



*President's Report*  
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**QUINSIGAMOND**  
Community College

## Greetings from QCC!

I warmly invite you to participate in the many and varied successes at QCC during 2011 that are highlighted in this report. I'm sure you will be pleasantly surprised at the depth and breadth of our accomplishments, especially in light of the current economy and the many challenges it poses for us.

QCC has been able to pursue new programming and broader overall strategies in terms of workforce development and employment readiness by continually working with our partners in the community – the local businesses and business leaders who advise us on a regular basis. By aligning ourselves with these businesses we are able to prepare a workforce suited to their specific needs.

*(See page 3 for more information.)*

Our future lies in the success of our students today, which is why we place such great importance on our Science, Technology, Engineering and Mathematics (STEM) programs. While it has been recognized that careers of the future will have their basis in STEM education, it is our responsibility to prepare our students for these fields – starting in high school. We have a number of initiatives in place and with funding from several new, exciting grants, we are already accomplishing great things and forging new paths. We are assured we're on the right path when we receive recognition such as a gold accreditation from the Massachusetts Life Science Education Consortium (MLSEC) for our Biotechnology Certificate Program and the Commonwealth's endorsement of the Advanced Robotics Program as a model for state and national science and mathematics education initiatives.

*(See page 5 for more information.)*

It is with great pride that I call your attention to these and other accomplishments included in this report. It's a source of wonderment to me that QCC continues to grow and thrive in this economy. I owe that success not only to a vibrant, local community that works collaboratively with us, but to the talented faculty and staff, as well as the students who persevere in attaining their goals.

Sincerely,

  
Gail E. Carberry  
President



Photo by Amy Yonover





# *President's Report*

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# Success!

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2011 was a challenging year for QCC, as the recession continued to dominate the headlines. With that in mind, QCC mobilized to ensure that its ideals and vision remained student focused despite an unforgiving economy. To that extent, QCC creatively addressed a variety of challenges by building upon its strong foundation of initiatives focused on expansion, alignment, training and excellence. The outcome has been...SUCCESS!

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**CHALLENGE:**

***Alignment with Local Businesses***

*One of QCC's goals has always been enhanced alignment with local employers, since the natural outcome of a QCC education is employability or better career prospects. QCC has reached out to area businesses informally as well as with surveys and focus groups to determine areas of greatest need and has planned programming specific to the results of the fact finding. QCC's consistent success is achieved only by working closely with its community and local business leaders.*

**SUCCESS:**

A new Heating, Ventilation, and Air Conditioning (HVAC) Certificate program was developed in response to local business needs and enjoyed a successful fall 2011 launch. The program, held exclusively at QCC Assabet, is two semesters and requires a High School diploma or GED.

**SUCCESS:**

Similarly, a new Insurance Certificate Program has been added as an option to the Business Administration – Career program. Business leaders from the local insurance industry illustrated a specific need and QCC responded by developing the new program. The program prepares students to sit for several industry standard certification exams. On completion, graduates are prepared to enter the workforce or the Business Administration Degree program.

**SUCCESS:**

The Training and Education Center (TEC) has also added “Introduction to Solar PV Design and Installation” Program at QCC Assabet. The condensed, instructor-led course includes PV



*(Photo: L. to R: Russ Mangsen, Director of Technical Programs, Mary Jo Nawrocki, Superintendent-Director of Assabet Valley Regional Technical High School, President Gail Carberry, Pat Toney, Vice President of Academic Affairs and Stephen Marini, Assistant Vice President for Academic Affairs)*

system concepts required by entry-level designers, installers, sales consultants, estimators and inspectors by studying the fundamental principles of the application, design, installation and operation of grid-tied and stand-alone PV Systems. Upon successful completion of this coursework, students are eligible to sit for the North American Board of Certified Energy Practitioners’ (NAB-CEP) PV Entry Level Exam. As the market grows for photovoltaics, students achieving this industry-sponsored Entry Level Exam may find that their employment opportunities are enhanced by starting the job with an understanding of the basic terms and operational aspects of a PV system.

**SUCCESS:**

TEC developed a Machinists training program for GENTEX Optics in Dudley, MA in response to training and education gaps identified by GENTEX.

**SUCCESS:**

TEC also developed and conducted two Building Performance Institute (BPI) classes, Building Analyst Professional and HERS Rater Professional certification. BPI is the lead certifier for Residential Building Analysts in the country, a growing job in the green energy sector.

**SUCCESS:**

A new Enhanced Skills Curriculum for Medical Assistants was also developed by TEC to refresh and expand on existing skills; classes for Medical Assistants seeking to begin prerequisites for health-related degrees were added, creating additional career ladder and bridge program opportunities with the Healthcare Skills grant.

**CHALLENGE:**

***College Access for All***

**SUCCESS:**

The town of Marlborough quickly came to the fore as a town looking to improve prospects for its citizens. While working closely with the local community, business leaders and Chamber of Commerce to address workforce needs and education gaps, it was determined that Assabet Valley Regional Technical High School in Marlborough would be a perfect location for a QCC satellite. The new location is another exciting opportunity to extend QCC's reach beyond Worcester, while making higher education more accessible. The school will also offer business studies in conjunction with Dudley-based Nichols College.

**CHALLENGE:**

**Keeping Pace with  
Community Growth and  
Economic Development**

**SUCCESS:**

QCC has always been a vibrant contributor to the local community, keeping pace with growth and innovation. One of QCC's recent visions that resulted from in depth conversation with local business leaders is the development of a new Center for Advanced Transportation Technology (CATT).

In 2009, the Commonwealth reached a landmark agreement with CSX to acquire the Boston to Worcester rail line which would give the State the flexibility to increase commuter service by 2012. The intent of QCC's new CATT is to provide trained personnel for the transportation industry in Worcester, poised for this explosive growth. Improvements to the rail infrastructure are expected to create 1,000 jobs over the next two years. The long term benefits are significant for industry commuters and the environment as transportation shifts freight from our highways to our railways.

The plan supports the growth of both freight and passenger service, links mass transit with centers of commerce and industry, and ensures that Massachusetts and New England stay competitive in the global market well into the next century.

Plans for CATT are in development which will forward the College's mission to support economic vitality in the region and continue outreach and alignment efforts to local businesses. The CATT will support the burgeoning train, truck, automobile and plane industry labor demand by training students for careers in advanced transportation technologies



Senator Michael Moore at Burncoat Reception

such as green transportation, alternative fuel vehicles, diesel and hydraulic technologies.

The vision for this project arose from findings at a number of Transportation and Logistics Industry Sector Forums held at QCC. Each forum consisted of local representatives from Worcester Transit Authority, Worcester Airport, Worcester Department of Public Works, CSX, Pan Am Railway, Providence/Worcester Railroad and local automobile dealers. The industry forums were established to discuss the challenges business leaders expect in the coming years and to provide guidance to QCC as to how the College might provide support with programming to answer the upward trend of unskilled transportation sector employees. The forums collected data with a series of closed response questions, followed by group discussion and validation. By convening the forum, QCC gained access to established contacts within the industry who will continue to provide support throughout the development of the new program and beyond.

**SUCCESS:**

One of the first steps in the CATT vision was the relocation of its successful Automotive Technology program to Burncoat

Senior High School in Worcester in April. City Manager Michael O'Brien noted, "bringing more high demand training into the city is great news for our residents and will assist us in business attraction and retention." The re-location allows for more classroom space and an expanded partnership with Burncoat and opportunities for Burncoat grads. The relocation was completed for the fall 2011 semester and all Day and Evening classes for the program are now held at the Burncoat site. A celebratory reception attended by faculty, staff, community and business leaders for the new location was held in November on-site.

**CHALLENGE:**

**Prepare Students for  
College and Beyond**

**SUCCESS:**

QCC was awarded funding from the Commonwealth of Massachusetts' competitive Vision Project Performance Grant in September. The awards, made to 18 public higher education institutions, were announced by Governor Deval Patrick on September 6. QCC was awarded \$180,500 from a total \$2.5 million award to provide math boot camps and enhance the college's STEM (science, technology, engineering, and math) Program. The grant will allow for further enhancements and beta testing of the boot camps. The grant will also provide funding for a collaborative program with Worcester State University (WSU) to develop expanded Graduate-level programming. The joint program's goal is to create new professional development opportunities for instructors who wish to teach in Early College High School (ECHS) programs. ECHP programs are designed for high school students who take courses for college credit under dual



Robotics demonstration at Spring Fling 2011

enrollment agreements. The goal of this new initiative is to enhance classroom effectiveness of ECHP instructors through creation of graduate courses in the M.Ed. program at WSU. The Massachusetts Board of Higher Education endorsed the Vision Project in order to produce the best-educated citizenry and workforce in the nation, focusing on five key areas: college preparation, college completion, student learning, workforce alignment and elimination of disparities.

Another collaboration, QCC's Advanced Robotics Program has gained wide-spread recognition as one of the successful programs under the Patrick-Murray Administration's STEM education and workforce initiative.

In August, Lieutenant Governor Timothy Murray announced the Commonwealth's endorsement of the Advanced Robotics Program as a model for state and national science and mathematics education initiatives. "These selected STEM initiatives will build a pipeline for success between elementary and secondary education to post-secondary education and careers in Massachusetts' growing innovation economy for students in all regions of the Commonwealth," Mr. Murray said in a prepared statement.

**SUCCESS:**

QCC's Advanced Robotics Program creates a unique conduit for K-12 STEM education in Worcester Public Schools and Worcester County Schools to college and ultimately the local STEM workforce. With a focus on robotics and robotics competitions, this program promotes academic achievement for students and professional development for teachers through hands-on training in state-of-the-art labs, and also reaches neighboring underserved school systems, develops best practices in an urban setting and disseminates tools and findings on a broad scale. The program targeted 1,250 Worcester Public School students in its first year with plans to reach out

to an additional 100 students in year two and again in year three.

The success of the program is evidenced in post-program results such as MCAS Math Scores for Grades 6, 7, 8 and 10: Robotics students tested as "Advanced," 30% higher than the district average and as "Proficient," 23.5% higher than the general population. Post-surveys on Increased STEM job interest: 82% of participating girls and 78% of participating boys reported an increase of a little or a lot. Post-surveys on 21st Century Skills: Of the 14 aptitudes/qualities surveys, 100% received large percentages of "helped a lot."

**QCC has risen to meet each challenge in 2011 with intellectual creativity, grace, and strength all while continuing its student-centered mission.**

**Success is merely a by-product of putting well thought-out solutions into place.**

QCC students are part of the equation for the success of this program, with an active and growing robotics club that competes regularly with other college teams worldwide and acts as examples to the young students in the program. They also run scheduled competitions for the program. Each year, the program brings in students enrolling in QCC's Technology and Engineering programs, that have previously participated in the program while in high school. Students from all six WPS high schools have enrolled and many have graduated from QCC.



**SUCCESS:**

QCC's Early Childhood Education Program and Worcester Public Schools (WPS) worked collaboratively to provide t-shirts for children entering Kindergarten in Fall 2011 for a program to prepare children for college. Approximately 2200 WPS kindergartners received t-shirts with "I'm Ready!" on the front and "Helping Children Soar from Birth to College" with QCC's Wyvern and logo graphics on the back.

**CHALLENGE:****Recognize  
Community Partners****SUCCESS:**

QCC first expanded its reach to a successful satellite in Southbridge; a gala to celebrate was held in May. Local business leaders and Educational Partners were recognized and thanked at the celebration for their impact on the success of QCC Southbridge. The new location exceeded first-year enrollment goals and doubled enrollment projections in the second year.

**CHALLENGE:****Transforming the  
Commonwealth/Workforce  
Development****SUCCESS:**

In September, QCC was awarded funding from the Commonwealth of Massachusetts' Department of Labor for QCC's Project, "Massachusetts Community College and Workforce Development Transformation Agenda" (MACCWDTA). The grant, \$20 Million to be disbursed over three years, will seek to create innovative and collaborative, statewide change in the delivery system of high quality education and training programs for workers eligible under the Trade Adjustment Assistance Act (TAA).

QCC is the lead institution in managing the grant. "Community Colleges are the engines that drive economic growth and development", stated Dale Allen, Vice President for Community Engagement at QCC. "This DOL grant will fund the Massachusetts Community College and Workforce Development Transformation Agenda to ensure that we are able to bring training and workforce assistance to the people that are in the best positions to succeed, and move the Commonwealth into economic recovery." The target population to be served by the innovative programming includes a minimum of 4,000 TAA eligible and other eligible individuals, and will prioritize service to veterans and eligible spouses under the Jobs for Veterans Act.

The project also seeks to engage industry and employee partners that have been previously identified by outreach efforts: Partners HealthCare, Baystate Health, MA Community Health Care Centers Association, University of Massachusetts Memorial Hospital, MA Biomed Foundation, MS Biomedical Initiative, Fast Cap, Conservation Services Group, MA Hospital Association, Absolute Green Energy and METSO Automation North America.

An additional positive outcome is the way in which the grant distribution reinforces a new method of working collaboratively with other community colleges.

**CHALLENGE:****Ensure Relevant Curricula****SUCCESS:**

Always aiming for the most relevant programming, Academic Affairs completed Academic Program reviews on Biotechnology, Computer Systems Engineering Technology, Criminal Justice and Early Childhood Education programs. In response to the reviews, a biotechnology option was added to

the General Studies Program. The Fire Science Program adopted the Fire and Emergency Services Higher Education (FESHE) curriculum, becoming an official FESHE approved school based on National Fire Officer standards.

The Science Department has added Organic Chemistry I and II based on an increase of students pursuing careers in medicine, pharmacy, chemistry and modern biology. A biomedical engineering option was added to the General Studies Program, four-credit laboratory science classes have been added to the classes offered at QCC Southbridge and a new evening Associate Degree of Nursing program has been added.

**CHALLENGE:****Ensure Student  
Achievement**

As a community college, QCC strives to attain excellence in all areas of education, learning opportunities and service to its community. QCC achieves success based on efforts by talented faculty and goal-driven students.

**SUCCESS:**

QCC's Biotechnology Certificate Program received a gold accreditation from the Massachusetts Life Science Education Consortium (MLSEC) in December. The MLSEC endorsement program rated eight community colleges on biotechnology degree or certificate programs based on criteria that included core competencies defined by MLSEC, with a focus on knowledge and skills required for entry level work in research and/or manufacturing. MLSEC is a joint initiative between the MassBio Ed Foundation and MassBio whose mission is to promote a coordinated approach to the development of the MA life sciences workforce through a partnership between the life sciences industry and higher education.



Jeanne Dee

MA Biotech Council awarded QCC Gold level status due to established internships and cooperative experiences that are an integral component of the program. Of the 8 colleges endorsed, only three others achieved a gold level rating for their programs.

**SUCCESS:**

QCC students enjoy successes and receive well-deserved recognition on a regular basis. QCC graduate Jeanne Dee



Top L. to R: Randy Soto, Keira Powell. Bottom L. to R: Daniel Moreta and Roely Urena

was selected from a group of outstanding Massachusetts public college and university graduates honored by the Department of Higher Education at a State House ceremony in May 2011. Honorees are chosen for this award based on their academic achievements and record of student leadership and/or community service. The event was attended by Education Secretary Paul Reville, members of the Massachusetts legislature, the Presidents of the public colleges and universities and special guests. Ms. Dee was accompanied to the event by family, PTK Advisor, Bonnie Coleman, Vice President of Enrollment and Student Services, Steve Sullivan, and QCC President Gail Carberry.

Ms. Dee, who graduated with high honors at QCC's May 19 Commencement, completed the Nurse Education program and has already passed the National Licensure Examination for Registered Nurses. While attending classes at QCC, Ms. Dee worked full time and was heavily involved in PTK activities, serving as both the Vice President from 2009 - 2010 and as the President in 2011. Additionally, she acts as sole caretaker for both a teenaged daughter and her live-in mother. Ms. Dee also serves as President of the Auburn Junior Woman's Club, Inc., a sub-group of the General Federation of Women's Clubs (GFWC), the largest group of women volunteers in the world. The GFWC's mission is to help build, serve and improve the communities and countries in which they live and participation in this organization requires intense commitment. Ms. Dee says that "...along with PTK and QCC, it is an important part of my life and my development as a leader."

**SUCCESS:**

2011 graduates of QCC's Applied Arts program, Randy Soto, Keira Powell, Daniel Moreta and Roely Urena were all

accepted to Savannah College of Art and Design (SCAD) in Savannah, Georgia. All four recent grads will be attending with scholarships ranging from \$20-30,000 based on GPA, Phi Theta Kappa status, and portfolio.

In addition to the recently accepted QCC students, there are also eight currently attending (one with a full scholarship) from QCC's APA program. (SCAD is considered one of the top art and design colleges in the country with over 50 various majors.)

Randy Soto, Daniel Moreta and Roely Urena are all from the Dominican Republic, living in Worcester while attending classes but were not acquainted until coming to QCC; the group is now close friends.

**SUCCESS:**

The QCC Math Team placed first in the American Mathematical Association of Two-Year Colleges Student Math League Competition out of the entire Northeast Region. Twenty teams from the Northeast competed and at the conclusion of Round One the top five teams were, in order of ranking: QCC, LaGuardia Community College, Bristol Community College, Suffolk County Community College and Monroe Community College. The team, advised by Philomena Brassard, is comprised of QCC students: Michael Smith, Shai He, Amirhossein Farvardin and Hardik Hanslia. Round Two will be held in February at QCC.

**CHALLENGE:**

**Ensure Faculty Achievement**

**SUCCESS:**

Jim Rice (Professor of English Communication Skills) attended the 6th World Congress of Education International (EI) in Cape Town South Africa as an NEA Delegate representing higher education. Professor Rice also served on EI's NEA



Jim Rice

Constitution and By-Law Review Committee. EI approved a comprehensive education policy to guide the views of its 30-million strong global membership.

**SUCCESS:**

At the 2011 Annual Meeting of the Biomedical Engineering Society (BMES) in October, QCC was invited to become the first community college member and to establish the first community college chapter in the society after learning about QCC's rigorous Basic Engineering from Professor Dadbeh Bigonahy, Professor of Engineering and Sciences/Coordinator of the Basic Engineering Program. Professor Bigonahy was the only community college faculty member in attendance and presented highlights of QCC's Basic Engineering Program to the 6500-member strong BMES.



Professor Dadbeh Bigonahy

**CHALLENGE:**

**Ensure QCC Goals are in Alignment with Policy Makers**

QCC continues to engage policy leaders with discussions on the future of com-

munity college and how best to meet the needs of its community. By working collaboratively with state and local government leaders, QCC is able to keep abreast of policy changes affecting QCC's student population, and work to alleviate discrepancies or practices that have little benefit to QCC students.

**SUCCESS:**

US Deputy Assistant Secretary of Policy, Planning, and Innovation for Post-Secondary Education, David Bergeron, paid a visit to QCC in November to discuss recent higher education policy changes and their impact on the QCC Community. Members of the Executive Team and current students attended the informal discussion which included the topics of financing, student loan repayment policy and the new plan to cap student loan payments. Students were able to ask specific questions during an interactive Q & A.

**SUCCESS:**

A highly productive Legislative Breakfast was held in October with invited State Senate and House leaders. The goals of the breakfast were to apprise elected officials of the state of the college and to solicit delegates' advice for best strategies as the college pushes forward in supporting educational access and economic development. Over 35 people attended



President Carberry and Senator Harriet Chandler address attendees at the Legislative Breakfast

including 15 delegates and aides to hear President Gail Carberry and Vice President of Community Engagement, Dale Allen, outline the College's new strategic plan as well as discuss state appropriation inequity. President Carberry noted that QCC's state appropriation per full-time enrollment to Quinsigamond is the lowest in the state and asked elected officials to work together in the coming months to lessen the inequity.

**CHALLENGE:**

**Student Persistence**

**SUCCESS:**

President Carberry is driven to make student success a priority. To that end, she completed work in April to develop an important new initiative, the "Finish First" Program, whose goal is to encourage students to complete their college degree programs. Dr. Carberry based the initiative on current salary-based findings, saying, "I saw data that showed that employees with



Victor Somma, President Gail Carberry, US Deputy Secretary of Policy, Planning, and Innovation for Post-Secondary education, David Bergeron and Dale Allen.



President Gail Carberry signs “Finish First” agreement with Presidents of Fitchburg and Worcester State Universities and Mount Wachusett Community College.

associate’s degrees earned significantly more than those without. As I understand that many of our transfer students work while they earn their bachelor’s degree, I felt that this was an important milestone for them to accomplish.”

The Presidents of Fitchburg and Worcester State Universities and Mount Wachusett and Quinsigamond Community Colleges came together and signed a “Finish First” agreement. Students who attend one of the two community colleges and then transfer to one of the state universities will be able to complete their associate’s degree while taking courses towards earning their bachelor’s degrees.

Students will benefit by earning an associate’s degree midway through their bachelor’s program at no extra cost (the community colleges will even waive graduation fees), the community colleges will get a more accurate accounting of students who leave before finishing, and the state universities hope the associate’s degree will give students a boost that will help them finish their bachelor’s degree, as well as increased earnings potential.

**CHALLENGE:**  
**Campus Security  
 and Innovation**

**SUCCESS:**

Campus Security added a Mobile Command Center to its fleet - one of only two of its kind on any New England college campus. Placed in service in

May, the acquisition of a specialized emergency vehicle was identified as a goal of the QCC Emergency Management Team. A search for the vehicle was spearheaded by Emergency Team members from the Campus Police department. Chief Kevin Ritacco and Officer Stephen DiGiovanni priced new vehicles for six months, then evaluated other types of vehicles to refurbish, such as campers, ambulances, and trucks. The decision to purchase a pre-owned vehicle was budget-based; new Mobile Command Center vehicles can cost upwards of \$125,000. Taking full advantage of the internet age, QCC made the \$38,000 purchase of a 1997 Ford Ambulance on e-bay from Standard Used Auto Parts and Wrecking Company. In keeping with QCC’s collaborative nature, the vehicle was converted for QCC by Assabet Valley

Regional Technical High School students in Marlborough. The project, an estimated \$6000 job in a retail garage, was done at Assabet Valley for the cost of materials only. Assabet Valley students from the Automotive Collision Technology program completed the paint job, allowing for crucial hands-on training in the automotive painting trade, under the supervision of Ken Stukonis, Lead Instructor.

After refurbishing the vehicle, which includes the new paint job, decals and body work, it will be equipped with two-way radios, cell phones, medical equipment, computers, a generator, a chemical decontamination tent, emergency lighting and a wide variety of police and emergency management tools. New equipment will be added incrementally, as budget becomes available. The first round of equipment installation is budgeted at \$2000.00. The special operations vehicle will be used as an emergency mobile command center for potential catastrophic situations including natural disasters, extended loss of power/phone service, major criminal issues and investigations, and as communications issues occur. The vehicle made its public debut in September at QCC’s 9-11 Remembrance Ceremony and the Marlborough Labor Day Parade.



New Mobile Command Center with Honor Guard and Captain Kevin Ritacco

## Enrollment and Student Services

Student Services celebrated a record year in enrollment growth, surpassing the 9,000 student mark for Fall Semester 2011. Recognized by *Community College Week Magazine* as one of the Top 50 Fastest-Growing Public Two Year Colleges, QCC made their Top 50 list three years in a row. QCC Southbridge is also experiencing rapid growth, exceeding a 500 seat goal by over 130% in fall 2010, with 1,181 seats filled.

opportunities for students in an abbreviated format, presenting 17 workshops in 2011. Workshops included topics such as “Goal Setting,” “Memory Strategies for Academic Success,” “Study Habits 101,” and “Time Management.”

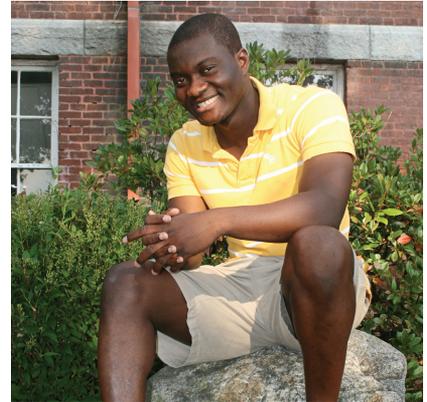
The Office of Student Life and Leadership revisited its Student Orientation events with the help of an Orientation Subcommittee from the Strategic Planning Entry Team. The committee revamped the

process to include a more streamlined and efficient process whose focus is now on QCC’s available

resources and student services. The new Orientations also include the addition of trained Orientation Leaders and student panel presentations.

Admissions has also made use of outgoing and knowledgeable QCC students as Student Ambassadors who conduct revamped Campus tours, highlighting better accommodations for students with disabilities.

The Office of Institutional Communications continues its branding initiatives with the recently



Samuel Offei, 2011 Coca-Cola Leader of Promise Scholar

introduced mascot, the Wyvern, and has created a 7” plush Wyvern available now in the Campus Store. The Wyvern continues to be seen at Campus-wide events, generating excitement and school spirit while the new, plush toy has been photographed all over the world with exploits highlighted in monthly editions of QCC e-news.

QCC’s Phi Theta Kappa (PTK) Honor Society has also experienced exponential growth in the past year. PTK is the oldest and most prestigious honor society serving community colleges around the world. QCC’s chapter invited 856 eligible students to become members this past year. QCC’s chapter is the most active in New England with an estimated 400 members due to be inducted this coming year. PTK’s activities continue to be community service oriented with requirements for members to complete 3 community service tasks to earn a gold stole that is traditionally worn at commencement. This past year, PTK has organized and participated in two Bowl-A-Thons to raise funds for the Jimmy Fund, Food Drives to benefit Sherry’s House, and has hosted cook-outs and other functions to raise money for The Hole in the Wall Gang Camp and the Second Chance Animal Shelter. QCC’s PTK chapter has most recently been recognized as

## YEAR IN REVIEW

Commencement 2011 boasted another record with a 29% increase in graduates over the previous year. 1,140 graduates received their diplomas at the DCU Center, relocated from the main campus due to inclement weather.

Disability Services continues its mission to provide exceptional services for the disabled student population as well as providing additional, educational

### Where in the world is the Wyvern?



achieving the highest level of engagement, rated as a five star chapter for their involvement on campus and in the community.

QCC student and PTK Honor Society member, Samuel Offei of Worcester, was recently selected as a 2011 Coca-Cola Leaders of Promise Scholar. Mr. Offei was chosen out of 1200 applicants based on academic achievement and leadership potential. The scholarship is designed to provide PTK members with financial resources to help defray educational expenses while enrolled in a two-year college. The \$1000 scholarship will be disbursed over two semesters. Mr. Offei is currently enrolled in the Business Administration Program.

## Academic Affairs

The Transfer Office has added several new Articulation Agreements in 2011 to their already impressive roster of colleges and universities available to QCC graduates. Most notably, agreements with Johnson and Wales University in Providence, RI, for Hotel/Restaurant Management - Foodservice Option and Hospitality Option as well as Computer Systems Engineering Technology, Becker

College for Liberal Arts, Mass College of Pharmacy/Health Sciences for Nurse Education (RN to BSN) and Fitchburg State University for Hotel/Restaurant Management - Hospitality Option.

The addition of the satellite location in Marlborough at Assabet Valley Regional Technical High School was a major undertaking that successfully employed efforts across campus departments.

## Community Engagement

The past year has seen Community Engagement reach out in dramatic fashion to alumni and the business community, establishing new fund raising and scholarship opportunities. One of the newest scholarships established is the Professor Paul Rossman Outstanding History and Political Science Award scholarship in memory of Professor Paul Rossman who passed away in April 2011.

Community Engagement, led by QCC Southbridge, also provided assistance for the Town of Southbridge with recovery efforts on loss and damage sustained during the June 1 tornado. Assistance included outreach providing supplies and other necessities as well as college funding for affected residents.

QCC Southbridge hosted a festive gala to celebrate a successful launch on May 6. The event honored local educational partners, business and community leaders, residents, students, faculty and staff who worked in conjunction to ensure the success of QCC's newest satellite location. In addition, Southbridge town officials proclaimed May 6 "Quinsigamond Community College Higher Education Day," with a public proclamation during the event.

QCC has made several notable accomplishments in response to the 2010-2015 Strategic Plan, "to enhance visibility and presence in QCC's service area and to strengthen community outreach." To that end, QCC has partnered with Worcester Public Schools on Early College STEM (Science, Technology, Engineering and Math) Programming as well as the Exploring Gateway to Early College Program with a Massachusetts Department of Elementary and Secondary Education, MassGrad Gateway Start-Up Award of \$300,000.

QCC again partnered with Worcester Public Schools and Workforce Central Career Center on an MCAS grant award for \$13,000 and implemented a summer program to develop career and educational pathways for students who haven't passed the MCAS.

The Training and Education Center (TEC) provided highly successful on-site ESOL trainings at Ken's Foods, Inc. of Marlborough and also at Angelica Corporation in Worcester. Ken's Foods is a previous, satisfied client that returned requesting training for a different group of employees. The 10-week training is contextualized to each specific industry and provided to current employees, on location.

TEC also expanded its partnership with ASPIRA, the largest national Latino





*Ken's Foods Employees Complete Program*

organization in the United States dedicated exclusively to education and leadership development of Latino youth. TEC donated its Southbridge facility space to house the ASPIRA of Massachusetts's Saturday Academy. In turn, ASPIRA's Coordinator delivered ASPIRA curriculum, organized college visits, hosted college leadership seminars and tutored students for MCAS re-takes.

### Administrative Services/Facilities

In June, the Business Office transitioned to its new location in the north wing of the Administration building. The new Business Office houses the entire department in a beautiful, light-filled space.



*In June 2011 the Business Office relocated to the newly renovated north wing*

The IT Department has successfully transitioned all campus-wide servers to a new Data Center located on the second floor of the Administration Building, gaining a central location that is environmentally controlled and conditioned (including temperature, humidity, power, access and fire suppression) for all of QCC's back-end equipment. Physical security has also been upgraded with the move to include card-key door access to the Center and recording security cameras with motion detection, battery to generator back up power specifically for IT equipment, cooling systems and redundancy in equipment and processes.

QCC's Training and Education Center (TEC) re-located from its Front Street, Worcester location to 280 May Street, behind Temple Emanuel in November 2011. The recent move addressed TEC's need for more instruction space by offering an additional 5,000 square feet over their original location. The move away from downtown is temporary as QCC continues to develop a forthcoming Healthcare/Workforce Training facility in the downtown area. The move was facilitated by existing relationships with Worcester State University and Temple Emanuel.



## STRATEGIC PLANNING AND IMPLEMENTATION UPDATE

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The process for developing the 2010-2015 Strategic Plan, ***Pathway to a New Prosperity***, began in 2009, when a team of 17 faculty and staff members from across divisions and an outside consultant came together to craft the plan's main themes and objectives. The result was an extremely comprehensive five year plan that includes about 150 objectives. The plan addresses all aspects of running the college, including finance, IT, human resources, and campus culture. It was noted that improving student success should be the base upon which decisions and policies are made.

The structure in place to help implement the plan includes three "Strategic Action Teams" – Entry (admissions and pre-enrollment), Persistence (student performance and retention), and Program (program development and financial impact).

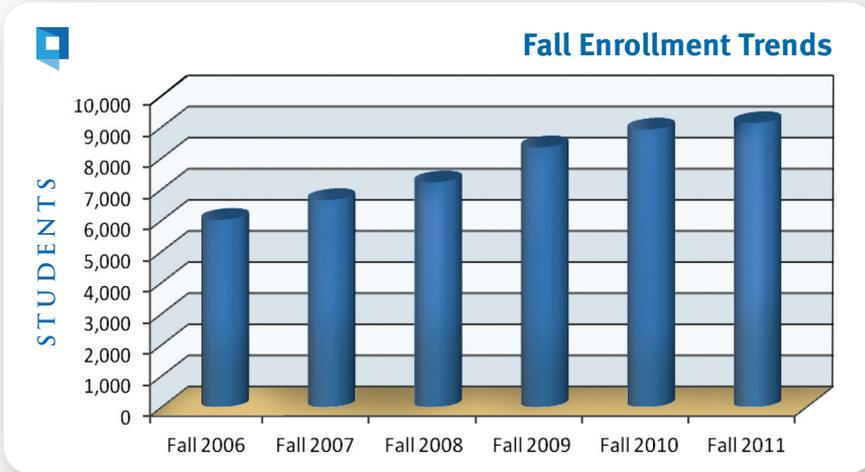
This past year saw the first Strategic Grant awards given to various ideas and projects that relate directly to the plan's goals and objectives. Some of the projects funded to date include Developmental Math and English Boot Camps, Service Learning Program Development, a new phone system to manage student inquiries, and Cognos software that will allow for greater and easier access to data in the future. The current round of Strategic Grant funding is underway and decisions will be announced before the end of the current fall semester.

Looking further ahead, the Institutional Research and Planning Office plans to compile the results of these and the numerous other campus initiatives that promote the Institutions' strategic priorities through its annual accomplishments publication, likely published in summer, 2012. The College will certainly have many successes to celebrate in the coming year.



## ENROLLMENT TRENDS

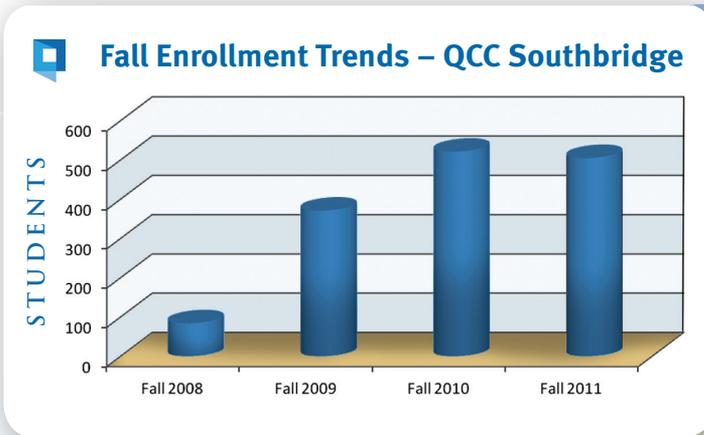
Enrollment continues to trend steadily upward while new class room space is currently being added to accommodate the burgeoning growth. QCC continues to garner consistent national recognition for its growth.



*“QCC has broken the 9,000 student barrier and I couldn’t be more thrilled. The college is growing, students are achieving great success and student life is thriving.”*

**Steve Sullivan**

Vice President of Enrollment and Student Services



*Success!*

*Success!*

*Success!*



# FINANCIALS

## Statement of Revenues, Expenses and Changes in Net Assets for Fiscal Year 2009-11

	06/30/11	06/30/10	06/30/09	Variance 2010-11
<b>Operating Revenues:</b>				
Tuition and fees	33,812,903	31,651,752	24,537,192	2,161,151
Less: scholarships and fellowships	(15,733,311)	(14,105,661)	(8,929,183)	(1,627,650)
<b>Net tuition and fees</b>	<b>18,079,592</b>	<b>17,546,091</b>	<b>15,608,009</b>	<b>533,501</b>
Federal grants and contracts	16,115,110	17,859,283	7,452,762	(1,744,173)
State grants and contracts	3,058,861	3,227,453	3,474,390	(168,592)
Private grants and contracts	603,309	683,602	931,416	(80,292)
Auxiliary enterprises	4,519,458	4,565,548	3,834,004	(46,090)
Other income	731,056	782,085	725,480	(51,029)
<b>Total Operating Revenue</b>	<b>43,107,386</b>	<b>44,664,062</b>	<b>32,026,061</b>	<b>(12,638,002)</b>
<b>Operating Expenses:</b>				
Educational and general				
Instruction	27,015,322	24,585,252	22,266,165	2,430,070
Public Service	121,154	143,195	152,345	(22,041)
Scholarship and fellowships	2,137,173	2,545,049	1,228,516	(407,876)
Academic support	4,733,768	5,191,969	4,853,120	(458,201)
Student services	7,996,073	7,268,657	6,132,066	727,416
Institutional support	7,688,971	6,946,043	6,114,565	742,928
Operation and maintenance of plant	5,333,749	3,221,373	3,535,771	2,112,376
Depreciation	2,649,174	2,984,732	2,691,167	(335,558)
Auxiliary enterprises	3,939,522	3,919,907	3,281,503	19,616
<b>Total Operating Expenses</b>	<b>61,614,905</b>	<b>56,806,177</b>	<b>50,255,217</b>	<b>4,808,728</b>
<b>Operating Loss</b>	<b>(18,507,519)</b>	<b>(12,142,114)</b>	<b>(18,229,156)</b>	<b>(6,365,404)</b>
<b>Non-Operating Revenues (Expenses):</b>				
State Appropriations, net	17,032,385	14,566,533	17,767,920	2,465,852
Net Investment Income (loss)	34,252	44,162	189,302	(9,910)
Donations	75,300	298,183	1,741,154	(222,883)
Other non operating income/expense	41,538	24,214	(50,823)	17,324
<b>Net Non-Operating Revenues</b>	<b>17,183,474</b>	<b>14,933,093</b>	<b>19,647,533</b>	<b>2,250,382</b>
<b>Gain Before Other Revenues, Expenses</b>	<b>(1,324,045)</b>	<b>2,790,979</b>	<b>1,418,397</b>	<b>(4,115,024)</b>
Capital Appropriations	117,218	2,295,506	2,027,635	(2,178,288)
Private gifts for endowment purposes	-	-	-	-
<b>Total Other Rev, Expenses, Gains, and Losses</b>	<b>117,218</b>	<b>2,295,506</b>	<b>2,027,635</b>	<b>(2,178,288)</b>
<b>Increase in Net Assets</b>	<b>(1,206,827)</b>	<b>5,086,485</b>	<b>3,446,032</b>	<b>(6,293,312)</b>
<b>Net Assets:</b>				
Net Assets, Beginning of Year	33,576,776	28,490,291	25,044,259	5,086,484
Net Assets, End of Year	32,369,949	33,576,776	28,490,291	(1,206,827)

Thanks to your generosity, the QCC Foundation was able to transfer over \$233,000 to QCC for grants and scholarships that enabled students to attend college and enjoy a fuller college experience.

**Transfer from the Foundation reflective in the Grant Trustee Reports**

Year to Date through June 30, 2011



**TRANSFER FROM THE FOUNDATION REFLECTIVE IN THE GRANT TRUSTEE REPORTS**  
Year to Date through June 30, 2011

DATE	AMOUNT	PAYMENT SOURCE	TRUSTEE REPORT	PURPOSE
07/20/10	4,000.00	Foundation		
07/20/10	634.00	Foundation	Grant Trust Fund	Entrepreneurship Summer Camp
09/02/10	300.00	Foundation	Financial Aid Trust	Faith Crotty Scholarship
09/02/10	1,037.29	Foundation	Financial Aid Trust	Ann Carroll Scholarship
09/02/10	811.00	Foundation	ESF Trust Fund	Friends of the Senior Center
10/04/10	3,200.00	Foundation	Financial Aid Trust	Hermann Foundation Scholarship
10/04/10	2,975.00	Foundation	Grant Trust Fund	Innovation & Excellence Fund - Camp Comet
10/04/10	725.00	Foundation	Grant Trust Fund	Intel -Technology Academy for Girls
10/04/10	4,158.34	Foundation	Agency Fund	Men's Basketball Team
11/03/10	875.00	Foundation	Grant Trust Fund	Pearson Addison Wesley Grant
11/03/10	300.00	Foundation	Agency Fund	Women's Basketball Team
11/03/10	300.00	Foundation	Financial Aid Trust	Aaron Heiten Scholarship
11/03/10	1,266.00	Foundation	Agency Fund	Dental Hygiene Alumni Scholarship
11/03/10	2,045.00	Foundation	Financial Aid Trust	Faith Crotty Scholarship
11/03/10	8,000.00	Foundation	Grant Trust Fund	Hermann Foundation Scholarship
11/03/10	2,000.00	Foundation	Grant Trust Fund	Hoche Scofield Fdt-Women in Technology
11/03/10	2,000.00	Foundation	Grant Trust Fund	Innovation & Excellence Fund
11/03/10	500.00	Foundation	Grant Trust Fund	National Grid Energy Utility Tech Scholarship
11/03/10	1,000.00	Foundation	Financial Aid Trust	Olga Lopez-Hill Scholarship
12/17/10	2,500.00	Foundation	Financial Aid Trust	Presidential Honors Scholarship
12/17/10	3,000.00	Foundation	Financial Aid Trust	QCC Foundation Scholarship
12/17/10	20,000.00	Foundation	Financial Aid Trust	Carmen Tobin Nursing Scholarship
12/17/10	15,000.00	Foundation	Grant Trust Fund	EMC Corp/2010-2011 Robotics Program
12/17/10	42,422.00	Foundation	Grant Trust Fund	Fairlawn Foundation Nursing Scholarship
12/17/10	16,058.00	Foundation	Grant Trust Fund	Fairlawn Nursing Tech Lab
12/17/10	3,500.00	Foundation	Grant Trust Fund	GWCF - Women in Technology Program
12/17/10	8,000.00	Foundation	Grant Trust Fund	Innovation & Excellence Fund
12/17/10	350.00	Foundation	Agency Fund	Intel Foundation - Advanced Robotics
02/08/11	375.00	Foundation	Agency Fund	Men's Basketball Team
02/08/11	1,498.00	Foundation	Financial Aid Trust	Women's Basketball Team
03/08/11	1,505.00	Foundation	Financial Aid Trust	Hermann Foundation Scholarship
03/08/11	300.00	Foundation	Financial Aid Trust	QCC Foundation Scholarship
03/08/11	4,000.00	Foundation	Financial Aid Trust	Ann Carroll Scholarship
03/08/11	2,208.00	Foundation	Financial Aid Trust	Grainger Scholarship
03/08/11	2,500.00	Foundation	Grant Trust Fund	Hermann Foundation Scholarship
03/08/11	300.00	Foundation	Financial Aid Trust	Innovation & Excellence Fund
03/08/11	500.00	Foundation	Financial Aid Trust	Lamusta Scholarship
03/08/11	500.00	Foundation	Financial Aid Trust	MLK Scholarship
03/16/11	2,989.00	Foundation	Financial Aid Trust	Presidential Honors Scholarship
03/16/11	2,500.00	Foundation	Financial Aid Trust	QCC Foundation Scholarship
03/16/11	2,998.00	Foundation	Financial Aid Trust	Fallon Cert NU Asst Scholarship -TEC
03/16/11	7,750.00	Foundation	Grant Trust Fund	Hermann Foundation Scholarship
03/16/11	1,000.00	Foundation	Financial Aid Trust	Laptop Campaign
03/16/11	5,900.00	Foundation	Agency Fund	Maykel Scholarship
04/29/11	1,115.50	Foundation	Agency Fund	Men's Baseball Team
04/29/11	275.00	Foundation	Agency Fund	Robotics Tournament
04/29/11	2,000.00	Foundation	Agency Fund	Men's Baseball Team
04/29/11	1,118.00	Foundation	Grant Trust Fund	National Grid Energy Utility Tech Scholarship
04/29/11	841.00	Foundation	Financial Aid Trust	QCC Foundation Scholarship
05/16/11	600.00	Foundation	Agency Fund	Robotics Tournament
05/16/11	1,164.00	Foundation	Agency Fund	Women's Softball Team
06/16/11	2,065.50	Foundation	Financial Aid Trust	QCC Foundation Scholarship
06/16/11	100.00	Foundation	Agency Fund	Robotics Tournament
06/16/11	250.00	Foundation	Agency Fund	Men's Baseball Team
06/16/11	5,000.00	Foundation	Financial Aid Trust	Rose Caprioli Award
06/16/11	920.00	Foundation	Financial Aid Trust	Jeanne Remillard Curtis Scholarship
06/16/11	1,300.00	Foundation	Financial Aid Trust	Nursing Alumni Scholarship
06/16/11	500.00	Foundation	Financial Aid Trust	Pelkey Memorial Scholarship
06/16/11	4,754.00	Foundation	Financial Aid Trust	Carol Lawson Scholarship
06/16/11	250.00	Foundation	Financial Aid Trust	Hermann Foundation Scholarship
06/16/11	877.00	Foundation	Financial Aid Trust	Smelewicz Scholarship
06/16/11	22,518.80	Foundation	Financial Aid Trust	Fuller Foundation Scholarship
06/16/11	100.00	Foundation	Grant Trust Fund	Pearson Education Grant
06/16/11	3,500.00	Foundation	Agency Fund	Men's Baseball Team
06/16/11			Grant Trust Fund	Innovation & Excellence Fund
<b>233,028.43</b>		<b>Sub-total Foundation Transfers</b>		

Success!

# 2011 - 2012

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## *Support QCC and transform lives.*

We are an engine that supports the economy and we are positioned in the community where needed.

*Your contribution is the best return on investment that you can make for the economic future of our students and the region.*

*When you donate, you help us transform lives.*

*To make a donation to QCC, visit:*

**[www.QCC.edu/pages/Alumni\\_and\\_Advancement.html](http://www.QCC.edu/pages/Alumni_and_Advancement.html)**

