Spring 2024 All College Day

STUDENT SUCCESS TOGETHER

Friday, January 19, 2024

8:45 – 10:30 AM

Zoom & HLC109

QUINSIGAMOND
Community College

Agenda

- Welcome & Land Acknowledgement
- New Hires & New Appointments
- Presidential Address
- Departmental Updates

Land Acknowledgement

We want to acknowledge that we gather as Quinsigamond Community College on the traditional land of the Nipmuc, past and present. While a land acknowledgment statement is an important initial step and not enough, it is a necessary decolonial practice that promotes indigenous visibility and social justice, reminding us that we are on settled indigenous land. We condemn the unjust deeds done in the past and honor with gratitude the land itself and the indigenous people who have stewarded it throughout the generations. We commit to continuing to work for peace and reconciliation and to be better neighbors and caretakers of the land we inhabit.

In Memorium

Please join in a moment of silence in honor of our colleagues, friends, family, & community members whom we have lost this year.

WYVERNS WEAR BLUE

January 22 & 23

Show your school spirit and wear blue!

Let's welcome new and returning students back to campus - **wear blue or QCC branded shirt** on Monday, January 22nd & Tuesday, January 23rd!

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Welcome to New Full Time Hires

We are excited to introduce our newest colleagues

New Hires

- **James Barham –** Assistant Professor of Nurse Education LPN Program (Evening)
- **Samantha Basler –** Assistant Comptroller
- **Kristen Birch –** Social Worker/Mental Health Counselor
- **Victor Boadu –** Assistant Professor of Nurse Education LPN Program (Evening)
- **Edward Boateng –** IT Services Desk Support Technician (EDP Systems Analyst I)

New Hires

- **Oscar Chavez –** Career and Transfer Counselor - Academic Counselor Grade 5
- **Yesenia Cirilo –** Clerk IV - Financial Aid Office
- **Julia Clark –** Clerk IV - Program Assistant - School of Healthcare
- **Dawn Davis –** Administrative Assistant I - Office of Institutional Communications
- **Corinne Delaney –** QCC at Southbridge - Grade 5 Coordinator of Learning Resources

New Hires

- **Diana Gordon–** Assistant Professor of Surgical Technology/Program Coordinator
- **Laura Goyette –** Recruitment Counselor
- **Daniel Laryea –** Clerk III - Academic Planning
- **Nicole Maffei –** Campus Police Officer I
- **Megan Morgan –** Staff Assistant - President's Office
- **Jeffrey Richardson –** Program Coordinator for the Brothers and Keepers Program
- **Taylor Rohena –** Accessibility Services Coordinator

New Hires

- **Sonia Root –** Accountant I - Payroll
- **Courtney Ryder –** Staff Assistant - Office of Strategic Enrollment & Student Engagement
- **Ruth Thuo –** Assistant Professor of Nurse Education ADN Program (Days)
- **Cheyenne Walker –** Campus Police Officer I
- **Ashley Woodland –** Program Coordinator of Phi Theta Kappa and The Student Support Mentoring Center

Congratulations on New Appointments

We are excited to congratulate colleagues on their new roles

New Appointments

- **Mendrick Banzuela** - DEI Program Administrator - Office of Diversity, Equity, and Inclusion
- **Karyssa Callahan** - Human Resource Generalist
- **Ashley Donnelly** - Hospitality & Recreation Management Program Food Service Lab Site Supervisor
- **Michelle Dugan** - Teacher/Early Childhood Education Lab School

New Appointments

- **Cassandra Estey** - Student Accessibility Services - MAICEI
- **Amanda Fregeau** - SUCCESS Scholars Academic Coordinator
- **Jason Kurland** - Interim Dean of Students
- **Amy Lawson** - Associate Director of Financial Aid
- **Anianjolice Oquendo** - Staff Assistant - Office of External Affairs

New Appointments

- **Maegan Pittsley** - Teacher/Early Childhood Education Lab School
- **Kathleen Rentsch** - Interim VP of Academic Affairs
- **Paul Sluckis** - Computer Systems Engineering Technology Laboratory - Coordinator Learning Resources
- **Stephen Zisk** - Executive Director of Engineering, Energy, Environment, & Extension Campus Facilities

Presidential Address

Our Accomplishments

- **Enrollment**
- **State Investment in Higher Education & Community Colleges**
  - MassReconnect
  - Nursing & Healthcare
  - Tuition Equity for Undocumented Students
  - Increased Funding for Mass Grant Plus
  - Possible Free Community College in the Future

Challenges in Funding

- **9C Budget Cuts & Fair Share Amendment**
  - SUCCESS
  - STEM Starter Academy
  - Dual Enrollment
  - PACE Initiative
  - Community College Workforce Training Incentive Grant
  - Bridges to College

Our Accomplishments

- **Community Partnerships**
  - Saint Vincent Hospital
  - Worcester State University
  - Latino Education Institute (LEI)
  - Smith Family Foundation
- **Workforce Advisory Council**

Our Accomplishments

- Conclusion of Title III Grant
- NECHE Visit & Final Report
- Academic Affairs Leadership
- Investment in Technology
- Campus Police Transition
- Diversity, Equity, & Inclusion

Looking Ahead

- **Capital Improvement Projects**
  - Hebert Auditorium
  - Athletic Center

Departmental Updates

Kevin Li, Academic Affairs Priorities

Amy Lawson, Financial Aid

Shirley Dempsey, Scholarships & Fundraising

Nicole Heldenbergh, Grants

Patrick Printz, IT Updates

Academic Affairs Student Success Priorities

Kevin Li, Assistant Vice President of Academic Affairs

Introduction

Welcome back!

Academic Affairs plans to focus on 4 broad areas to further student success at QCC:

- Enhance success rates of our online students
- Develop consistent SLOs across different sections of the same course
- Improve retention
- Close the achievement gaps

Improving outcomes for online students

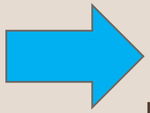
- Disaggregated data shows a significant difference between online and traditional, on-ground courses. Especially given the increasing demand for online courses, the college is aware it needs to address this gap. Similarly, the college would benefit from having more oversight and consistency for faculty training in online pedagogy, particularly for those faculty who were trained several years ago. Finding ways to encourage more students to take the online training course prior to taking online courses would also support success strategies.

Modality	FA21		SP22		FA22	
	Total N	Pass rate (D- or higher)	Total N	Pass rate (D- or higher)	Total N	Pass rate (D- or higher)
Face to Face	4994	73%	3777	80%	8308	77%
Online	4539	72%	4446	72%	4728	70%

Online student success course, training, Ultra, online learning coaches, among others

Consistent SLOs

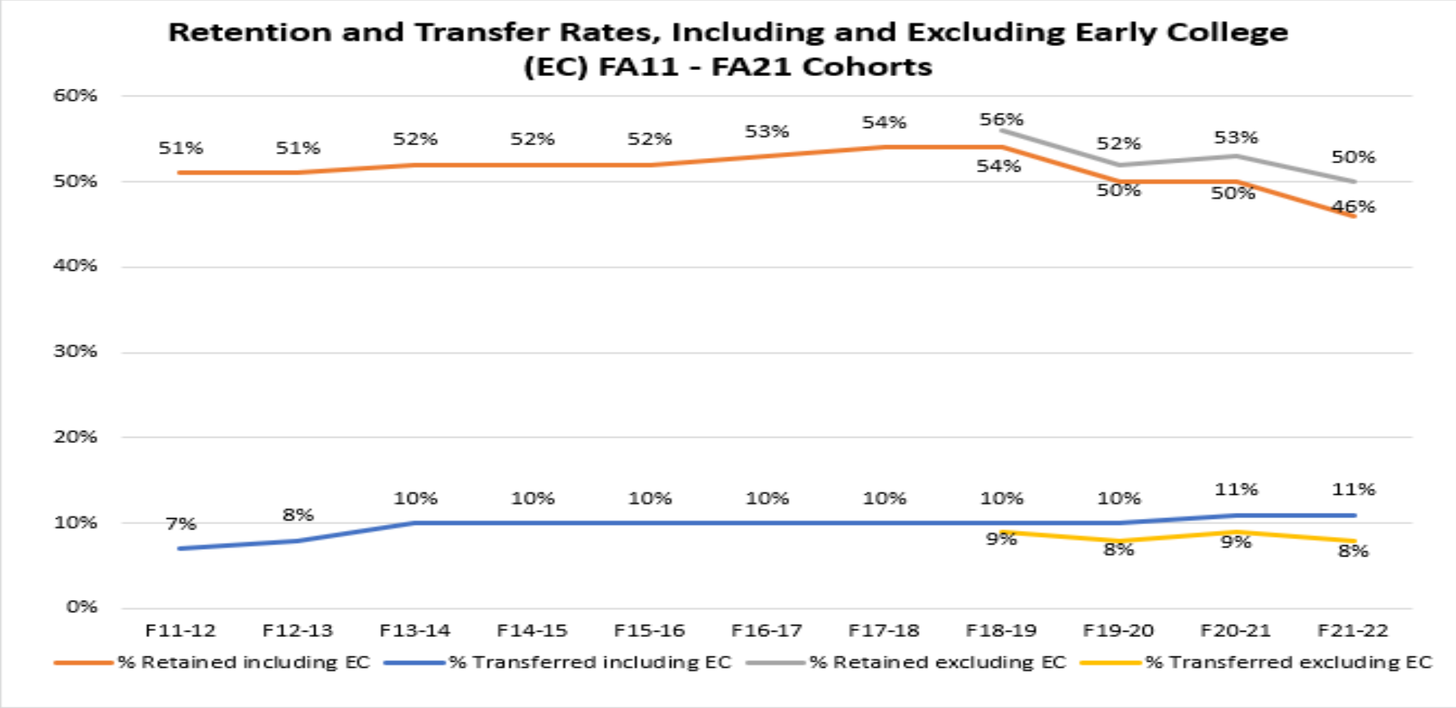
- Some courses, such as English 101 and 102, do not have consistent course-level SLOs. This needs to be corrected. More significantly, to the point of QCC's Strategic Plan, the inconsistency of SLOs could lead to inequities for students.



Working with the faculty, work area coordinators, and Learning Council, we hope to leverage the existing governance process to develop consistent course-level SLOs.

Improve Retention

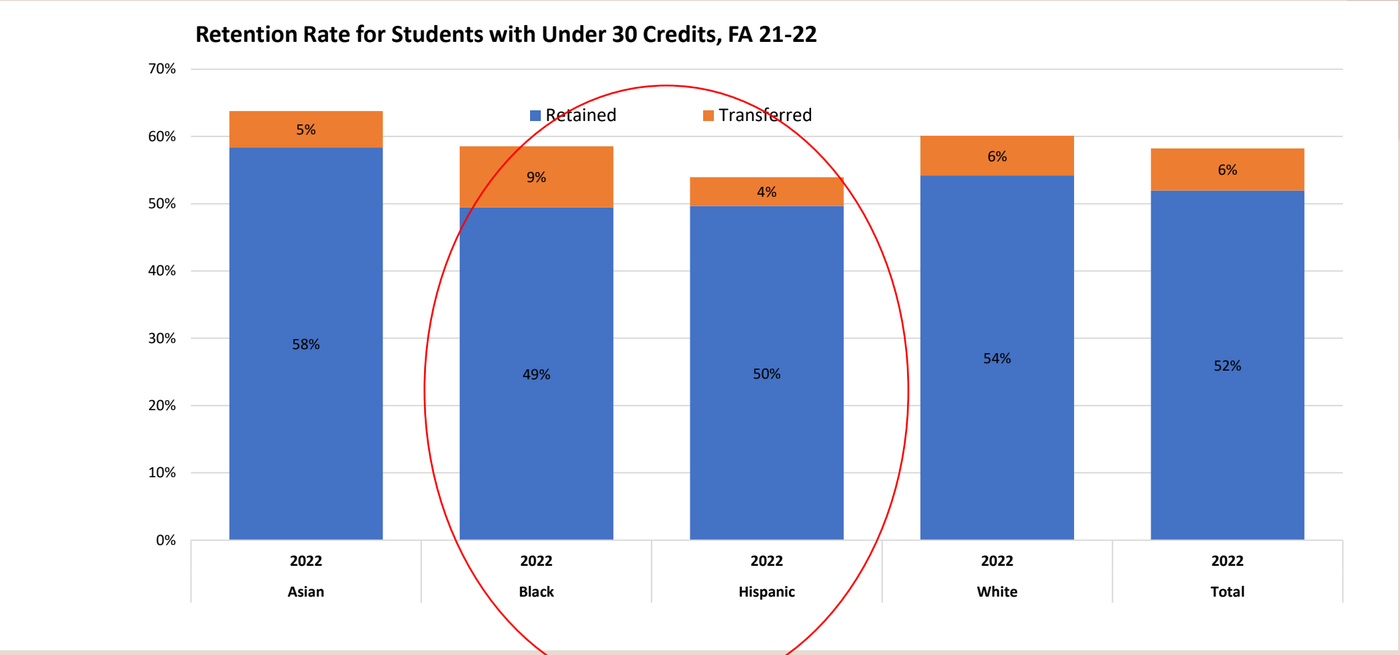
- Excluding Early College, QCC's fall 21-to-fall 22 retention was 50%



Renewed focus on retention in the coming year. An example: The APR now includes a program retention plan.

Close the achievement gaps

- Achievement gaps continue to exist for our minority student populations.



Strengthen student's sense of belonging, training on culturally relevant pedagogy?

Your input is critical

- These 4 areas are ambitious improvement goals
- We will need your ideas and engagement
- Please stay tuned

Thank you and have a successful Spring 2024 semester!

Departmental Updates

Kevin Li, Academic Affairs Priorities

Amy Lawson, Financial Aid

Shirley Dempsey, Scholarships & Fundraising

Nicole Heldenbergh, Grants

Patrick Printz, IT Updates

New Simplified FAFSA and State Financial Aid Programs

Amy Lawson

Associate Director of Financial Aid

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FAFSA Updates

- FAFSA Simplification Act
- Updated Need Analysis Formula
- Streamlined FAFSA Form
- Changes for Students and Contributors Starting in the 2024–25 Award Year
- Financial Aid Data Exchange

MassReconnect & Nursing Scholarship Common Eligibility Requirements

To be eligible, students MUST:

- Have graduated High School or equivalent
- Physically reside in MA for 1 year or more (before start of term), with an intent to remain in Massachusetts
- Have not earned a prior College degree (Associate's Degree or higher)
- Be a US Citizen or Eligible Non-Citizen, or an approved eligibility status designated by the Board of Higher Education
- Be enrolled in a Financial Aid eligible degree or certificate program
- Enroll in 6+ credits each semester
- Not in default of a federal or state loan or owe a refund for any previous state financial aid program
- Meet the standards for Satisfactory Academic Progress (SAP)

- **There are no income requirements for these funds!**

New State Financial Aid Program Eligibility

- Program Specific Eligibility Requirements:
  - MassReconnect
    - Be age 25 or older as of the first day of classes (for Spring 2024, a date of birth on or before 1/22/1999)
  - Nursing Scholarship
    - Be enrolled in an eligible Nursing or pre-Nursing degree or certificate, such as:
      - Healthcare Pre-Nursing
      - Healthcare – Practical Nursing
      - Practical Nursing Certificate (Day/Evening)
      - Nursing Assistant
      - Nurse Education (including Advanced Placement majors)
- **To be considered, students MUST complete a FAFSA annually and complete their financial aid file (including verification, if selected).**

Mass Grant Plus Expansion Eligibility

Students under the age of 25 who do not already have an associate's degree or higher. Students must complete a FAFSA and meet the standard MA aid requirements (citizenship, complete verification, meet SAP, etc.). Students may qualify if they have a Pell Grant eligible EFC or their EFC is under 15,000 or AGI is under $100K. The award calculations for these students will differ.

- **Pell Grant Eligible EFC:**
- Full-time and part-time students eligible
- 6 credits or more for part-time, 12 credits or more for full-time
- Book and supplies allowance
    - Award formula:
    - Tuition and fees + books (minus) all grant aid = Mass Grant Plus Expansion eligibility

- **Non-Pell Grant (EFC less than 15,000 or AGI under $100K)**
- Full-time students only
- No book allowance
    - Award formula:
        - Tuition and fees (minus) all grant aid = Unmet Need
        - MassGrant Plus Expansion award is equal to half of student's Unmet Need

New State Grant Programs

- Students are charged for courses they enroll in at QCC.
- MassGrant Plus, MassGrant Plus Expansion, MassReconnect, and Community College Nursing Scholarship funds fill in the gap between eligible expenses and all other sources of free financial aid.
- “Last Dollar” program calculation:
  - **Eligible Expenses + Book Amount – Grant/Scholarship Aid**

- Eligible Expenses are Tuition and Required Fees
  - Health insurance fees, library fines, prior balances, etc. do not qualify.

- Semester Book Amounts are:
  - $600 for students enrolled in 12+ credits
  - $450 for students enrolled in 9-11 credits
  - $300 for students enrolled in 6-8 credits

New MA Tuition Equity Law

- The new Tuition Equity law will give undocumented MA high school graduates access to in-state tuition rates at public colleges and universities in MA. It also allows these students to qualify for state-funded financial aid. A Student Application and Affidavit Form is used to determine whether students qualify as “High School Completers.”

- Who is eligible?
  - To meet “High School Completer” status, students must:
    - Have attended a MA high school for at least 3 years
    - Have received a high school diploma or a GED in MA
    - Be admitted to a MA public college or university (for in-state tuition)

New MA Tuition Equity Law

- Students must complete a Student Application and Affidavit form and submit it to the Admissions Office. Students must also provide ONE of the following documents:
  - Social Security Card;
  - Taxpayer ID number;
  - Evidence of registration with the Selective Service, if applicable; or
  - Affidavit affirming intent to apply for legal permanent residence (a green card) or U.S. citizenship within 120 days of eligibility.

- Students will need to demonstrate their eligibility only once, with no need for annual or periodic reconfirmation.

MA Tuition Equity Aid Eligibility

- State financial aid programs have been introduced in stages.
  - Phase I: Students who are considered “High School Completers” will be immediately considered for all state financial aid programs that don’t require financial need, including tuition waivers.
  - Phase II: Need-based eligibility will become available once students have completed the MASFA (Massachusetts Application for State Financial Aid) and data has been transmitted to college financial aid offices, which is expected to be received by February 2024.

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Kevin Li, Academic Affairs Priorities

Amy Lawson, Financial Aid

Shirley Dempsey, Scholarships & Fundraising

Nicole Heldenbergh, Grants

Patrick Printz, IT Updates

Office of External Affairs
QCC Foundation Initiatives

Viviana M. Abreu-Hernandez, VP External Affairs

Shirley Dempsey, Assistant Director of Operations

Michelle Vigneux, Director of Development

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Fundraising

- **Mission**
  - The QCC Foundation's mission is to raise the funds and provide the resources to support the College's mission to be the gateway to advanced educational and economic opportunities in Central MA, make impactful community connections, and create and expand on initiatives to ensure students have a successful academic experience.
- **Fundraising Goal**
  - $650,000 for FY24
  - Over $340,000 raised to date
- **How is the money raised?**
  - Fall and spring appeals, campaigns such as GivingTuesday, grants
  - Donors can choose what's important to them, where to direct donations
  - Faculty and staff can now give through payroll deduction

Current Initiatives and Priorities

- Emergency Aid
- Scholarships
- Innovation Fund

Emergency Aid

- Raised $67,000 in calendar year 2023; total funds since inception, $236,000
- Students can receive a check for up to $250 to meet basic needs such as rent, medical expenses, childcare, food, transportation, and utilities.
- If you notice a student struggling, requests for assistance can be made through emergencygrant@qcc.mass.edu or the Student Resource Referral Form (Frequently Used Forms, then Student Reports)

Scholarships

- Awarded over $350,000 in scholarships FY23
- Over 60 scholarship funds
- One online application that auto-applies students to the ones they are eligible for
- At least a half-dozen scholarships that ALL students are eligible for

Recently Created Scholarships

- The Weiss-Belding Scholarship in Social Sciences
- Andreana Grimaldo Women in STEM
- The Delta Dental of Massachusetts Scholarship in Honor of Dennis J. Leonard
- Santander Bank, NA
- Workforce Development Trainees

Innovation Fund

- Supports creative projects, pilot programs and academic strategies to support student success and engagement and must have a direct impact on students

- QCC Foundation allocated $50,000 two years ago, awarding over $35,000 to date

Funded Projects

- Hospitality Equipment
- Purpose-driven Entrepreneurship
- Athletics (sneakers for players)
- DEI Speaker Program
- OER Integration for Developmental English
- Celebrating 50 Years of Hip Hop
- Document Cameras for QCC Online Math Tutoring
- Career Closet
- Nursing Academic Readiness

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Office of External Affairs
Grants Department

Viviana M. Abreu-Hernandez, VP External Affairs

Nicole Heldenbergh, Director of Grants Development

Cynthia Whitty, Grants Manager

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Grants

- **What is a grant?**
  - External funding support from local, state or federal government, corporations, and foundations awarded to an approved entity to carry out a specific project or activity.

- **Why are grants important to QCC?**
  - Scale existing programs; develop new academic and service programs; provide new educational opportunities; improve teaching and access to classroom resources; promote and enhance diversity; support student engagement and retention; improve infrastructure; provide workforce development training for Worcester's population; provide special and enhanced services to underserved and underrepresented populations; research.

Misconceptions about Grants

- Grants are a primary source of revenue
- We can use grant funds to address budget deficits
- We can fully sustain programs and initiatives with grants
- Apply for grants and our problems will be solved!

Funders

Federal Government	State Government	Foundations	Local/Corporate /Other
National Science Foundation	MA Dept. Higher Education	Greater Worcester Community Foundation	MassHire Central MA Workforce Investment Board
US Department of Education	MA Dept. Elementary & Secondary Education	United Way	MA Campus Compact
US Department of Labor	Ex. Office Housing & Economic Development	Fallon Health	MA Biomedical Initiative
	Commonwealth Corporation	Harrington Foundation	Central MA Agency on Aging
	City of Worcester	Hanover Foundation	Worcester County Bar Assoc.
	MA Dept. Early Education & Care	Gene Haas Foundation	
	MA Ex. Office of Health & Human Services	Fuller Foundation	
	MA Ex. Office of Education	Health Foundation of Central MA	
	MA Ex. Office of Labor & Workforce Development	Berkshire Bank Foundation	
	Worcester County Sheriff's Office	Wells Foundation	
		Schwartz Charitable Foundation	
		Fred Harris Daniels Foundation	

Funded Programs/Initiatives/Services

Training	Services	Programs	Initiatives
Certified Nurse Assistants	Food Pantry and Resource Center	Nursing Lab Equipment	Increasing Diversity in STEM
Associate Degree Nurses	Parenting Student Support	Dental Clinic Lab Equipment	Increasing Women in Technology
Advance Manufacturing	Scholarships for students	Bridges to College for Adult Learners	Summer Bridge Programming
Early Childhood Educators	Student Emergency Aid Fund	Career Pathways	Classroom Technology Expansion
DEI for Healthcare Professionals	Food Insecurity Program	STEM Starter Academy	Building Diverse Workforce in Biomanufacturing
Apprenticeship Growth & Expansion	Academic Advising/ Success Interventions	TRiO Program	
Re-Entry Program Culinary Arts Training	Mental Health Counseling and Wellness	Early College/ Dual Enrollment	
Nursing Pathways	Scholarships for Nursing Educators	ABE and ESOL Programs	
Help Desk Information Technology	Technology for students	Laptop Loaner Program	

FY 2023 Grants

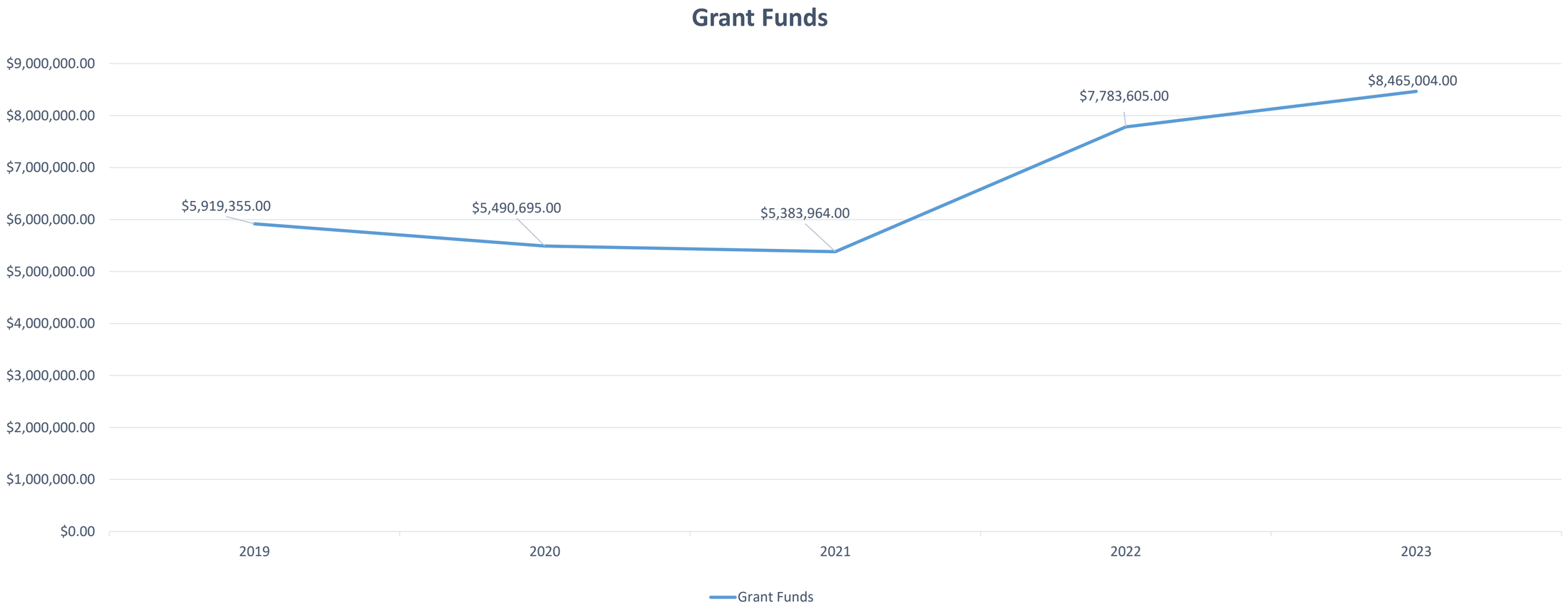
- **46 proposals** were submitted to Federal and State Governments, Foundations, and local/corporate grantors

- **Priority was given to**: student support services (food pantry services, counseling center, student emergency aid fund), adult basic education, early childhood education, and workforce development.

- **41 proposals were funded for over $8.4 million**

- **Over 6,500** students will be served with this grant funding

Grant Funds 2019-2023



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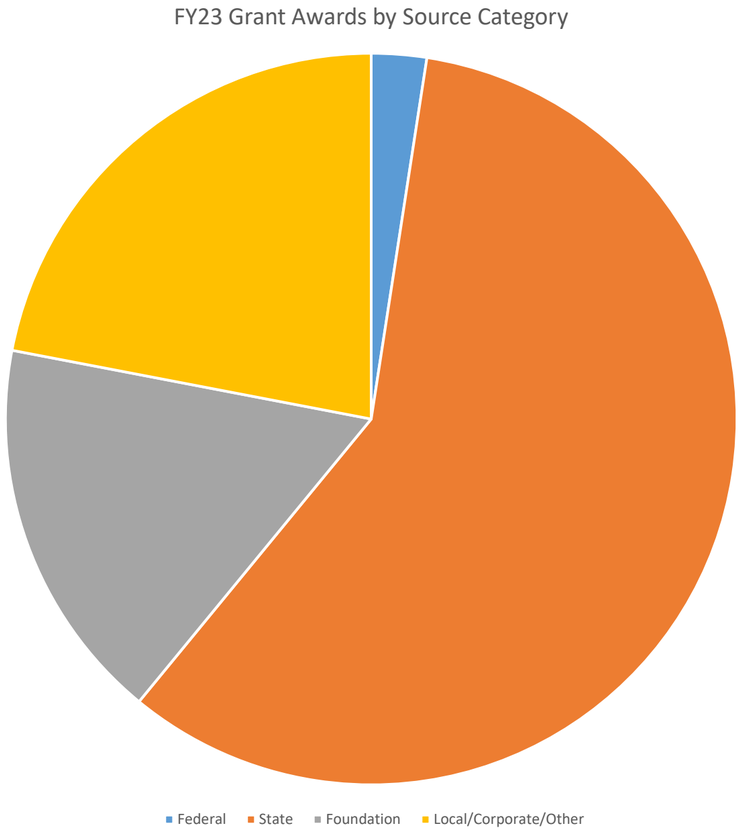
FY2023 Awards by Source Category



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Next Steps

- **Recruitment** of a Post-Award Grants Administrator to make sure that all funds awarded to the College are spent while complying with all grant requirements
- **Recruitment** of a Part-time Grant Writer to focus on non-profit foundation grants
- **Expand** grant opportunities with local and national non-profit foundations
- **Focus** more on Federal Government Grants

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Information Technology: Enhancing the Student Experience

Patrick Printz, Chief Technology Officer

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Physical Improvements

- Service Desk moved into B62A
- New Wireless – At both main campus and downtown
- Upgraded Internet bandwidth at main campus and downtown
- Upgraded the media equipment in 43 classrooms
- Classroom PC’s – replace about 300 annually

Come Visit B62A!

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Student Email Migration

- One platform for both employees and students
- Easier Administration – more efficient support
- Consolidated to **ONE** login: Blackboard, the Q, and Email
- MFA enabled for students – minimal impact
- Ticket count reduction
  - 16% decrease from 2022 to 2023
  - 2022 – 28,342 tickets
  - 2023 – 23,623 tickets

Student Onboarding

Team focused on streamlining the student onboarding experience

New account and password processes

Migration to new backend software

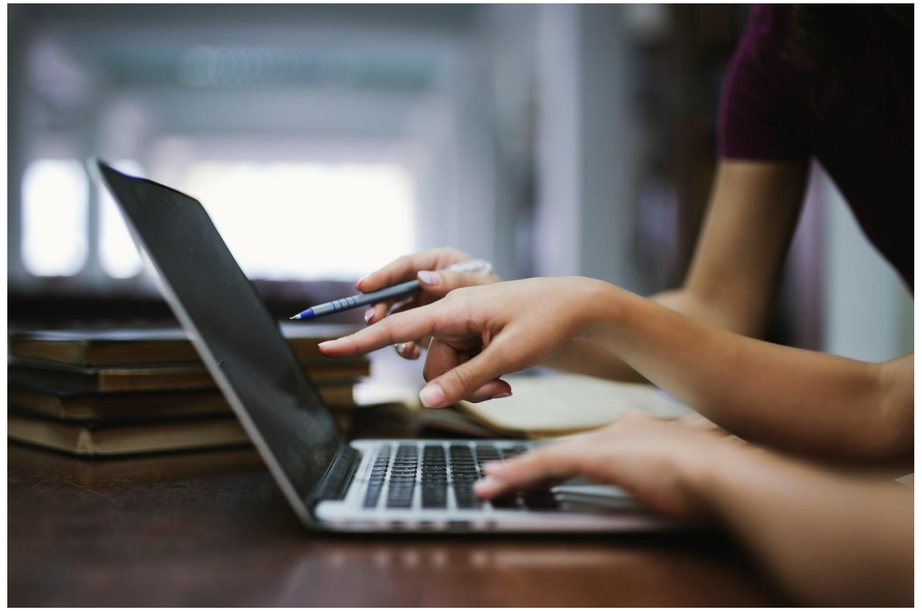
Cost reduction

Improved features

More efficient workflows

Communication & Collaboration

- Meeting with the Success Managers regularly
- Working with CAE to enhance website information
- Leveraging Teams to interact with frontline staff
- Improving communication for major initiatives
- IT Steering & Project Management



Thank you.

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Thank You

Have a great Spring 2024 semester!

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