Dear Friends,

As always here at QCC, we have so much to celebrate. This report is all about QCC and our community. There are many ways in which our partnerships benefit so many people – local businesses, employers, non-profit organizations and many more, but most importantly, our students.

“Community” is our middle name; we value our community and always seek to work collaboratively within it. Without our many community partnerships we would not be as successful as we are today – educating our students, integrating them into the community, meeting the community’s needs for employment resources, and contributing to the local economy.

One of the biggest events this year was the Grand Opening of QCC’s new Healthcare and Workforce Development Center in downtown Worcester. This facility is a prime example of how our community partnerships work to benefit all involved. Two thousand QCC students, faculty and staff working and attending classes downtown translates into revitalization and growth for Worcester, yet it would not have been possible without the many community investors. I must give my heartfelt thanks to everyone who supported this amazing new chapter for QCC. Without community support we never could have accomplished this endeavor for the community!

We’re also excited about the new QuEST (Quinsigamond Engineering, Science and Technology) Center, currently under construction. This new facility will be poised to provide state-of-the-art training and education necessary for a qualified workforce to meet the needs of the growing economy and high demand opportunities in STEM (Science Technology, Engineering and Mathematics).

We are committed to our students (read more about our Community Connections on page 14) and will do all in our power to give our residents the education they need – the education they deserve. Our community relies on QCC to provide the means to educate any person who desires an education, while we rely on our community to support us with opportunities for our talented graduates and the means to provide the best facilities and programs for a relevant, timely education.

Thank you all, and best wishes for the coming year.

Sincerely,

Gail Carberry, Ed.D
President
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QCC officially announced the RISE campaign (Regional Investment in Service and Education) to the public at the Grand Opening of the new Healthcare and Workforce Development Center on October 29. The campaign is designed to actively engage community supporters of QCC across multiple business sectors. During the quiet phase, QCC raised over $3.2 million, more than half of the $5 million goal.

The RISE campaign will provide the opportunity for QCC to make the leap required to serve more students and the community, particularly in the Healthcare and Science, Technology, Engineering and Math (STEM) sectors. The QuEST (Quinsigamond Engineering, Science and Technology) Center, currently under construction at 670 West Boylston Street, Worcester, will be one of the RISE campaign’s major beneficiaries as was most recently, the Healthcare and Workforce Development Center.

Major donors came forward to support the new Healthcare and Workforce Development Center costs for furniture, fixtures and/or equipment (FF&E) in order to meet the scheduled opening date. The George F. and Sybil H. Fuller Foundation presented a $300,000 grant directed toward FF&E; Mark W. Fuller, Chairman of the Foundation and longstanding QCC friend and supporter, said, “... healthcare education and workforce development are important initiatives for the future of our community. The location of this facility in the former Telegram Building
"It’s QCC’s time!"
“Community is not just the center of our name but is the center of our mission.”

– Gail Carberry

is another piece of the puzzle that adds to the momentum for development in Worcester.”

The Stoddard Charitable Trust, George I. Alden Trust and the Fletcher Foundation also made generous grants to QCC in support of the new Healthcare and Workforce Development Center. A $500,000 grant from The Stoddard Charitable Trust, a $400,000 grant from George I. Alden Trust and a $125,000 grant from the Fletcher Foundation all directed toward FF&E pushed the quiet phase of the campaign to the end. The college is most grateful for these initial gifts, as well as the support we have received from other area businesses and organizations (See list of Campaign Donors on page 7).

RISE Campaign Chairperson, Susan M. Mailman, whose company Coghlin Electrical Contractors, Inc., has pledged $75,000, is honored to serve in this effort, “This project is vital to the long term economic growth of Central Massachusetts. Join me and our dedicated Steering Committee to ensure its success.” Ms. Mailman invokes the serious nature of the campaign by connecting the dots from QCC to local employment saying, “Central Massachusetts relies on people trained at Quinsigamond Community College
to grow our economy by filling local jobs. In order for QCC to continue to offer the specialized training programs required for workers of the 21st century, our community must invest in QCC as the College has invested in us.”

For information on making a donation, please contact Shirley Dempsey at 508.854.4520.

*It’s QCC’s time!*

“This project is vital to the long term economic growth of Central Massachusetts. Join me and our dedicated Steering Committee to ensure its success.”

– Susan M. Mailman

**RISE Campaign Chairperson, Susan M. Mailman.**

**CAMPAIGN DONORS**

**Benefactor:** $500,000 - $999,999
Massachusetts Life Sciences Center
Stoddard Charitable Trust

**Pacesetter:** $125,000 - $499,999
George I. Alden Trust
The George F. and Sybil H. Fuller Foundation
The Hanover Insurance Group Foundation
The Ruth H. and Warren A. Ellsworth Foundation
The Mildred H. McEvoy Foundation
The Fletcher Foundation

**Leadership Gifts:** $50,000 - $124,999
Coghlin Electrical Contractors, Inc.
Melvin S. Cutler Charitable Foundation

**Leadership Gifts (continued):**
Southbridge Savings Bank
United Lens

**Patron Gifts:** $25,000 - $49,999
Bay State Savings Bank
Savers Bank

**Community Support:** $1,000 - $24,999
Fidelity Bank
Webster Five Cents Savings Bank
Hoche-Scofield Foundation
Southbridge Credit Union
W.W. Grainger, Inc.
Worcester District Dental Society
Massachusetts Dental Society

Quinsigamond Community College

As of October 2014
Guarding our Community:

Guardians Wrap-Up
As QCC’s 50th anniversary, year-long celebration draws to a close, the group of QCC alums selected as the 50 Guardians who embody QCC’s community spirit, illustrates the most important contributing factor to QCC’s success; the trend for graduates to stay in the community, sharing their success and encouraging others toward the same goals of commitment, community partnerships and localized support. There are currently 40 Guardians with the final 10 being selected at press time. They are all inspiring; all embody the Wyvern spirit.

“\nI came to QCC with a high school diploma from another country, and was placed in classes to meet me where I was at the time. I was a non-traditional student, the community support I received from QCC and their wonderful staff helped me break generational patterns, and provided me with the opportunity to help others on their way to a brighter future.”

– Gisele Duplessis
Clinical Director of YOU, Inc. Family Center, Southbridge
CLASS OF 1992

Here is a current listing of our 40 Guardians:

Adrienne Walsh
Director, Hidden Miracles Parent Network

Andrea Roth
Award-winning author, diabetes advocate

Andrea Siemaszko
International Development
“Attending QCC was a priceless experience. Faculty helped me believe in myself.”

– Brenda Safford

Class of 1998

Gisele Duplessis
Clinical Director, YOU, Inc. Family Center

Iris Cotto
Youth Librarian, Worcester Public Library

James O’Day
Massachusetts State Representative, D – West Boylston

Jeanne Lynch
Founder, Growth Through Learning Organization

Jo-Serena Rodriguez
Marketing Consultant

John Binienda
Massachusetts State Representative

John Creedon Sr.
President, Creedon and Co.

Juan A. Gomez
President & CEO, Centro Las Americas
“I am forever grateful for the opportunity QCC provided me, education truly is the equalizer.”

– Juan A. Gomez
CLASS OF 1988

“I am hugely indebted to QCC. It completely changed the trajectory of my life.”

– Sandra Laney
CLASS OF 1992

“I can’t thank QCC enough for challenging me to think bigger.”

– Cesar Vega
CLASS OF 2004

Linda Granville
Consultant, Together for Kids Project

Magnolia Turbidy
Refugee Assistance Program Director, HAIS, New York City

Michael Harper
Outreach Coordinator, Diversity Programs, Worcester Polytechnic Institute

Michael Moore
Massachusetts State Senator, D – Millbury

Nafisa Kabani
RN, Harrington Hospital

Olivia Cross
Sergeant, U.S. Marine Reserves

Robert Johnson
Pharmaceutical Consultant

Ron Josephson
Owner, Power Guide Marketing, Inc. & Apogee Power Sources, Inc.

Sandra Laney
Program Officer, Global Health, Discovery & Translational Sciences, Bill and Melinda Gates Foundation

Sergeant Miguel Lopez
Worcester Police Department

Shawn Sanders
Business & Office Technology Teacher, Bay Path Regional Vocational Technical High School

Stephen Coleman Jr.
Chief, Auburn Fire Rescue Department, Adjunct Professor, QCC

Tammy Murray
Registered Occupational Therapist, Worcester Public Schools

Uchenna Onuzulike
Professor, James Madison University

Ursula Shea
Retired Nurse and Nurse Educator

Wayne Sampson
Executive Director, Massachusetts Chiefs of Police Association

For more information on the 50 Guardians, visit www.QCC.edu/50-guardians
QCC’s new Healthcare and Workforce Development Center opened on schedule for the 2014 Fall Semester on September 2. The impressive new Center boasts 73,000 square feet of class room space and state-of-the art simulation laboratories that offer students unique training opportunities in actual medical environments, as well as faculty and staff offices, conference rooms, a student lounge, bookstore and library.

The Center is also home to the former Training and Education Center, newly christened, “The Center for Workforce Development and Continuing Education.” The newly re-named center has over 600 offerings for non-credit and workforce and development programming that provide high value, low cost training programs enabling students to learn new skills which can be applied immediately on the job or used for future professional development.

At capacity, the Center will be able to accommodate 2,000 new and existing students, positioning QCC to lift institutional enrollment well above 9,000 credit students with an additional 3,000 in non-credit Workforce Development. The new facility will provide for articulation between non-credit healthcare programming and credit certificates and degrees, in particular, and acceleration and contextualization of developmental and pre-requisite coursework for lower-skilled students. Working closely with local businesses and organizations, strategic partnerships have been developed to support specific organizational goals and hiring requirements, as well as clinical rotations necessary for Healthcare student’s graduation requirements.

An official grand opening with ceremonial ribbon-cutting was celebrated on October 29.

*Students (left to right) Elizabeth Campbell, Solomon Mmreh, Professor Maureen Ricotta and student, Suaed Abdelhamed.*
QCC and Community Partners Collaborate to Offer Learning Opportunities to All Residents

QCC has a number of current initiatives that the college proudly collaborates on with community partners toward the goal of providing an enhanced quality of life for residents of Central MA by offering greater accessibility to learning opportunities.
Hector Reyes House

QCC’s Hospitality and Recreation Management Program recently completed an innovative pilot program specifically for residents of the Hector Reyes House, Worcester, who are in recovery. The Hector Reyes House is a treatment center that primarily focuses on substance abuse services specifically for Latino men. The residents that completed the pilot program consisted of 13 men in different stages of recovery. They spent 100 hours learning a variety of culinary skills as well as earning Serve Safe sanitation certification and FEAST equipment training under the guidance of Pat Hutchinson, Coordinator and Professor of the Hospitality and Recreation Management Program. With 100% retention and 100% completion, this is the first program of its kind anywhere. Students passed the final exam with no grade lower than 80%. The program ended with a celebratory dinner planned and cooked by the men.

Hector Reyes House opened Cafe Reyes on Shrewsbury Street in Worcester. The cafe features the culinary skills learned through QCC and allows employment opportunities for the men that have completed the program.

Hector Reyes House residents participate in HRM program.
PTK Advances $100K Bookmobile Effort

QCC’s Phi Theta Kappa (PTK) International Honor Society has gained national attention with its community service mission. For the next three years, PTK is supporting the Worcester Public Library Children’s Bookmobile, Lilly. PTK has scheduled multiple fundraising events for this worthy project including a 5K Walk/Run, a Bowl-a-Thon, raffles and other activities throughout the year.

A second 5K Walk/Run is planned for spring. PTK has pledged to raise $100k over three years to support Lilly.

Reaching out to provide literacy skills and opportunities to greater Worcester school children through Lilly is PTK’s goal. All proceeds will go to the operation, maintenance and upkeep of Lilly.

Robotics

QCC has been partnering with Worcester Public Schools for years, closing achievement gaps and boosting student interest in science, technology, engineering and math (STEM) fields with its Advanced Robotics Intensive (ARI) programs for middle school students. ARI is an @Scale-endorsed project funded by the Governor’s STEM Advisory Council, with grant funding from the state’s Vision Project Performance Incentive Fund. “We’re starting to see kids in Worcester begin in robotics in elementary school and then continue,” says Betty Lauer, program director and professor of computer systems engineering technology at QCC, noting that Worcester now has the nation’s second-highest number of school robotics teams. “One of our interests in doing this is to provide access to all students to participate in robotics regardless of
financial need,” said Betty Lauer, “but a happy coincidence is that it stimulates STEM interest and many of the young participants enroll at QCC after high school to pursue more of the same.” QCC’s school-year and summer robotics efforts reach approximately 1,000 elementary through high school students in Worcester alone.

“Worcester now has the nation’s second-highest number of school robotics teams.”

– Betty Lauer
Civic Engagement on the Rise

Kidseal

QCC’s Dental Outreach Program initiated by Professor Emeritus Joyce Cooney in 1999 celebrated its 16th anniversary this year. The Kidseal program functions as a Service Learning component for Dental Hygiene students while offering free dental care for hundreds of local school-aged children. The program was recently covered in the American Dental Hygienists’ Association magazine, *access*, describing the project as the first of its kind in Massachusetts.

QCC’s Dental Hygiene Clinic at 670 West Boylston Street, Worcester also provides low cost dental services to area residents and an opportunity for students to gain clinical expertise.

Wyvern Weekend of Service

Liz Woods, Dean of Students recently facilitated a first “Wyvern Weekend of Service” as a component of her sabbatical project, “Creating a Framework for Volunteerism.” 24 QCC students participated in the project on September 20. The students collaborated with five local, non-profit organizations: Centro Las Americas, Alternatives Unlimited, The Bridge of Central MA, The Boys and Girls Club and Habitat for Humanity in a variety of on-site projects. Liz Woods said, “I was delighted with the turn out - the faculty support was outstanding. Everyone had a wonderful day.”
Wyvern Weekend of Service Participants.
Year in Review
Forward momentum across all offices and functional areas is the hallmark of QCC. Faculty and staff continue to work collaboratively to improve the programs and services offered to our students and create innovative methods of delivery to improve and enhance student success.

Quality: Accreditations Secured

- QCC earned a 10 year re-accreditation by NEASC (New England Association of Schools and Colleges) and accreditation in the following programs: Dental Assisting, Dental Hygiene and Nurse Education.

New Programs

- New certificate programs were created and approved: In business, three new certificate programs in CIS and two in CSET were added. In health technology, one new certificate program in Perioperative Nursing was created.

- A degree program was created called Mechatronics, training technicians to install, maintain, and repair a wide range of computer-driven automated equipment and/or robotic systems.

- Curriculum development was begun in the new Performing Arts program including music and theatre.

- Articulations with Mass Manufacturing Extension Partnership were initiated this year. The creation and implementation of stackable certificates encouraged student success in the inaugural year, allowing seven students to earn certificates.
Early High School

• Efforts to engage high school students in dual enrollment, early college high school or college readiness programs were stepped up, increasing numbers of school districts and overall students:
  
  • Fall ‘13 - ‘14 – concurrent enrollment with eight area high schools enrolled 415 students in QCC academic courses.
  
  • 208 students from the Worcester Public Schools and 30 students from Hudson HS participated in the noncredit Math IV college readiness course.
  
  • Linkages to Burncoat High School and Worcester State University have been established for transfer and dual credit in the arts.

Retention Gains

• The IPEDS (Integrated Postsecondary Education Data System) three year, graduation/completion rate for 2013 increased by 2% over 2012. These increases are attributable to retention efforts begun in 2010 under the strategic plan. Total certificates earned is up from 242 in 2010 to 266 in 2013. Total Associate degrees earned is up from 802 in 2010 to 991 in 2013.

• The College implemented a new retention software system (STARFISH) providing innovative solutions for student success, including personalized advising options, a student tracking module and communication system called Early Alert.

• Contextual English courses were expanded this year, increasing language skills relevancy within majors while the English Department undertook a full-scale discipline review.
• Efforts to modularize 3-credit, computer-based math instruction into one-credit computer assisted modules was expanded this year.

• Outcomes in course completion rates have risen according to the MA Department of Higher Education’s Community Colleges Key Performance Indicators, 2014; QCC’s has grown from 76% in 2012 to 78.4% in 2013.

• A “Brothers and Keepers” support/mentorship program for male students was initiated in 2013-14.

• A college committee on campus security researched and recommended resources for expanded mental health and personal crisis support for students. The WellConnect program was approved by the Board of Trustees and implemented in September.

Workforce Development

• The $20 million statewide Department of Labor Grant led by QCC was advanced through its third year of implementation. Major activity included statewide marketing with TV ads and website presence. 70% of unemployed students who completed the program found work. Retention rates ranged from 85% to 90%. The statewide enrollment exceeded the grant goal of 4,000 participants by 17.5% (700 students).

• The National DOL grant process is now modeled directly after the highly successful, QCC-led initiative announced at a Washington event in October.
Record Number of Graduates

- A record number of graduates (1370) moved through the commencement process in May 2014.

- A record 24 of the 2014 graduates of Worcester Polytechnic Institute were QCC alumni who transferred into Engineering at WPI.

- QCC has successfully implemented the new HiSET (High School Equivalency) test which replaced the GED (General Education Development) test in Massachusetts in January. The first tests were administered in October with positive results.

Resources

- QCC gained $3.3 million from the State legislature’s new performance funding formula to boost the college’s operating budget; the college was able to freeze fees. In fact, fees have not been raised since 2012.

- Over the past seventeen years the QCC Foundation Golf Classic has raised over $400,000.

- The development of an expansion plan for Southbridge with local South County corporate leaders as well as Fitchburg State University and the Mass Manufacturing Extension Partnership was advanced. This alliance has resulted in a $2 million infusion of support from the state’s Office of Economic Development and a specialized manufacturing software donation from Siemens totaling in excess of $1.2 million.

- Through the QCC Foundation, the first year of the 50th Anniversary $5 million RISE (Regional Investment Service + Education) Campaign has reached $3.2 million.
Outreach and Inclusion

- QCC made significant strides in the enrollment of students of color; recent data from the Office of Institutional Research and Planning shows a 12% rise in 2014 – double the increase from 2000.
- Outcomes for African American students exceeded state averages.

Facilities Improvements

Major building projects and upgrades campus-wide continue to be unrolled as the college seeks to educate the next generation of STEM and Healthcare workers employing state-of-the-art facilities.

- QCC’s new 73,000 sq. ft. state-of-the-art health training facility, the Healthcare and Workforce Development Center opened for the Fall 2014 semester as planned. (See story page 12.)

- QCC’s STEM initiatives made another giant leap forward; The College secured more than $800,000 in grants to equip its newest construction project, the QuEST (Quinsigamond Engineering, Science and Technology) Center. An official ground breaking ceremony occurred in March.

Community Relations

A new radio show was launched, called “Face the Region.” Hosted by local radio personality, Hank Stolz, the show features QCC faculty, staff and students discussing innovative projects, programs, classes and other QCC highlights as a promotional vehicle. The show airs every Sunday on WCRN 830AM at 1:30 p.m. To hear a recent show, visit: www.QCC.edu/face-the-region
College Resources

QCC managed its financial resources well in 2014. It has invested wisely in its aging infrastructure and has mitigated space constraints with the opening of the Healthcare and Workforce Development Center and ground-breaking for a new facility, the QuEST (Quinsigamond Engineering, Science and Technology) Center slated to open in 2016.

At the same time, QCC has maintained a reasonable level of reserves to provide a buffer in the event of unforeseen circumstances. By any measure, the various financial ratios have shown the college’s net asset position is strong.
Statement of Revenues, Expenses and Changes in Net Assets for Fiscal Year 2012-14

<table>
<thead>
<tr>
<th></th>
<th>06/30/14</th>
<th>06/30/13</th>
<th>06/30/12</th>
<th>Variance 2013-14</th>
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<tbody>
<tr>
<td><strong>Operating Revenues:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tuition and fees</td>
<td>$39,206,961</td>
<td>$40,132,445</td>
<td>$37,689,806</td>
<td>($925,484)</td>
</tr>
<tr>
<td>Less: scholarships and fellowships</td>
<td>(20,712,590)</td>
<td>(19,337,524)</td>
<td>(18,147,103)</td>
<td>(1,190,421)</td>
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<tr>
<td><strong>Net tuition and fees</strong></td>
<td>18,494,371</td>
<td>20,794,921</td>
<td>19,542,703</td>
<td>1,252,218</td>
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<tr>
<td>Federal grants and contracts</td>
<td>26,392,384</td>
<td>22,213,636</td>
<td>17,172,547</td>
<td>5,041,089</td>
</tr>
<tr>
<td>State grants and contracts</td>
<td>3,909,098</td>
<td>3,936,205</td>
<td>3,430,528</td>
<td>505,676</td>
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<tr>
<td>Private grants and contracts</td>
<td>767,170</td>
<td>547,294</td>
<td>653,246</td>
<td>(105,952)</td>
</tr>
<tr>
<td>Auxiliary enterprises</td>
<td>4,570,093</td>
<td>4,744,192</td>
<td>4,835,162</td>
<td>(90,970)</td>
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<tr>
<td>Other income</td>
<td>752,612</td>
<td>857,885</td>
<td>753,182</td>
<td>104,702</td>
</tr>
<tr>
<td><strong>Total Operating Revenue</strong></td>
<td>54,885,728</td>
<td>53,094,133</td>
<td>46,387,368</td>
<td>1,791,595</td>
</tr>
</tbody>
</table>

| **Operating Expenses:**  |           |           |           |                  |
| Educational and general  |           |           |           |                  |
| Instruction              | 43,148,996 | 36,001,398 | 30,772,747 | 7,147,598        |
| Public Service           | 182,346    | 157,745   | 142,825    | 24,601           |
| Scholarship and fellowships | 1,204,875  | 1,235,323  | 1,562,710  | (30,448)         |
| Academic support         | 4,900,590  | 4,355,110  | 4,320,096  | 12,902           |
| Student services         | 9,997,415  | 9,085,091  | 8,552,103  | 533,988          |
| Institutional support    | 8,444,624  | 8,475,466  | 8,697,361  | (251,895)        |
| Operation and maintenance of plant | 4,950,704 | 4,607,964 | 4,333,686 | 269,278         |
| Depreciation             | 1,588,943  | 1,586,227  | 2,083,904  | 2,716            |
| Auxiliary enterprises    | 4,217,972  | 4,294,930  | 4,284,899  | (76,931)         |
| **Total Operating Expenses** | 78,636,465 | 69,799,254 | 64,750,331 | 8,837,212        |

| **Operating Loss**       | (23,750,737) | (16,705,121) | (18,362,963) | (7,045,617)      |

| **Non-Operating Revenues (Expenses):** |           |           |           |                  |
| State Appropriations, net  | 22,531,617 | 16,990,666 | 17,609,052 | 5,540,951        |
| Net Investment Income (loss) | 19,443     | 19,829    | 26,498     | (386)            |
| Donations                 | 2,336,232  | 137,365   | 114,789    | 2,198,483        |
| Other non-operating income/expense | 195,507   | 145,218   | 78,188     | 50,289           |
| **Net Non-Operating Revenues** | 25,082,799 | 17,293,078 | 17,828,527 | 7,789,721        |

| **Gain Before Other Revenues, Expenses** | 1,332,062 | 587,957 | (534,436) | 744,105 |

| Capital Appropriations | 1,280,303 | 6,250 | 330,750 | 1,274,053 |
| Private gifts for endowment purposes | – | – | – | – |
| **Total Other Rev, Expenses, Gains, and Losses** | 6,250 | 330,750 | 117,218 | (324,500) |

| **Increase in Net Assets** | 594,207 | (203,686) | (1,206,827) | 797,893 |

| **Net Assets:** |           |           |           |                  |
| Net Assets, Beginning of Year | 32,760,470 | 32,166,263 | 32,369,949 | 594,207 |
“In this new year, we express our gratitude for your support and your friendship in the meeting of our mission of educational opportunity and quality service to residents of Greater Worcester County.”

Sincerely,

Gail E. Carberry, Ed.D.
President