All College Day
January 17, 2017

“Student Success Initiatives”

QUINNSIGAMOND
Community College
Welcome Commissioner
Dr. Carlos Santiago

MASSACHUSETTS
Department of Higher Education
10 Year Service Award

President Gail E. Carberry, Ed. D.
CONGRATULATIONS!

Vice President of Academic Affairs
Patricia A. Toney

CONGRATULATIONS!

Administrative Emerita
Update – QCC Presidential Search

BOT Chairperson Susan Mailman
Human Resources
Welcoming New Employees

Presented by Bill Daring
Employment Facts from Fall 2016

• 20 full time new hires this fall
• 391 adjuncts taught in the fall semester
• 435 full time employees at the start of fall semester
• 141 full time faculty
Administrative Services
New Hires

Michael Bowman – Maintainer I
Facilities Department

X'dielle Gonzalez-Guzman - Graphic Arts Technician I
Print Services
Daniel Litchfield – Campus Police Officer II
Campus Police

Matthew Murphy – HVAC Refrigeration Mechanic II
Facilities Department
Nolan Pond – Maintainer I
Facilities Department

Darrian Shunaman - Maintenance Equipment Operator I
(1st Shift) Facilities Department
Kellie VanCott – Accountant I
Business Office
Academic Affairs New Hires

Kate Anderson – Coordinator of Instructional Technology and Assessment for SABES Professional Development Center

Jeremy Jungbluth - Program Manager of Adult Community Learning
Christine McNally – Program Specialist, Business Development – Center for Workforce Development & Continuing Education

Kathleen O’Connor - Program Manager - Center for Workforce Development & Continuing Education
Student Engagement, Enrollment & Community Connections

New Hires

**Michael Beane** – Director of Student Life and Leadership
Dean of Student’s Office

**Sabine Dupoux** - Recruitment Counselor
Admissions
Jacqueline Guittar – Coordinator of Records and Registration
Registrar’s Office

Caitlin Laurie – Associate Director of Operations and
Student Services
Financial Aid
Robert Loconto – Associate Director of Financial Aid

Karen Rucks, Th.D. - Executive Director of Advancement
Kate Skorb – Data Communications Systems Manager for Records and Registration Registrar’s Office

Tina Wells - Social Worker/Mental Health Counselor Dean of Student’s Office
Barbara Zawalich – Records and Registration Systems Manager
Registrar’s Office
10 MINUTE BREAK
Student Engagement, Enrollment & Community Connections

Presented by Liz Woods
## Phi Theta Kappa

**EVENTS LISTING – 2016-2017**

<table>
<thead>
<tr>
<th>Event</th>
<th>Relay for Life</th>
<th>Go Higher</th>
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<tbody>
<tr>
<td>Greenhouse on Campus</td>
<td>Relay for Life</td>
<td>Go Higher</td>
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<tr>
<td>Convoy of Hope</td>
<td>Annual Fall Charity Cookout</td>
<td>Bowl-A-Thon 1 &amp; 2</td>
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<tr>
<td>Community Harvest</td>
<td>Holiday Harvest with the Veterans (2 Days)</td>
<td>Fall Transfer Fair &amp; Employment Fair Assistance</td>
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<tr>
<td>New Student Orientation Volunteers</td>
<td>Faculty and Staff Appreciation Social</td>
<td>Main Campus Open House Volunteers</td>
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<tr>
<td>Jenzabar Grant Donation to Lilly</td>
<td>Honors in Action Project</td>
<td>Project (3 Days)</td>
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<tr>
<td>New England Regional Conference</td>
<td>Scholarship Workshops</td>
<td>QCC FAFSA day volunteers</td>
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<tr>
<td>Feed a Family Donation</td>
<td>Step Out: Walk to Stop Diabetes</td>
<td>MLK Breakfast Volunteers</td>
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Save these dates!
Attend any or all of our upcoming S.H.E seminars!

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
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<tbody>
<tr>
<td>Life After QCC – What’s your next goal? Let us help you get there!</td>
<td>February 15, 2017</td>
<td>12:00 noon - 2:00 p.m.</td>
<td>HLC 109A</td>
</tr>
<tr>
<td>Understanding Your College Finances – Short and Long Term</td>
<td>March 10, 2017</td>
<td>11:00 a.m. – 1:00 p.m.</td>
<td>HLC 109A</td>
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<tr>
<td>The Value of Giving and Service to Others</td>
<td>April 13, 2017</td>
<td>9:30 a.m. – 11:30 a.m.</td>
<td>HLC 109A</td>
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A light lunch will be served.

Please register by contacting Susan Meola at smeola@qcc.mass.edu or 508.854.2717
The Brothers & Keepers Program

- Currently 25 mentees
- 21 male faculty/staff mentors
- 19 graduates, 13 transfers

“The Brothers and Keepers Program has facilitated the expansion of my ability to learn and grow academically and personally.” - Mentee
Events

- Barbershop Talks
- Financial Literacy Workshops
- Conquering your Fear of Public Speaking
- Mentee Check in (Brother to Brother Talks)
- Bystander Training (Domestic Violence Awareness)
- Interviewing & Dressing for Success
  - How to tie a tie
- Health Wellness Activities
The program is under the direction of Ricky Frazier. We are seeking interested male students for the program and male faculty/staff who want to be mentors. For more information please email Geo Cruz at gcruz@qcc.mass.edu.
QCC Veteran’s Center
Rebuilding the Financial Aid Office

Presented by Karen Grant
“Gentleman, We Can Rebuild” Financial Aid

We are reviewing, assessing, reimagining, and improving financial aid processes that begin even prior to application through a students’ graduation!

- **We Have The Technology!**
  - Increasing data integration between Jenzabar CX and PowerFAIDS
  - Reprogramming PowerFAIDS to maximize its efficiencies
  - Reprogramming processes in Jenzabar to minimize manual intervention

- **Compliance – Implementing New and Revised Regulations from ED**
  - New Student Loan Limits
  - Pell Grant Limits
  - Repeat Coursework Limits
  - 2017-18 Change in Financial Aid Income Year and new October 1st application availability
  - SO MANY MORE!

- **Communication/Customer Service**
  - Implemented STARFISH Kiosk
  - Increased use of email
  - Increased use of data to target recipients and customize content
  - Opened a Help Center

- **Financial Aid Office Structure**
  - Two new Associate Director positions to oversee Operations & Student Service and Financial Aid Systems & Technology
  - New Financial Aid Systems Manager role
We are Steve Austin! Rebuilt!

**BETTER**
- Using data to continuously improve compliance, communications, and the student experience
- Increased interdepartmental collaboration and training

**STRONGER**
- New organizational structure focusing on three primary areas of Financial Aid —
  - Operations & Student Service
  - Technology & Systems
  - Compliance
- Using data to continuously improve compliance, communications, and the student experience

**FASTER**
- Awards will go out sooner!
- Ability to respond to student needs and federal/state/institutional initiatives
### 2014-15

- **Every** student application manually reviewed—8,305 students

- **Every** student application manually awarded—8,317 students

- SAP Policy Completion Rate (earned credits divided by attempted credits) was based on student’s most recent academic year

- Satisfactory Academic Progress (SAP) run in batch on limited population then reviewed individually and corrected. New applicants reviewed manually after file completed to determine status.

- SAP Appeals Decisions were made by varying individuals

- Limited Data Integration

### 2015-16

- Only students with discrepant information or selected for verification by Dept. of Education reviewed individually—3,543 files

- The vast majority of awards can be processed in batch—4,355 student awards completed in batch; 3,040 student awards completed manually

- Implemented SAP Policy change to look at cumulative Completion Rate.

- Reduced Suspensions by 9% in the first year

- Jenzabar process recoded to accurately assess over 1700 more students in the May 2016 process

- Cognos reports allow us to keep students informed of their status significantly earlier in the process

- Cross-functional Committee-based decisions—Advising, Retention/Enrollment, Student Life, Financial Aid, and others

- Over 100 data fields now moving between Jenzabar and PowerFAIDS

- Robust Award interface
Reference - The Six Million Dollar Man

• Harve Bennett:
  “Steve Austin, astronaut. A man barely alive.”

• Oscar Goldman:
  “Gentlemen, we can rebuild him. We have the technology. We have the capability to make the world's first bionic man. Steve Austin will be that man. Better than he was before. Better... stronger... faster.”
Student Success Initiatives in Academic Affairs

Technology in the Classroom
Fluorescence Microscopy in Cell Biology

Presented by Jessica Crowley, Ph.D.
Associate Professor of Biology
Immunofluorescence Microscopy

• Allows us to probe specific molecules in the cell using antibodies.
• Antibodies can be tagged with fluorescent molecules of different colors.
• QCC has a fluorescent microscope that allows us to photograph the cells.
• Images are acquired in black and white of each individual molecule (color) and are then merged into a colored image.
CHO (Chinese Hamster Ovary) cells are grown on coverslips and stained using immunofluorescence.
Merge image: allows us to see the locations of different proteins in the cell
BIO 259 Lab: Treat cells with a drug, and look at effect on microtubules

Control: no drug

Experimental: Drug (colchicin) treatment 1 hour

Nicely formed microtubules

No visible microtubules
Nursing Simulation Short

Presented by Karen Hesselberg
Nursing Simulation Scenario
QCC Nursing Simulation Center
Technology - Robotics

Presented by Damien Kieran
Technology - Robotics

- Industrial robots are often used in environments less suited to humans.
- According to IFR, in 2015, WW industrial robot sales increased by 15% to 253,748 units (highest ever recorded).
- Increasing need for skilled robotics professionals.
- Fanuc is one of leading suppliers of Industrial robots.
- QCC has purchased 4 FANUC robots (Quest).
- QCC has 2 Certified FANUC Instructors so we can offer certification to students as part of our MNT/ELM courses.
- Example of student project - Musical FANUC Robots:

https://www.youtube.com/watch?v=YqU2-xCDvgY
Student Success Initiatives in Institutional Research & Planning

Presented by Ingrid Skadberg, Ph.D.
2006 – 2016
Measures of Our Progress

STUDENT PERFORMANCE
IPEDS Graduation Rate

IPEDS Graduation Rates: Comparison of 2006 and 2015

- Overall: 15% (2006), 17% (2015)
- Women: 15% (2006), 16% (2015)
- Hispanic: 12% (2006), 9% (2015)
Bachelor Degree Attainment of QCC Graduates

- Transfer rate of QCC graduates who continued their education within two years of graduation increased from 33% (2007) to 43% (2013)
- 26% of 2011 QCC graduates earned a bachelor’s degree within four years of graduation

QCC Programs with Highest Bachelor Degree Attainment

<table>
<thead>
<tr>
<th>Academic Program</th>
<th>Earned a Bachelor’s Degree</th>
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<tbody>
<tr>
<td>Business Transfer</td>
<td>53%</td>
</tr>
<tr>
<td>Criminal Justice</td>
<td>30%</td>
</tr>
<tr>
<td>General Studies</td>
<td>38%</td>
</tr>
<tr>
<td>Liberal Arts</td>
<td>48%</td>
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<tr>
<td>Engineering</td>
<td>75%</td>
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</tbody>
</table>
Developmental Education

• Proportion of first-time freshmen placing into developmental English decreased from 36% (FA06) to 32% (FA16).

• Proportion of first-time freshmen placing into developmental math decreased from 84% (FA06) to 60% (FA16).
Enrollment

• STEM enrollment increased from 448 students (F06) to 1256 students (FA16), 180% increase

• Proportion of students enrolled in certificate programs increased from 6% (FA10) to 10% (FA16)
# Enrollment of Underserved Groups

<table>
<thead>
<tr>
<th>Underserved Group</th>
<th>Proportion of Student Body 2006</th>
<th>Proportion of Student Body 2016</th>
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<tbody>
<tr>
<td>Black</td>
<td>9%</td>
<td>12%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>10%</td>
<td>18%</td>
</tr>
<tr>
<td>Pell</td>
<td>22%</td>
<td>41%</td>
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Vision Project Metrics

- We measure-up well against our peers on many of the metrics

  - Developmental math progress rate
  - Low performance gap for black students
  - Degrees conferred in high need fields
  - Low healthcare degree conferral gaps for black students
  - Fundraising
Vision Project Metrics

• We have work to do in some areas
  ▪ Fall to fall retention
  ▪ Achieving the Dream success rate
  ▪ Performance gaps for Pell recipients and Hispanic students
  ▪ STEM degree conferral gaps for females and minority students
  ▪ Healthcare degree conferral gaps for Hispanic and male students
  ▪ Fees
Let’s celebrate our achievements, as we . . .

. . . look forward to new challenges.
Student Success Initiatives in Information Technology

Presented by Ken Dwyer
Student Success is a Team Effort

• For IT that translates to providing the technology and the data to fuel the efforts of the various functional departments

• “Best of Breed Strategy”
  - As a college our strategy has been to incorporate best of breed applications then connect them via the data behind the scenes.
  - PowerFAIDS
  - Higher Reach
  - Blackboard
  - Starfish
Financial Aid Re-engineering

• Credit to Karen Grant and the Financial Aid staff
  ▪ Process Review
  ▪ Process Reengineering
  ▪ Process automation
  ▪ Integration with Jenzabar CX

• Electronic student “check in” through Starfish
Blackboard/Starfish Integration

• Credit to Starfish Implementation Team and Online
• Blackboard Integration
  ▪ Automated student enrollment from Jenzabar
• Starfish Integration With Jenzabar
  ▪ Uploading Phone numbers, Midterm Grades, and Final Grades
  ▪ Transferring student ID Photos to Starfish
  ▪ Exchanging notes between Starfish and Advisor Notes
Event Registration Setup & Support

• Create a one-stop environment collocating Advising, Registrar, Financial Aid, Business Office and Student Life.

• Onsite support during the entire event.
IT Services for Students

- We have expanded use of Blackboard Helpdesk services to provide better access for students.
  - Password Resets for Gmail and Blackboard were the bulk of our calls and could only be performed 8:00 am to 7:00 pm by our internal staff.
  - As of Fall 2016 Blackboard can now perform these resets 24x7.
  - One number can provide routing directly to the Office 365 help, Blackboard and the QCC Helpdesk as to not waste time at the wrong place.

- Providing instructional and informational handouts for Blackboard, The Q, QCC phone app, and student resources booklet

- Walk-in assistance to connect to wifi, The Q, Blackboard, and QMail

- QCC Students can download Microsoft Office 365 and Windows 10 for free

- Adobe Creative Cloud (Photoshop, Illustrator, InDesign, Premier, Dreamweaver and others) for $19.99 a month (Individual cost would be $79/month)

- Enhancing the Wireless infrastructure across campus
Emergency Alerts

- During Spring 2017 we will be rolling out the "Alertus" emergency alert system.
  - Pushed to every desktop computer
  - In the case of an emergency this will display a banner or a full screen Alert
Thank You