technology Boot Camp. One Successful Research-Based Strategy to Support Faculty Use of eLearning Technologies


At EWU our IT group has tried different methods to enhance instructor computer attitudes, self-efficacy and experience related to the incorporation of instructional technologies into instruction. This session will describe several faculty development approaches we have used while focusing on our annual summer boot camp.

Presenters:

Dr. Gary L. Pratt, Vice President for Information Technology and Chief Information Officer, Eastern Washington University

Dr. David E. Dean, Director of Instructional Technology, Design, Development and Decision Support Services at Eastern Washington University.






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Ana G. Méndez, Virtual Campus

Dr. Robert Whittaker

Lehman College

Prof. María M. Cruz-Guilloty

Huertas College

Prof. Heyda Delgado

Polytechnic University of Puerto Rico

TRACK II: Retention

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John Jay College of Criminal Justice,
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Ana G. Méndez University System

Dr. Dallas Reed

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For additional information
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(787) 766-2600,
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FUTURE EVENTS

HETS Professional Development Events

Throughout the past five years, the HETS Professional Development Events (PDE) program has become one of the Consortium's signature services. Its main strategic focus of the professional development activity is to help enhance the capacity of member's institutions to increase Hispanic student retention through technology, help optimize faculty performance through its use in order to promote motivation, student engagement, and academic success. Between 2008 and 2013, HETS delivered more than 45 workshop sessions. All along the past five years, more than 750 professionals have benefited from this service. The HETS "Integration of New Technologies in Higher Education" Certification (offered in Spanish) focuses on four main areas: online support services for faculty, online module design, assessment of online courses and online teaching, and online student support services.

HETS Certification: Integration of New Technologies in Higher Education (online workshops offered in Spanish)

- **Online Support Services for Faculty (Basic and Advanced)**
- **Design of an Online Module (Basic and Advanced)**
- **Assessment of Online Courses and Online Teaching (Basic and Advanced)**
- **Student Support Services Online (Basic and Advanced)**

HETS professional development strategy continues to expand and diversify. Since 2012-2013 academic year, HETS developed to be delivered completely online self paced English Workshops based on the need and interest of member institutions at the states. These workshops have been designed to maximize the experience and value due to its innovative self paced modality which allows participants more time to practice skills at their convenience with the benefit of obtaining 2.0 continuing education credits (20 contact hours).

English Workshops (self paced modality, offered in English)

- **Using Learning Styles for Online Courses as a Way to Increase Hispanic Student's Access and Retention**
- **General Education and Outcomes Assessment**

In addition to the English Workshops, during 2013-2014, a series of Individual Online Workshops (in Spanish) began its online sessions. These four individual workshops have been developed to help participants enhance their already known skills related to the integration of new technologies in Higher Education. Each workshop has a completely online session with at least one synchronic session during its duration. At the end of each workshop the participant has the opportunity to earn 2.0 continuing education credits (20 contact hours).

Individual Online Workshops with Continuing Education (New online workshops offered in Spanish)

- **Best Practices for Online Retention: Core Elements of an Effective Instructional Design**
- **Best Practices of Educational Applications Web 2.0**
- **Best Practices in Collaborative Work in Online Learning: Discussion Forums and Work in Virtual Teams**
- **Digital and Information Literacy Skills with Digital Natives**



HETS around the Block: The HETS CAMPUS VISITS

As part of its efforts to continue learning about the needs of its members and identifying new expert resources to develop and offer services to its members, HETS visits member campuses from different parts of the Nation every semester. These visits also support HETS's efforts to promote its services and events, and, certainly, continue enhancing the involvement and participation of member institutions, one of its main goals. During the past five years, HETS has performed more than 100 site visits in Puerto Rico and United States. In addition, international institutions have been impacted through online meeting sessions. Soon, you will learn more about our next series of campus visits.



HETS Events

HETS is constantly looking for newer and fresher ideas in its field of expertise to bring its members the best of all services, and maximize the knowledge and experiences of member themselves, as they get together to collaborate with each other and contribute to one another. This is why one of the HETS Consortium priorities involves the development and offering of various events throughout the year that are tailored to the educational and growth needs of today's Higher Education institutions. Visit our website to find out about the next event!

HETS VIRTUAL BEST PRACTICES SHOWCASE

Thank you for your support and participation on the 2014 Best Practices Showcase! We will start working on the upcoming Virtual Best Practices Showcase. Stay tuned for the announcement to save the date!

Looking forward to connect with you in January 2015!



Un equipo comprometido contigo

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Mantente al día con las noticias de actualidad, presentadas por un equipo de periodistas y profesionales comprometidos con llevar la información de forma precisa y objetiva.

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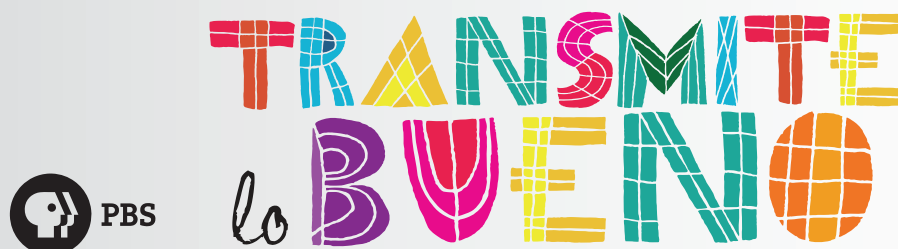
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