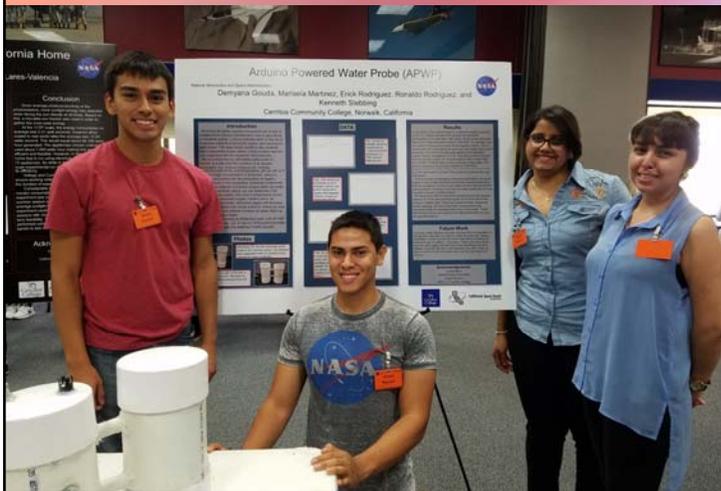


Largest graduating class in campus history for the fourth consecutive year. Awarded more than 5,000 degrees and certificates at 2019 commencement



NASA On Campus provides STEM students with career exploration opportunities





Cerritos Complete wins the 2018 *Examples of Excelencia Award*, and honored by State Assembly



New Stats in Motion provides academic support in mathematics to student athletes in an untraditional way



Trustee Marisa Perez honored with 2018 Student Equity Award by NALEO



Independent audits show Cerritos College as good steward over bond construction program



New Public Art Collection to make College a creative landmark



New Performing Arts Center breaks ground with a \$500K planned gift by Dr. Connie Mayfield



Veteran Business
Professor Bob Livingston
named 2018 Teacher of
the Year



New Health & Wellness Complex opens as campus' first
green-certified building



Falcon wrestling wins third straight SoCal team dual title

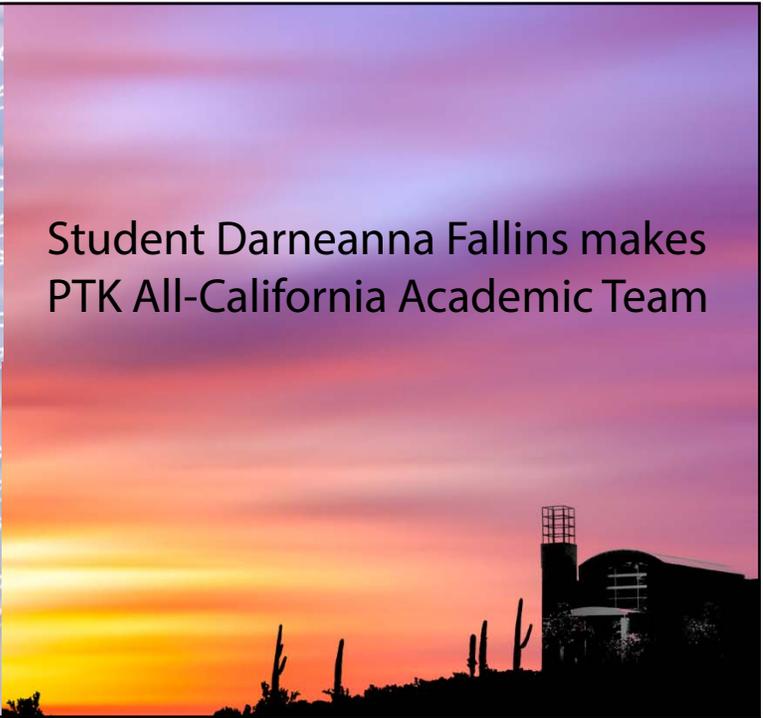


Photography Professor Christina Fernandez featured at Getty Museum





Student Darneanna Fallins makes PTK All-California Academic Team



College announces two years of free college through Cerritos Complete



More than 100 students study abroad in Iceland, Italy and Taiwan



Wrestling coach Donny Garriott inducted into National Wrestling Hall of Fame





Cerritos College President Jose Fierro meets with students.

and helps them fill out a Free Application for Federal Student Aid.

LOOK AT THE DATA

The equity gap might mean something different for each institution, depending on the communities they serve. Some colleges may see large gaps in completion rates between students of various ethnicities; for others, these gaps might show up in the achievement of students from different genders or economic groups, or among veterans or students

"We're promising not just financial support, but extensive wraparound services to help students complete their degree."

JOSE FIERRO, president, Cerritos College

Community College Journal features Cerritos Complete



Teacher TRAC receives more than \$1 million in gifts to prepare future educators





Women's soccer player Sydney Carr named National Player of the Year



New partnership with National University brings affordable bachelor's degrees in criminal justice, nursing, and paralegal to College



Men's soccer team earns first national championship



WPMD's *Un Poquito Latino* is America's best foreign language college radio program



Men and women's track and field win South Coast Conference Championship



Inaugural College Signing Day



Lynn Serwin wins the Online College Idea Challenge with Success Tribes project



Student Jocelyn Arriaga wins second place in Chinese Proficiency Competition



Women's track and field team wins ninth state championship



Froylan Cabuto, Dr. Valyncia Raphael, and Amber Dofner receive 2018 John & Suanne Roueche Excellence Award





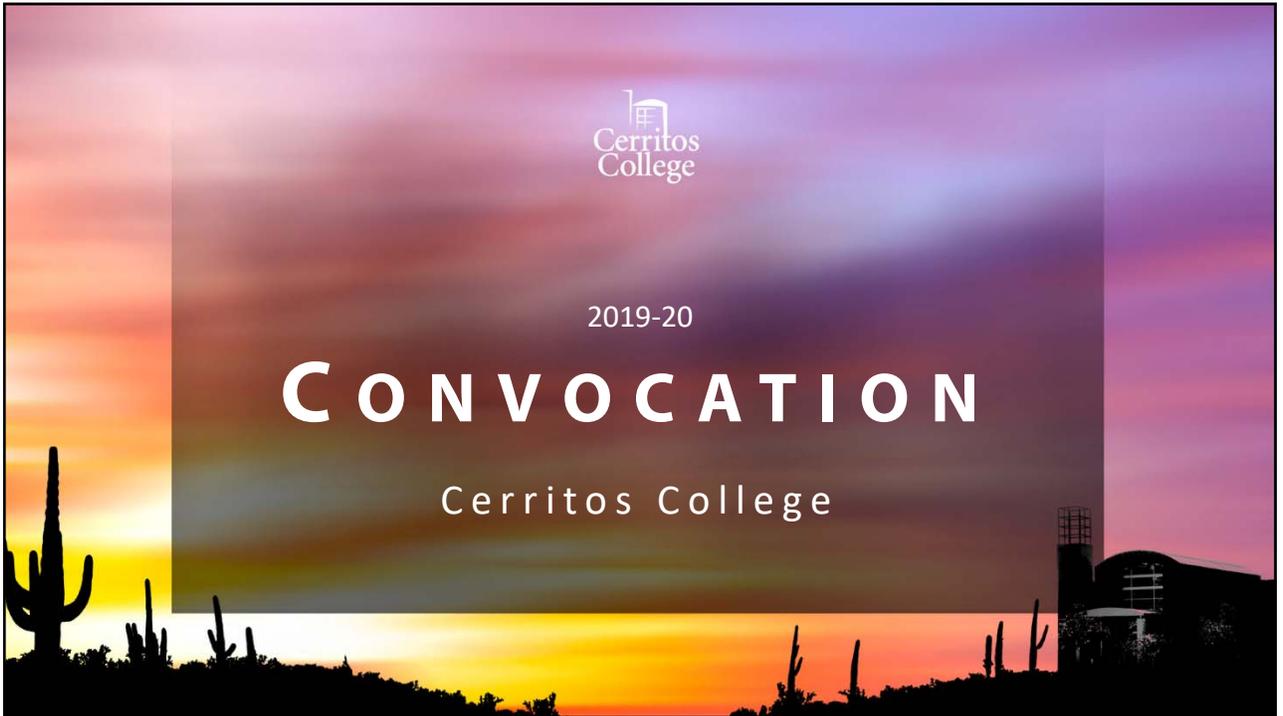
U.S. Department of State selects ESL instructor Lee Anne McIlroy as English language fellow for Tanzania project



2019-20

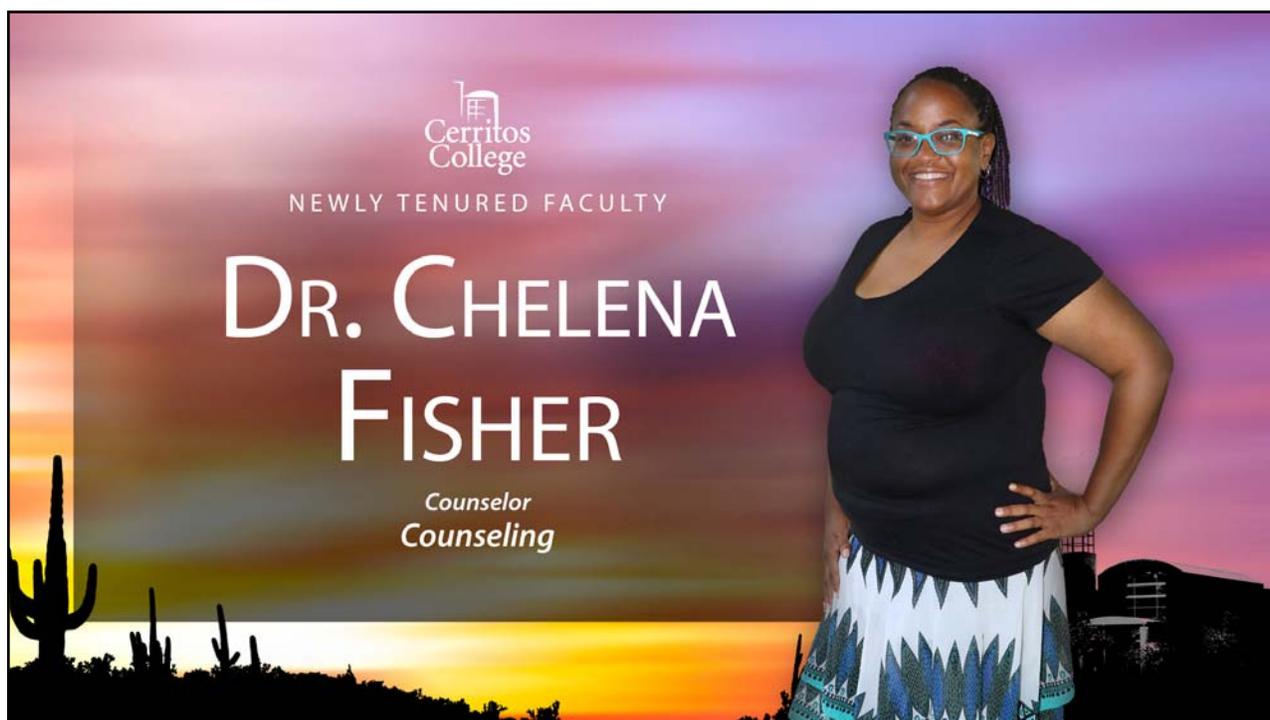
CONVOCATION

Cerritos College















Cerritos College
NEWLY TENURED FACULTY

DR. JIANLI HU

*Business Administration
Business Education*

A portrait of Dr. Jianli Hu, a woman with dark hair wearing a floral dress, standing against a sunset background with cacti and a building silhouette.



Cerritos College
NEWLY TENURED FACULTY

TRISHA KOZLOWSKI

*Head Coach - Women's Basketball
Physical Education*

A portrait of Trisha Kozlowski, a woman with dark hair wearing a light blue button-down shirt, standing against a sunset background with cacti and a building silhouette.



Cerritos College
NEWLY TENURED FACULTY

CARLOS MERA

Physics
Science, Engineering and Mathematics

A portrait of Carlos Mera, a man with a grey beard and mustache, wearing a blue patterned short-sleeved shirt. He is standing with his hands clasped in front of him. The background is a sunset over a desert landscape with saguaro cacti and a building silhouette.



Cerritos College
NEWLY TENURED FACULTY

MARK OLAGUE

English
Liberal Arts

A portrait of Mark Olague, a man with a goatee and mustache, wearing a light blue and white checkered short-sleeved shirt. He is standing with his hands at his sides. The background is a sunset over a desert landscape with saguaro cacti and a building silhouette.





Cerritos College
NEWLY TENURED FACULTY

DR. VERONICA SANCHEZ

*Psychology
Humanities/Social Sciences*

A portrait of Dr. Veronica Sanchez, a woman with long dark hair, wearing a black top and a grey blazer. The background is a sunset with silhouettes of cacti and a building.



Cerritos College
NEWLY TENURED FACULTY

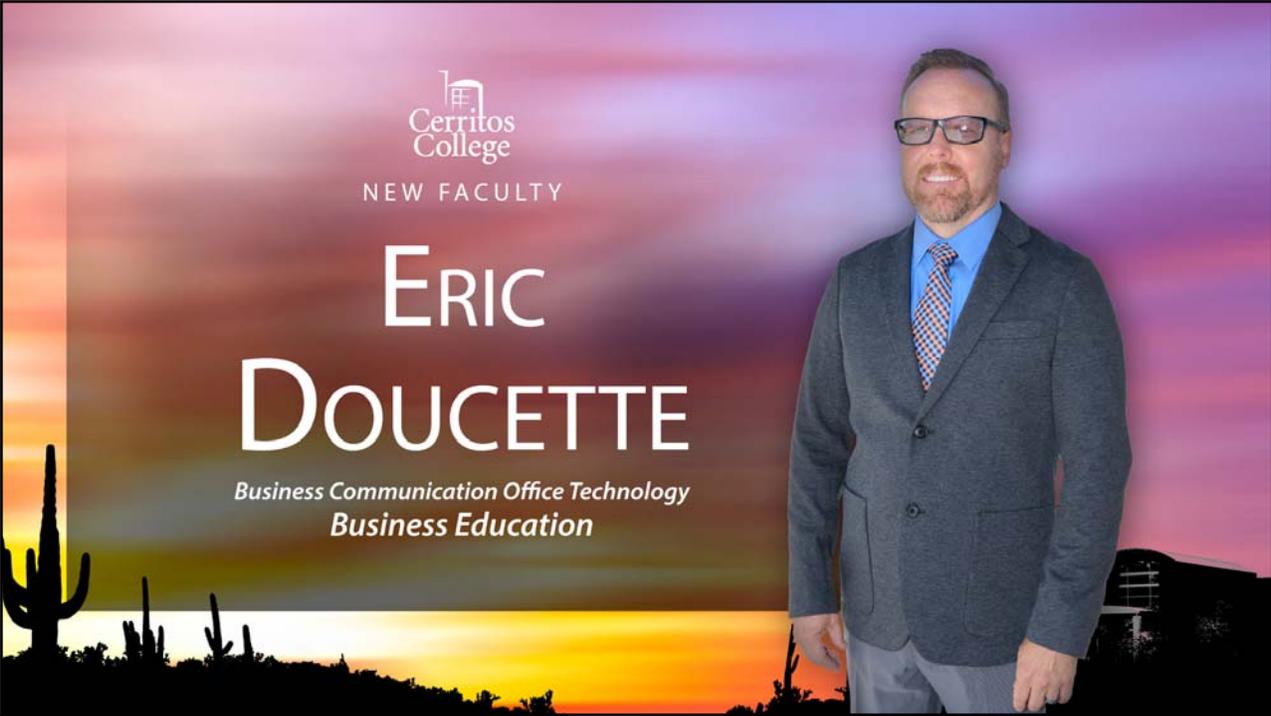
MARLENA SHORE

*Dental Hygiene
Health Occupations*

A portrait of Marlena Shore, a woman with glasses wearing a red and white striped dress. The background is a sunset with silhouettes of cacti and a building.







NEW FACULTY

ERIC DOUCETTE

*Business Communication Office Technology
Business Education*



NEW FACULTY

CAMERON FERRE

*Automotive Collision Repair
Technology*







Cerritos College
NEW FACULTY

DR. CHRISTOPHER INGSTAD

*Physical Therapist Assistant
Health Occupations*

A portrait of Dr. Christopher Ingstad, a man with a beard and mustache, wearing a dark blue button-down shirt and a grey patterned tie. He is standing against a background of a sunset with silhouettes of saguaro cacti. The text is overlaid on the left side of the image.

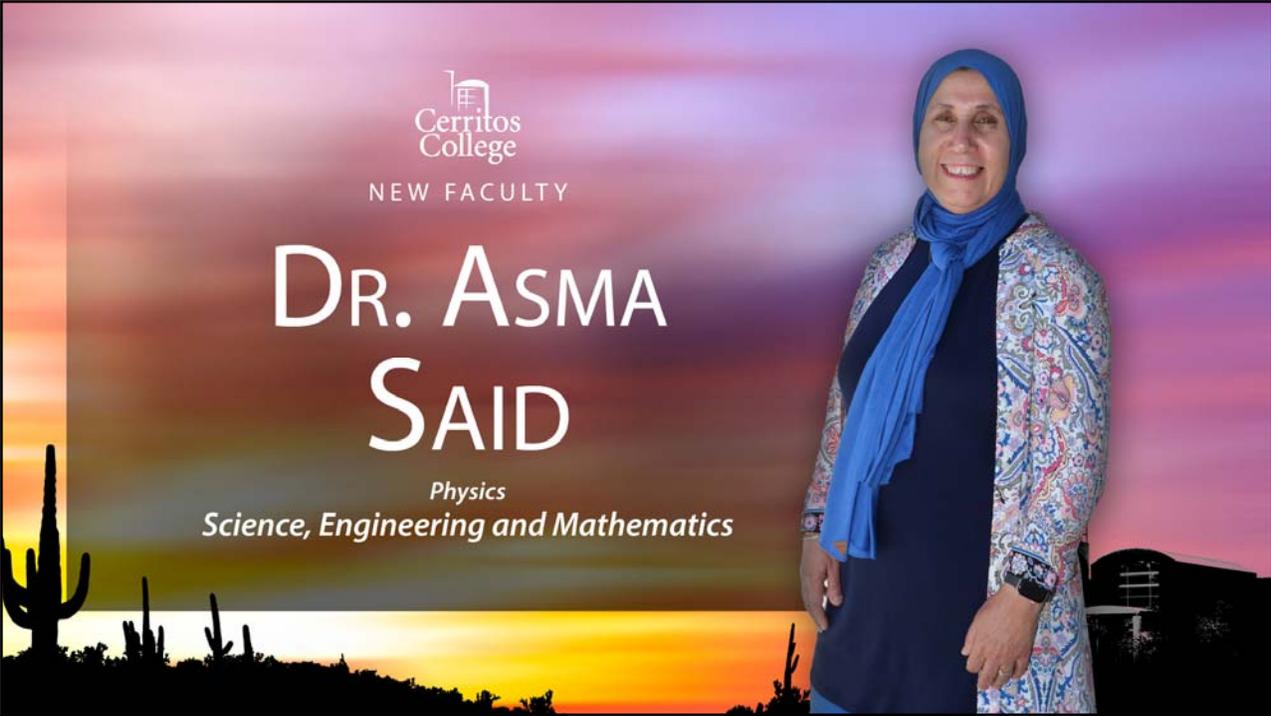


Cerritos College
NEW FACULTY

ROBERT MITTENDORF

*Philosophy
Humanities/Social Sciences*

A portrait of Robert Mittendorf, a man with a beard and mustache, wearing a blue button-down shirt. He is standing with his arms crossed against a background of a sunset with silhouettes of saguaro cacti and a building. The text is overlaid on the right side of the image.









Cerritos College
NEW CLASSIFIED

IRMA CORADO

*Admissions and Records Technician II
Admissions and Records*

A portrait of Irma Corado, a woman with long dark hair, wearing a dark blue long-sleeved top. She is smiling and standing against a background of a sunset with silhouettes of saguaro cacti and a building.



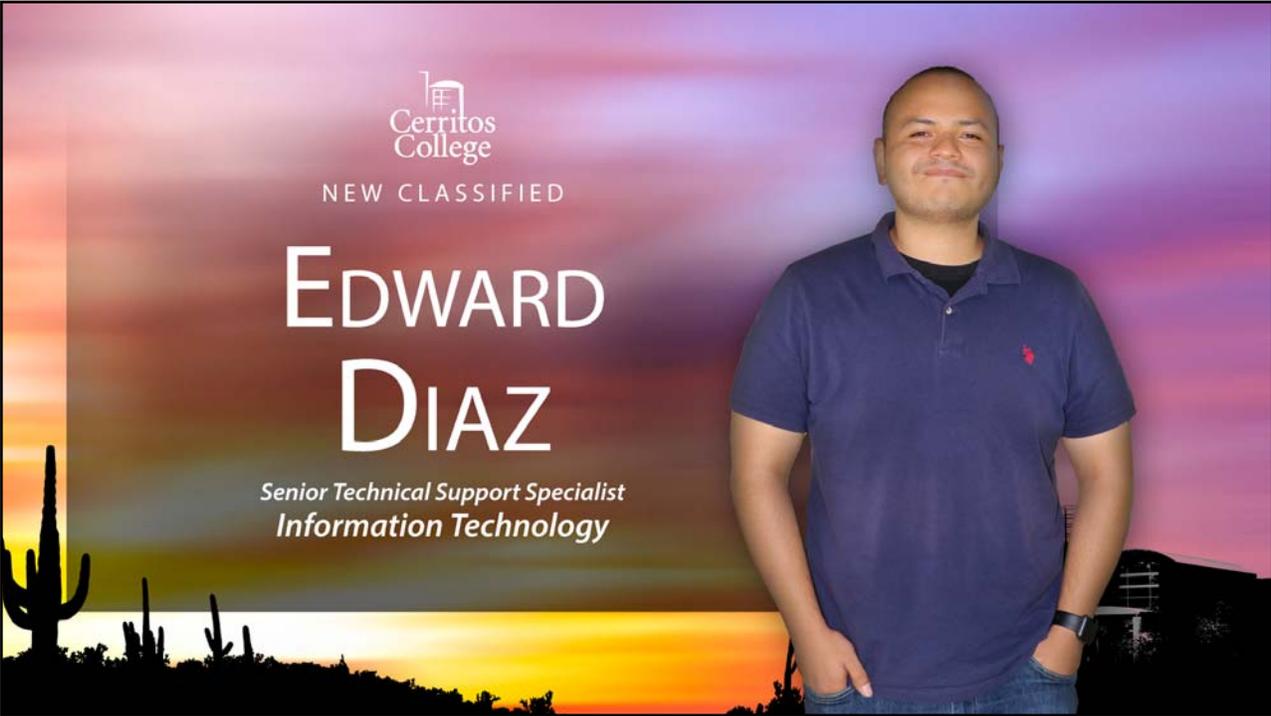
Cerritos College
NEW CLASSIFIED

LACIE COUVILLION

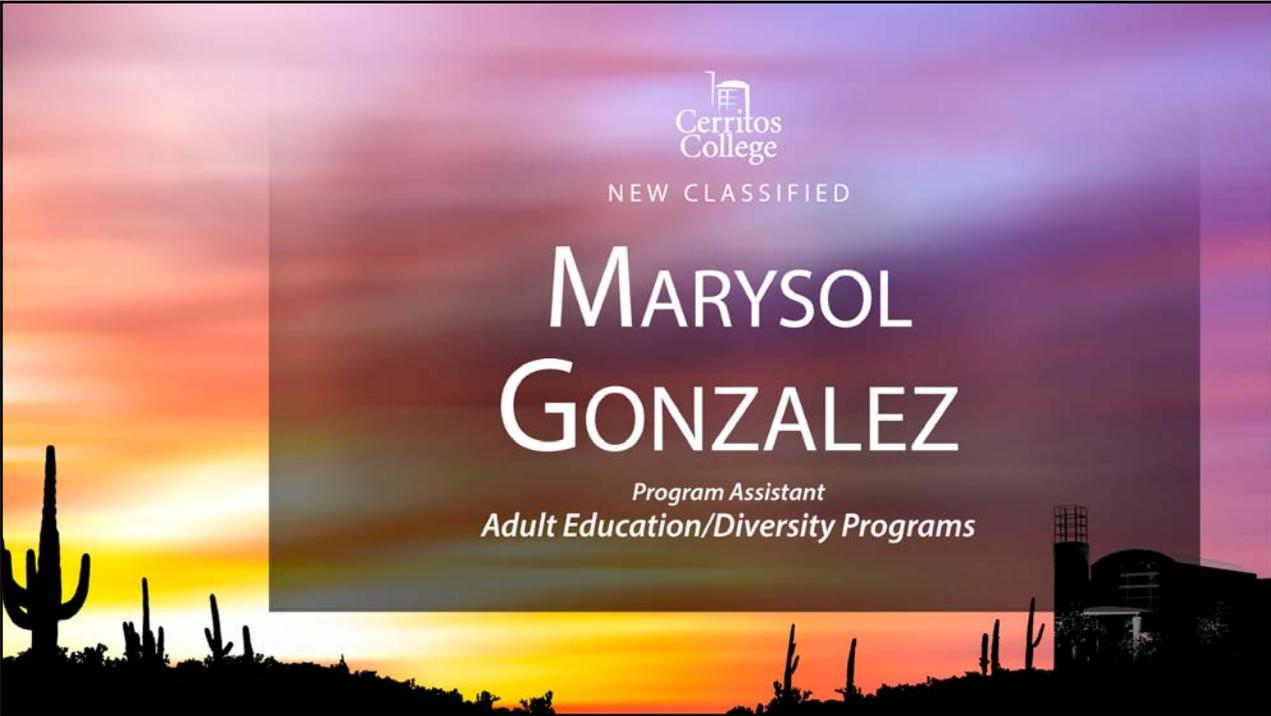
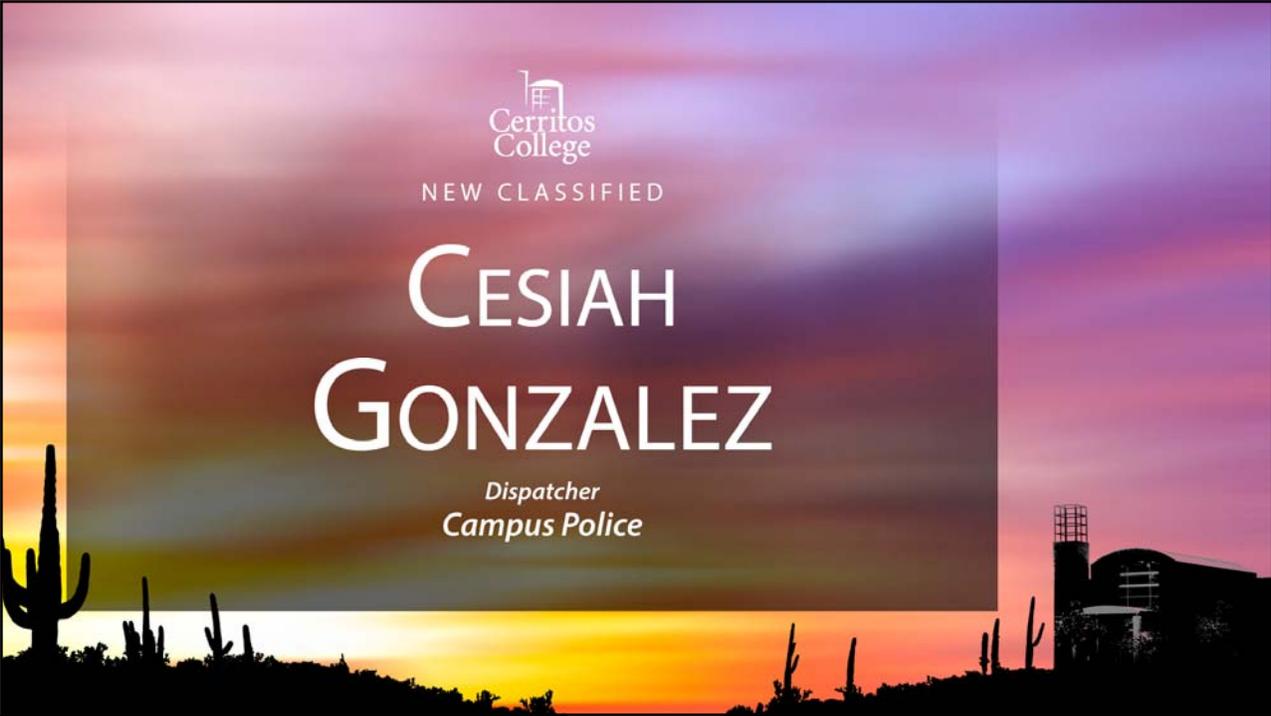
*Communication Services Coordinator
Disabled Student Programs and Services*

A portrait of Lacie Couvillion, a woman with long brown hair, wearing a black long-sleeved top. She is smiling and standing against a background of a sunset with silhouettes of saguaro cacti and a building.







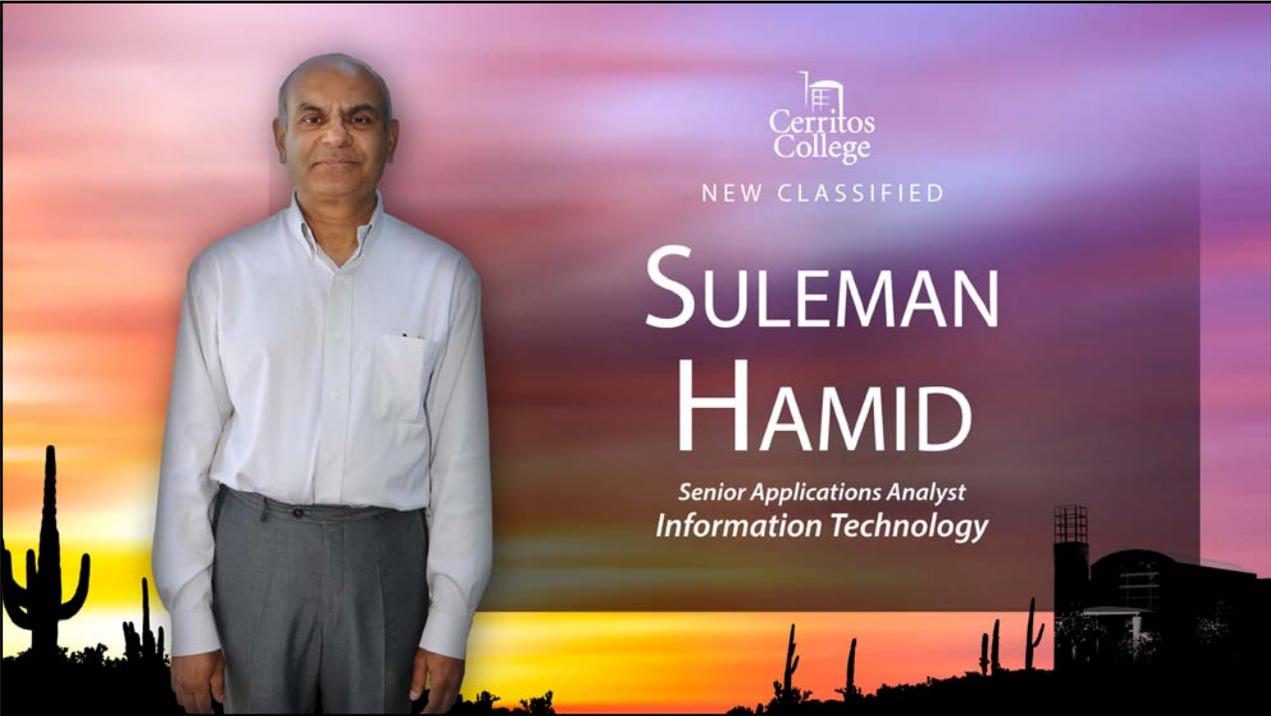


A professional portrait of Irma Gorrocino, a woman with dark hair, wearing a grey blazer, a white top, and an orange skirt. She is standing against a background of a sunset with silhouettes of saguaro cacti and a building.


NEW CLASSIFIED

IRMA GORROCINO

*Public Affairs Specialist
Public Affairs*

A professional portrait of Suleman Hamid, a man with grey hair, wearing a white button-down shirt and grey trousers. He is standing against a background of a sunset with silhouettes of saguaro cacti and a building.


NEW CLASSIFIED

SULEMAN HAMID

*Senior Applications Analyst
Information Technology*



NEW CLASSIFIED

ANABELLE HORTON

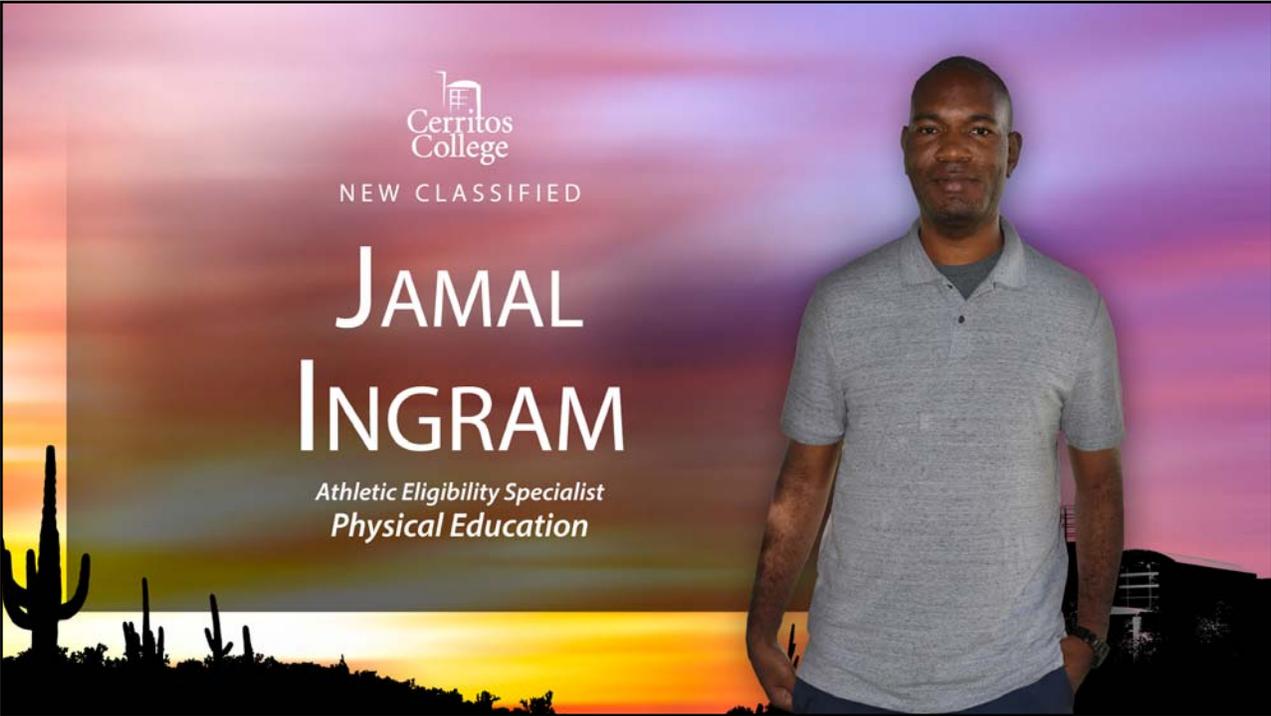
*Financial Aid Specialist
Financial Aid*



NEW CLASSIFIED

JAMAL INGRAM

*Athletic Eligibility Specialist
Physical Education*





NEW CLASSIFIED

PAULINA JONES

*College Foundation Secretary
Foundation*



NEW CLASSIFIED

JOSEPH JOSON

*Pool Maintenance Technician
Facilities*





Cerritos College
NEW CLASSIFIED

KEISHA MARTS

*Lead Custodian
Facilities*

A portrait of Keisha Marts, a woman with a shaved head, smiling. She is wearing a blue short-sleeved button-down shirt with a "FACILITIES" patch on the left chest. The background is a sunset with silhouettes of saguaro cacti and a building.



Cerritos College
NEW CLASSIFIED

MARC MARUZZO

*Senior Network Administrator
Information Technology*

A portrait of Marc Maruzzo, a man with short dark hair, smiling. He is wearing a light blue short-sleeved button-down shirt. The background is a sunset with silhouettes of saguaro cacti and a building.

A woman with short brown hair and glasses, wearing a blue and white patterned sleeveless top and blue jeans, stands with her hands clasped in front of her. The background is a sunset with silhouettes of saguaro cacti and a building.


NEW CLASSIFIED
**LAURA
MILNE**
*Skills Lab Coordinator
Health Occupations*

A man with short dark hair and a mustache, wearing a light blue button-down shirt, stands with his hands clasped in front of him. The background is a sunset with silhouettes of saguaro cacti and a building.


NEW CONFIDENTIAL
**HUGH
NGUYEN**
*Human Resources Technician I (Confidential)
Human Resources*

A portrait of Erik Osuna, a man with short dark hair, smiling and wearing a blue patterned short-sleeved button-down shirt and dark pants. He is standing against a background of a sunset with silhouettes of saguaro cacti and a building.


NEW CLASSIFIED

ERIK OSUNA

*Library Technical Specialist
Library*

A portrait of Kelly Rios, a woman with dark hair, smiling and wearing a blue patterned short-sleeved button-down shirt and dark pants. She is standing against a background of a sunset with silhouettes of saguaro cacti and a building.


NEW CONFIDENTIAL

KELLY RIOS

*Administrative Assistant (Confidential)
Student Services*





Cerritos College
NEW CLASSIFIED

NANCY VASQUEZ

*Cosmetology Assistant
Cosmetology*

A portrait of Nancy Vasquez, a woman with long, wavy purple hair, wearing a black top and a black sheer shawl. She is standing with her hands clasped in front of her. The background is a sunset with silhouettes of saguaro cacti and a building.



Cerritos College
NEW CLASSIFIED

PAUL VERNOLA

*Plumber
Facilities*

A portrait of Paul Vernola, a man with a mustache wearing a blue short-sleeved button-down shirt, blue pants, and a blue baseball cap. He is standing with his hands at his sides. The background is a sunset with silhouettes of saguaro cacti and a building.



Cerritos College
NEW CLASSIFIED

CASSIE WRIGHT

*Senior Applications Analyst
Information Technology*

A portrait of Cassie Wright, a man with short dark hair, wearing a dark blue polo shirt and light-colored pants. He is standing against a background of a sunset sky with silhouettes of saguaro cacti and a building.



Cerritos College
NEW CLASSIFIED

ANDRES ZUNIGA

*Senior Technical Support Specialist
Information Technology*

A portrait of Andres Zuniga, a man with short dark hair, wearing a dark blue button-down shirt and jeans. He is standing against a background of a sunset sky with silhouettes of saguaro cacti and a building.



PROMOTED CLASSIFIED EMPLOYEES

2019-20 Convocation



Cerritos
College
PROMOTED CLASSIFIED EMPLOYEES

CAITLIN MULLINS

*Instructional Scheduling Specialist
Academic Affairs*





NEW MANAGERS

ROLAND CHACON

*Captain
Campus Police*



NEW MANAGERS

JUDY FOX

*Deputy Sector Navigator, Business and Entrepreneur Sector
Academic Affairs*



A woman with dark hair, wearing a blue long-sleeved top and dark pants, stands against a sunset background with silhouettes of saguaro cacti and a building.


NEW MANAGERS

SONIA GONZALEZ

*Assistant Director of Admissions and Records
Admissions and Records*



A man with a beard, wearing a light blue button-down shirt and khaki pants, stands against a sunset background with silhouettes of saguaro cacti and a building.


NEW MANAGERS

MATTHEW HARMS

*Development Officer and Director of Alumni Relations
Foundation*



Cerritos College
NEW MANAGERS

CAROL KRUMBACH

*Executive Director, Foundation and Institutional Advancement
Foundation*

A portrait of Carol Krumbach, a woman with short blonde hair, wearing a grey blazer over a black top. She is standing against a background of a sunset with silhouettes of saguaro cacti and a building.



Cerritos College
NEW MANAGERS

DR. STEVEN LAVIGNE

*Acting Dean of Disabled Student Programs and Services
Disabled Student Programs and Services*

A portrait of Dr. Steven LaVigne, a man with a beard and mustache, wearing a light purple button-down shirt and grey trousers. He is standing against a background of a sunset with silhouettes of saguaro cacti and a building.



Cerritos College
NEW MANAGERS

JUAN MERCADO

*Acting Financial Aid Assistant Director
Financial Aid*

A portrait of Juan Mercado, a man with a shaved head wearing a grey polo shirt, standing against a sunset background with saguaro cacti silhouettes.



Cerritos College
NEW MANAGERS

KATIE MISHLER

*Deputy Sector Navigator,
Advanced Transportation and Logistics Sector
Academic Affairs*

A portrait of Katie Mishler, a woman with long brown hair wearing a floral patterned top, standing against a sunset background with saguaro cacti silhouettes.



Cerritos College
NEW MANAGERS

DR. FRANK MIXSON

*Instructional Dean
Liberal Arts*

A portrait of Dr. Frank Mixson, a man with grey hair wearing a grey plaid blazer over a light blue button-down shirt and dark blue trousers. He is standing with his hands in his pockets against a background of a sunset sky with silhouettes of saguaro cacti and a building.



Cerritos College
NEW MANAGERS

DR. RORY NATIVIDAD

*Instructional Dean
Health, Physical Education, Dance and Athletics*

A portrait of Dr. Rory Natividad, a man with a shaved head wearing a light blue button-down shirt and dark blue trousers. He is smiling and standing with his hands behind his back against a background of a sunset sky with silhouettes of saguaro cacti and a building.



Cerritos College
NEW MANAGERS

DR. DILCIE PEREZ

*Vice President of Student Services/Assistant Superintendent
Student Services*

A portrait of Dr. Dilcie Perez, a woman with curly hair wearing a bright green dress, standing against a sunset background with cacti silhouettes. The Cerritos College logo and 'NEW MANAGERS' text are in the top left. Her name and title are centered in white text.



Cerritos College
NEW MANAGERS

JAMIE QUIROZ

*Acting Dean of Student Support Services
Student Support Services*

A portrait of Jamie Quiroz, a woman with glasses wearing a black top and a plaid skirt, standing against a sunset background with cacti silhouettes. The Cerritos College logo and 'NEW MANAGERS' text are in the top right. Her name and title are centered in white text.



Cerritos College
NEW MANAGERS

DR. STEPHANIE RODRIGUEZ

*Acting Dean of Counseling Services
Counseling*

A portrait of Dr. Stephanie Rodriguez, a woman with short blonde hair, wearing a black top and a necklace, standing against a sunset background with cacti silhouettes.



Cerritos College
NEW MANAGERS

CARLOS SERNA

*Operations Manager
Facilities*

A portrait of Carlos Serna, a man with a goatee wearing a light blue button-down shirt, standing against a sunset background with cacti silhouettes.



Cerritos College
NEW MANAGERS

HUMBERTO SOLIS

*Acting Manager, Research and Planning
Institutional Effectiveness, Research and Planning*

A portrait of Humberto Solis, a man with dark hair wearing a blue blazer over a white shirt and tan pants, standing against a sunset background with silhouettes of saguaro cacti and a building.

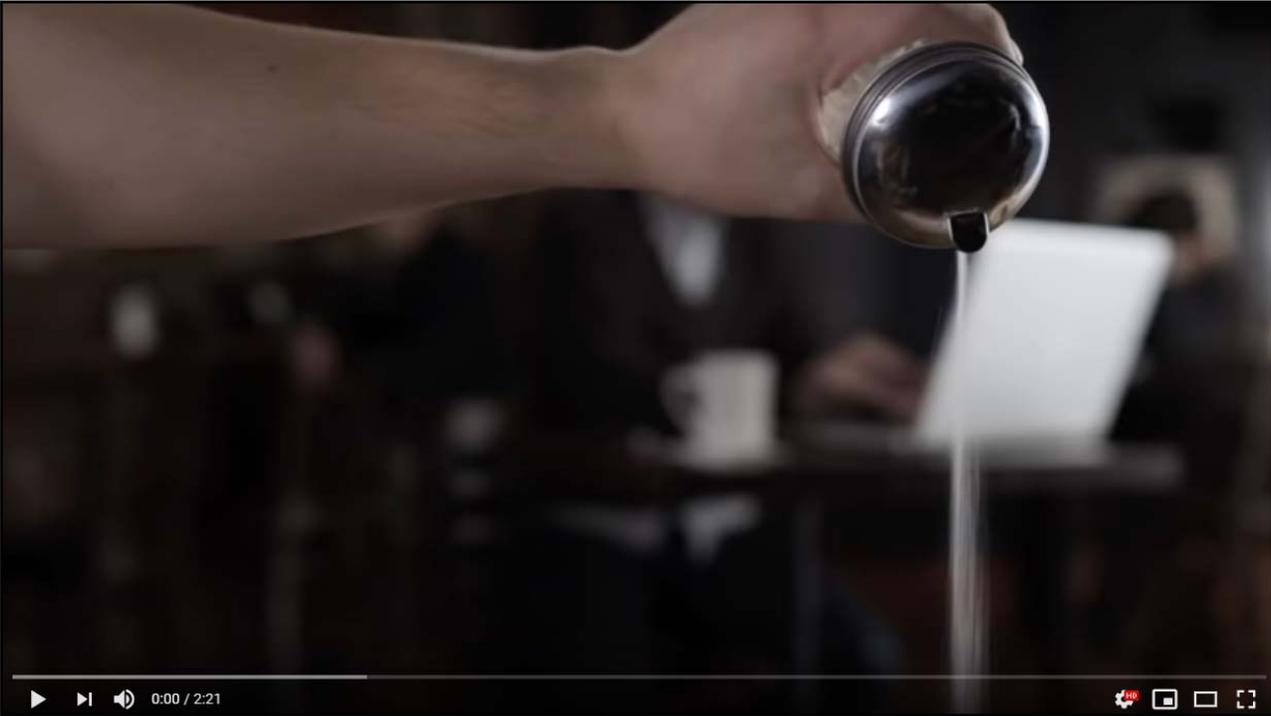
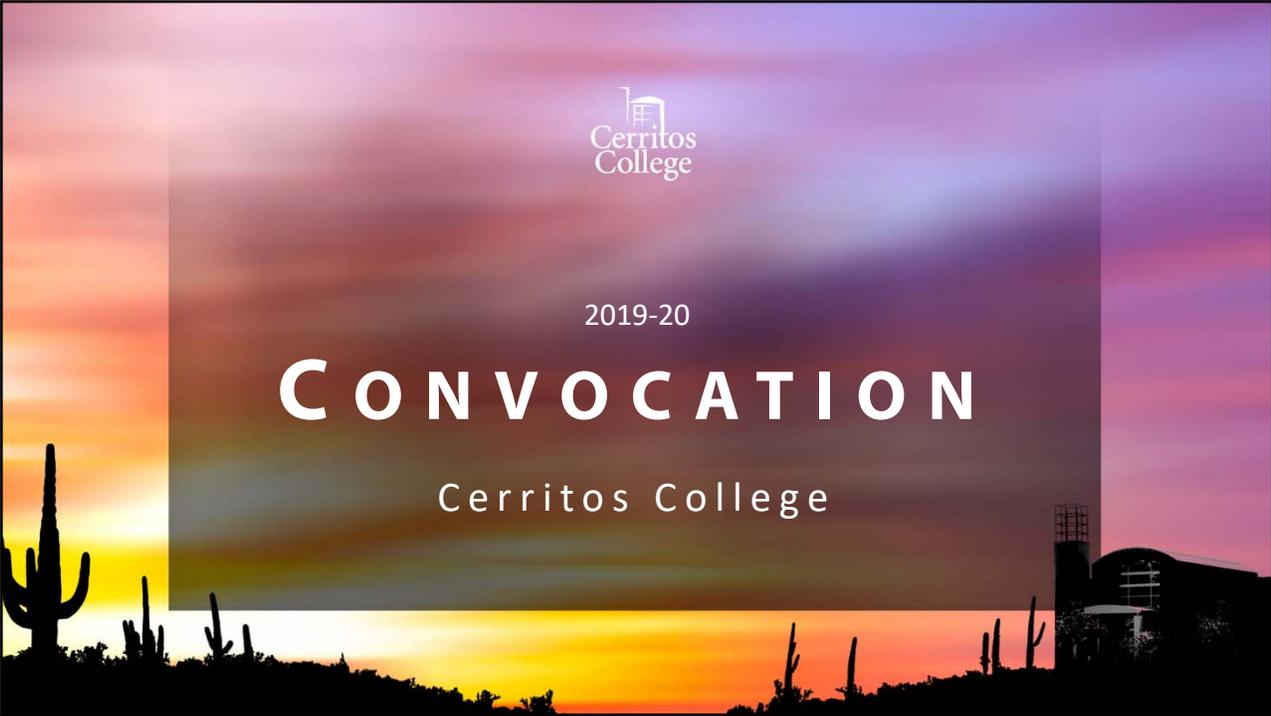


Cerritos College
NEW MANAGERS

ANDREW VINES

*Instructional Dean
Science, Engineering and Mathematics*

A portrait of Andrew Vines, a man with glasses wearing a dark suit, light blue shirt, and striped tie, standing against a sunset background with silhouettes of saguaro cacti and a building.





THE CERRITOS WAY



The Cerritos Way



**Transforming Lives through
Service Excellence,
Because **People Matter****



The Cerritos Way, Because People Matter











What is Service Excellence and Academic Customer Service and Why It Matters

Dr. Neal Raisman



Are students customers?

What is Service Excellence?

It is not
retail customer
service

Our customers are
NOT always right

Academic customer
service is not
coddling students
or grade inflation

Meeting and Then
Exceeding the Needs
and Expectations of
Students in an
Ethical Way that Fits
with the Rules

So, What Do Students Want and Need?

5. People who
care and know
their name



4. Efficient,
professional help
when needed

Your Values 1, 4, +5

PROFESSIONAL
knowledgeable
resourceful
ethical
accountable
helpful

A full return
on their
investment

Three Student ROI's

Fiscal

Emotional

Affective



2. Better Parking

A positive environment that makes them feel welcomed and valued within a culture that encourages and supports them

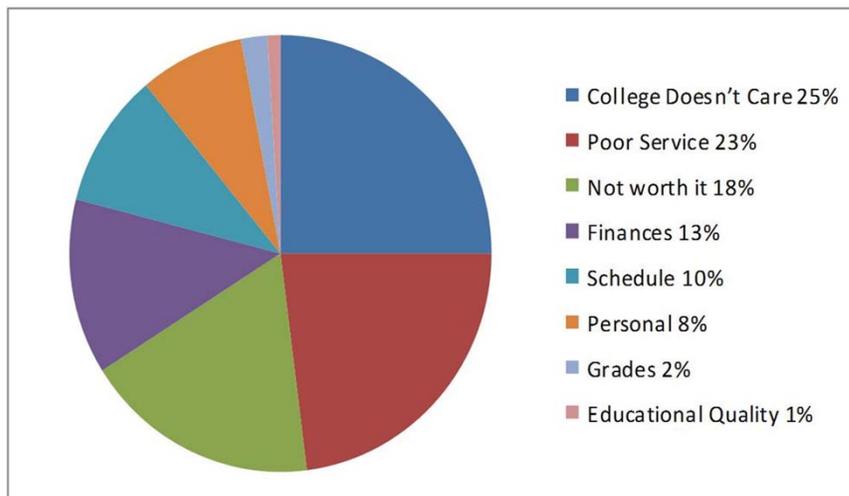
Cerritos College Service Excellence Values

1. Responsive
2. Welcoming
3. Empathetic
4. Knowledgeable
5. Efficient

The decision to attend a college is an emotional one

The decision to drop out is also an emotional one

Why Students Leave Your School



Hillel and The ACS Golden Rule



Okay, so now
what do we do?

Remember Your Service
Excellence Values

See you at 1 p.m.



2019-20

CONVOCATION

Cerritos College

