



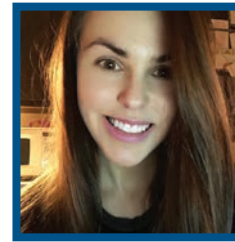
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QCC
Connections

Volume 13, Issue 1

THE PUBLICATION FOR FRIENDS AND ALUMNI OF QUINSIGAMOND COMMUNITY COLLEGE

THE WORKFORCE DEVELOPMENT ISSUE

A Foundation for Success

— Page 8



QUINSIGAMOND
Community College

in this issue

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**QCC Connections is a publication of
Quinsigamond Community College**

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Our Community Depends on QCC

At Quinsigamond Community College, we not only help students realize their dreams of a better future through higher education, we also are a vital part of the success of our community.

QCC generates a significant return on investment not only to our students, but also to our taxpayers and our region as a whole. A recent economic impact study found that in fiscal year 2018-19 QCC added \$259.1 million in income to our service area economy. Its impact supported 3,598 jobs, demonstrating the deep inroads QCC has made in Worcester and the surrounding communities.

QCC builds people up and by doing so, fortifies our workforce and our economy. We have witnessed firsthand the value that QCC students and alumni bring to virtually every industry in our region, especially since the start of the coronavirus/ COVID-19 pandemic. Once QCC students graduate with an associate degree, complete their certificate or workforce training, they often stay in Central Massachusetts, making extraordinary contributions to the region's economic development.

Throughout the years, we have witnessed QCC students enter and reenter the local workforce with newly acquired knowledge and skill sets. Thousands of QCC alumni are employed in our region, and in fiscal year 2018/19, this amounted to \$192.3 million in added income. This is a powerful testament of just what QCC brings to our community.

As Worcester's college, QCC is keeping its commitment to provide affordable, high quality education and training for all members of our community. QCC has over 34,000 alumni and so many have been crucial in keeping us safe during the pandemic. They are our nurses, respiratory and occupational therapists, emergency medical technicians, medical assistants, radiology technicians, and certified nurse assistants. They are our community's innovative entrepreneur business owners and educators. They are the working members of our hospitality, manufacturing and technology industries who keep our economy thriving. These alumni all have one thing in common - QCC is a key factor in their success.

In the past 14 months, we were confronted by two pandemics, the COVID-19 pandemic and systemic racism. The latter is one that is far from new, but no longer can we turn away from the injustices people of color and marginalized populations have faced for generations. By virtue of QCC's unwavering commitment to every member of our community, we have implemented a comprehensive Equity Initiative to ensure our college community is one of equality and justice for all. QCC is doing its part to create a just society and I encourage every person and every business to do the same. Only by acknowledging the past and having open dialogue around equity and inclusion, can we move toward a better tomorrow where everyone can thrive.

In August, we will return to campus and in the Fall Semester, we will once



Luis G. Pedraja, Ph.D.

again offer robust in-person courses and student services following all safety protocols. I hope that the pandemics that plague us will recede into the past and soon the cold shadow of fear that has lingered for far too long will fade, as our dreams for a better world become reality.

While the last year has been one of unique challenges, it has also been one of hope and promise, demonstrated by the indomitable spirit of our students and alumni. On the following pages, you will see a sample of successful QCC alumni, and learn about the positive and unparalleled influence they make on our community and our workforce.

I hope you are all as proud as I am to be part of this great QCC family!

A handwritten signature in blue ink that reads "Luis G. Pedraja, Ph.D." The signature is stylized and written in a cursive-like font.

Luis G. Pedraja, Ph.D.
QCC President

Supporting Our Students Enables Our Communities to Prosper



Linda Maykel, D.D.S.

The last time I sat down to write the Connections Magazine letter, we were going through one of the worst times in our nation's history with a global pandemic. It changed the way we did our work, educated our youth, and how we interacted with our loved ones. Today, I write this letter with much hope and promise for the future. We can foresee the end of the pandemic and our lives getting back to normal, albeit a bit of a new normal.

I have been fortunate to be the President of the QCC Foundation throughout these tough times. I have witnessed firsthand how QCC went to exhaustive lengths to provide all the support students needed to be successful during the pandemic. The entire college transitioned to a remote format, created a new delivery strategy to provide food to our students, implemented fast emergency aid applications and awards, and continued to engage students in Zoom events and activities. QCC did what QCC has always done - be there for its community.

The College made sure the Worcester community remained informed on vaccines, setting up an informational vaccination website that included public service announcements from students to help not only inform, but also to encourage the community to get vaccinated. Videos in English, Spanish, Arabic, Russian, Vietnamese, and Albanian are posted to the QCC website, offering important and valuable information.

The coronavirus/COVID-19 pandemic hit our students hard, as 72% of our working students had a reduction in their working hours and 47% lost their jobs, which impacted their ability to afford rent, mortgages, food, transportation, utilities, and tuition.

The collaborative efforts of the QCC Foundation and the College to help students during the pandemic resulted in a Student Emergency Aid Fund that has assisted over 600, mitigating the chances of students not completing their semester, or graduating.

To date the Fund has raised close to \$131,000; however, our fundraising efforts are still ongoing as the need is great. We hope each of you will consider making the difference in the lives of students by donating to our Student Emergency Aid Fund, Food Pantry and Student Resource Center, or the other scholarship funds available at www.QCC.edu/foundation/giving. By helping our students, you are positively influencing our community and our economy.

I am pleased to welcome three esteemed community leaders to the QCC Foundation Board of Directors: Dr. Milagros Rosal, Dr. Fernando C. Colón-Osorio and Dr. Jean King. Dr. Rosal is

the Inaugural Vice Provost for Health Equity and the Imoigele P. Aisiku, MD Chair in Health Equity and Diversity at the University of Massachusetts Medical School. Dr. Colón-Osorio is an engineer, inventor, educator, and entrepreneur, who is currently the Executive Director of the Wireless Systems Security Research Laboratory. Dr. Jean King is the WPI Peterson Family Dean in the School of Arts and Sciences, also serving as a Professor of Biology and Biotechnology, affiliate Professor in Biomedical Engineering Department, Professor in the Neuroscience Program, and Director in the NeuroTech Suite at WPI.

I am also excited to welcome Jorgo Gushi, QCC alumnus and former Student Government Association President, as a new Foundation Board member. Mr. Gushi brings a fresh perspective to the Foundation Board on the challenges QCC students face during the pandemic and will guide us with his experience.

Each of our new directors brings a wealth of resources to the Foundation Board that will help advance the mission of Quinsigamond Community College.

I hope you will take part in our mission to help make QCC the gateway to advanced educational and employment opportunities for everyone in Central Massachusetts.

A handwritten signature in blue ink that reads "Linda A. Maykel". The signature is written in a cursive style with a large, looped "O" at the end.

Linda Maykel, D.D.S.
QCC Foundation President



A Promising Tomorrow

In the last issue of Connections Magazine, I talked about how we would move forward with community college education and we have done just that! As things return to normal, we will continue to leverage the lessons that were learned from

the COVID-19 pandemic and beginning this fall, QCC will start offering in-person courses, following safety protocols.

It's been a time of learning for all of us this past year, as our community pulled together to help students and each other. The College's faculty and staff developed innovative programs and instructional methods to allow our students to continue their studies in a remote learning environment. This experience forced us to review every service, support, and program that we offer, to identify ways in which we can better serve our student population.

Students can now find more access to the mechanisms that will enhance their success. They will have the skills required to get jobs in today's world, the supports they need to succeed, and employers will have access to a skilled workforce.

We have made it possible for students to not only succeed, but also to thrive!

There is much to be hopeful for as we look ahead. The vaccination process is going strong, our businesses are re-opening and our economy is coming back. While our workforce has changed since the pandemic, the skills needed to be successful in this new world are as close as your local community college.

This is an amazing higher education institution, and all that it offers the Central Massachusetts region encourages me that there is a brighter tomorrow. One of great promise and one where we can all flourish.

Susan Mailman
Chair, Board of Trustees

Forever a Wyvern

Greetings QCC Alumni!

It is hard to believe that it has been one year since I wrote a letter for the Connections Magazine encouraging alumni to remain strong and thanking them for all they were doing to keep our Worcester community safe. One year later, we can see the end of the COVID-19 pandemic and are eager to come back to campus, join our workplace, and hug our families and friends.

I want to personally thank you, our alumni, for all your support throughout this year. You embodied the meaning of "Pay it Forward." Alumni contributed over \$3,400 for the QCC Student Emergency Aid Fund and over \$6,400 during our 2020 fall appeals, which supported various funds including the Endowed Scholarship Fund. Over 500 of you

now follow the QCC Alumni Facebook Page, and new and energized alumni are joining our monthly meetings. As I write this letter, we are receiving nominations for new leadership of the Alumni Association Advisory Board and soon you will have the opportunity to elect a new President, Vice President, and Secretary! I am excited to see what the new leadership will do and will be cheering them on and supporting them in their new endeavors.

I encourage you to become a mentor for a current student, volunteer to be a lecture speaker, or make a gift to the QCC Foundation at www.QCC.edu/give.

We also want to hear from you! Follow us on social media, join the QCC Alumni Association Advisory Board, attend our monthly meetings, and stay in touch



with your former classmates. Do not forget to check our upcoming events at www.QCC.edu/alumni/events.

Go Wyverns!

Cheryl Marrino
President, QCC Alumni Association
Advisory Board

QCC IS A KEY PLAYER IN REGION'S ECONOMIC RECOVERY

The COVID-19 pandemic devastated Massachusetts in multiple areas, causing the highest unemployment rate in the country, and placing us fourth in COVID-19-related deaths in the nation. Cases of COVID in Worcester became so bad that we ran out of hospital beds and were forced to convert the DCU Center into a temporary field hospital. Because of all this, the socioeconomic inequities of our residents were exacerbated in our communities.

While the pandemic caused high unemployment rates, it also spotlighted the needs in our hospitality and recreation, construction, healthcare and manufacturing sectors. Before the pandemic, Central Massachusetts was already experiencing a shortage of skilled workers in these industries and the pandemic only intensified the situation. Today, thousands are unemployed and have had their jobs eliminated; thousands need new skill sets to become reemployed, and thousands more will be forced to shift careers.

This is where Quinsigamond Community College (QCC) is uniquely positioned to address these community needs, through targeted training programs that align with industry needs. The successful recovery from the pandemic depends on our ability to educate our workforce and provide

them with the skills they need to prosper in a post-pandemic world, and QCC is leading the way. QCC provides students with the skills and knowledge needed for rapid employment, offering an equitable way for all in our communities to obtain workforce training or postsecondary education. This is a win for us all.

In this issue of *Connections Magazine*, we highlight the extraordinary contributions that QCC has made to Worcester, the Central Massachusetts region and the Commonwealth. This is an issue full of pride for our students and alumni, who make up the fabric of the region's socioeconomic development.

Worcester and the surrounding cities and towns are experiencing a renaissance and revitalization, with a boom of new restaurants, upcoming neighborhoods, a surge in housing development, a new baseball park, Worcester Regional Airport momentum, and new entrepreneurship opportunities. QCC plays a vital role in the rebirth of Central Massachusetts, delivering an educated workforce that includes all of its citizens, which will aid in our economic recovery.

For the past 58 years, QCC has made a positive, indelible mark on our communities. We hope through the following stories you will be inspired to help us lead the way to a brighter future.

Area of Study	Graduates by Year					Total Grads. 2016-2020	% of Grads.
	2016	2017	2018	2019	2020		
Business	305	248	321	254	258	1,386	19.8%
Technology	218	226	295	230	232	1,201	17.2%
Public and Social Services	304	273	327	271	239	1,414	20.3%
General Studies and Liberal Arts	277	281	270	276	287	1,391	20%
Healthcare	316	312	336	343	279	1,586	22.7%
Total	1,420	1,340	1,549	1,374	1,295	6,978	100%

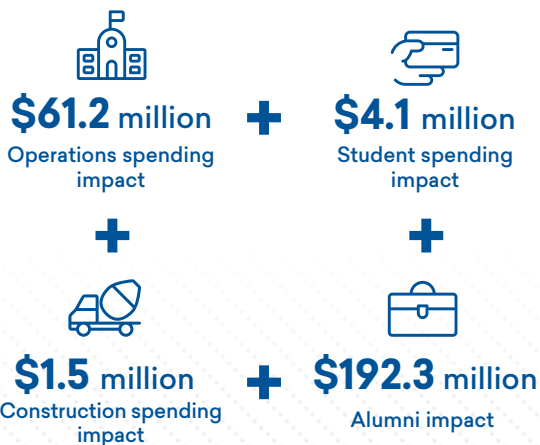
THE ECONOMIC VALUE OF QCC

A recent *Economic Impact Study* by Emsi, a labor market analytics firm, found that just for the Fiscal Year 2018-19 QCC had a \$259.1 million total economic impact in the region.

The greatest economic impact stems from the added human capital—the knowledge, creativity, imagination, and entrepreneurship—of its alumni who generated \$192.3 million in added income for the regional economy. The College’s operations, construction, and student spending contributed \$66.8 million.

QCC alone supported 3,598 jobs in the region that would not exist without the College’s presence.

Impacts Created by QCC in FY 2018-19*

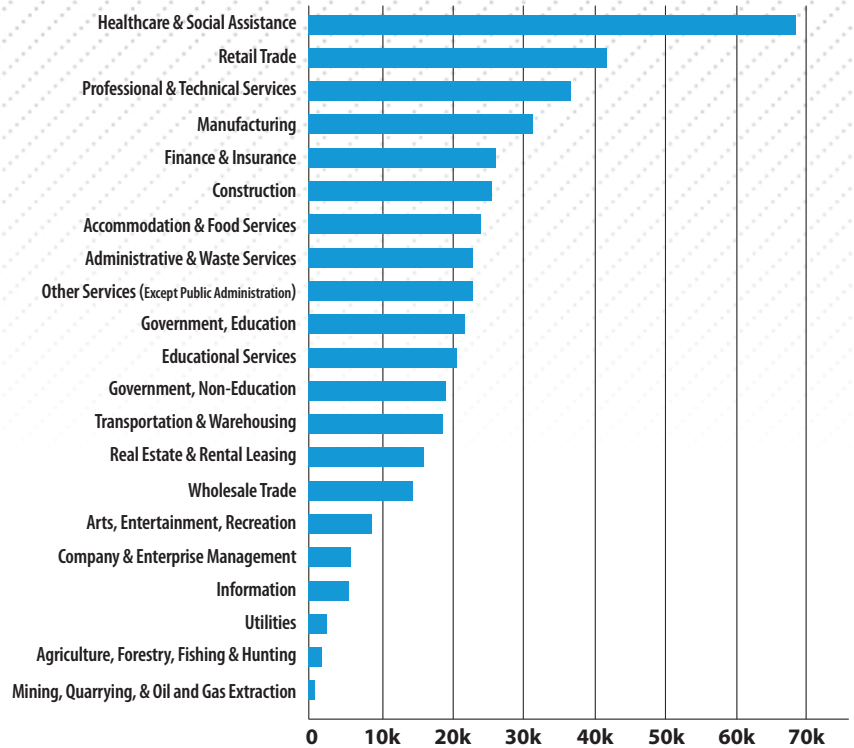


TOTAL ECONOMIC IMPACT
\$259.1 million

OR

Jobs supported
3,598

Jobs by Major Industry Sector in the QCC Service Area, 2020*



Total QCC Income by Industry, FY 2018-19*

Industry Sector	Total Income (Thousands)	Jobs Supported
Government, Education	\$58,427	1,216
Healthcare & Social Assistance	\$57,503	834
Government, Non-Education	\$22,975	207
Professional & Technical Services	\$16,954	144
Manufacturing	\$16,698	88
Retail Trade	\$13,135	231
Finance & Insurance	\$10,893	58
Wholesale Trade	\$8,908	45
Educational Services	\$8,026	159
Construction	\$7,748	88
Information	\$7,083	25
Other Services (Except Public Administration)	\$7,066	131
Administrative & Waste Services	\$4,793	85
Accommodation & Food Services	\$4,739	111
Real Estate & Rental Leasing	\$4,104	56
Utilities	\$3,372	5
Company & Enterprise Management	\$3,316	21
Arts, Entertainment, Recreation	\$2,214	72
Transportation & Warehousing	\$1,110	20
Mining, Quarrying, & Oil and Gas Extraction	\$42	<1
Agriculture, Forestry, Fishing & Hunting	\$18	2
Total Impact	\$259,124	3,598

*Source: Emsi, Economic Impact Study, April 2021 7

A FOUNDATION FOR SUCCESS

Alumnus Abel Delgado is using the education he received at Quinsigamond Community College and educating those around him. The 2020 Business Administration Transfer graduate works at Worcester's UMass Memorial Hospital in the Information Systems Department, as a Credentialed Trainer Support Specialist, positively influencing those who live and work in the region.

"QCC absolutely helped me reach my goals. If it were not for QCC, I would not be eligible for the position I currently hold with UMass. QCC gave me the knowledge, skill set, and confidence to compete in medicine's business world," he said.

In 2015, after a 13-year career as an Emergency Medical Technician, Mr. Delgado suffered a serious back injury, which required him to make a change. Seeing many of his peers and mentors have successful careers on the management side of the medical field, he decided to go back to school as a way to advance his career, which brought him to QCC and his new career at UMass.

"I love my job so much now because I still feel like I contribute to those same patients. I get to teach our Electronic Medical Record (EMR) to our doctors, nurses, medical assistants, and front desk staff. By helping our staff understand why our EMR is so essential, and why it is so important to document and use the system correctly, we positively affect our patients' treatments," he said.

Originally from California, when Mr. Delgado first entered higher education he was working two full-time jobs in order to afford college. However, financial challenges ultimately put his dreams on hold. Years went by until one day, shortly after he first moved to Worcester, he made a promise to his fiancée that he would return to school to complete his education.

"It has always been my goal to ensure that I completed my education and now living in Worcester, I was finally able to dedicate more time to this accomplishment," he said.

As QCC was his local community college, he decided to see what it offered. He attended open houses, student orientations, met with the financial aid department, and had one-on-one meetings with an advisor. He decided QCC was the right option for him and while he continued to work full-time, he began taking classes in business administration.

Mr. Delgado also became an active member of the Phi Theta Kappa (PTK) Honor Society and immersed himself in all PTK activities. When the College transitioned to remote instruction, he helped engage his fellow PTK members by hosting a family-feud style game night that went so well other game nights quickly followed.

"The College, the staff, and the students made me feel so welcomed that I pursued extra-curricular activities within the campus," he said. "I wanted to provide an outlet where

students could join together and feel a sense of normalcy, even if it was just a small game."

In May 2020, Mr. Delgado graduated in QCC's first-ever virtual Commencement Ceremony. In fall 2020, he transferred into Nichols College as a junior to pursue his Bachelor's Degree in Business Administration, while working at UMass Memorial.

"My experience at QCC was extremely wonderful. I've been to three other community colleges before, and I can undoubtedly say the hospitality, the dedication from the staff, and the enthusiasm from the other students here really changed my perspective about schooling," he said.

Today, his role at the hospital is done both virtually and in person and he uses the skill sets he learned while at QCC to be successful and make a positive difference to the Worcester workforce landscape.


"QCC gave me the understanding and the confidence to get up in front of a classroom and instruct a group of working professionals. My business courses effectively taught me to use Microsoft Word, Excel, and PowerPoint, something I use consistently in my current position," Mr. Delgado said. "The wonderful professors at QCC also encouraged me to continue my studies by providing positive reinforcement for showing up to night school. There were many times when I would leave work at 4:30 p.m. tired from the long day, but the professors kept me engaged and motivated."



1,386 students
have graduated from QCC's
business programs in the
last five years*

*2016-2020

He continues to support the College that gave him the foundation he needed to reach his goals, acting as a mentor in QCC's Mentoring Program. The program provides a way for QCC students to connect with mentors and build positive relationships to support their college experience.

"I joined the mentoring program because I wanted to get involved as much as possible and find a way to give back to the QCC community that inspired me to continue my studies. Now, I get to talk to a student and share how my work experience has helped me become a better student. Seeing another student succeed, mainly a student with whom I have much in common, is truly a humbling experience. I hope to continue with the program well after completing my graduate degree," he said. 



A POSITIVELY WONDERFUL LIFE

BUSINESS

Talking with Suzanne Graham Anderson is like a taste of spring weather after a long hard winter. As a successful businessperson and motivational speaker, Ms. Graham Anderson has a life many envy. As an Operations Manager at TJX Corporation, a life coach, motivational speaker and mom of two, people are in awe of all she does, yet for Ms. Graham Anderson, it is simply a warm-up act.

Her brand, *"Positively Suzanne,"* and her podcast *"Sit Down With Suzanne"* act as ways to combat negative culture with positive views, thoughts, and energy, with a goal of empowering and inspiring others. Each podcast and posting offers insights and candid discussions, sometimes with guest community leaders.

"There is so much negativity online. I wanted to promote positivity," she said. "I'm now looking to do a TV show."

In 2020 amid a global pandemic, Ms. Graham Anderson graduated from Nichols College, with dual Masters Degrees in Business and Operational Leadership.

"Having my two little girls see me working hard is very motivating and I'm excited to see where I am going next. Maybe a corporate office or

human resource management, the possibilities are endless," she said, attributing her successes to the educational foundation she got at QCC, a place she fondly calls "home."

As is often the case with many QCC students, Ms. Graham Anderson came to QCC in a circuitous fashion. After graduating high school in 1994, she entered the workforce excited to begin her adult life. For the next 20 years,

was laid off, were asking me if I had a college degree. I was the same person who had been working at the same high level but the minute I was unemployed, the question of a college degree kept surfacing. Something had shifted," she said.

Ms. Graham Anderson is not one to engage in self-pity. She always looks at things through a lens of positivity and faith. She saw this as the

perfect opportunity to go back to school, something she had considered off and on throughout the years. As a Worcester resident, she knew of QCC and began researching the college, finding it had the courses she was looking to take and was more affordable than other colleges.

"QCC was not what I expected of a community college. It was so inclusive and I saw so many people from different walks of life. It felt like home because no matter who you were, there was a place for

you here," she said. "I started and never looked back. My goal was very ambitious. I've been doing business for so long I wanted a business degree that aligned with where I was and where I wanted to be in the future, with the goal of eventually becoming a CEO."



637 students
have earned their **Business Administration Transfer degrees**
in the last five years*

*2016-2020

she would have a long and successful career, culminating as district manager for a large corporation. Life was going her way, until one-day she found herself laid off.

"I found myself interviewing for other jobs and now people who I knew, and had talked to a month before I

While some people find going back to school to be challenging, Ms. Graham Anderson threw herself into her education, all while taking care of two young children, as well as a father and husband who were both very ill.


“It was an intense few months,” she said. “It’s a monumental decision when adults go back to college. It’s a way of doing something better for themselves and their families.”

Along the way, QCC Professor Jean McLean became a mentor to Ms. Graham Anderson. She told her about the Business Administration Transfer Associate Degree Program with Nichols College, and the educational pathway seemed to be a perfect fit. The program (formally known as the 3+1 program) offered her a way to earn her associate degree then continue taking classes her third year at QCC, before transferring her credits to Nichols her senior year.

“The different class offerings were so convenient. I could take classes days, nights, or online, whatever I needed,” she said, adding that while going to college she also had begun working at TJX Corporation as an Operations Manager.

In 2016, she graduated from QCC with her Associate Degree in Business Administration Transfer and in 2018, graduated from Nichols College with her Bachelor’s Degree in Business Management before continuing on to earn dual masters degrees.

Today Ms. Graham Anderson is using her positive outlook to give back to QCC as a mentor, sharing her academic and life experiences, wisdom and her infectious attitude with others.

“QCC really is a foundation for success and it set me up to be successful. The caliber of professors is fantastic and I’ve encouraged so many people to go here,” she said. “QCC is a great resource right in the community and no matter what your story is, there is a place for you here.” 

Suzanne Graham Anderson,
2016 QCC Alumna



THE CODE TO A GREAT FUTURE

Thomas Rokicki understands the value of getting out what you put in when it comes to education. Mr. Rokicki is a Full Stack Software Developer at Blustream Corporation in Worcester, creating software that connects companies with their customers through an after-sale product experience platform.

“Being a Full Stack Software Developer at Blustream has given me opportunities to learn about everything from websites, microservices, mobile app development, test engineering, and more. I’m continuously challenged to learn new technologies and manage projects during every point of the development process,” he said. “I work with our team to strategize solutions to problems, document requirements and scope of work, write technical designs, test plans, and of course - develop the software driving us forward as a company.”

He is not only developing software that drives the company forward, but he

is also helping drive our community forward as we maneuver a pandemic and post pandemic world.

The Quinsigamond Community College Computer Science graduate said he found more than he bargained for when he came to QCC right out of high school.

“What resonates with me the most isn’t what stood out to me during my time at QCC, it’s what I realized I was taking for granted when I left,” he said. “QCC challenged me to plan smarter, put in the effort, and prepare to do things that are not always exciting - because they serve a purpose bigger than yourself.”

QCC was more than just a place to learn basic coding and education skills, being at QCC taught him to enjoy and live in the moment and set the stage for a successful future.

“It was the study sessions in the Harrington Learning Center with peers, a pizza and coding homework collaboration over the weekend, studying while I was on break at work,” he said. “I look back on long projects, especially those I’ve had since my graduation, and remember the grit; the determination...QCC helped me build a foundation to remain present even when life gets stressful. A foundation that will continue to help me be successful in more than just a career.”



Growing up in Rutland, Mr. Rokicki was familiar with QCC. When he graduated from Wachusett Regional High School, the community college was where he looked to for his higher education.

“I wanted an education without being stuck in student debt - I didn’t need to look far to find QCC. I wasn’t absolutely sure what major I wanted to pursue when I first started college, and I didn’t have great high school grades to help with shopping around for universities,” he said.

Thomas Rokicki,
2018 QCC Alumnus

He had something to prove to himself and was determined to do well at QCC. He opted to major in computer science, as he had an interest but not a lot of experience in programming, from a young age.

"I wrote some python and Lua but nothing of much value. When I arrived at QCC, I dove into the computer science program headfirst. I found myself spending every waking minute pushing myself to learn better coding methods and design processes. I learned a lot the hard way but I wasn't afraid to fail," he said.

At QCC, he found not only like-minded people, but also many who helped him to learn and grow as a person.

"The professors pushed us, some pushed hard. Their high expectations exceeded my expectation of a good education. Professor Hao Loi, coordinator of the Computer Science Program, knew our potential and helped us all grow as lifelong learners," he said.

Mentors were also instrumental in Mr. Rokicki's success at QCC and they became a valued resource to him.

"I firmly believe 'it takes a village.' Professor Loi taught me the easy way is not always the right way. Professor Kathleen O'Connor showed me math

could be broken down into simple steps, and not to take life so seriously. Professor Dadbeh Bigonahy never gave up on a student and taught me


involved in the community, as well as a place to hang out with friends and take a break from schoolwork.


"I was mostly involved in the PTK greenhouse's electronics. I learned valuable lessons around software," he said. "PTK Advisor Bonnie Coleman has always been an amazing mentor and friendly face to go to whenever wisdom or a perspective on life was needed."

After graduating from QCC in 2018 with his Associate Degree in Computer Science, Mr. Rokicki transferred to Worcester State University where he had more than enough credits to enter the college as an upperclassman.

"QCC's program put me in a great position to spend minimal time completing my four-year degree. I graduated from WSU with my Bachelor of Science in Computer Science with a concentration in Big Data Analytics in the Spring of 2020," he said.

For those thinking of attending QCC, he has a few key takeaways and words of wisdom to impart.

"Seek first to understand, then to be understood. Finally, find a good group of people to study with in the student center and study rooms - those are the people who will be there for you no matter what," he said, adding, "You get out what you put in." 



660 students
graduated from QCC's Computer
and Information Technology
programs in the last five years*

*2016-2020

learning doesn't stop just because you're graduating," Mr. Rokicki said. "There are many I haven't mentioned - QCC is filled with fantastic professors."

Support services, such as the Math Center, also became important to his academic success.

"The professors help you learn the material and other students are always willing to lend a hand too. I spent a lot of time in the Math Center, as I struggled with math despite being a computer science major," he added.

In addition to his studies, Mr. Rokicki became active in the College's Phi Theta Kappa (PTK) Honor Society and found that it was a fun way to get

DISTANCE LEARNER FINDS SENSE OF BELONGING AT QCC

Shauna Connelly always knew she wanted an education, however, through a cruel twist of fate medical issues forced her to withdraw from high school when she was young. Yet strong perseverance enabled her to earn her GED and work on her next goal of attending college, though she was still battling health issues.

"It was heartbreaking, but I always promised myself I would get a higher education someday, somehow," she said.

Today, Ms. Connelly has a future she could not have imagined. She has one associate degree under her belt and a second in Criminal Justice that she earned in May 2021 thanks to Quinsigamond Community College. She is currently the president of QCC's Criminal Justice Club, president of the Multicultural Club, vice president of the Support, Help and Encourage (SHE) Club, and the former Student Government Association (SGA) secretary, who was recently elected president of the SGA. Moreover, she is doing it all remotely.

"Attending college at any age can be a vastly overwhelming thought, but the faculty at QCC are always willing to help guide students. They

want you to succeed. QCC has a lot to offer whether you are a traditional student or a distance learner," she said. "I live in Somerville, not very close to QCC, which goes to show that anyone can attend QCC and be taught by some of the best professors and obtain a great education."

Ms. Connelly came to QCC after researching all the Commonwealth's community colleges.

"I selected Quinsigamond Community College based on reputation and the fact that QCC offered a degree I was interested in that could be completed entirely online," she said.


She chose to major in general studies, as it afforded her the option to explore numerous fields by taking a variety of electives. However, in 2013, in the midst of taking four courses, she began struggling with an added health issue.

"I kept up with my regular work, but each one of my four professors were tremendously understanding and gave me extra time to finish my midterms," Ms. Connelly said.

The support she received was vital to her success, and that semester she made Dean's List. As her health began to improve, she became involved in the Psi Beta Honor Society, an experience she said was "... one of my greatest educational achievements thus far."

Unfortunately, her health began to deteriorate during fall of 2014, and while she was able to graduate with high honors in 2015, her health became a focus for the next seven years, as she went from doctor to doctor looking for answers.

Fast forward to the week before the coronavirus/ COVID-19 pandemic shutdown. Ms. Connelly was



1,414 students
graduated from QCC's Public
and Social Service programs
in the last five years*

*2016-2020



feeling better health wise, and had recently gotten a new puppy. She signed up for virtual puppy training classes and when they ended, she began to think about college and the positive experiences she had at QCC.

"I thought, I should probably go back for a second degree and now with the pandemic, even more courses were available online. It seemed like the perfect timing," she said.

In fact it was the perfect time for Ms. Connelly to go back to QCC. There were more online courses than when she had first attended years ago, and QCC's online associate degree programs were even named the fifth best return on investment (ROI) in the nation by OnlineU.org, an unbiased rankings organization that compares all online colleges and universities in the country.

Ms. Connelly decided to major in Criminal Justice and began taking online classes.

"Distance learning was easy for me since I haven't been in a classroom in many, many years. Nevertheless, of course it would be great to see everyone in person and hold events together. However, I believe that if anything positive comes out of the pandemic, it will be that more courses will be accessible to individuals like myself who have medical issues, single parents, or individuals who take care of ailing or elderly family, etc. For those of us who can be involved virtually, but find it a challenge to physically be there," she said.

One of the changes Ms. Connelly was excited to see this time around was the numerous clubs being held virtually. This gave her the opportunity to be actively engaged in the college community beyond academics.

"When I studied previously at QCC, I wanted so badly to get involved but nothing was accessible to online students who couldn't make it to campus," she said. "I've always enjoyed getting involved, being of service, and making a positive difference is very important to me. Each one of these clubs has enriched my life in so many ways and has given me many valuable life skills. So, I jumped into the clubs that most interested me."


As the secretary for SGA, Ms. Connelly said she has gained valuable workforce skills from honing her note-taking skills, to time management.

"We have had a lot of laughs together, but this semester we're getting down to business on some projects that are important to us and that we hope will enrich the lives of QCC faculty and staff for many years to come," she said.

She is also working with members of SHE and the Criminal Justice Club, to solicit people to speak to students about their careers.

"I have gained so many valuable skills and have learned so much being a part of clubs that I never could've learned elsewhere. The friendships I've made have been priceless, and to be able to make a difference at QCC is an amazing feeling," she said.

Ms. Connelly is staying on at QCC for a law enforcement certificate, before continuing her education in justice-based and humanities studies at a 4-year institution, making service to others her focus.

"Don't wait if you have the time now. Attending college at any age can be a vastly overwhelming thought. But the faculty at QCC are always willing to help guide students. They want you to succeed," she said. "QCC has a lot to offer whether you're a traditional student or a distance learner." 

QCC HAD LASTING IMPACT ON ALUMNA

EDUCATION



QCC Alumna Amy Tisdell

Worcester native and alumna Amy Tisdell can sum up Quinsigamond Community College in four words – economical, diverse, supportive and accommodating. After graduating from high school, Ms. Tisdell came to QCC for its affordability, high-quality programs and its transfer programs. Not only did she earn her Associate Degree in Liberal Arts, but she also found a way to easily transition to the next phase of her academic journey. Today, she is making an impact on her community like so many QCC alumni.

Ms. Tisdell is in a relatively new role as a Learning and Development Specialist, where she facilitates trainings for new employees within Digital Federal Credit Union (DFCU), conducting training analyses and using the information gained from these analyses to continuously shape and improve DFCU's onboarding program. However, it was a bit of a roundabout way that she came to be employed at DFCU.

Ms. Tisdell was initially intent on studying sciences at QCC, with the goal of pursuing a Bachelor's Degree in Biology.

"I found, however, that I really enjoyed my writing and literature classes and eventually earned my Bachelor's Degree in English. What I really appreciated about the Liberal Arts program is that you truly receive a good education in all different subjects, so you are exposed to different programs that you might otherwise overlook," she said.

Ms. Tisdell became part of the Commonwealth Honors Program and her professors strongly encouraged her toward academic excellence, something that she appreciated. She also welcomed the small class size and camaraderie with the other students. She said the program was responsible for helping to push her out of her "comfort zone." During her Capstone course, she conducted an independent research project, created a poster of her findings, and presented them at the UMass Undergraduate Research Conference.

"Susan McPherson, the director of the Honors Program, was always checking in and engaging with the honors program participants. She was a mentor to all of us. The professors in the program were amazing as well. They really cared about not only how you were doing in all of your classes, but also were interested in hearing about your future plans for your educational journey. They were always willing to answer questions and give advice," she said.

The guidance she received from her professors was instrumental in how she approached learning and planning her educational career.

"All of my professors were caring and knowledgeable educators who realized that everyone at the college came from diverse backgrounds. If you needed support in a particular area, they were

willing and able to help you," she continued.

After obtaining her Associate Degree in Liberal Arts in 2013, she transferred to Bridgewater State University (BSU) and earned a Bachelor's Degree in English.

"The MassTransfer program allowed me to transfer all my credits to BSU and receive a tuition discount which was nice. I went on to receive my master's degree in teaching from Northeastern University," she said.

that was more in-line with what she enjoyed, and eventually interviewed for her current position at DFCU.


Ms. Tisdell said the foundational skills she has used throughout her entire career come from the education she received at QCC. Skills that enabled her to enter the workforce and instantly be successful.


"Speech 101 was a required class in the Liberal Arts program at QCC, and the skills I gained in public speaking from

that class have helped me tremendously. In fact, in the job interview for my current position, it required giving a 10-minute presentation to a panel of employees in the department. I did end up getting a job offer, and I am positive that the skills I learned in Speech 101 helped get me to where I am today," she said.

For those looking to make a wise investment in their future, Ms. Tisdell said they should consider QCC.

"Whether you are planning on completing a certificate program, two-year program, or

plan on continuing your education at a four-year college, QCC is an affordable school with high-quality educational programs. Workers with some post-secondary education earn a quarter of a million dollars more over their lifetime than those with none. Those with associate degrees earn almost half a million dollars more in their lifetime," she said. 



1,391 students
graduated from QCC's General
Studies and Liberal Arts
programs in the last five years*

**2016-2020*

In 2016, Ms. Tisdell began her career in K-12 education as a classroom teacher and from there, held a position of interim English Department Head for the 2018-2019 academic year. While she liked her education roles, what she found she enjoyed the most was facilitating trainings, conducting needs analyses, and working from an organizational development standpoint. She knew she wanted to make a change

GRAD RADIATES EXCITEMENT IN HER NEW CAREER

Radiologic Technology (Rad Tech) 2020 graduate Jennifer Mangrum starts each morning at UMass Memorial Hospital never quite knowing what her day will bring. She wouldn't have it any other way.

"There is so much to do in radiology as a technologist. Sometimes I start out working in the emergency room, then maybe help out with a case in the operating room, or cover breaks in the Joint Center or the Spine Injection Center, or even help to perform Fluoroscopy exams," she said.

She might be called upon to perform X-rays for an outpatient, or found walking around the hospital with a portable machine, taking X-rays for patients too sick to be transported to an exam room.

"I really almost never know where I will be at the start of the day and I love that," she said.

Radiology technology was not always on Ms. Mangrum's radar. After graduating from high school, she began working full-time as a residential counselor in a group home, working with adults diagnosed with mental health issues. After six years in the field, she decided she wanted a change and began work in the cable industry.

"I had many roles, working at walk-in offices, becoming a lead customer service representative in the call center, and then finally I worked in a specialized team where we used call volume analytics to help pinpoint possible service outages," she said.

While all seemed to be going smoothly, things changed in an instant when she was told her department would be moving to St. Louis, Missouri. She was offered the chance to transfer, take a layoff, or go back to working in the call center. This became a moment of reckoning in her life, and it was then that she found Quinsigamond Community College.

"I didn't want to go backwards after working my way up through the company for so long, but I was terrified to leave the job security I had," she said. "As a single parent with two small children, I felt like the only place I could turn was QCC because there were so many healthcare programs and I was eligible for unemployment benefits and the Training Opportunity Program (TOP), which offered an additional six months of pay as long as I attended classes full-time."

She decided to focus on QCC's healthcare programs, as they aligned with her past careers. Ms. Mangrum attended a QCC Healthcare Information Seminar where she learned about the different healthcare programs.

"QCC has so many options and the most supportive staff you could imagine. My professors were always there for me. The advisors were so wonderful. When I first started, I had no idea



83 students

graduated from QCC's Radiologic Technology (RT) program in the last five years.*

QCC offers the only RT program in the Central MA region.

*2016-2020

where to begin. They even helped me with my TOP application and paperwork," she said.

She began taking prerequisite classes for the Rad Tech program and was able to secure a job at UMass Memorial as a Radiology Assistant, totally falling in love with both her career choice and college choice.

Clinical placement is a big part of QCC's program and Ms. Mangrum attended Heywood Hospital in Gardner for her first year and UMass University Campus in Worcester for her second year.

"All throughout the two year program our professors reminded us to act like we were on an extended job interview, as managers look to the students when considering new hires. It makes so much sense because you spend a lot of time getting to know the staff and the protocols so they have already invested as much in you as you have in them," she said.

Unlike her Rad Tech alumni predecessors, Ms. Mangrum and her classmates completed their education in the midst of the Coronavirus/COVID-19 pandemic, something that challenged them all, but also made them stronger.

"Members of our class still needed a handful or so of competency check-offs in order to be eligible to take the registry exam. Our professors had to do a lot of out of the box thinking and ultimately we simulated our competencies in our lab on campus in small groups," she said. "The small class size created a great dynamic of support and teamwork. I felt like my professors were experienced in both the profession and what it takes to promote a new class year after year."

Today, Ms. Mangrum looks back on the last two years with appreciation for the college that was there for her when she needed it most.

"I cannot describe the feeling I had when I lost my full-time job. I was very unsure of how things would play out for me. I am so grateful that I found this career and QCC made it so easy! Well, as easy as it can be, as you absolutely need to dedicate your time and give full effort. As long as you are willing to make that commitment, you will get through it and you will be successful," she said, adding, "...and you really can't beat the price."



ALL ROADS LEAD BACK TO QCC

TECHNOLOGY

Home can mean many things to many people, but for Quinsigamond Community College alumnus Tony Sanders, home in recent years has meant QCC. In 2017, he earned an Electronics Technology Certificate, an Associate Degree in Electronics Engineering Tech - Biomedical Instrumentation Option, and in 2018, earned Associate Degrees in Electronics Engineering Tech - Mechatronics Option and Electronics Engineering Tech - Photonics Option.

Today, Mr. Sanders is a robotics and automation instructor at Worcester Technical High School (WTHS), making a difference in the lives of high school students in the community and has become a valued member of the Worcester workforce. He finds joy each day in the students he teaches and says it is all thanks to QCC. This spring he also began taking classes at Fitchburg State University, transferring in as a junior with 65 credits. His intention is to complete his 4-year degree in occupational and vocational education, before transitioning into a master's program.

They say all roads lead home, and Mr. Sanders is certainly hoping that is the case.

"My goal when I complete my master's is to teach under James Heffernan's electronics programs and teach robotics," he said.

Mr. Sanders was a non-traditional student at QCC. Fresh out of high school he joined the U.S. Navy, where his work centered on electronics. After his tenure in the Navy, he

before eventually falling back into the electronics field. While he enjoyed what he did in his electronics position, a lack of a degree kept him from moving up to the next level. It caused him to pause and reflect on things.

It was then that he looked toward QCC...and never looked back. He found the College was close to his home, was affordable, and offered him the programs he was looking for to advance his career. He registered for classes and began taking a variety

of electronics courses, working on state-of-the-art equipment and learning from professors whose programs created pathways for students to find academic and workforce success.

Mr. Sanders excelled in his courses and because of this was invited to join the College's Phi Theta Kappa (PTK) Honor Society. Once he joined, Mr. Sanders found much more than he expected - a community that was supportive, nurturing, and would help him



1,201 students
graduated from QCC's
Technology programs in the
last five years*

*2016-2020

worked on and off in the electronics field for a time, became a realtor, and ran a few of his own businesses,

in his personal growth. He became involved in a variety of community service projects and PTK Advisor

Bonnie Coleman became one of his mentors.

“PTK gets you out in the community and Bonnie gets you outside of your comfort zone... it’s amazing how you grow,” he said, adding, “Because of PTK, I became a lot more involved with QCC.”

Mr. Sanders held two PTK officer roles during his time at QCC - Executive Vice President of Leadership and Executive Vice President, in addition to working part-time in the PTK office. He became somewhat of a fixture at QCC, as well as a support and role model for many students.

“We did a lot in PTK. I was there when the PTK Live and Learn Greenhouse began and helped start the mentoring program with Burncoat High School. President Pedraja asked us to look into this program and I stayed with it. Five or six of those students from Burncoat are now going to QCC,” he said.


While taking his electronics engineering courses, he became close



QCC President Luis G. Pedraja, Ph.D. recognized Tony Sanders (R) at QCC’s Honors and Awards Ceremony.

with part-time Electronics Engineering Technology Instructor, Michael Meagher, who became another mentor to him. Mr. Meagher discussed career options with Mr. Sanders that included becoming a teacher. The idea resonated with him and he began the certification process to begin teaching, initially as a substitute teacher for fourth and sixth grades. Thanks to Mr. Meagher who was also teaching at WTHS, Mr. Sanders learned of the robotics and automation position and in 2019, was hired full-time.

“I love going to work and working with these students,” he said, adding that he was put on a state committee to help with the robotics portion of the state frameworks for vocational programs.

“I enjoyed my time at QCC and didn’t want to leave. People underestimate a community college. The amount of money you save is substantial and there are many transfer opportunities, which can save you even more. A community college is a great steppingstone and a great avenue for people.” 

QCC PAVED THE WAY FOR WORCESTER BUSINESS OWNER

Our community depends on entrepreneurs such as business owner, JoAnn DeMango-Davis, who have the ability to improve our community livelihood. For Ms. DeMango-Davis, her life's dream of owning and running a successful business began at Quinsigamond Community College. Starting a business is hard enough; yet running a successful business for over three decades is nothing short of miraculous in a time when so many businesses are struggling just to survive. Ms. DeMango-Davis attributes her success to a few steppingstones along the way, the most important of which was QCC.

"When I graduated from high school, I had the desire to learn. I heard good things about QCC and the careers and education it had to offer. I decided to apply and got accepted to the Liberal Arts program," she said.

Unfortunately, life and monetary reasons

got in the way of Ms. DeMango-Davis's education and she ended up leaving higher education to go to work full-time. As she became more financially secure, she decided to go back to college, this time for nursing.

"I had an interest in becoming a Registered Nurse and heard QCC had a well-recognized nursing program, so I decided to apply," she said. "I

went to a career counselor for advice and was told I should complete my prerequisites and put my name on a waiting list. I worked hard to complete the curriculum and was accepted into the nursing program."

Ms. DeMango-Davis said she took advantage of the support services the college had to offer, such as the tutoring center, where she found everyone to be "incredibly supportive."

"This was instrumental to me becoming a registered nurse," she said, noting that because of her good grades she was able to tutor students for a small stipend.

Professors also played an important role in her success at QCC and beyond.

"Professor Paul Chamberlain, who taught anatomy and physiology, always gave the class a challenge and had good advice. He prepared us well for the nursing program, which gave us so much insight on how the human body functioned. The second instructor that stood out was Virginia Henderson, a professor of first year nursing students. She was never judgmental, always caring and listened," she said.



QCC alumna JoAnn DeMango-Davis

After graduating from QCC in 1981 with an Associate Degree in Nurse Education, Ms. DeMango-Davis began working at UMass Memorial Hospital on a diabetic and dialysis floor, eventually moving on to a new job working in the cardiac intensive care unit.

For some people this might be the end of the story but for Ms. DeMango-Davis, it was just the first chapter on her way to her future goals.

“I always wanted to have my own business, so I decided to go to school for electrolysis which

took a little over one year. My nursing career allowed me to work and go to electrolysis school at the same time,” she said.

After graduating from the Angelis School of Electrolysis, she decided to pursue her dream and opened an electrolysis business, while continuing to work as a nurse to make ends meet.

After a hectic three-year schedule, she was able to support herself exclusively doing electrolysis.


Degree in the Social Sciences from Assumption College. Along the way, she also became a Certified Laser Technician, which was a

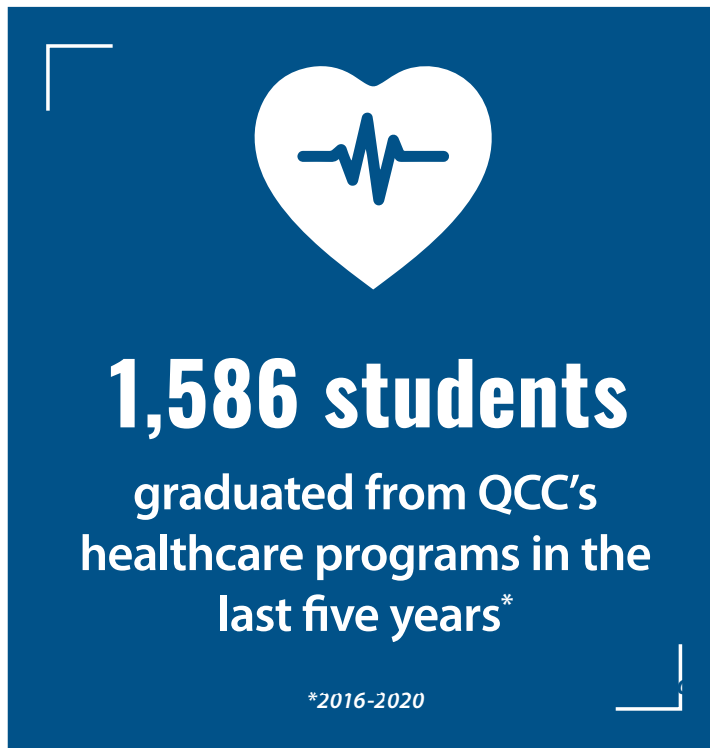
perfect match with her electrolysis business.

“Approximately 11 years ago I took a three-month nursing refresher course, and I highly recommend it for anyone who has been away from nursing and would like to integrate back into the nursing world,” she added.

Thirty-five years have now passed and today Ms. DeMango-Davis owns and operates Advanced Precision Electrolysis and Laser Hair Removal in Worcester.

She looks back fondly on her time at QCC and sees it as the catalyst for where she is today.

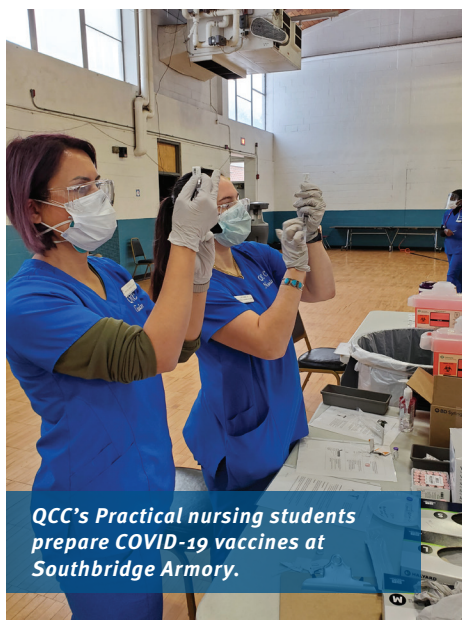
“QCC was the most important step in my career as a professional in electrolysis and laser hair removal. It all started with nursing school, and the desire to help others in healthcare,” she said. “I highly recommend QCC to anyone who has the drive to be successful.” 



1,586 students
 graduated from QCC's
 healthcare programs in the
 last five years*
 *2016-2020

“This was the most frightening decision I have ever made. I always had in the back of my mind that if it didn't work out, I could always fall back on my nursing career,” she said.

Although she was happy with her business, Ms. DeMango-Davis felt there was more she wanted to do. She decided to go back to college, where she obtained a Bachelor's



QCC's Practical nursing students prepare COVID-19 vaccines at Southbridge Armory.

College's Nursing Community Part of History

Quinsigamond Community College nursing students and faculty are committed to the Coronavirus/COVID-19 vaccine efforts. Since mid-December, 76 practical nursing students administered approximately 6,000 vaccines at the vaccine clinic located at the Armory in Southbridge, while other Nurse Education students assisted in administering vaccines to healthcare workers at UMass Memorial Medical Center's COVID-19 vaccine clinic.

"Encouraging service to our community is an integral piece of living QCC's mission, one of our core values," said

Professor of Nurse Education, Margaret "Meg" Yoder.

Nursing students administered the vaccine, performed intake assessments, gave educational information, and observed vaccine recipients post vaccination. Faculty also assisted in the vaccine clinics.

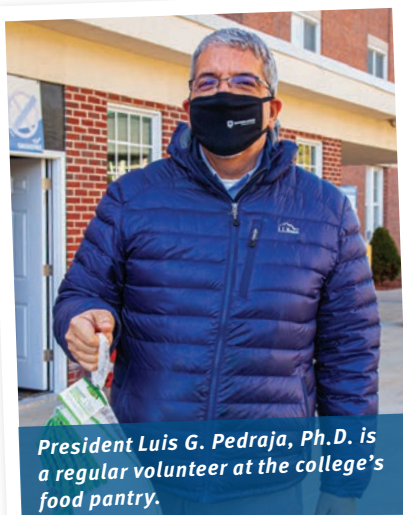
"Clinical experiences and opportunities are so important for all of our healthcare students. Our nursing students are learning firsthand the importance of community-based public health initiatives," said Dean of the School of Healthcare, Pat Schmoehl.

Feeding Those in Need

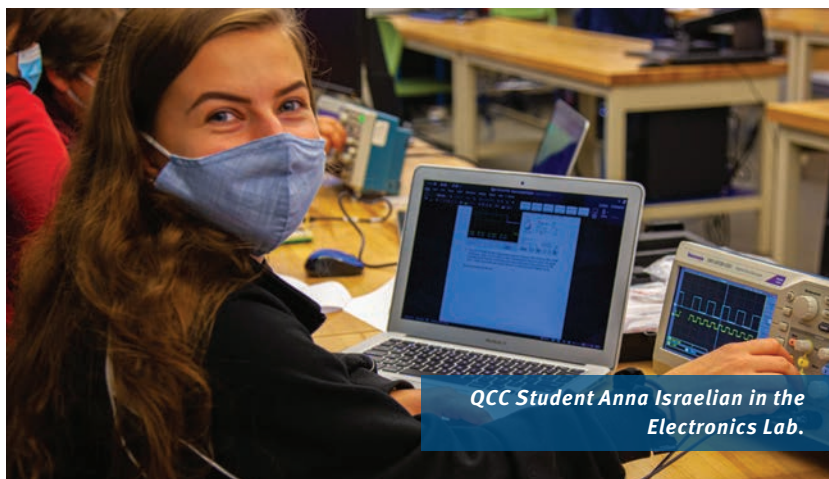
QCC was out on the frontlines helping make Thanksgiving 2020 a little bit better for its most vulnerable students. During its weekly curbside, contact-free food pick-up, turkeys with all the fixings were given to 40 students in need. Students who did not get a turkey were given \$40 gift cards to Market Basket.

Since the start of the pandemic, QCC's Food Pantry has partnered with the Worcester County Food Bank to deliver 2,000 lbs. of food weekly to feed food insecure students. To date, 490 students have signed up to use the food pantry.

"We are helping feed our students, as well as hundreds of family members. The word community in our college name is no accident. We are part of the community and as such, we will do everything we can to help our most vulnerable," President Pedraja said.



President Luis G. Pedraja, Ph.D. is a regular volunteer at the college's food pantry.



QCC Student Anna Israelian in the Electronics Lab.

Millions in Emergency Funding Helps Support Student Success

QCC received \$2.4 million in federal emergency funds from the Higher Education Emergency Relief Fund II, authorized by the Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA), to support students. The College also allocated an additional \$1 million in institutional funds to assist students during the Coronavirus/COVID-19 pandemic.

"This unprecedented time in our history requires us to dig deep and support our students in every possible way. This funding will go a long way in helping students realize their dreams of a better life," said President Luis G. Pedraja, Ph.D. "QCC is the first choice for many students in our region, from traditional high school students, non-traditional students, and students interested in beginning their education to transfer to a 4-year college or university."

Online Degree Programs Ranked Top Five in the Country

QCC's Online Associate Degree programs were named the fifth best return on investment (ROI) in the nation by OnlineU.org, an unbiased rankings organization that compares all online colleges and universities in the country. QCC was the only community college listed in the top five, and one of only two community colleges in the country to make the top 10 on the list.



Administrators, faculty and staff help out each week at the food pantry to help students who are food insecure.

Alumni Challenge Exceeded Expectations

The QCC Foundation 2020 fall fundraising campaign took on new meaning as more students were in need of assistance due to the Coronavirus/COVID-19 pandemic. As part of the Foundation's fundraising initiative, alumni, faculty, staff, donors and friends of the College were challenged with raising \$30,000, in honor of the 30,000-plus QCC alumni. Thanks to campaigns such as GivingTuesday, a day of global action for giving, the entire community stepped up and the Foundation exceeded its fundraising goal.

"QCC is not just a college in Worcester, QCC is Worcester's college and by supporting our students you are supporting the community," said Associate Vice President for External Affairs, Viviana Abreu-Hernandez, Ph.D.

Workforce Success Grant Award to College

QCC was one of only two community colleges awarded a 2020/2021 Kenneth J. Donnelly Workforce Success Grant for Expanded Training Capacity & Employment Program Performance. The grant provides funding for unemployed residents to take part in the College's Administrative Medical Professional Program. Donnelly Workforce Success Grants serve people across Massachusetts whose life experiences and circumstances make it difficult for them to succeed in employment without targeted support. QCC's Workforce Development and Continuing Education Center (CWDCE) will provide training and placement services for 40 eligible, unemployed residents in the Central MA region.

Eligible students who take part in the program can realize a career as a Medical Administrative Assistant in a variety of healthcare settings. The U.S. Bureau of Labor Statistics projects that from 2019 to 2029, Medical Administrative Assistants will more than quadruple the job growth rate of all other occupations.

"We are presently recruiting for a summer class with two more classes scheduled this fall," said Kathie Manning, dean of the CWDCE. "This program includes all materials, as well as the certification test."

Students enrolled in the program are expected to work a minimum of 30 hours per week (remote or in-person) once they have completed

the course and obtained certification. Students, who complete the program, and are employed for 60 days at 30-hours-a-week, are eligible to receive a \$500 stipend.





The CWDCE began offering a free Nurse Assistant/Home Health Aide program.

Students Offered Free Training in the New Year

The Center for Workforce Development and Continuing Education Center (CWDCE) began offering a free, grant-funded Nurse Assistant/Home Health Aide program in 2021. The free 120-hour Nurse Assistant/Home Health Aide Training program provides students with the necessary theory and entry-level skills to provide basic nursing assistant care in a long-term care facility, acute care facility or home health care agency. Upon successful completion of the program, students will be eligible to take the Massachusetts Certified Nurse Assistant Competency Exam. The program is funded through the Executive Office of Health and Human Services Nursing and Allied Health Initiative, SNAP Path to Work.



Hands on learning is vital to students being successful when they enter the workforce.

Hands-on Learning Continues Remotely

Hands-on learning is an integral part of student success at QCC. Students who have the skill sets that enable them to hit the ground running in a new job are more valued when they enter the workforce. When the College transitioned to remote instruction due to the COVID-19 pandemic, many of the College's programs developed in-home, hands-on learning modules for students to continue this important educational training. Students in courses that ranged from electronics engineering technology to computer systems engineering technology, and food service, have experienced hands-on learning from the safety of their homes, mimicking activities they would have normally performed in an on-campus lab setting.

Grant Facilitates Early College Pathways

QCC was awarded a Commonwealth Dual Enrollment Partnership (CDEP) Grant of \$32,400. The grant provides funding for high school students to take college-level courses that fulfill high school requirements, as well as earn college credit towards their degree. QCC has a strong

Early College Program and is a pathway to higher education for those historically underserved. The College has partnered with seven Worcester Public High Schools and 22 Central Massachusetts High Schools. Classes range from general education to business and healthcare.



Worcester High School students offer their insight at an Early College Roundtable discussion.

Dental Professor Named Yankee Congress Dental Assistant Award



Professor McKeon

Jennifer McKeon, professor of dental assisting and hygiene and QCC alumna was awarded the 2021 Elizabeth A. Baer Award, by the Yankee Dental Congress. This annual award is presented to a dental assistant who has made significant contributions to the Massachusetts Dental Assistants Association and the Massachusetts Dental Society.

Professor McKeon earned an Associate Degree in Dental Hygiene from QCC in 2001, and in 2002 began a career educating students part-time at the College where she earned her degree; becoming a full-time faculty member in 2010.

“There were so many professors who molded my life at QCC that I felt honored to become full-time faculty. The two things that I was passionate about came together. I wanted to give back all that was given to me at QCC, and I could do that by teaching and coordinating the dental assisting program. I could never have asked for a more perfect position at the perfect college.”



Lieutenant Governor Karyn Polito, President Luis G. Pedraja, Ph.D., and Governor Charlie Baker

President Pedraja Earns Multiple Accolades in 2021

President Luis G. Pedraja, Ph.D., has made an indelible impression on the College, the City and the Commonwealth. His steadfast leadership during the coronavirus/COVID-19 pandemic, coupled with advocacy for the underserved earned him the title of 2021 Innovative Business Leader of the Year by Worcester Business Journal.

Dr. Pedraja was also named as one of the 50 Most Influential People of Color in Higher Education by Get Konneted!, a cross-cultural professional organization. Dr. Pedraja joined other honorees on March 30 for a virtual celebration that included a panel of educators, who discussed diversity and equity in higher education, leadership, and what the future will hold for higher education.

Advocating for Racial Equity

QCC alumnus and new QCC Foundation Board member Jorgo Gushi was part of the Massachusetts Department of Higher Education’s webinar, when the DHE and the Lumina Foundation announced a comprehensive new plan to achieve racial equity for students attending Massachusetts public colleges and universities. Mr. Gushi stressed the need for more investments in higher education to address racial inequities/barriers to student success.

“We must be willing to look at student outcomes and disparities at all educational levels disaggregated by race and ethnicity, as well as socioeconomic status. We ought to recognize that individual students are not responsible for the unequal outcomes of groups that have historically experienced discrimination and marginalization in the United States. Respect for the aspirations and struggles of students, who are not well served by the current educational system is essential,” he said.

Alumnus Jorgo Gushi



Students Lead Virtual Legislative Town Hall Discussion

In October 2020, QCC student Tabitha Leber defined the past six months during the COVID-19 pandemic as a time of resiliency, at the student-run Virtual Legislative Town Hall. Ms. Leber was one of a group of current and former students and college administrators who took to the virtual airways recently to discuss the pandemic, remote learning and what it means to be a student at QCC. Ms. Leber said she and her fellow classmates learned to be prepared and resilient, thanks to the skills they assimilated while attending college.

Attending the event were Senator Michael Moore, Senator Anne Gobi, Representative James O'Day; Representative Natalie Higgins, Representative Hannah Kane; Melissa Olesen, regional director of Central & Western Massachusetts for Senator Edward Markey; Yael Langer, legislative director for Senator Anne Gobi; and Emily Johnson, on behalf of Representative Paul Frost.

Moderating the event was Mason Wheaton, a first-generation college student, who kicked off the event with her inspirational parody song, "We Can Fight the Virus." Ms. Wheaton described her time at QCC as transformative.

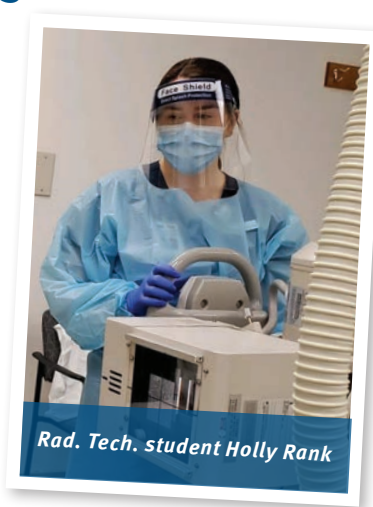
"I am so grateful to have come here. Every day I have more experiences than I could have ever imagined. Without QCC I would have never attended college and life would have looked a lot different," she said. "So many students like me came here to have a better life."

Board Chair Sue Mailman reminded legislators that community colleges receive only 25% of the state's education funding, while UMass universities receive 50% of funding and state universities receive the other 25% of the state funding.

"If there was ever a time to rethink that formula it's now," Ms. Mailman said. "This school matters in this region for our students and for employers."

New Equipment Forthcoming for RAD Tech Program

Thanks to The Health Foundation of Central Massachusetts, QCC's Radiologic Technology (RT) program will soon have upgraded instructional imaging equipment. The College was awarded a \$70,790 Activation Fund Grant. The Grant was the second largest awarded to 14 organizations. The funds will be used to purchase cutting-edge digital radiography equipment to help prepare students for their clinical rotations. The vast majority of hospitals now use digital radiography equipment in place of the more traditional imaging.



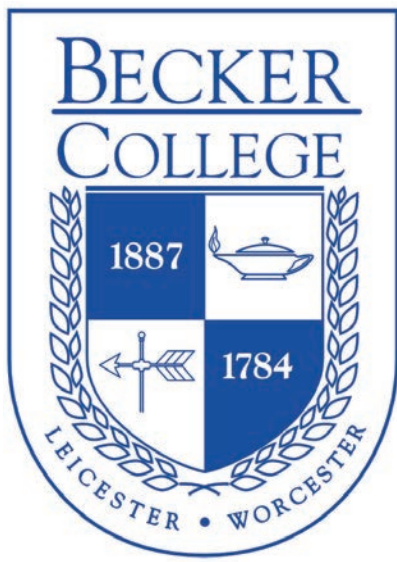
Alumnus Honored with Student Veteran Leadership Award

QCC alumnus and current student Anthony "Tony" Barnardo was honored in August 2020 in the latest issue of GI Jobs Magazine as one of the 2020 Student Veteran Leadership Award recipients. The award honors 48 student veterans from across the country who are making a positive impact at their school and in their communities.



Mr. Barnardo is a recent graduate from the College's Hospitality Management-Food Service program. He is taking classes for a second Business Transfer degree, before transferring to Nichols College in Spring 2021. His goal is to one day open his own food truck and said QCC has been instrumental in helping him to reach his future goals.

"Starting at QCC for the Spring Semester of 2019 was the best decision I could've made," he said.



QCC Offers a Place For Becker Students to Continue Their Education

Quinsigamond Community College opened its doors to Becker College students after learning of the College's closing at the end of the Spring 2021 semester. QCC has developed a transfer agreement and memorandum of understanding (MOU) with Becker College to assist current Becker students in seamlessly continuing their education. This agreement is for all current Becker students in programs transferrable into comparable programs that include:

- Associate in Business Administration Transfer
- Associate in Criminal Justice
- Associate in Early Childhood Education
- Associate in Early Childhood Education Birth – Eight Years Old
- Associate Nurse Education
- Associate Nurse Education – Evening

"We are here to offer Becker College students a way to achieve their higher education dreams and a way to enter the workforce with the skills they need to be successful," said President Luis G. Pedraja, Ph.D. "We want to ensure that no one is left behind because of circumstances beyond their control. We worked diligently on this transfer/MOU agreement and while this agreement does not include all programs at Becker, we will endeavor to enroll and support all transfer students and those who were considering Becker in the fall."

Community Partners Help Grow QCC's Food Pantry and Resource Center

QCC's Food Pantry and Resource Center provides access to healthy food for underprivileged, underserved QCC students in need. Thanks to two community partners, The United Way of Central Massachusetts and the Greater Worcester Community Foundation, more students will be able to have access to its services in the coming months.

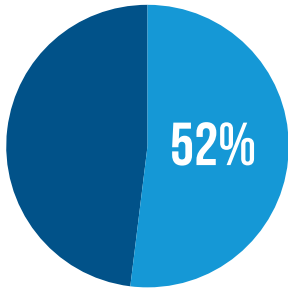
The United Way of Central Massachusetts will fund a total \$20,000 in the next 18 months for the purchase and ongoing maintenance of an electronic software system, "SmartChoice," as well as food, and related supplies. Through use of this electronic food pantry software, students can select prepackaged baskets of food in a safe, contact-free way. The new software will also greatly enhance data collection to monitor participants on their progress toward self-sustaining changes in their food insecurity and homelessness.

Additionally, The Greater Worcester Community Foundation awarded QCC a Worcester County Food Bank Fund to End Hunger Grant totaling \$14,000. The grant will be used to fund the purchase of an industrial freezer, refrigerator and shelving for the food pantry, to enable the College to provide more food for students in need.

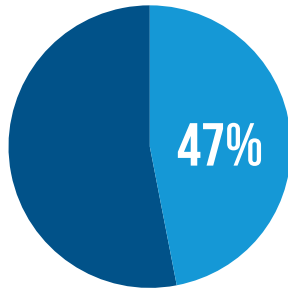


Alumna Luceily Ortiz

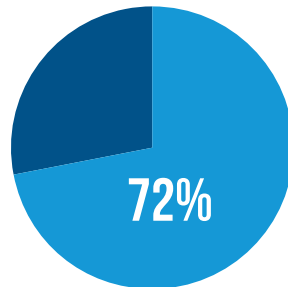
Since its inception, the QCC Food Pantry and Resource Center has provided food and support services to over 500 students and more than 2,000 of their household members. The COVID-19 pandemic only exacerbated students' needs, as more began struggling to put food on the table, pay their rent and utilities, while attending college remotely. QCC anticipates hundreds more students and their families will be assisted through this food pantry expansion.



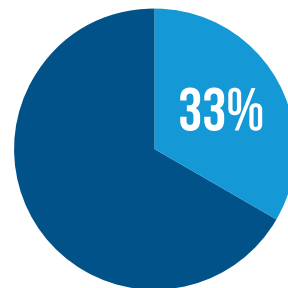
52% did not qualify for financial aid



47% lost their jobs



72% had reduced working hours



33% had out-of-pocket medical expenses

Funding What Really Matters

Since the start of the Coronavirus/COVID-19 pandemic, many Quinsigamond Community College students have experienced increased financial needs.

The QCC Foundation immediately recognized this growing need and in mid-March 2020, allocated \$25,000 to create the QCC Foundation Student Emergency Aid Fund that would help to counteract some of the unexpected expenses students were facing. The entire College community sprang into action with an aggressive fundraising campaign, and donations came from faculty, staff, directors and trustees, alumni, in addition to foundations, banks, corporations, private donors and grants.

Today the Student Emergency Aid Fund has given

support to over 600 students and has raised close to \$131,000, with its fundraising efforts still ongoing. Students have typically received anywhere from \$100 to \$250. The College's External Affairs Department also worked with organizations to repurpose \$53,000 in grant funds to establish the Computer Scholarship Fund, which aided students in their technology needs, such as laptop computers and/or Wi-Fi hotspot devices.

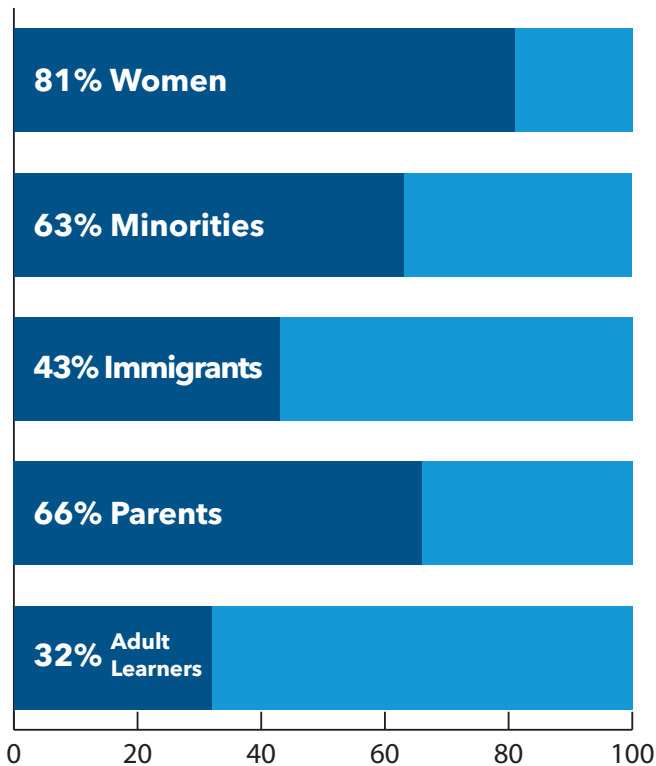
While all colleges and universities nationwide received Federal CARES Act funding, many students were exempt



“The Student Emergency Aid Fund solidifies the Foundation’s mission of eliminating barriers that prevent student success.”

**— Linda Maykel, D.D.S.
QCC Foundation President**

Student Emergency Aid Fund Survey



from receiving this aid because of citizenship, residency or enrollment status. Unlike the stipulations of CARES Act funding, the Student Emergency Aid Fund is available to all current QCC students, regardless of their status.

A survey done by the College found that of those who applied and received aid, 52% did not qualify for other aid, 47% had lost their jobs, 72% had reduced working hours, and 33% had out-of-pocket medical expenses. Most students said they used the aid to help with rent, mortgage, groceries, utilities, transportation, credit card bills, student loans, books and healthcare, due to the economic impact of the pandemic.

Special Thanks To QCC's Donors

Special thanks to the following donors for helping to raise emergency aid for QCC students in need. This assistance was available at the onset of the pandemic, prior to the College receiving federal emergency funds, and was instrumental in helping students remain in college. Your contributions have helped so many students realize their dreams of a better life.

- AbbVie
- Berkshire Bank
- Cornerstone Bank
- Country Bank
- Fred Harris Daniels Foundation
- Fidelity Bank
- The George F. and Sybil H. Fuller Foundation
- The Hanover Insurance Group Foundation
- The Health Foundation of Central Massachusetts
- Main Street Group Foundation
- Rollstone Charitable Foundation
- The Schwartz Charitable Foundation
- Stoddard Charitable Trust
- Webster Five Foundation
- Worcester Together: Central Mass Covid-19 Response Fund
- Worcester Together Fund: A partnership of Greater Worcester Community Foundation and United Way of Central Massachusetts, in cooperation with the City of Worcester, and from the Massachusetts Covid-19 Relief Fund

FY20 (JULY 1, 2019 – JUNE 30, 2020) DONORS

\$100,000+

The Francis A. and
Jacquelyn H. Harrington
Foundation

\$10,000+

Digital Federal Credit Union

The George F. and Sybil H.
Fuller Foundation

Gene Haas Foundation

The LaBonte Family
Charitable Trust Fund of the
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Laurie Riester

Barbara Rossman

The Stoddard Charitable
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Worcester Together: Central
Mass Covid-19 Response
Fund

Worcester Together Fund
– A partnership of Greater
Worcester Community
Foundation and United Way
of Central Massachusetts, in
cooperation with the City
of Worcester, and from the
Massachusetts Covid-19
Relief Fund

\$5,000+

The Health Foundation of
Central Massachusetts

SALMON Health and
Retirement

Webster Five
Foundation

\$2,500+

AbbVie Bioresearch Center

Berkshire Bank Foundation

Coghlin Services Fund

Fallon Health

Main Street Bank

Linda A. Maykel

The Schwartz Charitable
Foundation

Margaret Wong

\$1,000+

Gail E. and Donald H.
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Deborah Harmon Hines

Steve and Sharon Marini

Lillian Ortiz

Luis G. Pedraja and Leigh
Woodruff

The Linda & James Tartaglia
Charitable Fund at Schwab

Carmen Tobin Nursing
Scholarship Fund of Greater
Worcester Community
Foundation

UniBank

Worcester County Food
Bank

Worcester Rotary Club

\$500+

Viviana Abreu-Hernandez

Tiffiniy Cheng

Cornerstone Bank

Andreana M. Grimaldo

David Handsman

James H. Harrington

Geraldine A. Herlihy

Amy Holton

Donna Lazorik

David Ojerholm

Anthony Polito

Provo Wealth
Management
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Kathleen Rentsch

Rollstone Charitable
Foundation

\$250+

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Linda Coccola

Lucinda Costa

Lucille A. DiLeo

Steven Forman

SuEllen Hamkins

Timothy Hamm

Brady Hammond

Jeannie Hebert

Houssan & Ojerholm, P.C.

James Keane

Linda Larrivee

Michael McGinley

Anne McKenna

Laurance S. Morrison

Charles "Pat" Schmohl

Ingrid Skadberg

Edna Spencer

Francis Widmayer

Dagne Yesihak

\$100+

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Anonymous (3)

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Selina Boria

Rebecca Brownstein

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Anthony Butler

Brian Chandley

Lisa Cook

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Up to \$99

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Anonymous (8)
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Benjamin Aryeh
Gaelan Benway
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Charlene Broman
Frank Cameron
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Donations in Memory of Natasha Williams

Bill and Deb Dehner
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Private Grants

Greater Worcester Community Foundation

Matching Gift Companies

AbbVie Employee Engagement Fund
Aetna Foundation, Inc.
Bay State Savings Bank
State Street Foundation, Inc.

In-kind and Other

AmazonSmile Foundation
Douglas Counts
Hu-Friedy Mfg Co.
JustGiving
Network for Good
SJC Custom Drums
Terry Vecchio's Birthday Fundraiser
Margaret Wong

QCC Foundation

The QCC Foundation is a nonprofit, tax-exempt 501(c)(3) organization that is fiscally and legally separate from the College. All gifts are tax deductible as allowed by law. The QCC Foundation supports the College in its efforts to provide accessible, affordable, and high-quality educational and training programs and services. One of its primary goals is to ensure that every student who needs a scholarship receives one.

We invite you to consider establishing an annual scholarship fund or lifelong scholarship fund* to memorialize a loved one or honor someone, or contribute to an already established fund. For more information, please contact Shirley Dempsey at 508.854.4520 or sdempsey@qcc.mass.edu.

**A lifelong scholarship fund is placed in the endowment and held in perpetuity, with 50% of the net income awarded to students annually. Endowments help to guarantee a financial future for QCC's mission of educating students and is an important source for scholarships at a time when less than 30% of QCC's budget is funded by state appropriations.*

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IN MEMORIAM

We're sorry to hear about the loss of our alumni. Join us in expressing our condolences to the families of the following:

T. Parker '70 5/16/2020	Sharon Boucher '86.....9/17/2020	Joann Eldridge '68..... 1/26/2021
Idamay Arsenault '825/17/2020	Kristi Simaku '09 9/20/2020	Patricia Grogan '85 1/28/2021
Sylvia Gagliastre '80 6/4/2020	Susan Delfanti '83 9/28/2020	Gretchen Nahkala '91 2/6/2021
Idamay Arsenault '825/17/2020	Jesus Martinez '88 10/14/2020	Cathy Ordway '86.....2/9/2021
Leanne Brady '05 6/2/2020	Jeanette Casey '87 10/17/2020	George Gacheru Kinuthia '09.....2/11/2021
Sylvia Gagliastre '80 6/4/2020	Frances Casas '68 10/21/2020	Jeffrey Jansson '79..... 3/13/2021
Joanne Granger '956/7/2020	Kathryn Lynch '69..... 10/23/2020	Jeffrey Riordan '83..... 2/27/2021
Elizabeth Malouin '99 6/17/2020	Harold Williams '73 10/25/2020	Suzanne Wise '94.....4/1/2021
Ursula Shea '68 6/26/2020	Sandra Wiggins '8811/5/2020	Gretchen Nahkala '91 2/6/2021
Edna Spencer '767/7/2020	Eileen Zelenak '9311/11/2020	Cathy Ordway '86.....2/9/2021
Charlotte Landry '85.....7/7/2020	Nina Andersen '77 11/13/2020	George Gacheru Kinuthia '09.....2/11/2021
John Cronin '72.....7/8/2020	Jennifer Brevik '19 11/21/2020	Jeffrey Riordan '83..... 2/27/2021
Rebecca Wetherbee '027/17/2020	Diane Tuttle '90..... 12/8/2020	Jeffrey Jansson '79..... 3/13/2021
Lauren Higgins '04..... 7/26/2020	Steven Coffone '14.....12/20/2020	Suzanne Wise '94.....4/1/2021
Mary Colby '82..... 7/31/2020	Renee Kirkland '90.....1/5/2021	Robert Zach '80..... 4/12/2021
Patricia Anderson '94..... 8/14/2020	Beverly Cousin '011/5/2021	Raymond Hatt '72 4/29/2021
David Romano '00..... 8/16/2020	Sean LeBoeuf '801/5/2021	Victor Poirier '705/3/2021
Suzanne Wilson '96..... 8/17/2020	Judith Stoddard '78.....1/8/2021	Joan Erickson '76..... 5/20/2021
Meredith Weiss '02 9/15/2020	Dorothy Riley '79 1/16/2021	

CHANGING THE LIVES OF QCC STUDENTS THROUGH PLANNED GIVING

A 2018 study done by the Wisconsin Hope Lab found that 11% of Quinsigamond Community College students experienced some form of homelessness; 54% were housing insecure, and 49% had low or very low food security. This is a situation the College immediately addressed, developing a food pantry and resource center to help students in need. However, it is just the tip of the iceberg in what is needed to ensure that all students achieve 100% student success.

Making a positive difference in the lives of students is the premise behind Quinsigamond Community College and the QCC Foundation; however, we cannot do this without the help of the community.

There are many ways to support QCC. A planned (or estate) gift can help to fund a multitude of programs and services at QCC, from the College's food pantry and resource center, to scholarships for students, and academic and student services programs. There are several, simple and direct ways in which you can include QCC in your estate planning.

Please contact Shirley Dempsey, assistant director of operations at 508.854.4520 or sdempsey@qcc.mass.edu.



Life Insurance

Life insurance policies also make an excellent giving opportunity. You may donate an existing policy to the Quinsigamond Community College Foundation, Inc. or name the QCC Foundation as the beneficiary of that policy.



Bequest

This is the easiest way to make a planned gift. With a bequest, you can leave a specific amount of money or a percentage of your estate to the QCC Foundation in your will.



Retirement Plans

Did you know that you can name the QCC Foundation as a beneficiary of your IRA, 403(b) or other retirement accounts? Talk to a financial advisor regarding this option.



Gifts of Appreciated Securities

Stocks or shares of mutual funds provide a great way to avoid capital gains tax and your gift is based on the current market value, not what you originally paid for the stocks. To maximize the tax benefits available to you, your shares must be transferred to the QCC Foundation before they are sold.



QUINSIGAMOND

Community College

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www.QCC.edu

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Congratulations **CLASS of 2021**



Congratulations Class of 2021 — welcome to the over 34,000 strong QCC alumni who keep our communities safe, our workforce effective and our economy thriving.

Our students showed the world just what it means to be a Wyvern! As we look to the future, we see amazing things on the horizon for QCC and our incredible 2021 graduates.

