

# A Smarter Way to Student Success

Quinsigamond Community College 2018-2019 President's Report



**QUINSIGAMOND**  
Community College



**COLLEGE.**  
MADE **SMARTER.**

# SMARTER BY THE NUMBERS



## \$2.25M

*Title III grant received*

This grant recognizes the work QCC does to increase student persistence and completion from the point of entry to graduation.



## Top 50

*President Luis Pedraja*

Dr. Pedraja was named one of the top **50 most influential people** in Central Massachusetts by the Worcester Business Journal.



## 300

*Mentoring participants*

QCC's New Mentoring Program had a total of **300 mentees and mentors** in its first year.



## 4

*New programs this fall*

- General Studies - Pre-Nursing Option
- Criminal Justice - Transfer Option
- QCC Liberal Arts - Media Communications Option
- Accounting Certificate



## #2

*In the Commonwealth*

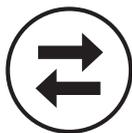
QCC and WPI have partnered to develop an AIM Photonics Academy Lab for Education & Application Prototypes (LEAP), to support the emerging technology of integrated photonics. This is the **second LEAP facility** in the state. MIT is host to the first LEAP.



## 100%

*Pass rate*

Out of seven colleges in the state that offer Surgical Technology, QCC was the only one to have students receive a **100 percent pass rate on the National Certification Examination** (August 2017-July 2018).



## 124

*Articulation agreements*

QCC offers **124 articulation agreements** with **27 four-year public and private** institutions.



## 83%

*of students receive financial aid*

Over 80% of QCC's first-time, full-time, degree/certificate seeking students **received financial assistance**.



## 12%

*Higher pass rate*

QCC's **accelerated math courses** had a pass rate that was **12 percent better** than traditionally scheduled courses (sample size 4,489 students).



## FROM THE PRESIDENT

Dear Friends,

As another year has come and gone at Quinsigamond Community College, I'm pleased to provide this report, which highlights some of the exciting changes we've been implementing in order to achieve 100% student success.

As a Gateway City, our diverse population brings with it certain unique challenges that we must overcome in order to achieve our goals. We have met many of these challenges head-on with creative solutions tailored to help our students succeed. A new student orientation and first year experience program has enabled more of our students to have a seamless transition into college. Our new all-inclusive mentoring program has also been hugely successful. In its first year, we had 180 student mentees and over 120 mentors that included faculty, staff, alumni and community partners. This year we are seeing even more engagement from our community and our students. Both of these programs are showing great promise; aiding in both student retention and increasing our engagement and visibility in the communities we serve.

Another new addition to our College is a Food Pantry and Resource Center, which opened on our main campus in July 2018. This resource was developed after a study from Wisconsin Hope Lab showed that 49% of our students have low or very low food security. Since opening its doors, over 400 students are receiving full meals or supplementing what food they have at home. Many students have expressed how it has positively impacted their lives and their ability to focus on learning.

We've also continued to work on ways to help our students offset the costs of their education and related expenses by reengineering our financial aid process, allowing us to award aid faster, and ensuring that QCC has the resources to help all students in need. Today



close to 60% of our students receive financial aid, and 83% of first-time, full-time, degree/certificate seeking students receive financial assistance. In addition, college-funded grants and scholarships have consistently been increasing; this year \$1,802,963 in grants and scholarships were awarded to our students.

Our commitment to 100% student success is something that takes hard work and commitment from each and every member of our team. As we continue to drive towards accomplishing our goals, I want to recognize and acknowledge the hard work of each and every member of our team, the faculty and staff who work tirelessly to educate and support our students. It is only through their dedication and expertise that we will realize our goal of 100% student success.

Sincerely,

**Dr. Luis G. Pedraja**  
*President*

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# Working to Achieve



# 100% Student Success

**T**hroughout its 55-plus year history, Quinsigamond Community College has revised and enhanced its services and programs to meet the needs of its diversified and continually expanding population. Giving students the ability to be academically, professionally, and personally successful is the cornerstone of what makes QCC one of the most unique educational experiences in the region. “We have extensively improved our student support structure,” Dr. Pedraja said.

*“We have extensively improved our student support structure.”*

— Dr. Luis Pedraja

Improvements include a new Student Success Center designed to offer students all the services they need from initial enrollment to ongoing academic support services, all in one convenient location. By putting services together, the student experience is enhanced.

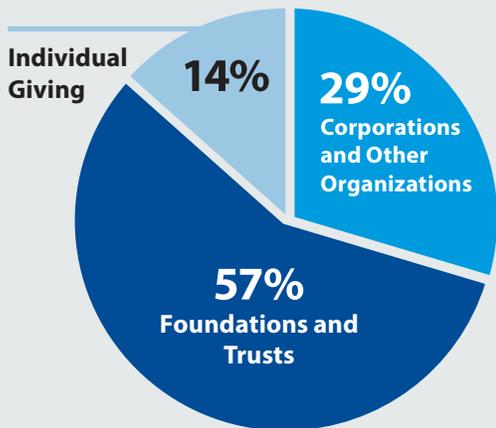
## *\$2.25M Title III Grant Strengthens Student Retention*

Quinsigamond Community College’s President Dr. Luis Pedraja is seeing his vision for 100% student success move one step closer to reality. The College received a \$2.25 million five-year Title III Grant from the U.S. Department of Education, to recognize the work QCC is doing to increase student retention from the point of entry to graduation. QCC recognized that in order to help students’ complete college, it must develop a number of interventions and initiatives at key junctures. Funding is being used on a comprehensive orientation and first year experience program, which the College rolled out in fall 2018. Studies have shown students to be more successful through early identification of academic and career goals, assessment of student needs, creation of realistic educational plans and close monitoring and intervention throughout a student’s first-year experience.

## *STEM Students Awarded Scholarships*

During the spring 2019 semester, 20 QCC students each received a \$1,000 scholarship to assist with their (Science, Technology, Engineering, & Mathematics) STEM programs. The funding was made possible by two state agencies: the Executive Office of Housing and Economic Development, which sponsored students through the Central Region Advanced Manufacturing Consortium; and the Massachusetts Office of Business Development (MOBD), which sponsored students through the Massachusetts Biomedical Initiative (MBI).

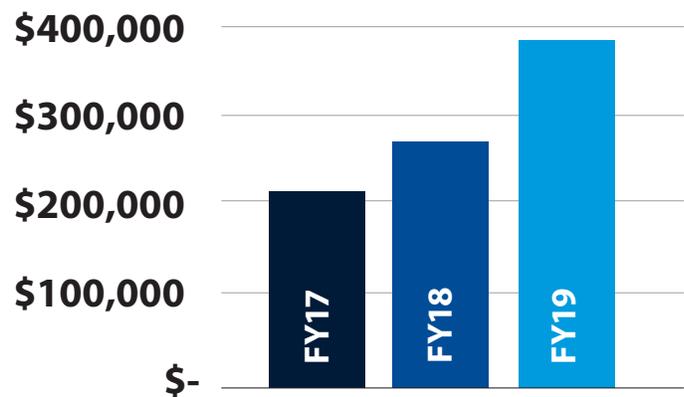
## Sources of Income for the QCC Foundation



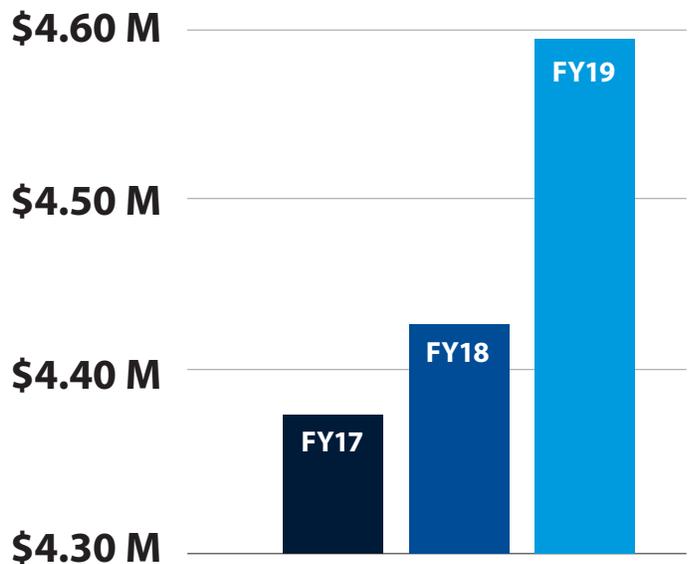
Funding for services and support mechanisms for new and returning students has been achieved through the aggressive pursuit of grants, donations, and responsible, innovative fiscal management. Some fruits of this labor are:

- Early college programs to provide access to high school students.
- New comprehensive orientation and first-year experience programming for incoming freshmen that empowers students to begin their academic journey and persist in achieving their goals.
- Increased financial aid funding to assist QCC's part-time students (65% of the student population) and enable them to attend college while still managing their busy lives.
- Increased and enhanced support services to assist all students thereby increasing retention and graduation rates.
- Innovative career training programs for adult learners and those individuals who are long-term unemployed or underemployed.

## Contributions to the QCC Foundation



## QCC Foundation Net Assets



## QCC Fundraising Remains Strong

The College has continued to work aggressively to procure more grants and increasing its fundraising endeavors. In fiscal year 2019, QCC received over \$4.6 million in grant awards. The QCC Foundation raised \$398,657, exceeding what was raised in fiscal year 2018 by \$133,139. In addition, the Foundation's Endowed Scholarship Fund increased by nine percent.



From left: Student trustee Benjamin Aryeh, Governor Charlie Baker and President Luis Pedraja

## **New \$7.1M State Grant Expansion – A Game-Changer for Part-time Students**

A new MassGrant Plus program has enabled 2,044 part-time QCC students to receive \$1.6 million in grant funding for the first time. Part-time students make up 65% of all QCC students, making this grant a valuable addition for students to reach their academic goals. Governor Charlie Baker and Lt. Governor Karyn Polito formally announced the state's new MassGrant Plus program, a \$7.1 million expansion of the existing MassGrant Program developed for part-time, degree-seeking students.

"I struggle to find a balance between school and working enough to pay my tuition. I think this is

a wonderful opportunity for students like me who balance a lot in their daily life," said QCC student Shantel Rutherford.

To announce this program to the entire Commonwealth, the Governor and Lt. Governor filmed a promotional video at the College with QCC students who will directly benefit from this program. The students got to learn first-hand from the Governor how the MassGrant Plus program will positively impact their educational journey. View the video at: [www.QCC.edu/media/massgrant-plus-program](http://www.QCC.edu/media/massgrant-plus-program)

# Message to Grads: Own Your Story!

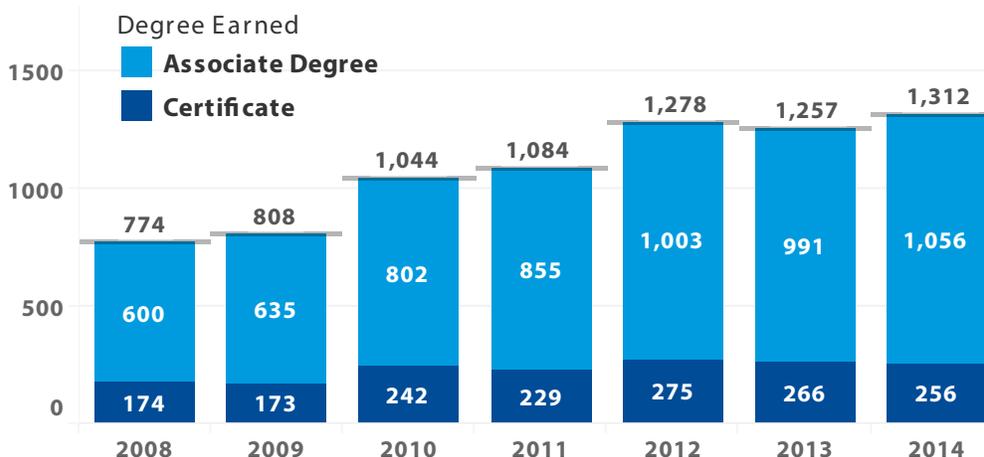
Success is owning your story and not being embarrassed by it. These empowering words were spoken by QCC's 2019 commencement speaker, Worcester Attorney AiVi Nguyen. Ms. Nguyen, a partner at Worcester-based law firm, Bowditch, detailed her life's journey as an only child of Vietnamese refugees who came to the US without being able to speak English and with no money, no education, and no transferable job skills. Ms. Nguyen told graduates they control the story of their lives and to take control of that story and never be embarrassed by it. Her story of getting out of poverty through education was one that riveted all who heard her tell her inspiring life history.

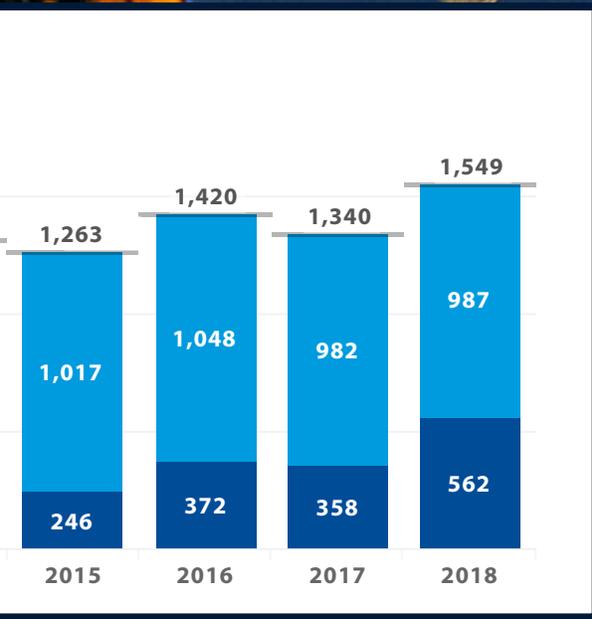
"They (parents) taught me that for people like us, the only avenue out of poverty was education - and that I was lucky to even be given the avenue," Ms. Nguyen said. "The only reason I am where I am today, a partner at a prestigious law firm and looked to as a leader in the community, is because I am educated. I did not inherit a company, or money, or social status. Had I not pursued an education, the cycle of poverty for my family would not have ended."

In addition to being an attorney, Ms. Nguyen is chairwoman of the United Way of Central Massachusetts; director of the Edward M. Kennedy Community Health Center of Worcester, vice chairwoman of Worcester's Diversity and Inclusion Advisory Committee, and chairwoman of Bowditch's Diversity Committee.



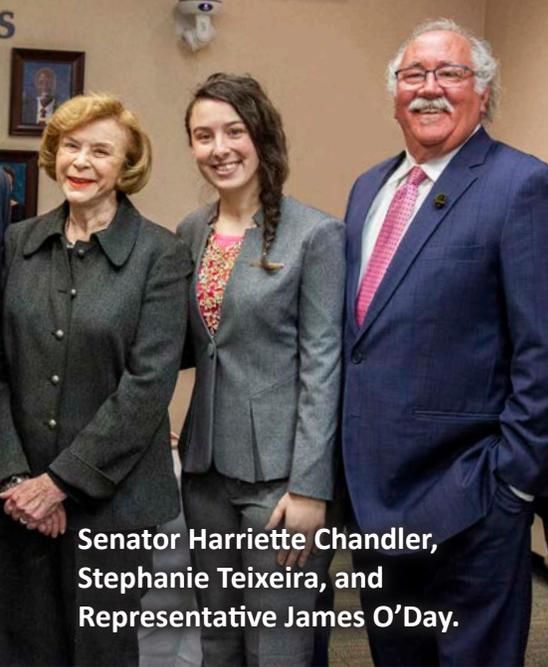
## Number of Degrees Awarded per Year





*“The only reason I am here today...is because I’m educated.”*

— AiVi Nguyen, Worcester Attorney



**Senator Harriette Chandler, Stephanie Teixeira, and Representative James O'Day.**

## Training Students for Success

Quinsigamond Community College and its partners were awarded \$206,000 from the Massachusetts Department of Higher Education, in collaboration with the Executive Office of Labor and Workforce Development, to provide educational training and hands-on experience to individuals who are considered long-term unemployed (one year or longer), or under employed.

It was “all aboard” for 40 eligible participants in QCC’s Training Resources and Internship Networks (TRAIN) program who took part in two 120-hour, non-credit, nurse assistant training classes and two 75-hour pharmacy technician training classes.

This training enabled participants to train to become either nursing assistants or pharmacy technicians. Program participants received comprehensive, wraparound support services from QCC and a variety of external partners that included: The Mass Hire Workforce Board, which offered readiness training to help participants conceive and execute a more positive approach to personal and career goal attainment; Mass Hire Career Center, which provided career counseling and a host of workshops that are available to job seekers; Worcester Community Action Council, which provided comprehensive wraparound support services to help meet the diverse needs of at-risk, low-income populations in our community, and Worcester Credit Union, which offered financial literacy training.

**A**t QCC, visionary community, civic and national leaders are part of a continued community outreach by the College to inspire its student population. Together these programs and initiatives equal a smarter way to higher education and academic success.



**QCC Nurse Education students in the College's simulation lab.**



## High School Partnerships

- Advanced Math and Science Academy
- Assabet Regional Technical High School
- Auburn High School
- Bartlett High School
- Bay Path Regional Vocational High School
- Blackstone Valley Regional Technical High School
- Burncoat High School
- Claremont High School
- Clinton High School
- Doherty High School
- Douglas High School
- Grafton High School
- Hopedale Jr.-Sr. High School
- Hudson High School
- Leicester High School
- Marlborough High School
- Milford High School
- Millbury High School
- Nashoba Regional High School
- North High School
- Northbridge High School
- Oxford High School
- Shepard Hill Regional High School
- Shrewsbury High School
- South High School
- Southbridge High School
- St. Peter Marian High School
- Sutton High School
- Tahanto Regional High School
- Tantasqua Regional High School
- University Park High School
- Uxbridge School District
- Webster-Bartlett High School
- Worcester Technical High School

## High School Students Get a Head Start on Associate Degrees

High school students are able to start off their college future sooner by taking part in QCC's Early College program. The College's opportunities for dual-credit enrollment of high school students has increased to over 2,000 since 2010. Today the program is even more robust and diversified. This year, QCC and Marlborough High School were named one of 13 high schools and eight public colleges across the Commonwealth to receive early college designation. QCC's existing early college STEM program with Marlborough High School in computer science, biotechnology and healthcare is also continuing

to gain interest, with more than 150 students expected to be enrolled by the 2020-2021 school year.

Additionally, QCC, Worcester State University (WSU) and the Worcester Public School System (WPS) were one of four early college programs to receive official designation and part of a \$420,000 implementation grant designed to establish college pathways for high school students in all seven Worcester high schools. The Early

College Program collaborative model between QCC, WSU and the WPS creates college and career learning experiences, college credit course offerings, mentoring and wrap-around services to Worcester high school students.

"I see this program as a philosophy of change where every student has access to college," Senator Moore said. "In fifteen to 20 years we'll look back and see that Worcester started and changed our education system."

To date, QCC has offered early college programs in 34 high schools in the Central Massachusetts region, giving access to higher education to more students at an earlier age.

***"I see this program as a philosophy for change..."***

— Senator Michael Moore



# Welcome to Campus

The first step to a bright future is through the doors of Quinsigamond Community College's new Welcome Center, an informational hub that is the first point of contact for all prospective students, current students and community members. Students are able to meet with all the college services and support services at the Student Success Center, also located in the Harrington Learning Center. The Student Success Center provides students with direct access to all the college services they need in one central, convenient location.

Another way in which the College is helping drive student success is through revised placement testing. After extensive research, QCC realized there was a need to be more attune to the College's diverse population and updated its placement tests to better reflect the needs of its population.

"We have a diverse and inclusive campus," said QCC Student Trustee Mustafa Boweden.

***"We have a diverse and inclusive campus."***

— Mustafa Boweden

Students will now be taking a unique math placement test developed by the College's mathematics department, the QMAT. This new mathematics test is designed to be more appropriate for placement into QCC mathematics courses. While still in its early stages, the test has been found to be a better benchmark for placing students into the appropriate math classes, enabling them to be more successful.



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# Two Students Reach New Heights



Governor Charlie Baker and Vanessa Hanger

Out of the hundreds of thousands of college students in the Commonwealth and the millions nationally, two QCC students found themselves in rare company when they were awarded a state and national award respectively. QCC 2018 graduate and Phi Theta Kappa (PTK) student Ashley Forhan was honored at the State House in April, as a 2019 Coca-Cola Academic Team Gold Scholar. Ms. Forhan is one of 50 students who were nationally recognized and were named a Coca-Cola Academic Team Gold Scholar. In addition to the recognition, Ms. Forhan received a \$1,500 scholarship.

“QCC and PTK gave me the educational and leadership tools I needed to succeed at my four-year school and this award has eased the financial burden that comes along with transferring to a private school,” Ms. Forhan said.

Ms. Forhan is currently attending Lasell College and is majoring in Legal Studies. She is on track to graduate next year, with the goal of attending law school.

QCC Shining star student Vanessa Hanger was also recognized in 2019 by Massachusetts Governor Charlie Baker, members of the Legislature and the



President Dr. Luis Pedraja and Ashley Forhan

Massachusetts Department of Higher Education, as a “29 Who Shine” recipient at the 9th Annual Awards Ceremony. The “29 Who Shine” initiative was developed by the Department of Higher Education in 2011 and is designed to recognize 29 outstanding student graduates from the Commonwealth’s 29 public higher education institutions. A total of 29 graduates from the Commonwealth’s community colleges, state universities and UMass campuses were honored.

“I am honored and humbled to receive this prestigious award. I want to thank my nominators, as well as the students, faculty, and staff who have contributed to this accomplishment. This award is deeply meaningful to me because it represents the culmination of my hard work and commitment to academic excellence, service, and leadership,” Ms. Hanger said.

Ms. Hanger graduated in May from QCC with an associate degree in General Studies and is attending Boston University in the fall, where she is majoring in Neuroscience and Philosophy.

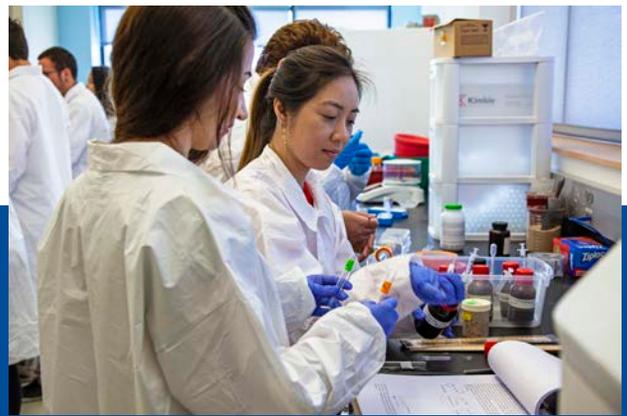


# A Leader in Innovative Academic and Workforce Programs

**Q**uinsigamond Community College continues to meet the global demands of a technology-driven world by bolstering and expanding its programs in science, technology, engineering and mathematics (STEM).

Key community partnerships have blossomed into career opportunities for students in the STEM industry. A 25-year partnership between AbbVie and Quinsigamond Community College resulted in a biotechnology technology certificate program and has led over 100 QCC students to amazing career opportunities at the research-driven biopharmaceutical company. The partnership with AbbVie produced a capstone course that was brought directly to the AbbVie site, in order for students to have hands-on opportunities to work with the very latest industry-specific equipment.

Strategic collaborations with state and local governments have matured into new models of educational training for those students who have historically been underserved. One such example is a new model in nursing education that enables students from disadvantaged and underrepresented backgrounds a way to attain their Bachelor in Nursing. Students complete the bulk of their studies through QCC's Nurse Education program, before moving on to Worcester State University to finish their four-year degree.



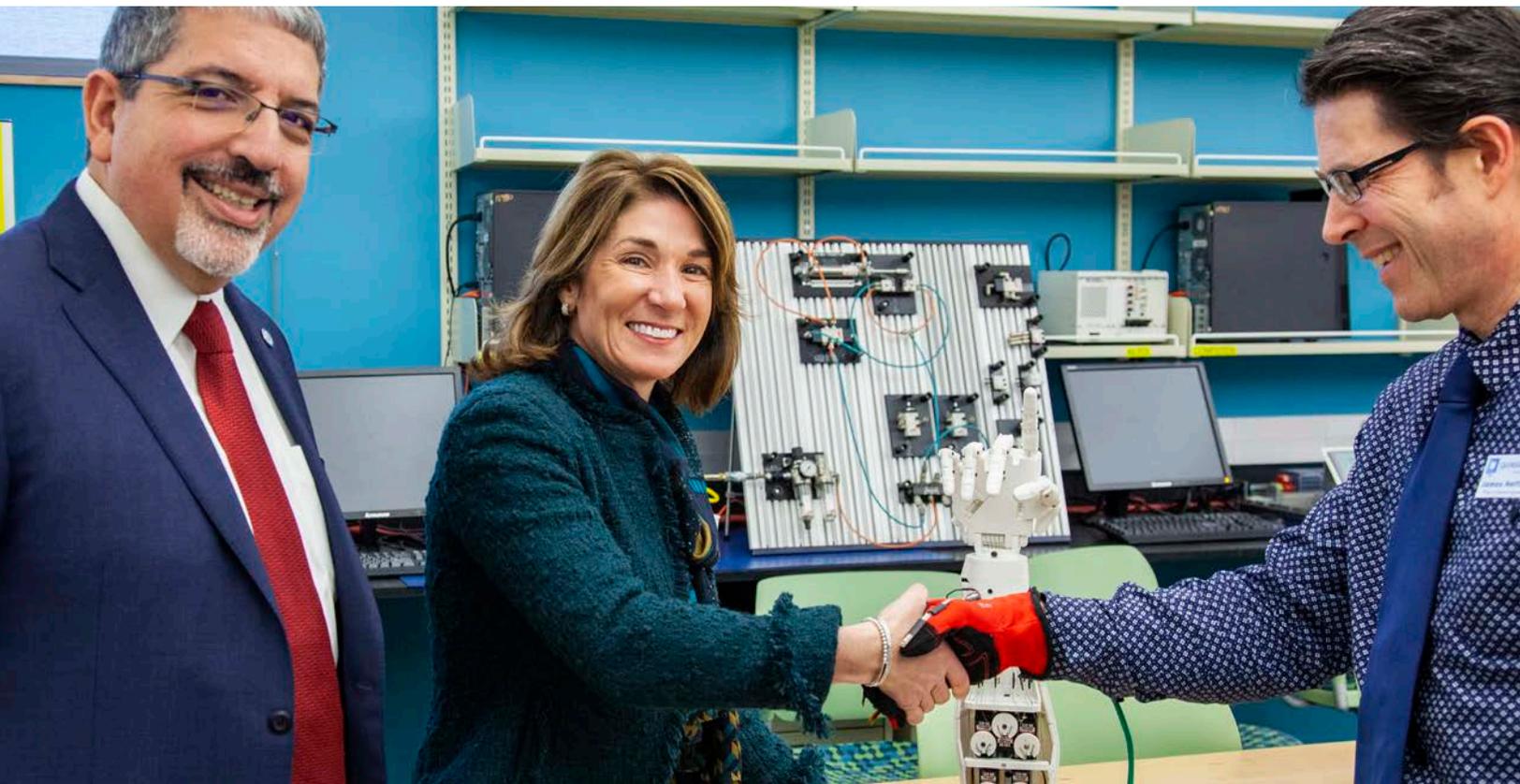
## *STEM Grant Offers Avenue for Advancement to Under-Served Students*

Quinsigamond Community College, in collaboration with Worcester State University, received an award of \$100,000 to plan, implement and evaluate activities designed to increase the inclusion and success of under-served students in life sciences programs. QCC has used this funding to expand several successful initiatives that include supplemental instruction in class and group tutoring in upper level chemistry and biology courses. The funding has extended opportunities for career exploration curriculum to teachers and students in the Adult Community Learning Center (ACLS). This funding also provided 10, \$1,000 completion scholarships to students with demonstrated need, who were already enrolled in a life science-related program of study.

Additionally, the College's manufacturing program received a \$10,000 Gene Haas Foundation Grant that will be used to help introduce students to careers in machining and related technologies. Developed by Gene Haas, owner of Haas Automation, Inc., the Foundation was formed in 1999, and today its focus and mission is in line with the needs of the educational community, to support manufacturing and help introduce students to careers in machining and related technologies.

**Q**CC's Center for Workforce Development and Continuing Education has opened up a world of opportunities for students with a free nine-week program in advanced manufacturing. Funded through the MassHire North Central Workforce Board, Inc., the program prepared students to be workforce-ready for careers in manufacturing. Students who completed all modules of the program were also eligible to receive \$1,000.

Additional strategic partnerships with businesses and the Commonwealth of MA helped to advance students' skillsets and marketability. A \$143,000 Direct Access Grant from the Workforce Training Fund, part of \$2.98 million in Small Business Direct Access Program grants awarded to qualified training organizations by the Commonwealth Corporation, enabled the College to offer training programs to eligible businesses in the region that expressed a need for educating workers on a variety of soft-skills.



President Dr. Luis Pedraja, Lt. Governor Karyn Polito and Professor of Electronics Engineering Technology James Heffernan

## *Massive State Grant to Fund Manufacturing Training*

QCC's manufacturing program received a bit of a boost when the College learned it would share in a \$638,750 regional state grant for the training and placement of 160 individuals in manufacturing. A total of \$2.5 million was awarded in four grants to the four regions

of the Commonwealth through the Advanced Manufacturing Training Program. Lieutenant Governor Karyn Polito joined Quinsigamond Community College President Luis Pedraja, regional workforce leaders, state and local officials at QCC's Quinsigamond Engineering,

Science, and Technology (QuEST) Center to make the announcement. The regional grant will help to develop more cohesive training programs in order for students to meet the needs of the manufacturing industry when they complete their education.



## Peer-to-Peer Learning Delivers Big Dividends

Earlier this year several QCC students became lab support technicians in the College's biology and chemistry labs thanks to funding from the "Increasing Diversity in STEM" grant award, which the College received from the Massachusetts Biomedical Initiative (MBI) through funding provided by the Massachusetts Office of Business Development (MOBD). These lab support technicians act as assistants to the faculty, helping to extend the reach of a professor by providing assistance to students during lab experiments. The students selected were chosen based on having successfully completed the course(s) themselves and for their ability and propensity to help other students.

Interim Dean, School of Math & Sciences Benjamin Benton said having lab support assistants enables him to help more students

and offers a peer learning perspective that often makes students feel more comfortable.

Three QCC students, Lois Oduro Dompseh, Maikael Gwargious and Kirols Mohareb helped out in

the QCC's chemistry labs. Each of the lab assistants are immigrants from another country who came to the U.S. a

few years ago. Mr. Gwargious and Mr. Mohareb are from Egypt and Ms. Dompseh is from Ghana. All three are expected to graduate next spring and plan to transfer to four-year institutions. Mr. Gwargious and Mr. Mohareb hope to be dentists, while Ms. Dompseh's goal is to become a doctor.

According to Mr. Mohareb, he said the three were interested in being lab support technicians because they felt it would be a great opportunity to

help students who may be struggling in chemistry. According to the lab assistants there is a dual benefit to helping the students.

"I just took both organic chemistry courses and it helps to refresh my memory and helps me remember what I've learned," Ms. Dompseh said, adding, "It also broadens my confidence."

Another key aspect of the program is the camaraderie that the students feel with the lab techs.

"We communicate with the students like we do our own classmates, so they can trust us," Mr. Mohareb said.

Biology lab support technician Thi Tran, who works in Mr. Benton's lab, said she has learned a lot by being a lab assistant. "This is really helpful for my own education. It's helping to shape my future career," she said. "This inspires me. I get to interact with the students and they have a lot of questions, which gets me to think a lot more."

***"This program is helping to shape my future career."***

***— Thi Tran, Student***



QCC nursing students receive the 208/2019 College “Hands Only” CPR Challenge Award.

## QCC to Offer Valuable Soft Skills Workshops

Quinsigamond Community College’s Center for Workforce Development and Continuing Education was awarded a \$143,000 Direct Access Grant from the Workforce Training Fund. Through the Massachusetts Training Exchange, the money is being used to offer soft skills workshops due to the overwhelming need that was expressed by businesses in the region. The six workshops being offered this fall by QCC include:

- Essential Business Skills
- Time Management
- Conflict Resolution
- Presenting with Impact
- Communicating with Clarity and Impact
- Creative Problem Solving and Decision Making



**“Soft skills are necessary if the business and the individual are to succeed.”**

— Kathleen Manning, Dean of Center for Workforce Development and Continuing Education

## Nursing Students Take Home CPR Challenge Award

Quinsigamond Community College’s nursing students recently received recognition as a 2018-2019 College “Hands-Only” CPR Challenge award winner at the annual meeting of the American Heart Association (AHA) and the American Stroke Association of Central Massachusetts. This recognition was given for training over 800 QCC students, faculty and staff in the “Hands Only” CPR technique. They taught participants a type of CPR without mouth-to-mouth breaths called, “Hands-Only” CPR. This type of CPR is recommended for use by people who see a teen or adult suddenly collapse in an out-of-hospital setting and need immediate assistance to help increase the person’s chance for survival. The leading cause of death today is sudden cardiac arrest (SCA). A total of nine schools participated in the challenge this year, with a total of over 5,400 people becoming trained in critical cardiopulmonary resuscitation (CPR) lifesaving techniques.

While not a part of the CPR challenge, the nursing students also offered “Stop the Bleed” training in addition to the “Hands-Only” CPR training, demonstrating the creative thinking that goes on in QCC’s programs.



Advanced placement nursing students work in QCC's simulation lab.

# State Invests \$2 Million for New Model in Nursing Education

Quinsigamond Community College was awarded \$2 million over a four-year period from the Human Resources and Services Administration (HRSA), Nursing Workforce Diversity (NWD), for its innovative nursing program, "Breakthrough Solution for Nursing Education Model" (BSNEM). The

***"This program allowed me to utilize invaluable resources,"***

— Gina Somers, Student

College has partnered with Worcester State University to offer students from disadvantaged and underrepresented backgrounds, a way to attain their Bachelor in Nursing. The program offers these students a way to earn their Bachelor in Nursing in an innovative "3+1" program that enables students to complete the bulk of their studies through QCC's Nurse Education program, before moving on to Worcester State University for their final year. "This program allowed me to utilize invaluable resources," said QCC Student Gina Somers. The program is designed to increase nursing education opportunities for individuals from disadvantaged backgrounds, including ethnic and racial minorities, with the objective of having graduates enter the workforce in Worcester County.



**Q**uinsigamond Community College recognizes the key components to a successful education are through clear communication and cross-functional collaboration, both internally and externally. A new Strategic Plan has taken a fresh look at all aspects of QCC and a Strategic Planning Core Team was formed. Led by Co-Chairs Dr. Ingrid Skadberg, Dean of Institutional Research and Planning; and Assistant Vice President for Workforce Readiness and Innovation Dr. Kathy Rentsch, the team has worked with students, faculty and staff from every area of QCC to develop a plan that will be the College's blueprint for years to come. The plan identified key trends and recognized the need to be more student-centered in its communication. To that end, QCC staff participated in a four-part, student-centered service training program that encompassed QCC basics, addressed customer service techniques, listening skills, sensitivity, inclusion, unconscious bias and cultural literacy. This comprehensive training helped the College staff renew, refresh and strengthen existing student-centered success skills and increase awareness, in order to better serve the College's student population. A new QCC Leadership Team was also formed as part of an ongoing initiative to improve communication, collaboration

# Optimizing Communication and Enhancing Collaboration

and transparency within all areas of the College. The team is made up of student leaders, faculty leadership from each school of the College, and the President's Executive Team. QCC's Strategic Plan was highly praised by the MA Department of Higher Education and serves as a model for other schools to follow.

Through departmental collaboration, this fall, students will benefit from more streamlined credit evaluations, in addition to full-year course scheduling. These two changes were designed to improve the overall student experience, enabling students to easily plan for their future and increase retention and graduation rates.

QCC has seen increased collaborations with other colleges and universities in order to better serve the needs of its student population. Students are working smarter, not harder to earn a bachelor's degree through dozens of articulation agreements in a multitude of program areas with public and private four-year institutions.

"QCC has such a great program, I was more than ready when I transferred," said QCC alumna Kayla Paterson.

Most recently, the College added two additional articulation agreements with Massachusetts College of Pharmacy and Health Services (MCPHS) and Fitchburg State University. The agreement with MCPHS gives eligible QCC students the opportunity to attain

***"QCC has such a great program, I was more than ready when I transferred."***

**— Kayla Paterson, Alumna**

an advanced degree from MCPHS directly after earning an associate degree. QCC's associate degree program is the only one in the state that has been accepted for

the doctorate program at MCPHS. The agreement with Fitchburg State will guarantee QCC's nursing students a cohesive transition into the university's four-year program. These articulation agreements expand students' educational and career opportunities, opening more doors in the workforce pipeline, and are two of more than 120 articulation agreements with 27 colleges and universities.

<b>Colleges with Articulation Agreements</b>
Anna Maria College
Assumption College
Bay Path University
Becker College
Ben Franklin Institute of Technology
Castleton University
Champlain College
Charter Oak State College
Clark University
Elms College
Emmanuel College
Fitchburg State University
Framingham State College
Massachusetts College of Pharmacy and Health Sciences
Northeastern University
Nichols College
Providence College
Quinnipiac University
Regis College
Salem State University
Umass-Dartmouth
Umass-Lowell
Vermont Technical College
Westfield State University
William James College
Worcester Polytechnic Institute
Worcester State University



# Fostering an Engaged Community

**Q**uinsigamond Community College has set the bar high when it comes to being visible in our community.

Recognizing that a community college cannot be defined by the walls of its campus, the College has created some initiatives that address the needs of a diverse and often under-served population. From off-campus community learning hubs, an all-inclusive mentoring program, to a program to increase the diversity of educators within the community, QCC has taken the lead in cultivating an inclusive and engaged community.

*“We are very appreciative of QCC’s willingness to partner with us to create a better life for our residents...”*

— Alex Corrales

The College was recognized and acknowledged for its support of the communities it serves and was named Community Partner of the Year by the Worcester Housing Authority (WHA) at the 2018 Great Brook Valley Block Party, held at the Worcester apartment complex in August 2018.

“We are very appreciative of QCC’s willingness to partner with us to create a better life for our residents by assisting them in their education and employment goals, thereby enabling them to be self-sufficient,” said WHA Alex Corrales.

For the past two years QCC has worked to help support WHA residents in obtaining their High School Equivalency Test (HiSET), offered English as a Second language (ESOL) classes, as well as an onsite Community

## Increasing Educator Diversity

QCC is one of three institutions to receive part of a \$1.5 million grant to fund a pilot program to address the current shortages of under-represented minorities currently teaching in the Commonwealth’s K-12 classrooms.

The National Science Foundation (NSF) awarded the Massachusetts Department of Higher Education this five year grant to develop MassTeach, for increasing and diversifying the ranks of educators who are prepared to teach science, technology, engineering and math (STEM) in high-need school districts.

## President Pedraja Named Co-Chair on Mayor’s Commission

President Dr. Luis Pedraja and Mary Jo Marion, Assistant Vice President for Urban Affairs & Executive Director of the Latino Education Institute at Worcester State University, were named as co-chairs on a new Commission on Latino Education and Advancement in Worcester.

Under the direction of Mayor Joseph Petty, the Commission has been developed to better serve the city’s Latino community, which represents 20% of the city’s population – its largest minority group. QCC is host to the Commission meetings, which are held at its QCC Healthcare and Workforce Development Center location in downtown Worcester.

Learning Hub, where current QCC students can go to study, have access to computers, a Wi-Fi connection and printers.

Having an engaged community means recognizing and addressing a diverse set of needs. At QCC the issue of food insecurity was met head-on with the opening of a Food Pantry and Resource Center on its main campus. To date, the Center is regularly assisting over 400 students per week. The College’s Live & Learn Greenhouse, run by members of its Phi Theta Kappa Honor Society also aids with food resources, donating the bulk of its produce to the food pantry.

**“I wanted to come back to QCC and pay it forward...”**

— Charles Ketter

“While I was a student I used this food pantry. I wanted to come back here to pay it forward to help those in need and make the food pantry and resource center a judgment free zone for assistance,” said QCC Food Pantry Manager and Alumnus Charles Ketter

Community agencies such as LUK, a not-for-profit social service agency located in Central Massachusetts, Cooking Matters in Massachusetts, and the Central West Justice Center, deliver valuable services to students that goes far beyond those of a food pantry, such as assistance with homelessness and knowing your rights and what government benefits are available.

Additionally, increased outreach in under-served populations throughout the year is starting to show signs of success with a rise in diversity among new student enrollment.



## FOOD INSECURITY (HUNGER)\*

11% of students are homeless.

54% of students are in an insecure housing situation.

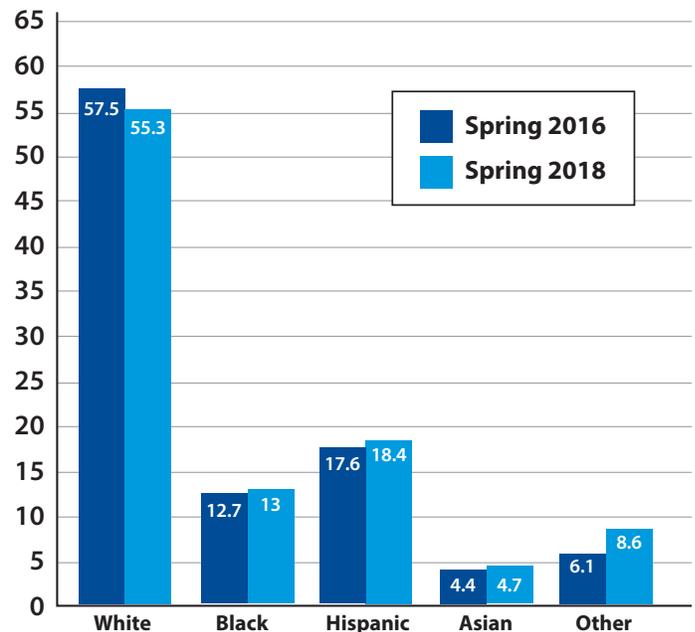
49% of students have low or very low food security and go hungry on a regular basis.

7.0% experienced all three forms of basic needs insecurity (housing, hunger, & homelessness).

66% of students at Quinsigamond Community College experienced at least one of these basic needs insecurity in the past year.

*\*A Report Prepared by the Wisconsin HOPE Lab April 30, 2018*

## Changing Demographics: SP16-SP18



Source: QCC Institutional Data Sharepoint Demographic Trends



## *New Police Academy at QCC*

QCC became the only Massachusetts community college to run its own police academy in fall 2018, when it launched a Reserve/Intermittent Recruit Officer Course at its main campus on 670 West Boylston Street, Worcester. A total of 44 cadets graduated from the inaugural program in May, with many already securing employment in the region.



PTK students work in the Live and Learn Greenhouse.

**S**taying connected to the community also means staying connected to QCC graduates. It’s a lifelong partnership that reaps numerous benefits for both the College and its alumni. In November, 2018 the College added to its alumni connections with the founding of the Phi Theta Kappa Alpha Zeta Chapter (PTK ATZ) Alumni Association. A PTK

*“By being president I get to give back to an organization that had given so much to me.”*

— Allen Phillips

AZT Alumni Association Executive Board was also formed to keep QCC /PTK alumni engaged with the college community so these alumni can continue to be a part of PTK and QCC.

“By being president I get to give back to an organization that had given so much to me,” said PTK Alumni Association Executive Board President Allen Phillips.

## Governor Taps President for Planning Council

Quinsigamond Community College President Dr. Luis Pedraja was named to the Economic Development Planning Council, elevating QCC’s visibility and voice within the Commonwealth.

*“Taking part in this Council brings a voice to our community.”*

— Dr. Luis Pedraja

Dr. Pedraja joins a diverse group of members from across the Commonwealth that include leaders in higher education.

“Taking part in this Council brings a voice to our community,” Dr. Pedraja said

The goal of the Council is to provide Governor Charlie Baker with input and oversight of an economic development plan by year’s end.



From left: President Dr. Luis Pedraja and Secretary of Housing and Economic Development Mike Kennealy.

# Bringing the Campus to Communities

A vision has become a reality for Quinsigamond Community College President Dr. Luis Pedraja, with the openings of two Community Learning Hubs at Great Brook Valley Apartments and Catholic Charities in the summer of 2018. The community learning hubs are places where current QCC students can go to study, have access to computers, a Wi-Fi connection and printers at no cost. Transportation to and from campus

is often an issue for students and with the learning hubs situated in the communities where hundreds of QCC students live, the locations made perfect sense.

“I know how it feels when you don’t have a computer or you can’t get back to campus to do your homework. This will ensure QCC students have the best opportunity for success,” said QCC Alumnus Benjamin Aryeh.

In September 2018, QCC partnered with the Blackstone Valley Chamber of Commerce and helped make area history, when the Chamber held an official ribbon-cutting ceremony to open its new Blackstone Valley Education Hub. The advanced manufacturing training center was developed for students to get hands-on training in the manufacturing and technology field.



From left: Tim McMahon (Catholic Charities), Dr. Luis Pedraja (QCC), Dr. Linda Maykel (QCC Foundation); Anthony Rozevicius (Catholic Charities), Dr. Deborah Gonzalez (QCC), and Dr. Lillian Ortiz (QCC).

# New Mentoring Program Engages Local Communities

QCC's mentoring program is an all-inclusive program that began last year with over 180 student participants and over 120 staff members and community members who served as mentors. Mentors and mentees met once per month for under an hour and had access to numerous events and resources on campus.

"I believe in the power of mentorship. It takes a community to help a college student succeed," said QCC President Dr. Luis Pedraja.

This year the College is growing its mentoring program and adding more core community partners to its ever expanding mentors. This will provide a way for additional students to connect with mentors and build positive relationships to support their college experience. Students who have a mentor develop employer desired skills, gain an understanding of workplace expectations as well as networking, to increase their likelihood of finding a rewarding career.

"I chose Quinsig to better my life. Through mentoring and learning about my strengths and my gifts I'm now going to be a lawyer," said QCC student Nelly Medina. "I'm forever grateful to QCC."

***"I'm forever grateful to QCC."***

— Nelly Madina, Student

Along with QCC mentors and individual community mentors, the program currently has five core partners this year that include: AbbVie Biopharmaceuticals, The City of Worcester, University of Massachusetts Medical

Group, Hanover Insurance and Love your Labels. These companies have all stepped up to the plate with many of their employees serving as mentors.

QCC's Phi Theta Kappa (PTK) students have likewise been mentoring students from Burncoat High School's Advancement Via Individual Determination (AVID) program. AVID is a college readiness system for elementary through high school that is designed to increase school wide learning and performance with the intent being admission to a four-year college.







# Strengthening QCC's Organizational Sustainability

**Q**uinsigamond Community College has been working on its long-term prosperity by continuing to strengthen its infrastructure and its presence in the Commonwealth.

An \$11 million infrastructure improvement to QCC's Surprenant building included the replacement of the HVAC system and conversion from electric heat to gas-fired hydronic heat. The improvements will deliver significant savings in fuel costs, decreasing the College's carbon footprint, as well as building and campus operational costs. The Division of Capital Asset Management and Maintenance worked closely with QCC's facilities team to make these improvements a reality. QCC is also utilizing Constellation's Flexible Index Solutions (FIS) strategies for purchasing power when buying electricity for the College. This past year, QCC locked its energy rate for 2021-2024, saving money and reducing risks due to unforeseen rate hikes. This will enable the College to more accurately forecasting budget needs in the years to come.

The College's FY20 budget was approved by the Board of Trustees with a moderate \$3 increase per credit. One major difference this year is that on average, cost center budgets remained flat with no decrease. This is the first time in the past several years that a decrease will not be required as a part of the budget process.

## Infrastructure Advancements

One of the goals of the College's Strategic Plan is to improve and expand its infrastructure. To that end, the College has been working on evaluating and accessing all of its inventory. It has begun a comprehensive study of classroom furniture and through the MassCor Program, has been reupholstering and breathing new life into the furniture in the Harrington Learning Center.

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## New Systems Streamline College Processes

This year the College installed a new phone system that included 800 physical phones and replaced several old unreliable copper phone lines with two new redundant fiber optic lines. The phone system now resides in the cloud with fully redundant failover systems. The new phones offer better call flow options for departments, and allow for PC-based phone management, as well as instant messaging. Communication is now stream-lined to better assist QCC's community as a whole. Additionally, a new secure wireless system is being rolled out that will provide a secure, yet more open and user-friendly wireless for use by faculty and staff. The College has also been evaluating new PC hardware in order to lower hardware cost and reduce power usage per system.



## ***Increased Accessibility for Our Students***

QCC has upgraded two rooms in the Healthcare and Workforce Development Center, located on Federal Street in Worcester, for healthcare students with disabilities. These updates were done to assist over 50 students with disabilities who were enrolled in healthcare classes at QCC's downtown location.

The first room was equipped with 24 networked computers and hide-away desks, which created an equal playing field for students. These students were already in accessible rooms that enabled them to have extended time and less distracting setting

accommodations, but did not offer them computers for Kaplan testing. By implementing these changes, it ensured that QCC is meeting the goals of the Perkins Improvement Plan and is delivering its students the support services they need to be successful. Additionally, another room was redesigned and equipped for computers and hide-away desks, creating an added testing and classroom for students with disabilities in the college's healthcare programs.

QCC's main campus also received extensive upgrades to improve access and to meet ADA requirements. A \$380,000

project delivered the following improvements:

- New accessible ramp and walkway outside of the Harrington Learning Center
- New accessible entrance walkway leading to Surprenant Hall
- New accessible walkway and patio outside of the Fuller Student Center
- New diagonal walkway to upper/lower campus connector w/ benches



## *QCC Launches New Software to Align with DHE*

QCC's institutional research staff has been utilizing a new analytics and data visualization tool, Tableau.

The program enables staff to develop interactive graphs with dynamic views of enrollment trends by academic programs, graduation, transfer, and retention statistics by various demographic groups. This program aligns with the Massachusetts Department of Higher Education in addition to many state and national colleges and universities. The College's financial aid office implemented, ExaVault, the largest secure file transfer protocol system in the world. By utilizing this system, both potential and active students can submit sensitive documentation with added peace of mind.

## *QCC Makes the Grade with Green Initiatives*

In 2018, the College implemented the Commonwealth Building Energy Intelligence (CBEI) program with Division of Capital Asset Management and Maintenance (DCAMM) and the office of Energy and Sustainability. CBEI provides opportunities for savings and tracks and records data for QCC's electricity and natural gas usage. This program uses energy intelligence software, which allows QCC to view the performances of its buildings in real time and enables the College to make improvements in running the building more efficiently. In 2019, QCC implemented Utility Bill Management software, which allows the College to track its utility bills and match them against the real time data from the analytics software.

Another way in which the College is working on its green initiatives is the change it made this year by heating the Quonset Hut with natural gas instead of heating oil. The change also offered a considerable savings on heating costs. By changing to natural gas, the College was able to remove an underground storage tank and all of the associated risks that go along with having a tank on site.



# 2019 COMM

## GRADUATES BY

1,543 total graduates

125 graduates with multiple degrees

112 unique degrees and certificates awarded

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613 individual graduates from the City of Worcester

672 degrees/certificates to those Worcester graduates

142 cities and towns represented in the United States

131 cities and towns in MA represented

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329 students graduated with highest honors (GPA at least 3.6)

336 students graduated with high honors (GPA at least 3.3)

345 students graduated with honors (GPA at least 3.0)



# COMMENCEMENT

## THE NUMBERS

### Top 5 Degrees (# of Graduates)

General Studies	166
Business Administration Transfer	136
Criminal Justice	97
Nurse Education	75
Human Services	62

### Top 5 Certificates (# of Graduates)

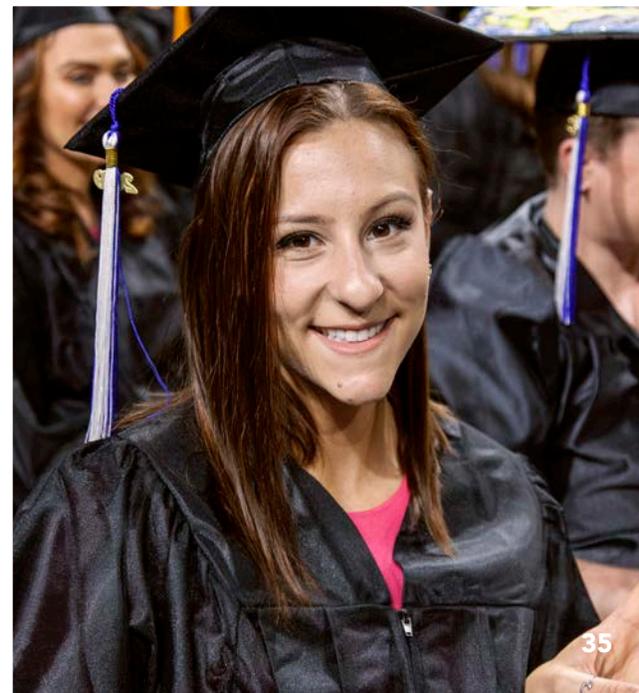
Practical Nursing / PN Evening	138
Human Services	48
Law Enforcement	31
Phlebotomy/EKG Technician	31
Business Administration	25

### Top 3 States (# of Graduates)

MA	1,493
CT	17
RI	4

### Top 5 Towns (# of Graduates)

Worcester	613
Shrewsbury	67
Southbridge	58
Webster	36
Holden	33



## *Quinsigamond Community College*

For over 50 years Quinsigamond Community College has been a gateway to advanced education and employment opportunities for a diverse and growing community in Central Massachusetts. The College provides thousands of men and women opportunities for a first-rate education and personal growth, whether preparing them for immediate entry into the workforce, transfer to bachelor level programs in four year colleges and universities, or for personal and cultural enrichment.

To learn more about the exciting opportunities QCC has to offer, visit us online at [www.QCC.edu](http://www.QCC.edu).

To support our mission of 100% student success for all, visit the QCC Foundation online at [www.QCC.edu/foundation](http://www.QCC.edu/foundation) and learn how you can help transform a student's life.

