

Athletic Department

Goal: To enhance the student-athlete advisement program by increasing accessibility of information to athletes

Status:

A student-athlete academic advising webpage has been created and a link on the Athletic Department homepage will be available by Fall 2009. The page will include links to Admissions, Counseling and Advising, and the Career Center. Also included will be locations and hours of learning centers on campus, and a description of what is expected of a student-athlete at Monroe Community College.

Goal: Opening of our new PAC facility

Status:

The PAC dedication celebration was held in the fall of 2008 and it was a huge success. Faculty, staff and students are able to use the fitness center and walk on the indoor track during open hours. Classes are held daily in the field house and camps, leagues and events from the local community are scheduled on a regular basis. "Take your Daughters to Work Day" hosted a workshop in the field house this past spring semester. An Alumni Advantage Program is being developed which will allow alumni to use the facility. A PAC center information brochure is currently being created and will include all pertinent information. A brochure that features all MCC athletic facilities is being discussed.

Goal: Work with residence hall directors to improve and update the code of conduct for student athletes

Status:

The development of a code of conduct for student-athletes living in the residence halls has been deferred and will be complete in 2009-2010.

Athletic Department

Goal: Improve upon the reservation of student athlete rooms being utilized in the residence halls

Status:

Meetings were held with the Residence Hall Director and Assistant Vice President of Student Services to discuss the possibilities of securing eight rooms for summer use by the Athletic Department. Additionally it was decided that most of the fall sport athletes will be able to enter the residence halls in August. Athletes who violate Conduct Regulations will lose the privilege of staying in the residence halls during any breaks during the semester.

Goal: To increase and expand MCC's athletic program image, through exposure from different media outlets

Status:

The MCC athletic program had over of 30 headlines in the D&C sports section in the past academic year. Headlines ranged from game recaps to athlete profiles to feature articles. Additionally, the MCC athletic program had one headline on the D&C front page in the past academic year. The MCC athletic program was featured in three television segments that involved the Tribunes' baseball, men's basketball, and women's basketball programs.

Campus Center

Goal: Enhance the Terrace Lounge environment.

Status:

Through the use of signage, new furniture and personal interactions, the Campus Center continued to develop the atmosphere in the Terrace Lounge. The new furniture is stylish and sturdy, allowing more individual students to enjoy time in the lounge without congregating in large groups. The Campus Center staff made a concerted effort to get to know the students who congregate in the lounge and regularly communicated issues, concerns and positive results through conversations, email and at team meetings. A meeting was also held with frequent users of the Terrace Lounge to solicit input. Through these efforts, the staff developed a rapport with several students and gained assistance in resolving problems. Students displaying leadership by reinforcing the expectations for behavior in lounges were publicly rewarded with \$5.00 gift cards for Aramark Dining Services. The Campus Center staff believe that the lounges are quieter, neater and more respectful than in the past two years. These efforts will continue and new ideas will be implemented.

Goal: Continue to develop and implement the Leadership Certificate Program.

Status:

A Leadership Certificate Program brochure and application were developed and distributed on the Brighton and Damon City Campuses. All of the information is also available on the Campus Center website. Posters and student tribune announcements were developed and posted on the campuses. Letters were emailed to a database of student leaders, students enrolled in the LDS 101 classes, CDL classes, and the Model UN course to encourage completion of the additional certificate requirements. Over 300 students attended workshops as part of the certificate program. These workshops included the Campus Center Leadership Workshop series, and selected workshops offered by the Career Center and the Counseling and Advising Center. Faculty members also attended some of the workshop offerings. As a result, Campus Center staff were invited to present the program to faculty in the Automotive Technology Program. Based on this presentation, a specialized leadership certificate is being developed for automotive students. The Campus Center will continue to reach out to other academic departments, faculty and student services departments to expand and enhance the certificate program offerings.

Campus Center

Goal: Implement the 2009 Multi-Institutional Study of Leadership (MSL) and increase student participation from the 2006 study by at least twenty percent.

Status:

The Multi-Institutional Study of Leadership (MSL) has begun. All required documentation from the college has been sent to Survey Sciences Group including student e-mail addresses, school-based invitations to students, and institutional protocols. The survey was implemented at the college on March 23. Five hundred fifty-three students of the four thousand student sample completed the survey.

Goal: Streamline Campus Center processes for student leaders and advisors to access information and assistance in a manner similar to a "one-stop shop" model.

Status:

The Campus Center staff has made and is currently implementing strategies to provide more comprehensive service to student leaders and advisors. The first is the Advisor Roundtable Discussion sessions. Held monthly, these sessions provide advisors with a discussion topic for each, information updates, as well as open time for advisors to talk about issues, concerns or upcoming programs. Approximately 45% of the co-curricular advisor attended at least one session. Data collected showed that the advisors found the information helpful and appreciated the time to spend meeting other advisors and sharing tips, concerns and information. These discussion groups will continue as will a more effective manner of workshops for advisors. The second initiative involves the ways in which staff members work with student leaders. An information survey taken at the reception desk last year showed that students were frustrated with the time it took to see certain staff members and that certain procedures were confusing and inconsistent. All student leaders are being trained together this summer in process, policies and procedures by the Campus Center team. This will ensure that all Campus Center staff members will be able to help any student that comes to the office and that students will not have to see any one particular person for general needs. Procedures have been standardized to ensure that all students receive uniform and quick service and response. A database is also being established to provide accurate shared record-keeping.

Campus Events

Goal: Increase awareness of Campus Events purpose and services

Status:

This goal was to increase the recognition of the services Campus Events offers to the internal and community client. Information sharing was the key initiative and was completed through monthly Tribune announcements, focus groups and the creation of "How to Successfully Plan Events at MCC" seminar. Through information gathered from the focus group and seminar attendees, Campus Events updated the website to move the clients most requested information to the front page. In addition to the work completed on campus, Campus Events hosted three community charity walks and participated in creating MCC teams to complete the Breast Cancer Walk and MS walk, increasing MCC's community exposure. The final community initiative included a target market analysis which yielded a list of 20 potential community clients in the Rochester area. A direct mail marketing piece will be completed this summer to these potential clients.

Goal: Team Building

Status:

The primary focus of the team building goal was to foster an improved working relationship with support services and to create an environment of collaborative problem solving and active engagement. Weekly meetings with the Director of Building Services and monthly focus groups with Operations and ETS have lead to improved lines of communication and fostered an atmosphere of inclusiveness. A half-day team building/brainstorming facilitation session lead to a generation of 65 ideas for process improvement. Campus Events will use this information as focus group topics through 2009/2010. A collaboration between Campus Events and Public Safety offered a training program to Building Services on the topic of special events support. A significant resource replacement project was completed by ETS and Campus Events to secure funding for technology replacement in the campus center.

Campus Events

Goal: Student Learning Outcomes
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Status:

The intended student learning outcomes included streamlining the planning process for students who are organizing events, provide the students proper planning tools to empower them to create successful programming and to ensure student groups were appropriately utilizing event space based on needs and attendance. A student focus group was created and reviewed the current planning process and website. The focus group also provided feedback and critiques of student-planned events. Based on the recommendations from the student focus group, revisions were made to the website, VISIO training was provided to student groups and "talk live" hours were revised. Campus Events will be participating in the Student Leader training held in July 2009. Educating on the appropriate use of event space based on need and attendance has been deferred to 2009//2010.

Career Center

Goal: Implement Optimal Resume, a new software product which sequentially guides students through the resume construction process

Status:

Career Center staff created step-by-step, customized instruction and sample resumes for students to successfully utilize this online technology. Counselors and pertinent support staff were trained in using this product in order to incorporate Optimal Resume into the existing resume writing presentations/workshops which are offered to faculty who require their students to write resumes and have them critiqued by Career Center staff. Additionally, a marketing plan was developed to promote this product to students and faculty. As a result, 186 students utilized Optimal Resume between September 2008 and May 2009.

Goal: Enhance the Resumes-on-File program and strengthen counselors resume writing skills

Status:

One of the objectives of this goal was to screen Resumes-on-File and match them to appropriate job openings in the Job Connection (online job bank created by the Career Center). Although the number of resumes submitted by students and alumni more than doubled since the Fall 2008 semester, the level of participation needed to make this an effective service has not yet been met. Staff members continue to review resumes for possible matches. In addition to the Resumes-on-File program, three staff members are scheduled to take the Certified Professional Resume Writers (CPRW) exam this summer.

Goal: Expand utilization of StrengthsQuest as a career decision making tool for students

Status:

In addition to offering StrengthsQuest to students taking CDL classes taught by the Career Center, SQ was provided to students scheduling individual career counseling appointments. Thirty-four (34) SQ assessments were taken by students seeking individual counseling sessions. Survey responses indicated most students found the information acquired from StrengthsQuest helpful when making career decisions. Additionally, SQ was offered to all students participating in the Jack Kent Cooke Community College Initiative program with the thought that such information would help them write a stronger, more effective essay. Only a few participated in this endeavor.

Career Center

Goal: Expand outreach efforts to faculty and students to increase the awareness of services offered by the Career Center

Status:

Staff members collaborated with teaching faculty and developed programs based on their specific requests. Examples include classroom presentations for specific majors addressing salary information, job prospects and transfer questions. Survey responses from academic department chairs indicated a stronger relationship was forged with the Career Center. Additionally, a marketing plan was developed to expand outreach efforts to faculty and students including offering information tables and updating information on campus LCD screens. As a result of all efforts recorded, student appointments/walk-ins rose from 3,688 in 2007-2008 to 3,926 in 2008-2009 (a 6 ½% increase).

Goal: Develop outreach strategies to more diverse student populations and encourage participation in Jack Kent Cooke programs

Status:

Meetings were held with staff and students in C-STEP, EOP, and Phi Theta Kappa. Agendas promoted the utilization of the Career Center services with an expanded emphasis on Monroe Community College's partnership institutions through the Jack Kent Cooke program (Cornell, Amherst, and Mount Holyoke) and other selective institutions. Numerous students indicated an interest in selective institutions, but needed to complete foundational coursework. The College of Engineering at Cornell did meet with MCC C-STEP staff to establish a relationship. An Excel spreadsheet is currently being utilized to track historically underrepresented students expressing interest in the JKC initiative. Three students applied to Cornell University; one was accepted, one was given a Guaranteed Transfer after completing an additional semester of coursework and one was denied.

Career Center

Goal: Highlight transfer college planning programs and improve visibility of bachelor degree program requirements on 2+2 audit sheets

Status:

A Transfer Planning Worksheet was created and distributed for use when advising students through the transfer process. An abbreviated checklist was also developed to assist students in the later stages of the transfer process. Both tools highlight the importance of developing a transfer college plan and act as visual aids as students move through the process. Additionally, 12 workshops were offered throughout the year for both SUNY and Common Applications reaching 35 students. Surveys indicated students gained useful knowledge and skill regarding completing the application process. Of great importance is the creation and implementation of a web database (using Lotus) which provides direct links to specific bachelor degree programs at four-year 2+2 partnership colleges. Links have been added to the bottom of each individual 2+2 degree audit sheet.

Counseling and Advising Center

Goal: Continue the African American and Latino male retention grant project

Status:

The Brighton campus continued the African American and Latino male retention grant project, "Doorway to Success," by expanding the grant to include the Latino male population and hiring an outreach staff member to specifically engage that population and initiate specific follow-up strategies. For spring 2009 there was one College Orientation Seminar for Latinio males; one for African American males and one for both groups. Recruitment of MCC faculty and staff mentors has been highly successful. A special "Doorway to Success" dinner celebration was held in May to recognize and thank all the participants who are helping to make this program successful and to showcase the success of its students. Two celebrations were held; one at DCC where Dr. Emeterio Otero, Executive Dean was the guest speaker and the other at Brighton, where Vice President Heze Simmons was the guest speaker. This forum also launched "Men of Excellence" which is a club that will give service to other young men in the community. The grant continues to grow and will continue its internal and external partnerships. It has been funded for another year with the hire of a full-time advisor on each campus to support the program initiatives.

Goal: Implement a StrengthsQuest-based support program for students with disabilities

Status:

Students continue to be seen individually and in small discussion groups. Some students were unable to have baseball cards printed because they delayed informing the Disabilities Office of their results. Although students saw the value of knowing their strengths, work schedules and academics took priority. Students verbally expressed interest but needed more time to complete coursework due to special needs. Finding a mutual time for a large group meeting was difficult; but individual meetings with students were very satisfactory with students informally talking with one another, sharing their thoughts. The second group was selected and took the StrengthsQuest assessment and talked informally with staff in the Disabilities Office and members of the first group. They were not able to follow through with mentoring activities due to work and academic schedules. Members of the second group expressed a strong interest in formalizing their group and becoming mentors for the third group which will be formed in Fall 2009. Some members of the first group graduated in May.

Counseling and Advising Center

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

Status:

An internal website has not been developed but "linking" to the Penn State resource has been a great success. More faculty are using this site and office staff continues to meet with faculty to share information. Email is used to share strategies with faculty and link them with additional online resources. An information sheet has been developed to share with faculty along with numerous pamphlets which describe working with students in specific situations. This summer, a newly completed and revised information sheet will be added to the revised edition of the Faculty Handbook.

Goal: Continue to develop programs and activities for Undeclared Option (LA01) students

Status:

Special initiatives were held to address the needs of the Undeclared Option (LA01) students which included: special advisement to individually assist students; advisement held in the residence halls; individual appointments; and sending a letter to the 30+ credit-hour group (about 175 students) in March to come in for advisement and/or program changes. Approximately 3-4 first-year students have been seen each week for undeclared advisement appointments for Fall 2009 registration. Because of the increase in LA01's, there is strong support to offer an additional CDL 110 in the near future. Further discussion continues with the Admissions Office to structure the acceptance of students into LA01 and a marketing brochure is presently being developed.

Counseling and Advising Center

Goal: Enhance placement testing access and services
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Status:

The change to the new Accuplacer 13 platform has been completed as of June 1, 2009 and is working well. Testing continues off campus and will expand to new high schools during Fall 2009 for the 2009-2010 school year. Accuplacer was given at the following high schools: Greece Olympia, Rush-Henrietta, Victor, Gates Chili, Churchville-Chili, Wheatland-Chili, East Rochester, Brockport, BOCES 1, BOCES 2, Charlotte, School Without Walls, Edison Tech and Dr. Freddie Thomas. There are a number of high schools using Accuplacer to assess the math and English level of their high school juniors. Training and test units are provided at cost to the high schools. All current schools using Accuplacer will be contacted this coming fall to disseminate information pertaining to the changes with the new platform. As a continuing effort to enhance placement testing access and services, the development of a "Road Show" for recruiting new high schools is being contemplated for late Septmeber and/or early October.

Goal: Provide point of service assessment
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Status:

This is a division-wide goal that continues to be reshaped for optimum assessment results. The Director of Counseling and Advising will be meeting with the Director of Institutional Research and a member of that staff to configure appropriate assessment processes to be used for point of service assessment. There are two laptop computers that are available to be loaded with new software and an area that has been designated for students to utilize the laptops after a service has been rendered. It is also understood that students may access this survey information on MCC's website if they are unable to complete it at point of service.

Counseling and Advising Center

Goal: Assess counseling services outcomes
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Status:

The charge of the Assessment Committee was to make recommendations concerning counseling outcomes: a) what should be measured to indicate success in counseling; b) how is success measured and; c) what are the best processes/tools/means used to determine student improvement. A committee of counselors submitted a progress report in 2008 and a final draft report in February 2009 with a presentation that was made to the Director of Counseling and Advising. It was determined that there are four key vital signs that can be measured. They include anger, depression, anxiety and physical-somatic. Usefulness of an instrument was to be determined looking at ease of administration, ease of interpretation, validity and reliability, and cost. Several instruments were identified with the internet version of the OQ45 being the instrument of choice. Next steps include a final report for Fall 2009 and implementation of a pilot program beginning Spring 2010.

Goal: Improve staff knowledge of office guidelines and processes

Status:

Work has been completed on a draft copy of Monroe Community College Counseling Center's Practices, Policies and Procedures Manual. A committee of counselors began as an independent work group and solicited feedback from other counselors as the manual was being developed. A draft copy has been given to the Director of Counseling and Advising and the Assistant Director for input which will then be re-routed to other staff for modifications/corrections. Since this is an "ongoing" work in progress, there is a tentative completion of Summer 2010.

Counseling and Advising Center

Goal: Expand the Workshops Initiated towards Needs of Students (WINS) program

Status:

Twenty-six WINS requests were received in the 2008/2009 academic year. Of those 26 requests, 16 WINS workshops were provided. The other 10 were not filled due to a variety of reasons. Of the many workshops offered, Time Management, Academic Advisement and Career Decision Making were the most popular. Others that were requested were Self Esteem and Test Anxiety. The department continues to expand workshop offerings and reach out to other departments to work collaboratively in providing learning opportunities to students. The department is in the process of designing a WINS brochure to help familiarize new faculty to the WINS program and to continue to remind current staff and faculty of services. Efforts are continuing to review and update processes to ensure the WINS program runs smoothly. The student evaluations demonstrated a positive response to the WINS workshops. Eighty seven percent of students felt the presenter demonstrated a thorough knowledge of the subject matter. More than 50% of students agreed that the workshop provided them with new knowledge and/or skills and found the information useful to their academic career. The evaluation revealed that 49% of students would appreciate more workshops. The WINS program received favorable feedback from professors who indicated that the response to their request was timely and they strongly agreed that they would use WINS in the future. Although the majority of the professors did not witness a change in student behavior, they did acknowledge receiving a positive response from their students.

Damon City Campus Student Services Center

Goal: Increase knowledge of wellness concepts and participation of faculty, staff and student in wellness services at DCC

Status:

This goal was developed in order to increase visibility and awareness of wellness services for students at DCC. Activities included: workshops co-sponsored with SEGA such as Nutrition Day and Campus is Fun Day. The MCC Office of Service Learning and the Health and Physical Education faculty sponsored two health fairs during the year and community agencies such as the Eastman Downtown Dental Clinic and the Cornell Cooperative Extension service provided educational programs and screenings for the campus community. Promotional and marketing materials for the DCC Wellness Center were developed and several in-service sessions on wellness concepts were conducted for DCC Student Services staff. Stress management sessions were offered to DCC faculty and staff as a means to promote future programming. The numbers of students participating in wellness-related services and activities increased from 616 in 2007-2008, to over 1,800 in 2008-2009.

Goal: Develop targeted retention strategies for specialized populations

Status:

The former Work Experience Program (now VWEPP) produced new partnerships with the Gateway to College Program, Rochester Transit Service and 292-BABY. The counseling staff gathered baseline data to develop specialized programs for veterans for program development. Financial aid and planning assistance through computer lab instruction was delivered through the Registration and Financial Services staff. A promotional plan for transfer services at DCC yielded a 20% increase in students using the services.

Damon City Campus Student Services Center

Goal: Increase faculty and staff knowledge of the on line registration process and support services available through the Registration and Financial Services Office at DCC

Status:

This goal was created to assess the knowledge level of faculty and staff regarding the online registration process since the move to BANNER, and to provide information as needed. DCC staff met with the Director of MCC's Registration and Records Office regarding details of the BANNER student system and expectations of faculty and staff usage for faculty development. Information about system usage by faculty and staff was obtained. Two DCC anchor programs (HUM and EDU) were consulted for data collection. It was determined that faculty and staff were knowledgeable in both HUM and EDU and understood how to use the current online registration system. Anchor program faculty and staff also indicated that they were knowledgeable with assisting students through the online registration process. The third anchor program (CRJ) faculty and staff indicated no need for additional training with current faculty members. New faculty members were trained as requested. A secondary objective of this goal was to promote the DCC registration and financial services area as the area that faculty could go to for technical assistance. After meeting with all three anchor programs at DCC this collaborative linkage was made.

Goal: Increase knowledge and participation in leadership opportunities for students and staff at DCC through planned collaborative activities

Status:

The Campus Center at DCC and Brighton created and publicized the Student Leadership Certificate program throughout the year. Other DCC Student Services staff were involved in the co-curricular program by serving as advisors to five different student organizations and presenting for the Envision Success and Financial Awareness workshop series. The DCC student leadership retreat included DCC Student Services leadership staff for presentations as well as other DCC campus leaders. Students who participated in student leadership opportunities were nominated by DCC faculty and staff. Nominated students were provided with an opportunity to learn about leadership and leadership opportunities offered at the Damon Campus. The Student Excellence Awards Banquet was a collaborative event between the DCC and Brighton Campus Centers in recognition of student leadership.

Damon City Campus Student Services Center

Goal: Promote sustainability efforts on the DCC campus

Status:

During the Fall semester, Sustainability Day was a program held for students to learn about sustainability activities. A visibility campaign was created using sustainability photos and posters at DCC. The campaign included simple sustainability tips for students. The objective was to promote the integration of sustainability strategies into the lives of students. "An Inconvenient Truth" was a film highlighted to promote a series of discussions at DCC concerning sustainability. Other sustainability programs included Earth Day and a series of Cornell Cooperative healthy living programs. A green/sustainability information display incorporating technological as well as technical resources was maintained on the DCC Campus.

Goal: Develop a parent and community orientation program as part of the DCC Orientation, Advisement and Registration program that promotes the diversity and uniqueness of an urban campus

Status:

The parent and community orientation program at the Damon Campus will consist of tours and informational sessions for parents and guests of students who registered for New Student Advisement and Registration programs at DCC. A pilot program is planned for the summer 2009. Due to DCC Campus Center staffing challenges, the parent and community orientation program will be further developed during the 2009-2010 academic year.

Educational Opportunity Program (EOP)

Goal: Continue to assess program effectiveness to facilitate student success

Status:

A total of 48 incoming freshman students were surveyed from the Summer Program and Intro to College Studies cohorts to determine the effectiveness of services. Results indicated a high level of student satisfaction with services in addition to a higher rate of persistence through spring 2009 for the summer program cohort.

The Learning and Study Skills Strategies Inventory (LASSI) administered as pre-and post-tests to both cohorts yielded vast differences in results. The LASSI assesses the strengths and weaknesses in ten different areas related to the students' knowledge, motivation, and attitude to be a successful learner. The Intro to College Studies cohorts showed an average 20% improvement in all areas while the Summer Program cohort showed an average decrease of 20%. Factors which may have contributed to the differences as indicated by evaluations (instructors and students) and course records were a lack of participation, a lack of attendance, a lack of strong study habits, and/or personal/family issues. Changes in both programs will be made in 2009-2010 to gain a realistic picture of the students' expectations to improve the retention rate.

Goal: Enhance program processes through effective and efficient use of technology

Status:

Implementation of electronic files to enhance the admissions process will be continued as a project for 2009-2010. Changes in staffing in 2008-2009 did not permit this project to be developed and implemented.

Electronic storage of student permanent records will be an on-going project until all documents are imaged.

Educational Opportunity Program (EOP)

Goal: Implement strategies to increase the retention and performance of the African American and Latino male by addressing their needs during the first year of enrollment

Status:

Collaborations will continue with the Doorway to Success Project to encourage students to utilize the services offered to improve the retention rate of this population. There were 80 referrals made through information sessions, one-on-one interviews, admissions letters, and counseling appointments. Of the number referred, 40% plan to return Fall 2009. This shows the project has a significant impact on retention.

Financial Aid Office

Goal: In collaboration with Counseling and Advising and ETS fully implement SICAS 008. This enhancement to the Banner system is designed to provide communication to students at time of registration as to whether a registered course counts in their degree program and subsequently, whether it can count toward financial aid.

Status:

The implementation of SICAS 008 has been very intense at MCC. There are multiple departments and staff members evaluating each part. Due to the complex nature of the way MCC interacts with our students and partnering four-year schools, it is anticipated that this implementation will not be completed until the 2009-10 year. There are multiple 2 + 2 options along with a wide array of articulation agreements that have to be accounted for when determining applicability of student course registration. This goal will continue into 2009-10.

Financial Aid Office

Goal: Enhance all facets of the MCC scholarship programs and processes

Status:

The MCC scholarship process is designed to meet the needs of students and includes information about the availability of funds, the types of awards, the selection and awarding process, and the application procedure. To make this program most effective, it requires the teamwork of several MCC areas, including the MCC Foundation, the Financial Aid Office, the Computing Center, the Controller's Office, and various academic departments. In order to enhance the application process, work was completed with Computing to create an online application through Banner Self Service. As a result, the number of applicants doubled over the prior year when the only application was through a paper process. Not only did the online application provide better service to students, it also enhanced the financial aid scholarship awarding process. The results of the online application fed into a database that was used to match eligible students with appropriate awards. As a result, the selected students most closely matched the criteria set forth. An additional bonus to this process is that Computing assisted in setting up an automated process for scholarship award letters after the selections were complete. This information was compiled into an Excel report that was then shared with the MCC Foundation. The Foundation then assisted in communicating to the donors, and reached out to get students to send thank-you letters to the donors. During the course of the year, there were also advances with the Controller's Office to allow departments access to the financial summary of their awards so they would know the amounts available to them each year. The process will continue its enhanced structure into 2009-10 as we introduce the newly designed brochure and continue to improve the recent additions.

Financial Aid Office

Goal: Implement enhancements to financial aid systems based on recent legislative changes including Reauthorization of the Higher Education Act

Status:

The last three years have seen a flurry of legislated changes to the Federal Title IV Programs. These legislative changes include the College Cost Reduction and Access Act; the Higher Education Reconciliation Act; the Ensuring Continued Access To Student Loans Act; and the Higher Education Opportunity Act. These legislated changes were adopted with the goal of providing expanded opportunities for students. A direct result is that every college had to implement changes in order to remain compliant. The Higher Education Opportunity Act was passed in 2008 and has a series of items that require implementation between August 2008 and August 2010. Some of these items include consumer information and require changes for other departments on campus. The Financial Aid Office has had to disseminate this information to the impacted areas and provide coordination so that MCC remains compliant with the federal requirements. This process will continue as we approach more implementation dates.

Goal: Enhance financial aid processes and communications to more fully maximize financial aid opportunities for students

Status:

Communications to students have continued in both email and postal mail format with the goal of using email Spring 2009. Student access to financial aid services continues to be available in person, phone, email, and via the web. There were a number of web enhancements so that students in all stages of the financial aid process could receive more clear and up-to-date information. An area that needed additional emphasis was for residence hall students who needed to have their payments processed. To that end, a collaboration with the MCC Association resulted in the hiring of a staff person to concentrate on this particular group of students. The action resulted in a better process for families that enabled the college to collect funds on time and help families plan for expenses. The office was able to fully implement programs that have been newly introduced from legislation such as ACG Grants, NY Leaders of Tomorrow scholarships, and Part Time TAP awards.

Financial Aid Office

Goal: Expand and evaluate assessment methods and techniques

Status:

The development of the web-based Point of Assessment survey was introduced and will continue to be enhanced through the course of the 2009-2010 award year. This student communication provides feedback that assists with program planning. As a result of the initial implementation, it was determined that students needed improved access to their financial aid data. The use of phones has become a primary method for student receipt of data and staff schedules were adjusted to more fully meet the needs of students.

Graduation Certification

Goal: Gather input and feedback from students and college personnel by using the Point of Service tool to aid in the assessment of services performed by the Graduation Office

Status:

The Point of Service survey initiative was developed as a way to gather input from students to measure student satisfaction with the services of the Graduation Office. The results will be used to assess the office's efficiency and enhance services. However, it was discovered that due to the nature of the office, students were not willing to take the time to complete the survey in-house. In a continued effort to reach students, the survey request was marketed through the distribution of business cards at the front desk. The results were better, but not complete. A meeting with the Computing Department launched a different approach to contact students by developing an email notification to the students who visited the Graduation Office during the spring semester. A more permanent and organized method for survey solicitation via email is currently being developed by Institutional Research. This method will be coordinated with other offices and is designed to contact students at optimal times.

Goal: Possible implementation of Degree Works (a comprehensive degree audit and registration tool supported by Sungard)

Status:

The CAPP Specialist attended the Sungard conference in the spring and participated in several sessions highlighting Degree Works. In these sessions the pros and cons of Degree Works versus CAPP were discussed. Degree Works is a comprehensive and practical tool that would serve the college's needs well in the areas of academic advisement, registration, and course planning. It is more sophisticated than CAPP, and does not have some of CAPP's many limitations. However, taking into consideration the amount of time, money and resources that have gone into the implementation of CAPP at MCC (development, programming, training of faculty and staff.) as well as the impending implementation of SICAS 008 (software that uses CAPP to determine course financial aid eligibility), the Graduation Office decided that a discussion to move to Degree Works should be postponed to a future date.

Graduation Certification

Goal: Implement an online Course Substitution/Waiver authorization process for department chairs and the Graduation Office

Status:

Currently the Course Substitution/Waiver process is performed by using a three-part paper authorization form. The college requires the signatures of both the program department chair and the course department chair. The form is then forwarded by interoffice mail to the Graduation Office to be programmed into the Banner system. While this method gets the job done, it is often quite time-consuming and paper-intensive. In an effort to streamline the process, speed up the time it takes for the course adjustment to appear on the student's record, and improve record security, the Graduation Office had several discussions with the Computing Department to examine various possibilities of an online process. The Computing Department will be working on a way to automate the process by using a combination of work-flow and survey software.

Goal: An electronic message will appear on the self-service registration page as a reminder to students to file an Intent to Graduate application upon final registration. A link to the application will be added to the same page.

Status:

In an effort to help students apply to graduate in a timely fashion, the Graduation Office looked for another avenue whereby students could be notified to file their Intent to Graduate application. In collaboration with the Registrar, the Graduation Office decided to put a notice on the self-service registration page for students to see as soon as they made their schedules online. The Computing Department also added a link on the same registration page to the online Intent to Graduation application. This should help reduce the number of late filers and aid in the determination and notification of graduation eligibility prior to the beginning of the student's last semester.

Health Services

Goal: Establish methods to improve student health requirement compliance and recordkeeping. Implement NYS Immunization System (NYSIIS), a public health initiative to improve the recording, tracking and retrieval of health immunizations. Implementation of the NYSIIS system will require integration with the existing Banner information system.

Status:

Staff members completed webinar training and registration in April 2009 to access the statewide database for immunization information. The training will assist staff to retrieve health requirement data on new student admissions in an efficient manner, and will reduce non-compliance due to lost or misplaced immunization history. An internal medical record chart audit is being conducted on approximately 8,000 records to ensure that the records meet consistency standards, the immunization history is complete and located in all medical records.

Goal: Offer student learning opportunities to promote health and wellness in the Health Services Department and throughout the college community

Status:

Health Services professionals provided education and training opportunities to 36 nursing students during the Fall and Spring semesters who were enrolled in the Community Health 214 course. Each student received individualized supervision and mentorship in comprehensive nursing assessment and health education. Students developed skills in community-based care and learned about community health resources. Completed student evaluations consistently report high levels of satisfaction with the student learning experience. A series of health education programs on alcohol and drug use, sexuality and violence prevention were offered to students living in the residence halls. Orientation and health promotion education was offered to students in the EOP program and the Doorway to Success Program, as well as the Resident Assistant training program.

Health Services

Goal: Promote the health and wellness of the college community as a whole in collaboration with Human Resources and key stakeholders within the institution

Status:

Health Services collaborated with Human Resources and Academic Services to promote health through offering a series of health and wellness education programs for staff and faculty. In October the group launched the grand opening celebration of the PAC Center to encourage staff use of the new fitness facility. Together with the college's health insurer Excellus Health, health education programs were offered on smoking cessation and other health improvement behaviors. Excellus-sponsored flu vaccines clinics were scheduled for both campuses. The "Eat Well, Live Well Challenge" walking program was offered again this year with significant college community participation. Health Services provided institutional leadership to the Pandemic Planning Committee to respond to the public health concerns posed by the H1N1 flu pandemic. The department works collaboratively with the County Health Department to identify, diagnose, and report incidence of communicable diseases.

Goal: Develop preventive health strategies for at-risk students with health and behavioral issues in conjunction with Student Services Administration, Counseling Center, and Housing and Residence Life

Status:

Students presenting for treatment in Health Services are comprehensively assessed for potential health risks. Preventive education and services are provided to reduce health risks, promote health, and foster academic success and retention. Follow-up care and monitoring for treatment compliance promotes student retention and reduces the risk of medical withdrawal. Collaborative relationships with Student Services administration, Counseling Center and Housing and Residence Life staff foster coordination and reduce fragmentation and redundancy in service delivery.

Health Services

Goal: Develop plan to manage the increased demand for services in the Health Services department. Assessment and evaluation of current service utilization underway in preparation for revised procedures.

Status:

Health Services revised its registration database in Summer 2008 to accurately determine departmental service utilization. Health Services contacts increased in 2008-2009 to 5,428, an increase of 24% (1,012 contacts) over the 2007-2008 year. The staff worked together to expedite services and reduce redundancy in medical career student health clearance, athletic clearance and nurse practitioner referrals. Students received expanded services in accessing referrals to specialists, urgent care agencies, and state-subsidized health insurance programs for underserved populations.

Housing and Residence Life

Goal: Institute sustainability efforts in the residence halls

Status:

Housing and Residence Life joined Aramark Food Services in utilizing reusable mugs for the academic year. The "Black & Gold Goes Green" mugs were distributed to all of the residence hall students for the Spring semester. Students were encouraged to bring the mugs to all programming events and received a discount incentive for using the mugs in the Marketplace.

Goal: Introduce and implement the use of learning outcomes as the foundation for departmental objectives

Status:

Housing and Residence Life utilized several identified learning outcomes in shaping programming and judicial practice. The resident directors were asked to meet with all students who were placed on academic probation in an attempt to educate the residents about the resources available on campus.

Goal: Extend and build upon campus and community partnerships

Status:

Housing and Residence Life continued to develop relationships with the campus and the community including Health Services, Counseling and Advisement, Public Safety and Academic Services. Math faculty volunteered to tutor residence hall students at the beginning of the Spring semester as a result of residents communicating frustration in math courses.

Goal: Implement, track and assess retention strategies for residence hall population

Status:

Decreased the number of residents leaving the residence halls through clear communication and promotion of policies and procedures. The director met with all residents requesting housing release and many of the students decided to remain in the residence halls. The StrengthsQuest initiative was also a tool to retain residence through increasing self-knowledge and academic commitment.

MCC Association, Inc.

Goal: Increase the awareness of the Monroe Community College Association's purpose and activities

Status:

A new logo was developed this year and has been placed in service through the use of new stationery and other commemorative items. During the summer, promotional items will be procured with this logo for use at college-wide "open-house" type events in the fall. A new MCC Association brochure will also be available at that time (summer production) to increase college-wide awareness of the Association entities and the respective contributions to the college.

Goal: Increase the vitality of dining services on the Brighton and Damon campuses while emphasizing food safety.

Note: Since this goal involves an outside organization, the intended outcomes and assessment tools will need to be developed in conjunction with the dining services staff. Since the dining services manager and catering manger are both new to our campus at the time these goals are being developed, it is difficult to include specifics.

Status:

Even though the objectives for this goal have been attained, improvement of food service offerings and customer service will be a high priority for the college food service provider for the 2009-2010 academic year. Many improvements were achieved this past year and Aramark remains committed to excellence in service and is working with faculty, staff and students to ensure satisfaction.

Goal: Improve submission of request for funds for student and faculty/staff to access Monroe Community College Association, Inc. funds

Status:

Business Office staff have been diligently working throughout the year to bring a more effective way to process paperwork to the college community via the use of an online "green and white" form. Staff members continue to work with ETS staff members to develop necessary software programs to make this type of system operational. Current goal completion is 50% with the anticipation that this online process will be in service by end of year 2009.

MCC Association, Inc.

Goal: Improve the Child Care Center playgrounds
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Status:

During the 2008-2009 academic year, plans were established on how to revitalize/reconstruct the MCC Child Care Center playground. Funding was not available to provide the most optimal construction of a more natural learning environment; however, a contingency plan was developed early on and was activated to order new playground equipment to replace outdated equipment, enlarge the bike path currently used by the children at the center, and improve the look of the playground. Staff members also attended a workshop in Syracuse during the spring to determine how small low-cost improvements could be made to accomplish the learning objective of increasing the natural learning-through-play environment. The playground should be fully functional by the end of July 2009.

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:

At Damon Campus we conducted a four-hour incident command training session, the plan software overview and a two-hour tabletop and scenario overview. DCC guides were updated and an emergency notification protocol using Outlook and telephone paging was established. There was a two-hour refresher program on roles and responsibilities in an emergency for administrators. Numerous security and safety awareness programs were offered throughout the year on campus emergency preparedness and "Recognizing and Responding to Threats of Violence." Completed the college's Plan for the Point of Dispensing (POD) which was submitted to the Town of Brighton for inclusion in the County-wide plan. Public Safety began publishing a Crime Prevention Tip of the Month in the Daily and Student Tribunes and the Community Policing Officers have begun and new "adopt-a-residence hall" program. The College Civility committee was formally established and will be providing a variety of educational awareness and outreach efforts in the upcoming year. The new Brighton Campus Smoking Policy was promoted and enforced.

Goal: Promote efficiency and effectiveness of Public Safety services for the college community

Status:

Ten of our Public Safety officers were sworn in as Campus Peace Officers in February 2009 and are continuing with the completion of the course of study for Peace Officer certification. They will graduate in October 2009. The new parking database will be purchased and implemented in the Fall 2009 semester with an incremental plan for data conversion. The College Emergency Response Team (CERT) is reporting directly to Public Safety and is in the process of improving operations and communications.