

Office for Student Services

Goal: Develop and administer a request for proposals for food services at the College's Brighton and DCC campuses.

Status:

Through the leadership of the Office of Student Services and the MCC Association, Inc., a request for proposals was developed to investigate the qualifications of several food service companies that expressed an interest in contracting with MCC. The Rochelle Group, LTD was contracted by the MCC Association to guide the College in the review and selection process. A College-wide committee of faculty, staff and students reviewed the proposals, listened to corporate presentations and sampled food from the three finalist companies: Aramark, Sodexo and Chartwells. Ultimately, Sodexo was chosen as the best qualified company based on MCC's needs. Beginning in May, a transition plan was developed, a contract approved and renovations planned. The deadlines were met and Sodexo was able to provide services throughout the summer months while renovations were completed and staff were hired and trained.

Goal: Implement a bus shuttle service between the Brighton and DCC campuses.

Status:

The Office of Student Services worked collaboratively with the MCC Association, Inc. and the Vice President, Administrative Services to develop a request for proposals for shuttle bus services between the Brighton and DCC campuses. A College-wide transportation committee of faculty, staff and students provided input to this process. Following a review of proposals, Golden Memories bus company was selected to provide shuttle bus services. The MCC Association, Inc. entered into a contractual agreement with Golden Memories that addressed the style and size of buses to be used, the schedule of daily operations and all financial arrangements. The shuttle service will be provided without any added financial burden to MCC students.

Office for Student Services

Goal: Create a variety of summer youth sports camps through the MCC Athletic Department that share facilities and serviced with the MCC Summer Youth Sports Program (formerly NYSP Camp).

Status:

Beginning in the fall 2009 semester, a proposal was developed by the Health and Physical Education Department and the Athletic Department to collaborate and expand camp opportunities during the summer months. The Vice President, Student Services Office endorsed the plan with the understanding that the SYSP camp would continue to operate and meet the needs of inner city youth in Rochester. The grant-funded SYSP camp was incorporated into a summer format that included camps in a variety of sports with leadership provided by MCC athletic coaches and staff and students from the HPE department. Benefits of this collaboration included: fund raising opportunities for various athletic teams; fund raising for the HPE department for ropes course improvement; learning and income opportunities for MCC students in the HPE curriculum; better use of MCC facilities; and positive public relations with the local community.

Goal: Grant awarded to establish the Academy for Veterans Success

Status:

Monroe Community College (MCC) was awarded a Congressionally-directed grant to support the Academy for Veterans Success housed and operated in the Counseling and Advising office. The grant will enable the college to provide educational services and support to address the academic needs, career goals and personal concerns of our veteran students. The funding will be used to accomplish five (5) major objectives:

- Develop a "best practices" model to provide support, programs and resources to veterans and their families
- Act as an information and resource center for employers, health care professionals, law enforcement and to the community at large regarding veterans' issues and concerns
- Provide education and training relating to veterans experiences, needs and concerns through a media resource center
- Conduct on-going research and host a regional conference relating to veterans needs
- Support continuing education for veterans and returning service personnel to include recruitment, academic advising, retention, counseling (personal and career), and orientation services

Office for Student Services

Goal: Implementation of the Maxient student conduct administration system

Status:

The Office of Student Services successfully implemented Maxient, a comprehensive, user-friendly conduct management system. The Maxient student conduct administration system is being used for all student conduct-related reports in the Office of Student Services, Housing and Residence Life, and DCC Student Services. Maxient allows the offices who work within the judicial process at the College to connect through a centralized conduct management system that allows for accurate, efficient, and effective record keeping. The benefits of this software include integration with the existing campus information system and databases being utilized throughout the College to create a one-stop resource.

Athletics

Goal: Initiate planning for building a new baseball field.

Status:

The goal of having a new baseball field at Monroe Community College has been deferred until 2010-2011. It will be a continued goal each year until it is successfully completed. Temporary modifications were made in 2009-2010 in order to improve safety of the facility. Authorization has been given to conduct an assessment study in 2010-2011 for renovations or replacement of the current field.

Goal: Implement a Code of Conduct for the student athletes living in the residence halls.

Status:

The Code of Conduct has been fully completed and will be utilized beginning fall 2010 semester. An Athletic Department Coaches Review Committee will be in place to deal with Code of Conduct violations.

Goal: To obtain funding to install lighting on the outdoor turf field.

Status:

Cost estimates have been obtained for the installation of a lighting system on the outdoor turf field. Coaches have researched many options of field use to provide the highest possible revenue. A large source of income would come from hosting men's and women's lacrosse and soccer Section V tournaments.

Goal: Evaluate and modify the current SCORE program.

Status:

The Men's Baseball coach is involved with Academic Advisors at the NCAA level to determine how to better prepare MCC student athletes to make the transition to the NCAA. The student success program will utilize a variety of campus/college services, primarily the SCORE program.

Campus Center

Goal: Increase understanding and awareness of the Campus Center's functions.

Status:

The Campus Center staff revised its mission statement and it has been reviewed by student leaders and has been approved by the Vice President's Office. Brochures, posters and other materials are being developed. The reception area of the Campus Center is being revamped to provide a visual representation of the Campus Center department. The Campus Life presentation for New Student Orientation is revised to accurately represent the Campus Center's offerings. The staff has worked with the Admissions Office to increase the prospective students' knowledge of the Campus Center. Presentations have been done by the staff at the College's Open House and High School Counselors' Workshops.

Goal: Enhance assessment tools and instruments.

Status:

In conjunction with Institutional Research, the Campus Center developed and implemented an assessment of the leadership program with the use of Survey Tracker. The results are currently being compiled by Institutional Research and will be reviewed by staff. A database has been developed with Campus Center staff by Educational Technology Services for the purpose of keeping track of essential information about activities, student involvement and assessment information. The staff will work with this tool while continuing to research other instruments available on the market that will meet more of the needs of the department. The overall assessment plan for Campus Center initiatives such as student leader training programs and the leadership retreat have been reviewed. Recommendations for changes have been communicated to assist the staff in creating meaningful assessment tools.

Campus Center

Goal: Continue to enhance the effectiveness of Campus Center procedures and processes for student leaders and advisors.

Status:

Staff worked to develop and implement training programs for student leaders. The information gathering database has been of assistance by keeping updated information about programs in the system for staff to access. Advisor roundtable meetings have continued to be an effective communication tool for informing advisors of policies, programs and processes. Initiatives are currently being developed to further assist students and advisors such as videos of the key training sessions on YouTube. In conjunction with Computing Services, web forms are being created to allow students and advisors access to the pertinent parts of the policy manual, upload the pertinent form, and submit it to the appropriate person. The leadership certificate program's student participation continues to increase. A specialized certificate has been created for students in the Applied Technologies program and specialized certificates are under development including Dental Hygiene, Honors and First Year Experience.

Goal: In conjunction with the Damon City Campus Center, develop a First Year Experience Program to be implemented in the fall 2010 semester.

Status:

A committee representing faculty, staff and students from the Damon City Campus and the Brighton Campus collaborated to collect data and develop the program. Research was conducted to complete the model. Focus groups and individual interviews were conducted with students, faculty and staff. Trends both at the college and nationally have been researched and studied. Based on the information available, a First Year Experience Program model has been developed and will be implemented in the fall 2010 semester. Marketing will commence at New Student Orientation during the summer.

Campus Center

Goal: Enhance the leadership program utilizing information gained through the 2009 Multi-Institutional Survey of Leadership (MSL).

Status:

The results of the Multi-institutional Survey of Leadership (MSL) are being reviewed. Campus Center staff members will work with Institutional Research to analyze the survey results. The MSL is a study based on the Social Change Model of leadership development. As part of this effort, the Campus Center staff has adopted the Social Change Model as the foundation for the leadership programs beginning with the summer 2010 student leader training. Summer training, the leadership workshops and leadership certificate program, the 2010 leadership retreat, the First Year Experience program, and the leadership class will incorporate this model.

Campus Events

Goal: Develop assessment methods to improve Campus Event procedures.

Status:

An online survey of key clients, Rental, Student and Faculty/Staff, is being implemented. Two of the three surveys are currently active and have been administered. A Campus Events Assessment Team will review the survey results. A Student Focus Group and a Faculty/ Staff Focus Group were created. Survey analysis along with focus group input led to multiple website updates. The involvement of Campus Events in the Summer Housing program is being redefined and an outside consultant has been secured to assist in the review of the current process.

Goal: Incorporate team building and collaboration to improve Campus Events operations and to create a feeling of community.

Status:

The implementation of monthly ice breakers for the Campus Events Committee allowed for a fun, engaging creation of community. Twelve members of the committee along with their directors participated in a two-day training and consulting program on Six Sigma analysis of the Campus Events process. Campus Events collaborated with Housing and Residence Life and the MCC Association, Inc. to evaluate the summer housing process. Many improvements have been made to streamline the process. Collaboration between Campus Events, the MCC Association and Athletics led to the formation of a written procedure for Athletics fundraisers, camps and tournaments. VAPA and Athletics have begun to use the scheduling calendar, AD ASTRA. Inauguration, revision of Employee Recognition Program, and revision of All College Day are other collaborative projects.

Goal: Improve communication and information sharing with constituents.

Status:

The Student and Faculty/Staff Focus group feedback were essential in implementing changes and updates to the Campus Events website. A mailing was created and distributed to the top twenty companies in Rochester as target markets for 2009. A Six Sigma training/seminar for the Campus Events Committee will collectively examine the Campus Events process and make recommendations for improvements. The marketing package for summer housing and the summer camp informational meeting for RD's and summer conference assistants have been deferred due to the restructuring of the summer housing process.

Career Center

Goal: Increase the usage of Optimal Resume.

Status:

Optimal Resume is a web-based resume builder program that offers extensive content and styling flexibility to help career offices deliver online resume assistance to students. To increase usage of this resume tool, a marketing plan was developed which included highlighting Optimal Resume on campus plasma screens, in the MCC Tribune and Monroe Doctrine as well as sending information to academic department chairs. Additionally, newly created instructional handouts were distributed to students during presentations, appointments and walk-ins. Mini-workshops were also offered. As a result, 185 students utilized Optimal Resume during the 2009 - 2010 academic year.

Goal: Increase the number of resume submissions and enhance the Resumes-on-File program.

Status:

A process has been developed where student's resumes will be sent electronically to a separate email folder created in Outlook. When implemented, the student will sign an electronic release form and submit it with the resume. Staff will check the email folder regularly, critique resumes and return to senders via email with critiqued form. Once the resume is updated and reviewed it will be placed in the Resume-On-File box. Implementation of the program is contingent on the ETS web team developing online forms and determining how the submission process will work. Alternative resume submission methodologies are also being discussed.

Career Center

Goal: Expand the presence of StrengthsQuest in the Career Center and increase student utilization.

Status:

A number of initiatives were employed to expand the presence of StrengthsQuest (SQ) and increase the student utilization. A section of the career library is now dedicated to SQ. The display includes handouts on Strengths Domains, a reference list of all 34 strengths, *The Genius of Your Strengths*, a poster which lists all 34 strengths and three reference books. Additional posters are being designed and other strengths themed materials are being reviewed. The number of SQ assessments offered to students in individual counseling sessions increased by 53%. Fifty-two (52) students were offered the assessment compared with 34 students in 2008 - 2009. Based on student feedback, most find it a useful tool in conjunction with the MBTI and Strong II and counselors will continue to offer SQ in individual counseling sessions.

Goal: Expand transfer services and resources to assist students seeking admission to highly selective transfer institutions.

Status:

Twenty-seven (27) selective institutions were identified to be included and tracked through the Career Center's student database, enabling the identification of student interest in specific, highly-selective transfer institutions. Contact and communication began with Smith College, University of Michigan, Bucknell University and Skidmore College. Visitations were made to Mt. Holyoke College, Amherst College, Smith College and Cornell University. Admission contacts were further established with colleges including Bentley College, Columbia University, New York University, University of Maryland, University of North Carolina, Chapel Hill and the University of Southern California. Workshops were offered both fall and spring semesters on "Transferring to the Highly Selective College". Planning guides have been developed to assist students with the transfer application essay process and steps on how to best request a quality letter of recommendation from faculty.

Career Center

Goal: Improve correspondence and expand specialized transfer services provided to students enrolled in 2+2 dual admission programs.

Status:

New correspondence and a yearly timeline were created to inform 2+2 dual admissions students of important events, deadline dates, and upcoming transfer programs at critical times during the semester. In addition, the Career Center staff expanded collaboration with key academic departments by attending all Business Department PARs, participating in Residence Hall advising programs, attending Biology and VAPA PARs and providing ADV training to the Education Department faculty. Web Focus reports were refined and new computing parameters for 2+2 transcripts were created by a team effort with Computing Network staff. A more complete profile of 2+2 students enrolled in dual admission programs is now available and the newly specialized 2+2 student listings provide our partner college representatives with the most up-to-date information on these students. The management of the 2+2 program change process was transitioned to the Career Center, streamlining the procedure and resulting in less lag time and more timely correspondence with students. One key result of this goal was the 23% increase of student participation in 2+2 Program Advisement and Registration program as well as the feedback from students, MCC faculty and staff, and the partner college representatives reporting an appreciation of all these enhanced services.

Career Center

Goal: Develop outreach strategies to our diverse student population to increase the awareness of Career Center services.

Status:

Career Center representatives met with personnel from various programs including C-STEP, GEMS, TRS and EOP to enhance collaborative efforts. Information tables were also scheduled throughout each semester in conjunction with staff members from Student Support Services. Two "Transferring to the Four-Year College" presentations were offered as were two "Scholarship Workshops.". The Career Center collaborated with the Counseling and Advising Center to offer the AWARE Mentor program, offered assistance to the "Women on the Move Mentoring Program" and actively participated in the Historically Black Colleges and Universities (HBCU) College Fair sponsored by the MCC Admissions Office. The SCORE program (Student-athletic Career Orientation and Resource Exploration) was offered to all twelve athletic teams. Eleven teams participated in the SCORE Career Center and StrengthsQuest (SQ) orientation with 160 student-athletes attending an orientation session and approximately 20 athletes completed the SQ inventory. Transfer advisement was offered in the Academic Advisement Center during the summer of 2009 and continued to be offered one evening per week during priority registration periods.

Goal: Revise Point-of-Service Assessment Methods on the Delivery of Office Services.

Status:

A departmental assessment team to develop, oversee, and improve the point-of-service-methods utilized. This team is responsible for analyzing the information collected and making recommendations to improve the quality of service provided. In collaboration with Institutional Research, the Career Center's Assessment Team developed a new online survey to function as point-of-service assessment Instrument. This instrument was developed under "Survey Tracker" as part of the division-wide assessment strategy. For both the fall and the spring, two pre-determined two-week time frames were identified for focus of survey and data collection. All students seeking services during these time frames were emailed a request from Institutional Research to complete this survey online. The fall survey email was sent to 353 students with 82 respondents (23% response rate); the spring survey was sent to 331 students and was completed by 104 students (31% response rate). The overall response rate for the year was 27% (n=186). Data was collected and reviewed by the Assessment Team. Responses indicate overall satisfaction of services.

Counseling and Advising Center

Goal: Continue to implement a StrengthsQuest-based support program for students with disabilities.

Status:

Students with different learning styles have been engaged to assess their personal strengths to assist them with becoming academically successful. During the summer session, the coordinator met with students to encourage them to assess and use their strengths. Students who took StrengthsQuest in the past will be contacted in a follow-up initiative. The information will be evaluated to determine if knowing their strengths has made a difference in how they handle situations, make choices and live their lives. A series of posters for the Office of Students with Disabilities is being developed to showcase StrengthQuest and market the initiative to students.

Goal: Improve training and available resources for faculty regarding students with disabilities.

Status:

Faculty resources have been developed and/or revised. Three newsletters were sent to faculty in the spring semester containing resources they can access to assist them with instructing students who learn differently. A Faculty Handbook, in both printed and online versions, was completed in August which contains resources and strategies for faculty to use when working with students who have different learning styles.

LiveScribe Pens have been distributed which allows scribes to take notes through voice activation which records information from which notes are transcribed. This is an ongoing goal for the coming academic years where additional pens will be distributed and results will be assessed.

Counseling and Advising Center

Goal: Assess Placement Testing

Status:

Assessing placement testing is a continuing goal being that all students applying to MCC must be academically evaluated to determine if testing is appropriate and then determined whether to be placed in either a credit or non-credit math and/or English course. The college-wide Placement Testing Committee is presently compiling data and discussing various processes for appropriate placement of students.

There are several high schools that test their junior students at their school's expense. The Counseling and Advising Center Accuplacer team trains high school teachers as proctors. When a high school student is tested, an assessment in math and English skills is made to determine what skills need to be strengthened prior to high school graduation. This process may reduce the number of skillbuilding courses a student needs to take when entering college. There are several additional regional high schools that are interested in partnering with MCC to test their students on site.

Goal: Assess Counseling and Advising Services

Status:

The "point of service" survey is currently used to evaluate the customer service that is provided the reception area. The results have been overwhelmingly positive with students being very satisfied with interactions with front desk staff. An online survey has been developed through Institutional Research and is sent to students within 24 hours to survey their experience and the service they received. These results have been very positive. The information is being utilized to assess services for continuous improvement.

Damon City Campus Student Services Center

Goal: Develop a series of programs and activities to promote campus engagement.

Status:

A series of campus engagement programs and activities were developed for the school year. DCC technology days was a new program developed at the beginning of the fall semester to assist faculty, staff and students with technology support. The DCC campus community was asked to provide feedback regarding fitness center usage through a campus-wide survey. The fitness center open hours were expanded for the spring semester based on survey results. Two food service focus groups made up of faculty, staff, executive leadership and students occurred to provide feedback on future food services needs at DCC for the RFP food service process. The Campus Life Engagement and DCC Scholars committees formed and developed a series of activities for the spring semester.

Goal: Implement collaborative student leadership programs and activities for all student workers in DCC.

Status:

SEGA members and Peer Leaders attended the Campus Center's Fall and Winter Leadership Retreats and professional development events and meetings led by DCC Student Services staff. They supported each other's programming at events such as OAR and Earth Day and collaborated on a canned food drive.

Goal: Develop an integrated system for providing financial aid and parking information to students.

Status:

An Excel spreadsheet was created that calculates financial aid eligibility based on the Federal formulas for SAP and POP. Staff must enter a student's GPA, attempted hours and earned hours for the aid year and eligibility is calculated. Registration & Financial Services (RFS) staff have been using this tool since the fall semester and are able to answer financial aid eligibility questions more quickly and accurately.

Students are working directly with staff for all parking transactions. Keycards are distributed and returned to the RFS office and e-mail is used to communicate with students regarding updates and to remind them of important parking deadline dates.

Damon City Campus Student Services Center

Goal: Utilize StrengthsQuest with targeted students groups, as a tool to increase student self-awareness, career exploration, and teamwork skills.

Status:

StrengthsQuest was utilized with all CDL 100 classes, including the general student class, as well as classes for the Doorway to Success and Women on the Move programs and DCC Peer Leaders.

Goal: Provide enhanced services for veterans at the Damon City Campus.

Status:

The new Academy for Veteran's Success was launched in the spring semester. The counselor for veterans' services spoke with the disability services staff and the counseling and advising staff at DCC to provide information about services for veterans. The advisor for students with disabilities attended the Academy's conference in the spring and the Teaching and Creativity Center sessions on veterans. The office sent an informational letter describing both veterans' services and disability services to students enrolled in A.A.S. and certificate degree programs at DCC (584 in total). The Assistant Director of DCC Student Services served on the search committee for the new veterans' counselor and met monthly with the Assistant Director of Counseling and Advising to remain up to date on veterans' issues and services available.

Goal: Provide opportunities for students, faculty, and staff to increase their knowledge of wellness.

Status:

Partnerships have been established with the following community organizations: Fidelis Insurance, Action for a Better Community, MOCHA, Planned Parenthood, Eastman Downtown Dental Center, AIDS Rochester, Alternatives for Battered Women, and Cornell Cooperative Extension. Activities involving these organizations, along with other programming, reached a total of 1,851 contacts for the year. Other activities included: flu immunization clinics, National Latino and Black AIDS Awareness Days, Earth Day, HIV Vaccine awareness, and walk-ins to the Wellness Center. The National College Health Assessment was administered to DCC students in Spring 2010. Results will be shared with the community during 2010-2011 to help guide services and programs.

Damon City Campus Student Services Center

Goal: Provide more comprehensive student and guest programming for Orientation, Advisement, and Registration program.

Status:

Several new initiatives were added to our OAR programming, including a pilot program for distribution of USB drives to selected students for OAR program resource materials, a formal Parent and Guest Orientation program, and providing additional information about technology resources.

Educational Opportunity Program (EOP)

Goal: Continue to implement strategies to improve the academic standing of special populations within the opportunity program.

Status:

The program services were enhanced by offering various academic strategies to first-time and current probationary students through workshops, tutorial support services, intrusive academic counseling, and expansion of student engagement opportunities. Of the first-time opportunity program student, 100% met with their assigned EOP counselor to discuss their academic plan for success. Twenty-one probationary students attended a required workshop (Seeds of Success or the Academic Excellence Seminar) and mandatory tutoring to help further develop their study skills. Of this number, 57% improved their grades during the academic year.

Goal: Expand the assessment of program services effectiveness and the impact on retention.

Status:

Focus groups and point-of-service surveys were administered during the year to determine program effectiveness. Twenty students participated in the focus groups held at the Brighton and Damon City Campuses and the point-of-service surveys will be an on-going project throughout the year. Overall, students were satisfied with the academic services provided and recommended a stronger emphasis on social or recreational events within the program.

Financial Aid Office

Goal: Continue the collaboration with Counseling and Advising, Graduation Office, Registration and Records, and ETS to fully implement SICAS 008. This enhancement in Banner allows for the college to identify students who are taking courses toward their state registered degree program, and thus, count toward financial aid eligibility.

Status:

The SICAS 008 implementation is scheduled to go live in Fall 2010 for Spring 2011 registrations. There are still a number of programming issues to make certain that the college is able to properly measure that student coursework applies to their state registered degree program. The financial aid component involves adjusting awards to reflect the applicable registered courses for both federal and state financial aid. Once the program properly measures this, financial aid adjustments will be made.

Goal: Enhance services by the addition of Financial Literacy information to assist students in managing their financial information in a complex, ever changing economy. Information for students to learn will include balancing personal finances; handling financial aid refunds; managing debt loads including student loans; understanding interest rates and credit; protection from identity theft; and saving and investing.

Status:

The Financial Literacy component is very timely because the concept of providing Financial Literacy to students might become a required part of participation in federal Title IV programs. By providing students with a useful services and endless resources from the Financial Aid website and workshops, there will be beneficial results. As the concept develops, it is anticipated that a college-wide committee will be added to continue to expand programs.

Financial Aid Office

Goal: Examine current assesment methods and tools and enhance the effectiveness.

Status:

The addition of two survey instruments has increased the ability to assess the Financial Aid Office level of service to students: the point-of-service survey cards provide students who have received walk-in service and opportunity to provide feedback and the Survey Tracker provides follow-up detail on service and operations by asking questions which assist in evaluating the level of service, timeliness and accuracy. The initial results for the Financial Aid Office have reflected that service is satisfactory or above to over 75% of respondents. The area for operations to improve is with the language and information provided in the end-user software for Banner.

Goal: Enhance services and communications to students.

Status:

Internal operations and procedures have been enhanced to more directly reflect a service and response mode for MCC students who contact the Financial Aid Office. The length of wait-in-line time and in the telephone queue have been reduced. The communication pieces to students and communication to staff have been enhanced. Procedures have been updated to become more functional and operationally effective.

Graduation Certification

Goal: Implement a new method for using a Student Services survey in order to better assess student satisfaction.

Status:

A collaborated effort has been established with Institutional Research to modify how information is collected. An updated survey was produced and sent to students via email in March 2010. The response rate received from this method of data collection proved to work more favorably than the previous system. Data will continue to be collected using this method.

Goal: Reduce paper consumption in order to support a sustainability initiative, to reduce postage expenditures, and to help students become more conditioned to access their academic information via computer.

Status:

A review was conducted of all correspondence sent out and it was determined that the current practice of sending extensive mailings by traditional postal service could be revised to reduce costs and to more efficiently communicate with students. Correspondence sent by email instead of traditional postal service include: preliminary eligibility, sweep process, early attendance, and probation. Ineligible, pending, and academic suspension correspondence is sent by both email and traditional postal service. Inserts included in suspension/probation mailings were eliminated and students are now instructed to view the information through web-based informational sites.

Goal: Train additional graduation staff members in basic CAPP programming and SICAS 008 financial aid course eligibility standards to better serve students in their academic planning.

Status:

Staff attended several training sessions for SICAS 008. The training sessions assisted staff with reading and understanding SICAS 008 audits and provided information to be better able to assist students with financial aid concerns. Time restraints have continued to prohibit the ability to provide training for CAPP programming.

Graduation Certification

Goal: Train Career Center staff members to program CAPP updates for 2 + 2 programs.

Status:

A training guide is currently in the process of being developed. Training for 2+2 audits will be held during the summer when the updated audits are available.

Goal: Explore the possibility of replacing the current online Intent to Graduate survey and process with the self-service graduation application available in the Banner 8 upgrade.

Status:

After reviewing the documentation provided at the Sunguard Conference, it was determined that if we were to use the Banner 8 self-service graduation application, we would have to change how we collect and process information. The Intent to Graduate process that we currently use, along with the reports and processes developed for us by the Computing Center, more than meet our present needs. We are exploring upgrading to Banner XML or moving to a new degree audit system.

Health Services

Goal: Develop and implement a plan to manage the anticipated health service demand related to H1N1 illness.

Status:

A comprehensive institutional plan was developed to educate and inform the college community about the risks associated with the H1N1 illness. Health promotion and prevention sessions were offered to the college community to build awareness and prepare constituencies throughout the college community. A committee with college-wide representation was organized to plan for the impact on academic and financial status. Weekly public health information messages were developed in coordination with the Department of College and Community Relations and disseminated through the MCC Daily Tribune throughout the Fall semester. MCC Health Services worked in conjunction with Monroe County Department of Health to offer H1N1 vaccinations to the college community, and 2,000 persons received immunizations through the Health Services Department. The department also worked closely with faculty, DCC staff, the departments of Housing and Residence Life and Athletics to safely manage the numbers of ill students on both campuses.

Goal: Achieve compliance with the NYS Department of Health Immunization Bureau audit scheduled for December 2009.

Status:

Staff nurses conducted a comprehensive chart audit of 10,000 medical records to prepare for the audit. The medical records were reviewed and revised to include specific immunization history and document both accuracy and compliance to NYS Public Health Law 2165. New standards for internal consistency in the medical records were developed and implemented. The NYS Immunization Bureau representative completed the audit in December, and MCC achieved full compliance with NYS Public Health Laws 2165 and 2167.

Health Services

Goal: Increase student access to health care through the development of community networks and expansion of health insurance policies.

Status:

Together with the Administrative Services Department and Student Services Administration, Health Services reviewed institutional risk management issues and determined priorities for improving student access to health care. Student feedback was solicited from student customers and through the SGA. There was agreement that the policy required revision to limit students out-of-pocket expense and enhance benefits. Proposals were solicited from multiple insurance brokers to determine quality, cost-effective policies. The college agreed upon a plan to offer insurance to the largest number of students for the lowest possible cost. The plan was tabled during the summer months so that a communication plan to better inform students could be implemented. The goal is to start the plan in Fall 2011.

Goal: Promote employee health through wellness education and programs targeted at reducing health risks.

Status:

Health Services continues its collaboration with leadership in the Human Resources and the Health and Physical Education Departments to promote employee health and limit potential health risks to the college community. The Eat Well/Live Well Challenge was offered again this year as a health promotion program for the college community. Employees received seasonal and H1N1 flu vaccinations as a preventive health program.

Housing and Residence Life

Goal: Conduct ongoing department and student assessment initiatives.

Status:

The Housing and Residence Life Office participated in several assessment activities including program assessment, a housig-experience survey including Resident Assistant and Resident Director interaction and the end-of-the-year EBI survey.

Goal: Develop departmental operational manual.

Status:

The new operational manual was distributed in August at Resident Director training. All staff contributed to the development of an inclusive department manual to be used in the daily operation and job responsibilities for staff.

Goal: Expand upon the StrengthsQuest initiative.

Status:

The staff participated in StrengthsQuest activities beginning with the summer planning meeting. Staff engaged in "Strengths talk" and utilized the language to communicate with each other. StrengthsQuest was used to engage residents who were facing personal or academic challenges on an individual basis.

Goal: Intentional collaboration with stakeholders.

Status:

Collaboration was increased with Health Services, Public Safety and Counseling and Advisement. Programming efforts included flu education, personal safety skills, and "Common Grounds" discussion group hosted by the Counseling and Advisement graduate intern.

MCC Association, Inc.

Goal: Conduct an assessment to determine auxiliary service needs of day and evening students on both the Brighton and Damon City Campuses.

Status:

Once a request for proposal process for dining services was completed, it was determined that the assessment of dining services would be from the focus groups that were held as part of the RFP process rather than a separate assessment tool. The intention was to concentrate on additional assessment in the academic year of 2010-2011, thereby, assessing the new dining services program that will be in place.

Two focus group sessions were conducted at the Damon City Campus by The Rochelle Group to assess the current dining services along with the food offerings, presentation and services provided. In attendance were students, staff and faculty from the Damon City Campus. As a result, participant comments were discussed with the current dining services provider who implemented various changes within the spring semester based on the recommendations.

The feedback provided during the focus groups was also incorporated within the RFP and expressed during a pre-bid meeting held with the dining services companies that responded to the proposal request.

As an additional assessment tool, the dining services manager and DCC City Center Café employees met regularly throughout the academic year with Damon and MCC Association staff to communicate on the operations, if dining services were meeting the needs of students, and what improvements could be considered and implemented.

At the Brighton campus, four focus group sessions were conducted; two with staff and faculty only and two focus groups made up solely with students. Within the student focus groups, residence hall students were included to provide additional feedback from those living on campus. Again, all four groups provided both positive and negative feedback that was very useful in not only providing helpful information to the respondents to the RFP but also with respect to the eventual evaluation of the proposed programs. Further assessment will occur during the academic 2010-2011 year with the new dining services provider.

With the transition to a new dining services company, it is expected that assessment will be initiated by late fall 2010.

MCC Association, Inc.

Goal: Improve the process to request funds from the MCC Association, Inc.

Status:

The Electronic Request Form submission process is 90% complete. During the spring 2010 semester, it was tested by members of the Campus Center staff and feedback was positive. An additional trial is planned for use by a wider group of Association staff members to include Athletics and Housing and Residence Life, as well as advisors to clubs and organization. Training for these next groups will take place during the summer and the system should be fully operational by the fall semester of 2010.

We will continue to work with the college's Computing Department to resolve access issues for students and will proceed with a rollout of the system for that population.

Goal: Improve the Child Care Center playgrounds.

Status:

Conceptually, the Child Care Center director and staff had several discussions on the corporate vision for the playground. The result was a more naturally-developed playground, which would allow the children to play and learn in a more natural setting. In the fall of 2009, Bergmann Associates completed two designs incorporating the visions of the Child Care Center staff. Designs remained in the Child Care Center on display to allow staff of the Center, along with parents, to provide feedback and to allow communication of any concerns or preferences based on the everyday use of the playground facility with young children. With this information, Bergmann Associates designed a final concept.

A portion of the overall design that Bergmann Associates developed will be addressing drainage problems that have evolved over the years due to soil erosion and settling. A quote to provide "bid-ready" blueprints of the necessary drainage work along with the details to install bike paths on the toddler and preschool playgrounds has been received. It is expected that the final work being completed in the Fall.

Funding has been approved up to \$50,000 to be applied to the cost of the bike paths and equipment for all three playgrounds; the infant, toddler and preschool playground. The Center's director will also utilize fund raising monies and grant funds to obtain equipment to complete the playgrounds. These pieces of equipment may not be able to be placed within the playgrounds until fall 2010 or spring 2011.

Public Safety and Security

Goal: Provide a safe, secure and respectful environment and improved quality of campus life for optimum living, working and learning at our campuses.

Status:

Specific emergency-preparedness and response training and exercises have been provided to the campus community on topics such as Pandemic (H1N1), Active Shooter and Shelter-in-Place.

Goal: Promote efficiency and effectiveness of all Public Safety services for the college community through formal assessment.

Status:

All of the security-related functions at the Damon City Campus have been assumed by the college and have fully implemented all of MCC and Public Safety policies, procedures and protocols. The department has fully implemented the new BossCars parking software program and will assess the level of service provided to the college community. Partnerships have been formed with other area SUNY campuses to provide peer assessment for all state and federal hazardous waste management and spill prevention, control and counter measures. Partnerships were developed with other Academic and Student Services offices to provide education awareness and support of the College Civility campaign of "Making Courtesy Common." The department has formalized, tracked and assessed all Public Safety programming efforts and continues to improve, document and assess the crime prevention education outreach to the campus community.