



Graduation Initiative

Academic Affairs and Student Affairs have collaborated to raise student's awareness of the value of graduation and importance of obtaining a degree from MCC. A cross-divisional committee has discussed strategies that include: graduation tables with materials on advising, counseling, graduation applications, graduation checklist and audits; creation of a graduation webpage "The Pathway to Graduation" a one-stop-shop for new and current students and/or students who may be eligible for graduation and banners to emphasize graduation that will be strategically placed in the LRC, AST and LOWE buildings. Through MCC's core values of shared understanding, shared responsibility and shared leadership we hope to change the culture of graduation throughout the MCC community to benefit students.

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General Education at MCC

At the February 2011 Academic Senate meeting, faculty and staff voted to pilot new General Education requirements in the General Studies and Liberal Arts and Sciences degree programs, beginning in Fall 2012. The philosophy of the new General Education Core is as follows:

Manchester Community College provides students with comprehensive skills and the knowledge to prepare them to deal with complexity, diversity, and change. Broad knowledge complements in depth achievement in program concentrations.

By completing the 21 credits of general education required of all degree programs, students acquire essential skills of reading and writing, critical and creative thinking, information literacy, quantitative analysis, integrative learning, and a beginning understanding of three knowledge areas.

Nine credits are devoted to the intellectual skills core. In English Composition, students learn and demonstrate reading, writing, and critical thinking skills that they continue to practice and develop in their college-level work and beyond. In Mathematics, students learn essential problem solving and techniques of quantitative analysis. In Interdisciplinary Studies, students learn the purpose of liberal education, reflect upon their own education, integrate the knowledge and methods of multiple disciplines, synthesize diverse and contradictory points of view, and interpret issues and positions contextually.

Twelve credits are devoted to knowledge of the physical and natural world; of the human experience and behavior; and of human thought and expression. Students understand and apply introductory methods of inquiry and analysis and demonstrate knowledge of the fundamental concepts, theories, works, or ideas within the specific knowledge area.





Academic Support Center

The use of the Academic Support Center by students continued to grow in 2010-2011. The Writing Center and Math Lab had a banner year with over 6300 walk-in student sessions in both areas combined.

The ESL Conversation Lab ran successfully this past year after being piloted for one year prior. ESL faculty Dianna Hossain and English faculty Donna McCormac led open discussions with students wishing to strengthen their English comprehension and verbal skills. Informal conversations took place on topics, such as daily life activities, cross-cultural communication, and the college experience.

A number of tutors received College Reading & Learning Association (CRLA) Tutor Certification this past academic year. To receive this certification, 10 hours of training and 25 hours of actual tutoring must be completed.

- Peer Tutors: Patricia Albers, Rhea Byrne, Christian Fecteau, Rebecca Jackson, Ashley Odell, Michael Schiessl, Stacy Sodergren, and Redion Vathi
- Professional (EA) Tutors: Maureen Donahue, John Dudek, Michael Faiaz, Matthew Fitzgerald, Beverly Morris, Anna Nalitov, Matthew Scully, Joanne Wilkens, and Betsy Wittemann



College Career Pathways

During the 2010-2011 academic year, 1187 high school students participated in the College Career Pathways program. The program articulates courses with 17 area high schools, and a total of 26 different MCC courses are available for articulation. The College Career Pathways Program includes several projects designed to increase the college readiness of students and reduce the number of students entering college needing developmental instruction. CCP funded bridge programs are currently in place at East Hartford and Rockville High Schools, and the grant is expected to fund an initiative reaching out to English teachers in all service area high schools during the 2011-2012 academic year. In addition to CCP funded programs, the department is a partner in the implementation of a H. Lousie Ruddell grant that places a MCC English professor at Great Path Academy next year, as well as a Department of Higher Education grant that addresses curriculum alignment in both Math and English at East Hartford and Manchester High Schools.

Cooperative Education

The Cooperative Education and Internship program placed 218 students in the past year, continuing a five year growth trend. Students in paid placements earned \$387,774 during that period. Ninety eight percent of employers rated their student interns as having met or exceeded expectations, and 40% of students received offers of long term employment from their co-op or internship sites.

The Library is exploring a variety of initiatives that will help reduce the costs of materials, create more learning space in the library, and make materials more accessible, especially for online students and for students with mobile devices. These include:

- Transitioning from purchasing printed reference materials to acquiring online subscriptions.
- Transitioning from educational media in DVD format to MP4 streaming formats for videos.
- Evaluating the use and cost of printed periodicals versus subscribing to services that offer periodicals in digital format.
- Exploring new ways to offer more books in digital format that will be compatible with mobile devices, e-readers, etc.

The Library also plans on adding additional faculty training for full and part-time instructors on various library-related topics. (i.e. orientations, online training). Library staff are also working with General Education faculty to teach and promote information literacy.

The Big Read – For the last five years, Manchester Community College has been participating with The Big Read initiative. This is an initiative lead by the National Endowment for the Arts, designed to encourage reading. This year, the shared book was *Sun, Stone, and Shadow: 20 Great Mexican Short Stories* by Jorge F. Hernandez. As part of the Big Read, Professor Robert Kagan hosted a film presentation of “Frida” - a biography of artist Frida Kahlo. MCC students also had the opportunity to experience a Mexican dinner prepared by the MCC Hospitality Department under the direction of Sandy Jenkins. In addition, book discussions were lead by Professors Steve Torres and Linda Burk.

International Film Festival, organized by MCC librarian Evelyn Angry-Smith and Professor Robert Kagan, has completed its sixth consecutive year, showing eight films followed by discussions. The average attendance was close to 80 with half the audience staying for discussions.

National Library Week for 2011. During National Library Week, MCC librarian Paula Cook organized our Local Author Series this year. Terry Walters lead a discussion of her book *Clean Start*. Over 80 MCC students and local community members attended the event. In addition, the Annual Book Sale, held during National Library Week, raised over \$1300.

Library Displays: MCC library staff Melissa Rivera coordinated the display cases for the third consecutive year. The list for FY 2010-11 includes: *College Survival Tips, Music Juke Box, Hispanic Heritage Month, New Student Orientation, Banned Book Week, Respiratory Care, Halloween, Let Your Imagination Run Wild, Feed Your Holiday Craving, Veteran's Day, Anti Smoking, Holiday Displays, New Year's Resolution, Black History Month, Valentine's Day, New Student Orientation, Engineering Month, Spiritual Wellness Month, Big Read, National Library Week, Alcohol Awareness Month, Occupational Therapy, Earth Day, Teen Self-Esteem Display, and Beach Reads.*

Interesting Library Statistics

- Library information literacy Instruction classes held 163 sessions for FY 2010-11.
- Patrons using the library is expected to again reach over 220,000 for FY 2010-11.
- Reference questions answered for FY 2010-11 is expected to exceed 8,500 questions asked.
- Circulated items will exceed 40,000 items for FY 2010-11
- Estimated to interlibrary loan over 2000 items for FY 2010-11

LibQUAL - A LibQUAL library survey was completed this fall. LibQUAL+® is a suite of services that libraries use to solicit, track, understand, and act upon users' opinions of service quality. These services are offered to the library community by the Association of Research Libraries (ARL). The results from the survey show that overall people are very satisfied with the service and materials available in the library. Results also showed that people would like to see more electronic materials available.

Business, Engineering & Technology

Accelerated Computer-Aided Design Certificate and online/accelerated Web Technology Certificate – Beginning in the fall of 2011, the Computer-Aided Design Certificate will be offered in eight week sessions to allow students to graduate with their certificate in 11 months. The Web Technology Certificate will also be offered in an accelerated format with the classes being held online or hybrid.

Articulation Agreements - The Paralegal Associate degree program has signed a new articulation agreement with the University of Hartford's Bachelor in Legal Studies program. The Business department signed a new articulation agreement with the University of Hartford and will finish agreements with UConn (regional campuses only) and Albertus Magnus College this summer.

AST C131 Computer Upgrade – Last summer, new high-end computers were purchased for the AST C131 classroom based on specifications provided by Richard Gnall. These powerful computer systems have given students the ability to design complex virtual networks that simulate real world environments on one physical machine.

AVT lab upgrades – Over the past year, Colleen Kim and the Information Management & Technology department have been working hard to update the facilities, technology and curriculum in the AVT lab. A name change is in the works for the lab so keep an eye out for future updates!

Breakfast/Technology Bytes Workshops - The Information Management and Technology department sponsored a successful series of Breakfast/Technology Bytes Workshops (thanks to funding from the Innovation Grant!) covering innovative technology topics from Web 2.0 to Security to Information overload. The department also established the iPad User Group which meets the first Wednesday of every month as has been enjoyed by iPad users from around the campus.

Computer Repair and Share Club – As of the spring of 2011, the Computer Repair and Share club has distributed over 297 donated computers to students, free of charge, since its inception in March 2009.

ECSU – BGS Degree Collaboration – Beginning in the fall of 2011, Eastern Connecticut State University will begin offering courses at MCC that students can apply towards their Bachelors of General Studies degree. Students who have graduated with a Business degree from MCC will be able to transition smoothly into this BGS degree.

EPT Induction Ceremony – On April 15, eighty nine students were inducted into the Connecticut chapter of Epsilon Pi Tau. Of these, 33 were engineering and technology students from MCC.

SOAR Certificate – Thanks to the hard work of Aynsley Diamond, MCC's SOAR coordinator, we have 20 students enrolled in the SOAR Grant Sustainable Energy Certificate program and one graduating in May, 2011. This is the first full year of the program.

Transition of Certified Financial Planning Certificate to Credit – This fall we completed the transition of the Certified Financial Planning Certificate from non-credit Continuing Education back to the credit Academic Affairs Division under the Accounting, Business & Paralegal department. The program renewed its accreditation with the Certified Financial Planning Board, thanks to the hard work by Donna Waldron.

Mathematics, Science & Health Careers

Allied Health

Math, Science, and Health Careers has expanded its offerings with the addition of several proposed certificate programs- the Dental Assistant, Fitness Specialist and Polysomnography. They will be added to the department in the 2011-2012 academic year. Also in progress are a Child Nutrition Certificate, a Radiography Associate Degree and a Laboratory Science Associate degree program.

The College was fortunate to receive federal funding to purchase allied health equipment for the Respiratory Care, Surgical Technology and Occupational Therapy Assistant programs. The College purchased simulation manikins, mechanical ventilators, laparoscopic surgical equipment, hospital and surgical beds, and EKG machines as part of that acquisition.

Math

In mathematics, the department was chosen to be a part of the National Center for Academic Transformation's Math Redesign project. The College received funding to fully redesign the developmental math offerings at the college. The pilot phase of the redesign was completed and the full implementation will take place in the fall of 2011. In another effort, the math department piloted offering bilingual Spanish math courses. This effort will also be carried forward as part of math redesign. In an effort to improve students' success, the department developed a new College Algebra course.

Science

In the science department, the faculty witnessed growth in the Environmental Science Associate degree program. Enrollments continue to climb, an advisory committee was established and met each semester and the College was able to solicit funds for student's scholarships from one of our community supporters, Fuss & O'Neil. The science faculty also worked with Great Path Academy to host and judge their first Science Fair. The faculty also hosted the annual meeting of the Two Year Biology Teachers in CT. Finally, the department is now ending the six year Strong-CT grant which provided support for science majors who were transferring to four year institutions, particularly the University of Connecticut.

General Studies Program

Under the leadership of Dr. Heather Ricker-Gilbert, the first- ever program review for General Studies has been completed in draft form. Those serving on the committee are Leonard Dupille, James Gentile, Sharale Walker-Golding, Valerie Wilson, Kim Hamilton Bobrow, Martin Hart, Bonnie Riedinger, Jana Sime and Albert Kim. An outside evaluation team visit is being planned for October 2011. The list of recommendations included a more prescribed curriculum that addresses all of the college learning goals, SD 111 and demonstrated competency in computer literacy.

A faculty committee, co-chaired by Albert Kim and Bonnie Riedinger, has been formed to oversee the planning and rollout of the online General Studies degree program for Fall 2012. This program will be marketed for the older adult student and offered in accelerated 8 or 12 week courses through College by Design.

NISOD Awards

Five faculty members from Manchester Community College have been honored by the National Institute for Staff and Organizational Development (NISOD) for excellence in teaching: Michael DiRaimo, Bobbi Fox, James Gentile, Rick Harden, and Negussie Tirfessa. They have also received the Manchester Community College Excellence in Teaching Award.





Global Issues Conference

The Global Issues Conference at Manchester Community College is an annual international program that encompasses a tapestry of academic and professional topics that include business, economics, social policies, history, religion and cross-cultural issues. Founded in 1985, the conference focuses on lively discussion and lecture on major issues of international concern. The Planning Committee comprised of faculty from across divisions works to assure the diversity in thought and preparation that Global Issues requires. As faculty members committed to diversity initiatives at Manchester Community College, we seek to encourage broad and respectful discourse on contemporary global issues and to better inform students, faculty, staff, and the greater community of their place in an increasingly complex global environment. The goal of the conference is to establish a grassroots effort to improve international relations, critical to world peace, by presenting a free program of distinguished, internationally known speakers to the public.

Past conferences have focused on third world countries, the Middle East, China, Japan, Egypt, the Soviet Union, Ireland, Canada, Brazil, Latin American, South Africa and Mexico. The 2011 Global Issues Conference: Understanding Afghanistan will be held on Saturday, November 5, 2011, in the SBM Charitable Foundation Auditorium on the campus of Manchester Community College. The following speakers have agreed to be part of this very important educational program:

- Dr. Senzil Nawid, Professor of Near Eastern Studies at the University of Arizona, specializing in the history of Afghanistan;
- Dr. Thomas Barfield, Professor of Anthropology at Boston University and is the President of the American Institute of Afghanistan studies;
- Dr. David Mansfield, Fellow at the Carr Center for Human Rights Policy at Harvard Kennedy School;
- Ms. Saba Ghouri, Senior South Asia Specialist and Violence against Women Advisor for the Secretary's Office of Global Women's Issues at the Department of State;
- Dr. Jennifer Fluri, Assistant Professor of Geography and Women's and Gender Studies at Dartmouth College;

The Afghani Ambassador to the United States has been invited, and we are waiting for confirmation.

The conference will also host a photographic exhibit, "Demystifying the Burqa", in the college's Newspace Gallery and will focus on the culture and art of the understanding and wearing of the Burqa by Afghani women. The Manchester Community College library will also be displaying relevant books and articles on various aspects of Afghan culture, along with book signings by some of our authored speakers. An Afghani lunch for cost will also be offered immediately following the conference in the Cheney Dining Room where Afghani music played on authentic Afghani instruments will entertain diners.

Exhibition of work by MCC Fine Arts Alumni: Over the last several semesters a committee of the Fine Art Department, including Patricia Carrigan, Susan Classen-Sullivan, and Timothy Kussow have reviewed and selected work by MCC Fine Arts Alumni as part of the Welfare Fund Initiative. These works have been installed in classrooms throughout the college through the Welfare Fund Project. Additional purchases are in process by both professional artists including MCC Fine Art Alumni.

Drama Club: Kaarina Finegan and Albert Kim coordinated and starred in *Recipe for Murder*, MCC's second annual dinner theater performance. Rae Strickland was murdered in "Recipe for Murder." The Murder Mystery Dinner Theater combined a fun-filled mystery theater experience with a gourmet dinner on April 26.

People and Places in Your Neighborhood Art Project: In conjunction with the Office of Neighborhoods and Families, Manchester Youth Services Bureau, and the Nathan Hale Elementary School MCC Fine Arts students hosted *People and Places in Your Neighborhood Art Project*. Twenty-two students from the Nathan Hale School came to campus and worked with our students to create remarkable art works that relate to their families and community. These will be on display at the opening celebration of the Spruce Street Firehouse (East Side Public Safety Youth Center). The purpose of the center is to serve as a place for community engagement, providing meeting space for neighborhood groups, and conducting community-based educational programs for Manchester's children, youth and families.

Communications Department: The Department approved a new AA degree in Interpersonal and Organizational Communication. Also, in conjunction with the Live Wire, ICE Radio and the MCC Cooperative and Career Services Department, the Communications Department sponsored a "MediaNOW Speakers Panel" on April 28th. Guests included FoxCT anchors Brent Hardin and Laurie Perez speaking on the topic of *Anchorman/Anchorwoman – Yesterday/Today/Tomorrow!*

English Department: Outcomes Assessment work continues, by developing a common assignment for English 101, planned norming session for May 2011, collection of all assignments from ENG 093 and ENG 101 for review. The department is also working on a Critical Thinking Rubric for ENG 101 (CCET). Patrick Sullivan, David Caldwell, Gail Stanton-Hammond, Steve Straight, and Jeanine DeRusha published "An Outcomes Assessment Project: Basic Writing and Essay Structure" in *Teaching English in the Two-Year College* (TETYC). Other English initiatives also include:

- Researching retention in online English 101
- Developing tutoring and support services to meet increasing needs; successfully recruited several Liberal Arts faculty for tutoring and Writing Center staff
- Studying the possibility of cut off scores and other ways to address "ability to benefit"

Multimedia and Graphic Arts: The Department completed its Academic Program Review with a successful visit by the reviewing team, and is in the process of proposing a new Game Design Associate Degree.

Spanish and French Clubs: The Spanish Club viewed three Spanish language films, attended the Big Read, and traveled to New York City to see a play in Spanish presented by the Teatro Repertorio Español. Le Cercle Français presented a mini French Film Festival open to the community for National French week, gone on outings to see a French film at Cinestudio and to the Hill-Stead Museum to view the French art, as well as viewing French films owned by the professor.

Visual Fine Arts: The Dehn Foundation Lecture Series, supported by the Adolf and Virginia Dehn Foundation, hosted the following artists during 2010-2011: Cat Balco (painting), Matt Towers (ceramics); and Dan Burhkolder (photography). In addition to the 2010 Winter Arts Festival and the 2011 Spring Arts Festival, exhibits at the Hans Weiss Newspace Gallery, curated by Professor Susan Classen-Sullivan, have included: *New Works by Cat Balco and Matt Towers; Quilts by Ed Johnetta Miller; 2011 MCC Fine Arts Faculty Exhibition; and Adolf Dehn: Above and Below.*

The VFA department has approved ART*298: Public Art, a course that is intended to give the students the visual and verbal vocabulary to create public works of art that define places, represent the people of the communities in which they are placed, and add value to the quality of life for those using the spaces in which the work is installed.

Social Science & Hospitality

Academic Community Engagement (ACE): The Academic Community Engagement Program has been working closely with the Town of Manchester and Nathan Hale Elementary School to strengthen and expand MCC's community partnerships. Spring projects included Professor Susan Classen-Sullivan's MCC art students hosting Nathan Hale students on campus. The students created art projects that will be displayed in the grand opening of the Spruce Street Neighborhood Center in June. Also, Professor Rachel Mintell and students in her Introduction to Ecology course worked with Nathan Hale students to start a community garden at the elementary school. By the end of their school year, Nathan Hale students will prepare and eat a fresh, organic salad from their garden.

On behalf of the college, the Academic Community Engagement Program applied for and the College received recognition as a 2010 President's Higher Education Community Service Honor Roll from the Corporation for National and Community Service. Selection to the Honor Roll is "recognition from the highest levels of the federal government of MCC's commitment to service and civic engagement on our campus and in our nation."

For the third year in a row, the Academic Community Engagement Program applied for and received a grant from Connecticut Campus Compact for MCC to host an AmeriCorps VISTA for the 2011-2012 academic year. Starting in August, the AmeriCorps VISTA will work full time in the ACE program, with a special emphasis on incorporating career development into our community engagement efforts.

Speech Language Pathology Assistant The Disability Specialist Program created a Speech Language Pathology Assistant (SLPA) certificate that was passed by the Board of Trustees for the Connecticut Community College system. The certificate was initiated to provide an educational opportunity to individuals who have completed an academic associate degree or bachelor degree who want to become Speech-Language Pathology Assistants. The SLPA option to the Disability Specialist Program and the SLPA certificate are the only such programs in Connecticut.

The Disability Specialist Program launched the Dr. George Ducharme Disability Specialist award and the Eleanor Weseloh Speech-Language Pathology Assistant award at this year's awards ceremony. This Program has also received four years of grant support for the SLPA option and certificate from the State Department of Education totaling more than \$115,000.00, as well as an Innovation Grant from the College to purchase and employ closed captioning software to be used by the college community.

Culinary Arts, A.S The Hospitality Program launched a Culinary Arts, A.S. degree that was licensed by the Department of Higher Education during the fall 2010 semester. Five students will graduate from that program this May. Hospitality also completed work on a Sustainable Foodservice Management option to the Food Service Management, A.S. degree. This option was made possible by an innovation grant through the college and will be proposed at Curriculum in fall 2011. The foundation course for this option, HSP* 230: Sustainable Food Service Management received college approval during the spring 2011 semester and will be offered in fall 2011. The Program will also apply for American Culinary Federation accreditation.

On December 6, the MCC Competition Cooking Team put on a seven course Classic Gourmet Dinner in the Culinary Arts Center. The event was a fund-raiser for the competition team, a menu preview and a practice session. Hospitality's Culinary Competition Team returned from the Eastern Regional Competition with a Bronze Medal.

Criminal Justice: The Criminal Justice Program introduced two new certificates: Homeland Security and Corrections, and moved into a new Crime Lab in C145. The lab was made possible through the Academic Affairs Division and Perkins funds purchases including a finger print Fuming Chamber, microscopes, cameras, and appropriate software.

The Early Childhood Education Program is pursuing outside accreditation through our national professional organization, the National Association for the Education of Young Children (NAEYC). The ECE faculty are currently writing the self-study. The ECE Program also has a dedicated classroom, L141.

What's New and Different?:

- Culinary Arts, A.S. degree
- Criminal Justice: Homeland Security Certificate
- Criminal Justice: Corrections Certificate
- Social Science & Hospitality Division will merge the Anthropology/Psychology and Sociology Departments with Jean Wynn and Lucy Hurston as co-chairs.

MCC NEASC Activities

Preparation for MCC's reaccreditation visit in April 2012 continues this summer as Steering Team members edit the first draft of the self study and begin building an electronic workroom for the NEASC visiting team. The Hospitality Team also is hard at work, arranging accommodations, transportation, meals and services for the team. English department faculty members Michael DiRaimo and Jeanine DeRusha are editing the first draft of the self study and Webmaster Raymond Kingston and IT staff members are working with the Steering Team to create a web-based workroom. After the reaccreditation visit, this web site and its store of documents and data will be available for MCC to use for reference and strategic planning.

The strategic planning process will be informed by the projections created by the standard teams with feedback from the focus groups, surveys and interviews conducted in fall 2010 and spring 2011. MCC's managers have reviewed the draft and will be working with the Strategic Planning Committee to integrate the self-study projections into the College's planning and budget process.

Composed of nearly 100 members of the campus community, the standard teams collaborated with their colleagues during the last two semesters to research and write the initial draft and begin collecting workroom evidence. Although the primary goal of the self-study document is, of course, to demonstrate to the public that MCC meets the standards and expectations of our regional accrediting agency, it also was important to us that the process reflect our campus values of shared leadership, shared understanding, and shared responsibility. To accomplish this, we emphasized the following additional objectives:

- To provide leadership opportunities for faculty and staff in the self-study process.
- To reflect broadly and deeply on how and how well we accomplish our mission, recognizing strengths and opportunities for growth.
- To foster campus wide communication, understanding and ownership of future goals (strategic plan) and priorities (resource allocation).

Collaboration and inclusiveness were at the forefront as we selected steering and standard team members, developed communications strategies, conducted focus groups, interviews, surveys, and feedback loops to engage our students, faculty, staff, and community stakeholders in the process of "Telling Our Story." In spring 2010, a steering team of faculty and staff members was formed to guide the process. The team is co-chaired by Mehrdad Faezi, a senior engineering faculty member who has served on several NEASC visiting teams and Bonnie Riedinger, MCC's NEASC liaison officer and director of Educational Technology and Distance Learning. Susan Barzottini, BET faculty member, is the self study project manager. Other Steering Team members are David Nielsen, director of institutional research, Academic Affairs Dean Joanne Russell, and editors Michael DiRaimo and Jeanine DeRusha.

A wiki was developed as a repository for resources and information related to the self-study process. This site includes MCC's self-study and report from 2002, examples of self studies from other colleges, a folder for each standard team with resources and information, a timeline, and other materials. It also served as a common location for all notes, drafts, and documents related to the ongoing process.

First drafts of the description and appraisal sections of the standards were completed by early January and preliminary findings were presented to the entire campus community on professional days in January. Breakout sessions related to the standards provided important input to the appraisals. In addition, everyone participated in a "card exercise" in which they were asked to identify an area of strength, an area in need of improvement, and possible solutions to challenges. The responses were made public, sorted and grouped by standard and given to each relevant team.

During the spring semester, the Steering Committee hosted 10 focus groups related to each standard, and also brought relevant issues to 12 different stakeholder groups such as governance committees, departments, and divisions of the College. For example, concerns related to the efficacy of our governance process were discussed in focus groups, and at meetings of the College Senate, Academic Senate, Classified Caucus, and the CCP (Community College Professional) groups. Students were involved throughout year: A NEASC presentation was conducted at a fall semester Student Government Association meeting, student feedback was collected via a survey completed by more than 500 students and on the College Facebook page, and a focus group for students was scheduled. The Steering Team assigned a facilitator and a note taker to all groups and the information that was gathered was made public. Team members incorporated feedback from the groups into their final draft submitted on April 22, 2011.

The June Institute also focused on findings from the self study and focus groups, which identified communication as a strength as well as a concern at MCC.

The edited version of the self study will be presented to the campus in August 2011. Throughout the fall, the self-study will be shared with faculty, staff and students as well as MCC's broader community—the MCC Foundation, Regional Advisory Council, community groups, and program advisory groups. After final edits have been incorporated and the Data First Forms have been updated, the self-study is scheduled to be printed and bound in mid-January before being sent to NEASC. Check the MCC NEASC Webpage at <http://www.mail.comnet.edu/neasc/> for updates, including the name of the visiting team chair, which will be announced soon.

Educational and Facilities Master Plan

Manchester Community College has partnered with Paulien & Associates Inc., headquartered in Denver, Colorado, to develop a comprehensive Educational Master Plan, including a Facilities Master Plan, that will guide the College's planning efforts over the next ten years. The final document will include a framework for the plan, the external and internal environmental scans, academic and support offerings, future capacities, a facilities master plan including determination of future space needs, financial plan, recommendations, and an executive summary of the plan.

The Steering Committee is co-chaired by Jim McDowell and Dr. Pamela Mitchell-Crump. The Academic Division Directors and Assistant Professor Steve Moore also represent Academic Affairs on the Steering Committee.

Office of Transitional Programs

Early Warning Phone Calls: In an effort to decrease the amounts of W's taken by students and to stress the importance of class attendance the Office of Transitional Programs (OTP) initiated Early Warning Phone Calls. Professors notified OTP if students in their classes had missed the first class or the first two classes. Each student received a phone call to remind them that attendance is a crucial part of being successful. Two hundred and eight students were called in Spring 2011 and many were not even aware they were registered.

Extended Time for MAPP: In order to allow professors to report struggling students earlier, the Mid semester Academic Progress Project (MAPP) is now open for one month before the withdraw date. Additionally the letter has been reworked to place an even greater emphasis on meeting with the professor and using support services.

New staff: Nathan Ormsby is the new Student Retention Specialist. He is a former student of NWCC and UCONN. Maureen Donahue is the new Student Development Specialist. She is a former math tutor in the ASC math lab.



Captioning for Videos: ETDL is working with Eileen Furey and John Murray to provide captioning for videos used at MCC. Captioning for instructional and marketing materials will help ensure that MCC complies with Americans with Disabilities Act requirements. Captioning software was funded through an MCC Innovation Grant.

Embedded Online Tutoring ETDL and Academic Support Center are completing the first year of a pilot program that embeds peer tutors in online courses. Funded by a Perkins Grant, the program trains students who have successfully completed a specific online course to provide academic tutoring for that course. The peer tutors also help students with technical support for Blackboard and provide guidance in effective approaches to online learning. The program is expected to expand next year to provide additional support for students and faculty participating in the first two rollouts of Blackboard Learn.

iTunes University: ETDL launched the use of iTunes University at MCC, providing training for faculty who wish to supplement their online or on-ground courses with flexible, accessible delivery of multi-media learning resources.

Online Adult Success Center ETDL Director Bonnie Riedinger and Liberal Arts Division Director Mike Stefanowicz are co-directing a pilot online adult success center funded by Davis Education Foundation and federal FIPSE (Fund for the Improvement of Post Secondary Education) grants administered by the Connecticut Distance Learning Consortium. The Success Center provides adult students with online coaching and resources to help them envision their future and realize their personal, academic, and professional dreams.

Students and coaches have access to:

- **eQuestions:** online question submission with an archive of previously posted questions & answers.
- **eChat:** a live communication tool that allows coaches and students to chat, share files & applications, as well as use audio & video tools.
- **Resources:** a dynamic collection of tips, techniques and additional links designed to help students understand the world of higher education and explore strategies that lead to and promote personal success.

Upgrade to Blackboard Learn ETDL is preparing for an upgrade to our course management system—moving from Blackboard Vista to Blackboard Learn. The upgrade will be rolled out in three phases beginning in fall 2011. Two MCC faculty members, Albert Kim and Catherine Seaver, have received Bb Learn training and will teach all sections of their courses in Bb Learn in fall 2011. Six more faculty members will be trained over the summer. They will teach all sections of their courses in Bb Learn in spring 2012. The entire campus will move to Bb Learn in fall 2012. Bb Learn offers a number of new features to foster student engagement including wikis, blogs and mobile learning. Blackboard Mobile gives students and teachers access to their course content on a variety of mobile devices, including Android™ and BlackBerry® phones and iOS™-powered devices (including iPADS)