Dr. Brock Klein, co-director of Pasadena City College's (PCC) Center for Teaching and Learning (CTL), was a guest of the committee to discuss the work they are doing at PCC. Below is a summary of the main points from his opening remarks and the questions and answers that followed.

- At PCC, they struggle with many of the same issues that we do here at CCSF.
- The CTL supports a variety of innovative practices involving around 30 PCC faculty.
- Klein presented an overall view of their work as a triangle with Faculty Development, Classroom Practices, and Student Support Services at the vertices. Evaluation surrounds this triangle and is integral to all that they do.
- They see classroom practices as the most important issue in student success and, therefore, see professional development the most crucial piece of their work.
- They are seeing both under-prepared students and under-prepared faculty; that is, they see faculty who are content experts, but have not been trained to teach and have not studied how students learn. For both groups (students and faculty) they have discovered that "dosage" matters. As a result, they are moving toward intensive, accelerated programs for their students. Klein mentioned several examples, including programs in the Summer to jumpstart students for the Fall and immersion programs that teach two semesters of math in one semester. Similarly, they try to meet with faculty frequently for at least a year to effect the most change in their practices. Klein stressed the power of an inquiry process in which faculty and their students identify issues, experiment with solutions, evaluate the results, and cycle back through the process repeatedly. He also advocates putting faculty in the student role, because he feels that often faculty don't think of themselves as students anymore.
- They are working with several different models which integrate counseling and the classroom. Klein called the most effective counseling "holistic and intrusive."
- When asked about the most important things we need to know as we work to improve student success at CCSF, Klein mentioned:
  1. The need to be persistent; there is no silver bullet that will solve all the issues;
  2. The need for a physical space for the CTL; it was a crucial step in their evolution;
  3. The need to be open and flexible, to foster conversations and to collaborate within and across departmental and divisional lines.