



**MCC
ASSOCIATION**



2018 ANNUAL REPORT



EXECUTIVE SUMMARY



Virginia (Ginny) Geer-Mentry, Executive Director
Lisa Truman, Assistant to the Executive Director
Teri Clemenson, Finance Manager
Anne Barker, Manager, Child Care Center
Jamia Danzy, Director, Residence Life
Pamela Hutton, Publications Coordinator
Jaime Smith, Operations Coordinator
Jon Spike, Human Resources Manager/Driven HR
Charlene Suter, Bookstore Manager
Thomas Van Pelt, Catering Director, Sodexo

The Monroe Community College Association, Inc is a 501c3 corporation formed in 1962 to provide auxiliary service for Monroe Community College as well as the Bookstore, Richard M. Guon Child Care Center, Housing and Residence Life, Photo ID, Food Service, Vending, Publications and graphic design for student clubs and organizations. The MCC Association, Inc. is the fiduciary to the Student Life Fees. The Student Life Fees support Athletics, Orientation and First Year Experience Programs, Clubs and Organizations, Commencement, Student Leadership Training, Student Government, Campus Activities Board, Creative Arts, the college identification card and support of the student email help desk.

Our Mission is to work in partnership with Monroe Community College to enrich the experience of our community by providing innovative and collaborative programs and services designed to inspire students to achieve academic excellence. The Association's purpose is to support student leadership, personal growth and lifelong learning.

Summer 2017 was an exciting time for everyone at MCC. The Downtown Campus opened. The MCC Association worked hard during the early summer to successfully open before students returned. The new bookstore and student service desk, 321 Café and a new photo identification office opened in August to help students get ready for the fall semester.

In addition to serving Monroe Community College students, the MCC Association entered into two new agreements with Rochester City School District this year.

The first provided the Rochester International Early College High School with photo ID's and meals, as it moved two grades into the new Downtown Campus. The over 100 students received breakfast and lunch at the Downtown Campus which is now home to the eleventh and twelfth grade of the high school.

The second was an agreement with the Guon Child Care Center to provide Early Pre-Kindergarten and Pre-Kindergarten at the Brighton Campus to three and four-year-old children living within the City of Rochester. Both programs are free to city residents and provide transportation.

The MCC Bookstore made a significant change to its operating model this year. After many years of shelving its books by class and having customers roam through the shelving to find their own textbooks, the store changed to shelving its books by author and hiring staff to select the correct texts for students. The new service required some changes in staffing and set up, but it reduced the theft of texts considerably and helped students get the correct texts and also helped to reduce returns.

The MCC Association Board will support the work of the MCC Association and provide mission-based leadership and strategic governance. While day-to-day operations are led by the Monroe Community College Association's Executive Director, the Board-Executive Director relationship is a partnership, and the appropriate involvement of the Board is both critical and expected.

The Association Board unanimously voted to replace the synthetic turf on DiMarco Field. The turf was well beyond its fully depreciated life and was starting to have dips and small rips. The field was replaced in the spring of 2018 with a new Tribune head and was ready for Summer Camps as well as for the fall Season.

The Association Board voted to help support students with lack of resources through DWIGHT (Doing What Is Good and Healthy Together), the MCC Food Pantry, by financially contributing the construction of the new location. The board unanimously supported purchasing the new doors and renovations.

The board also unanimously voted to have a feasibility study completed on the Women's Softball Field. The Women's Softball Field is over fifteen years old and is not draining as well as needed for early spring games. The feasibility study looked at keeping the current location and frame of the field but would replace the natural grass with synthetic turf. The results of the study will be reviewed by the Association Board during the 2018-19 Academic Year.

The MCC Association Board challenged me to improve communication during my annual evaluation. My goal for the 2017 – 2018 fiscal year was to improve communication with all members of the Association. To do this, Town Hall Meetings were created and completed. All Association Team Members are invited to a Town Hall Meeting. The meetings are held at various times for each area to make them convenient for staff to attend. I give a short presentation about what is currently happening, including key initiatives or financial constraints and then I open the meeting up to questions. The meetings are held at least three times per year. The response to these meetings has been very positive and we will continue them.

My goal for the 2018 – 2019 year is an Employee Engagement Committee. The committee will not be run by me, but by staff who are determining what events to have and what options all Association staff will enjoy. The first event was to honor monthly birthdays and was a huge success.

The MCC Association Management Team participated in two retreats. The first in fall 2017 focused on the book by Patrick Lencioni, *The Five Dysfunctions of a Team*. The team read the text in advance, surveyed its direct reports and during the retreat the results were shared and strategies around how to gather trust to allow conflict and creativity were discussed. The Spring Retreat was dedicated to goal-setting with small group work to create the goals for each as you will see later in the report.

I continued to work on professional development through participating in both SASA, the SUNY Auxiliary Services Association as its Treasurer and Executive Team Member and NACAS the Nation Auxiliary Services Association through attendance at its annual conference. In addition, I presented at the SASA Annual Meeting in January 2018 as part of a panel on Auxiliary Service Board Management.

Ginny Geer-Mentry

Executive Director
MCC Association, Inc.

NEW YEAR - NEW CAMPUS



FROM ORIENTATION TO GRADUATION



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17

OUR MISSION IS TO WORK IN PARTNERSHIP WITH MONROE COMMUNITY COLLEGE TO ENRICH THE EXPERIENCE OF OUR COMMUNITY BY PROVIDING INNOVATIVE AND COLLABORATIVE PROGRAMS AND SERVICES DESIGNED TO INSPIRE STUDENTS TO ACHIEVE ACADEMIC EXCELLENCE. THE ASSOCIATION'S PURPOSE IS TO SUPPORT STUDENT LEADERSHIP, PERSONAL GROWTH AND, LIFELONG LEARNING.



OUR VISION: The Association's intent is to provide superior services to the college community.

OUR VALUES

FINANCIAL STEWARDSHIP

We practice sound financial management and are committed to ensuring efficient and effective use of our resources.

SERVICE EXCELLENCE

We support student excellence by providing the highest quality service.

ACCOUNTABILITY

We are answerable to our students, customers, Association board, each other and the greater college community.

COMMUNITY

We respect the values, feelings, and interests of all members of our community without exception.

INTEGRITY

We adhere to ethical principles of honesty and fairness.

TRUST

We rely on the character, ability, and truthfulness of each other and the clarity of our vision.

MCC BOOKSTORES



Chari Suter, Manager
Krista Fathergill, Accounts Receivable Supervisor
Alyssa Farruggia, Marketing
Kyle Ganter, Shipping and Receiving Supervisor
Jodi Gentile, Accounts Receivable Assistant
Cheryl Holowka, Accounts Payable Administrator
Darren Kwiatkowski, Textbook Manager
Kaleigh Shannon, Textbook Assistant

The Bookstores at Monroe Community College are operated by the MCC Association, Inc. Bookstore profits are used by the Association to fund projects and activities that enhance student life. The MCC Bookstores serve the students, staff, faculty and the public. These services include the ordering and stocking of textbooks, course materials, technology products, spirit wear, school supplies, snacks and beverages, gift items and commencement regalia.

In fall of 2017, after years of planning, construction and design, the bookstore at DCC's new downtown campus, opened.

The Association was part of the design and development of the New Downtown Campus spaces for both the Bookstore and Dining Services. The goal was to provide true and functional spaces for students using these areas. The end result was a Bookstore that has the proper space to display a full range of merchandise, as well as areas for Book Buyback, cash handling, storage and to highlight sale and seasonal items. The Downtown Bookstore is now integrated in terms of its look and space footprint, and looks and feels like a real store. We are able to provide much more in terms of supplies and sale items.

The Bookstore implemented Clerk Service at the Brighton Campus. Instead of a student pulling their books from their schedules, a bookstore staff person chooses the books for them, which helps to control the crowds and keeps lines moving. A new shelving process was implemented at both stores. Books are shelved by author versus the course and section. This saves space, which enables us to shelve more course supplies with the books. It also saved time with re-shelving books. There was more staff on hand to help with student book lists and answer questions, as well as to converse one-on-one with students to provide better customer service.

The Laptop Refurbished program was implemented. More refurbished laptops were sold in the fall of 2017 semester than all laptops and tablets in the fall of 2016, saving students \$50,000 overall. These laptops are cheaper and attractive to students who may not be able to afford a new one. We sold 36 less refurbished laptops in the spring 2018 semester than in the fall 2017 semester.

The bookstore also implemented the Loyalty Program, a points-reward system for students, staff and faculty in the spring of 2018. As of May, 2018 there are 7,066 loyalty members. Every dollar spent is a point earned.

The Bookstore has begun a Focus Group for selected students designed to gather information regarding bookstore goods and services, textbooks, customer service, and the website and is to be held once every three to four weeks. This information will be assessed to enhance the bookstore operation. The Focus Group surveyed Student Leaders and Residence Hall students at the end of the spring semester to gain additional data outside of the formal focus group.

The Bookstore created and implemented an Adoption Process protocol for the fall semester. Staff collects adoptions or book orders for the upcoming semester. The more adoptions we have and the earlier we have them, we can purchase more used books. Returns dropped 25% in the spring.

Adoptions for fall and summer 2018 was at an 85% completion rate for May buy back. During this buyback 4,200 books were purchased and \$126,690 was put back into students' pockets.

Implemented Rental Program

Fall 2017	Qty. of Books	Rental Price	Shelf Price	Savings to students	
Brighton	993	58,644.20	89,805.91	31,161.71	
Downtown	127	9,370.80	14,739.88	5,369.08	36,530.79

Spring 2018	Qty. of Books	Rental Price	Shelf Price	Savings to students	
Brighton	1,286	66,948.90	111,419.98	44,471.08	
Downtown	135	7,969.25	14,630.58	6,661.33	51,132.41

Approximately 5,868 students used Financial Aid in the fall, 2017 semester.

General Book \$2,350,138.77

Direct Billed Agencies \$ 96,207.01

Billed to college:		
General Book (includes EOP and AmeriCorps)	5,637	96.1%
Direct Billed:		
ACCES-VR	127	2.2%
Veterans	7	.1%
Rochester Early College	30	.5%
Various Other Agencies: (Rochester Works, Finger Lakes Works, Miscellaneous orgs.)	67	1.1%

Staff Changes:

Hope Breen, Assistant Buyer/Merchandiser left in June, 2017.

Alyssa Farruggia was hired for that position in August, 2017.

Paul Sowinski, Shipping and Receiving, after 30 years of service, retired on May 31, 2018.

Employee Training:

Darren Kwiatkowski and Alyssa Farruggia attended a Systems Training in October in Columbia, Missouri.

The Textbook Adoption Protocol and Procedure Manual for Faculty was created, which is a

imeline that helps to guide teachers through book adoptions and encouraged them to submit online.

BUSINESS OFFICE



Teri Clemenson, Finance Manager
Sarah Brasfield, Service Desk Attendant
Janna Davenport, Accounts Clerk
Raquel Heath, Service Desk Attendant
Maribel Maldonado, Resident Life Financial Aid
Michele McGrath, Service Desk Attendant
Amy Wischnowski, Business Office Supervisor

The Business Office is responsible for all of the MCC Association financial decisions which also includes Student Life and Leadership, Athletics, Orientation, Photo ID, Bookstore and Graduation. Some of the services that the Business Office Service Desk provides are check-cashing, sales of bus passes, postage stamps, discount movie tickets, locker rentals and photo ID replacements. Emergency student loans, financial aid meal plans and Housing and Resident Life parking passes are also processed by the service desk.

The Business Office has completed the creation of the online Purchase Requisition Form. The online form was built upon the existing paper form. Working in conjunction with the IT department, this form was created to streamline the approval process, making it more efficient and saving on paper waste. The benefits of this new form are that it costs less and is more accessible than before.

The Financial Edge Accounting software was converted to a Web-based version, which is more secure, and is backed up regularly so it does not have data loss. It is not on-site. It is accessible from everywhere, not just at work.

New registers were installed at the Service Desk that download into the accounting software, eliminating the need to manually enter transactions.

The service desk processed the following transactions between 7/1/17 and 5/31/2018:

- Inventory sales - \$20,172.49 (2807 transactions)
- Check Cashing - \$203,714.39 (1423 transactions)
- Photo ID's - \$7,470 (747 transactions)
- Meal Plans – fall 2017 - \$204,645 (908 transactions) and spring 2018 - \$172,073 (67 transactions)
- Club Deposits/Received on Accounts/Meal Money - \$86,918.03 (340 transactions)

The Business Office became the facilitator between the Wellness Program PIYO (Pilates and Yoga) and its consumers. The customers of this program send their payment to the Business Office, who in turn makes a payment to the instructor.

The Business Office has stream-lined the Residence Hall Security Deposit Refund process. Bringing the refund turnaround time from 3 months down to 2 days.

Employee Training:

Cross-training is on-going. The goal being to provide continuous coverage in the case of vacations or absences. Certain employees have been selected to be trained as a Notary Public.

BUSINESS OFFICE CONTINUED..

Retreats:

The annual retreat was held to determine goals, encourage team building and discuss employee training opportunities. Jodi Oriel helped with team building and True Colors. They discussed both departmental and personal goals for each employee.

Continuing Education:

Looking forward, the goal is to teach staff to better utilize Financial Edge.

New Hires:

In September of 2017, Raquel Heath was hired as a part-time attendant for the Service Desk.

In May, Ms. Heath became the interim Residence Life Receptionist, replacing Babeth Gayle who left to pursue other opportunities.



GUON CHILD CARE CENTER



Anne Barker, Manager, Child Care Center
Tiffany Van Auker
James Cunningham
Eight (8) Lead Teachers
Eight (8) Caregivers
Fifteen (15) Student Workers

The Richard M. Guon Child Care Center is a department of the MCC Association, Inc. Their professional staff provides quality Early Care and Education to MCC students, faculty, staff, and the community since 1991. The Center is licensed by the Office of Children and Family Services to provide this early care and education for 96 children, 2 months of age up to when they go to kindergarten. The center employs 19 professional staff members (Administrators, Lead Teachers and Assistant Teachers/Caregivers) and employs approximately 15 student workers each semester.

The Center is a demonstration site for MCC students and community caregivers to observe best practices, such as primary caregiving and continuity of care. MCC Education and Human Services students complete observations and practicums in Child Care Center classrooms as do SUNY Geneseo Early Childhood Education students. During the 2017-2018 school year, close to 100 students completed assignments at the Guon Child Care Center. Students from Margaret Osenbach's ESOL class visited the center each semester to read children's books to the preschool children.

The Child Care Center was selected as a Rochester City School District site for EPK (Expanded Pre-Kindergarten) for 3 year olds, and UPK (Universal Pre-Kindergarten) for 4 year olds, starting with the 2018-2019 school year. The free program will be offered from 9:00 AM to 3:00 PM with wrap-around care (care provided before and after the school day) provided for a fee. The Child Care provides bus passes for families needing transportation. It will serve up to 30 students. These services offer parents who reside in the City of Rochester expanded opportunities for aid and cost reduction. This 10-month agreement runs through June 2019, with an option to renew for up to four additional one-year terms and contingent upon state renewal of grant funding.

The Guon Child Care Center held an Open House in November. Flyers were distributed to local area businesses in the surrounding area. There was a good response and it helped to bring in new students whose families may not have known about the Child Care Center.

The Child Care Center kitchen was remodeled over December and January. The funding for the \$30,000 project was provided by the Davenport-Hatch Foundation. The Center moved temporary food service operations into the Center's Large Motor room during the renovations.

Just as the kitchen renovations were finished, the heating/air conditioning unit serving the Large Motor room broke down. The unit was replaced and the Center's roof was restored after suffering wind damage.

The center is preparing for the renewal of their National Association for the Education of Young Children (NAEYC) Accreditation. The renewal visit will occur sometime over the summer.

CHILD CARE CONTINUED..

As part of Roc the Future, 3 year olds participated in GROW screenings to check vision, height, weight, and dental. Hearing and speech screenings were done in spring. This can help to identify any special needs or concerns when the children are young and they can get started on a course of action a year before they start school.

In June, the Center received word that MCC had been awarded nearly \$293.00 from the US Department of Education for low-income student parents to receive on-campus child care services through the Child Care Access Means Parents in School (CCAMPIS) grant for the 2018-2019 school year. This grant allows MCC to offer 33 subsidized child care slots during the fall and spring semesters.

Mary Ann DeMario, a Specialist for Institutional Research and also a Guon Child Care Center parent, presented at a convening in New York City on research. It was demonstrated that MCC student parents who used the center between 2006 and 2014 had on-time graduation rates triple that of the student parents who did not use the center.

In addition, the Child Care Center has been certified by the National Association for the Education of Young Children.

New Hires:

Samantha Cooney, Infant/Toddler Caregiver. She is an MCC Graduate.

Mary Mungovan-Moss, UPK Assistant Teacher. She is a graduate from MCC and SUNY Empire State College.

Elizabeth Kita, Caregiver.

Felicia Perham, Caregiver and Acting Lead Teacher.



PUBLICATIONS CENTER

Pamela Hutton, Publications Coordinator

Publications provides graphic and marketing services including, but not limited to, flyers, handbills, posters, banners, coupons, tickets, t-shirts, booklets, programs, invitations, signage, business forms, social media ads and other items as requested.

This department predominantly serves the following groups: student clubs and organizations, Office of Student Life & Leadership Development, Student Services, PRISM Multicultural Center, Model UN, Creative Arts, The Downtown Campus, FYE/Orientation, MCC Association, Inc., Child Care, Bookstore, Housing & Residence Life, Athletics and Sodexo.

This year work was done on several large projects with multiple design pieces for the League of Innovation, Women's Lacrosse Nationals, the One Love campaign and the design for the Creative Arts Brochure. The League of Innovation required coordination of pieces like labels, welcome signs, banners, mementos and printed documents. These all had a look that highlighted and welcomed the League delegation to Rochester and Monroe Community College.

The website was updated to provide essential information and forms for students and staff use. These forms assure that jobs get properly formatted, printed and accounted for. The Publications website gets periodic updates and we are working on adding a project gallery to highlight recent and high impact jobs.

We purchased exciting software for creating short and appealing marketing videos, as well as a new Canon large format printer. It can print specialty items like long banners and photo quality items. It also uses specialty stock like vinyl, sticker paper and photographic paper. This printer is more economical than the previous one, and paper is all or partially-recycled materials, helping the office to be more sustainable.

We are working to create an online request form that can be filled out by the customer to be used in the future.

We successfully adopted new office hours for students for the fall 2017 semester.

New Hires:

Publications successfully shared a student worker with Operations during the fall 2017. She did printing for Housing & Residence Life and sorted paper for six hours per week. In the spring semester, the department welcomed a part-time aide.

Jobs Completed July 2017 – May 2018

Clubs/Organizations	175
Office of Student Life	121
PRISM	25
Model UN	8
Creative Arts	10
Downtown Campus	73
FYE Orientation	54
MCC Association, Inc.	23
Operations	4
Child Care	8
Bookstore	42
Athletics	43
Housing & Residence Life	97
Sodexo	4
Miscellaneous Jobs	17
Total of Jobs Completed	704

(Approximate) Number of Unbilled DESIGN ONLY Jobs: 35

HOUSING & RESIDENCE LIFE



Jamia Danzy, Director
Nicholas Walton, Assistant Director
Susan Bielinski, Administrative Assistant
Matthew Briars, Resident Director
Brandon Emerick, Resident Director
Daniel Islam, Resident Director
Katherine Liquori, Resident Director

The Office of Housing and Residence Life provides housing to 772 full-time students at Monroe Community College. The office staffing includes 1 Administrative Assistant, 1 Receptionist, 1 Assistant Director, 1 Director, and 4 Residence Hall Directors. 20 Resident Assistants who are student leaders, live in each Residence Hall and serve as paraprofessionals within their respective communities.

The Housing staff works hard to create a sense of belonging to the greater campus community for Residence Hall students. It facilitates programming that is both social and educational. Housing staff partner with many campus offices including, but not limited to, Counseling, Public Safety, Career Services, Health Services, and Student Rights and Responsibilities. Housing staff serve on-duty when students are in the Residence Halls and are often first responders alongside Public Safety officers in the event of an incident.

There were 124 housing programs performed in the fall of 2017. The new programming model in Housing requires at its core a focus on students: current issues, needs, response to Residence Hall issues (i.e. final exam study times, keeping your suite clean), as well as general college issues from assisting students with Financial Aid in person, to information-sharing on tutoring services. A requirement of the Resident Assistants is to do spontaneous programs. The RA's are encouraged to be more thoughtful in their programming approach and consider their knowledge of their residents in creating these programs.

Housing and Resident Life Graduate Assistant Chloe Vazzana has been instrumental in the first ever Fresh Check Day, day about mental health awareness, which was a collaboration between Housing and Residence Life, Orientation, Student Life and Leadership Development, Title IX, Health Services, and Counseling Services.

She also worked to develop a monthly programming series, targeting Resident Hall students, including programs about black men in college and upcoming programs about LGBT students and opioids. This was promoted by fliers, email and Facebook.

Canal Hall residents voted on lounge upgrades consisting of tables, chairs and couches, which will create new programming space and better use of the lobby area. The new furniture was chosen and will be in place by July, 2018.

There was a 33% drop in conduct from this time last year to now: 979 in the fall of 2017 to 650 in the fall of 2018.

77% of resident students are from New York State, but not Monroe County; 16% of resident students are from Monroe County.

Four doubles will become triples for the fall of 2018; adding an additional \$15,000 to the housing budget.

The Fall Festival took place in November and was held in Lot E. This event was a collaboration between Housing and Residence Life and the Office Student Life and Leadership. Over 300 resident students enjoyed music, a food truck and a comedian.

This was a great opportunity to allow the students to see Residence Life staff in a non-work setting. It provided activities for students and staff to get to know each other. Pizza was donated from a campus partner, Domino's. Giveaways and an open mic served to warm up the crowd for the comedian, who talked about being Muslim-American and used humor to highlight how two cultures can come together.

A new programming model was implemented at the end of the fall 2017 semester. This new model focuses on relationship and community building; we look forward to looking at data to show us how the new model has impacted our community.

The summer camps revenue was over \$68,000 this past summer, due to an intern group of 14 staying for over two and a half months. There were also youth soccer camps, hockey camps, and the College's EOP program camp staying in the residence halls this summer.

There is currently a bid out to contractors to repair wind damage to the roof.

In April, the Housing office was accepted as a donation recipient for Panera Bread. Each Thursday at store closing, Housing staff picks up unsold bread and pastry and sets the food up in the Canal Conference room on Friday morning. Housing staff provides bags for students to take items home and each week students take all of the donated food.

The Housing office also developed a relationship with the food pantry at Zion Hill Church and has received donations for our food pantry in the Residence Halls on an as-requested basis.

In January and March, Housing staff received opioid awareness training from Public Safety and external resources. Continued training for Housing staff and students is being scheduled for of Fall 2018.

The Housing office planned and executed its first ever StressFest in May. This event showcased alternate, positive ways for students to manage stress. Students enjoyed popcorn, cotton candy, and slushies. This event featured Tucker the therapy dog, adult coloring, Frisbee, kickball on the quad, and a talent show to end the night.

New Hires:

Chloe Vazzana was hired as a Graduate Assistant.
Katie Liquori and Matthew Briars were hired as Resident Directors.

Resignations:

Chloe Vazzana left for a position at R.I.T in April, 2018.

Staff Training:

Resident Director training was done August 1-11, 2017. Additional training was done January 2-10, 2018. Housing policies, procedures and crisis management, as well as introduction to the college and resources available to students were covered.



Thomas Van Pelt, General Manager

Sodexo is a leading provider of food, facilities management and other services that enhance organizational performance and improve quality of life in the people we serve. We have partnered with Monroe Community College as their food service provider for eight years.

New to Sodexo this year is the BITE App., to assist their guests with nutritional information, daily menus and caloric information. For our fitness conscience guests, the BITE App. is FITBIT integrated. The Bite application is a free download from Google or the App Store.

With the goal of improving sustainability, Sodexo provided to both the Downtown (September) and Brighton (December) campuses reusable clam shell to-go containers to interested staff and students for a one-time fee of \$5.00. These containers are turned in after use and cleaned by Sodexo. The customer receives a carabiner to indicate that they have paid their initial fee, and it allows them to repeat the process. Currently this process is mostly done by faculty/staff in the Brighton room. This cuts down on plastic waste.

The new Downtown campus saw a 32.5% increase in patrons over last year's results.

Sodexo developed a partnership with the Rochester City School District this year. We served per-day approximately 75-100 RCSD students attending classes on campus, both breakfast and lunch.

Catering events and revenue are up over the previous year by 9.66% and 12.74% respectively.

Partnering with Restaurant Technologies at the Downtown location, we strive to reduce cardboard and plastic waste with a new fryer oil system, which is designed to be more environmentally sound. It is safer for employees who no longer have to come in contact with the oil.

New hours for the Gilman Lounge are 7:00am-11:00am, Monday-Thursday. They now serve Starbucks coffee and pastry and Danish, in addition to breakfast sandwiches, granola bars and fruit options.

In an effort to improve catering operations, a regional catering professional came to campus early in the spring semester to conduct focus groups with our main catering clients. It was attended by Dr. Holmes, Vice President, Student Services; staff from Admissions; staff from the President's Office and members from the downtown campus. This was designed to gather information on ways to improve the catering operations.

In April, 2018 Sodexo catered the visiting League for Innovation. This year the League hosted executives from the top 30 Community Colleges in the nation. Over the two-day event, one at the Brighton Campus and one at the new Downtown Campus, the League's guests were served from a specialty menu created by District Executive Chef Eric Mueller.

SODEXO CONTINUED..

New Hires:

Sodexo hired four new Front Line Employees for the 2017-2018 school year, bringing our total number of Front Line Employees to 42.

We brought in new leadership this year hiring Julia Vacarro , Catering Supervisor, Tyshawn Brooks, Kitchen Supervisor, a new Dunkin Donuts Lead, Rachel Orlando and at the end of June, Roger Guarino is joining the team as the Retail Operations Manager.

Longtime Sodexo employee, Deb Defillips retired in January and Matt Farley, Assistant Director, resigned for a new opportunity in April.

Training:

Staff attended GM's Foundations training in Toronto, which helps new General Managers learn expectations of their new positions.



PHOTO ID & OPERATIONS

Jaime Smith, Operations Coordinator

Catherine Higgins

(14) Student Workers

The Operations Office handles logistical planning, event set up, and assistance to the MCC Association, along with the Office of Student Life and Leadership Development, and the Student Services Division. The management of a gaming lounge, as well as a games and billiards lounge also falls under Operations.

Both web updates and marketing planning with the college are also part of the Operations office. We handle the storage and maintenance of Association property, in addition to the upkeep and scheduling of our fleet of vehicles.

The Photo ID program at Monroe Community College falls under the Operations department. The Photo IDs issued are verified, secure collateral that serve as identification for members of the MCC Community. The IDs are required for services, such as access to Financial Aid benefits, checking out library books, storing meal plan balances, accessing learning centers, check cashing and locker rentals at the Campus Center Service Desk and the Human Performance Lab, including secure parking lots. It is also needed to ride designated RTS bus routes. Each MCC Photo ID consists of a photo, magnetic strip with encoded information and a proximity chip for access.

Photo ID worked with Dean McKinsey-Mabry, Mary Rizzo and Brenda Smith to triage early college ID incidents and also helped the TIPSID/TEAM Program and Early College plan times for students get IDs via excel spreadsheet.

Operations created a mailing list and worked with Child Care and Publications to do a mass mailing regarding current openings in the Guon Child Care Center. Work is currently being done on their website updates, with complete content revision as per Manager Anne Barker.

Operations performed suite turnover and clean-out at the Residence Halls for both the fall and spring semesters. The Operations Coordinator met with the Director of Housing and Residence Life in February 2018 to gather data on the total number of rooms cleaned by Operations in August 2017, December 2017, and January 2018. They also cleaned out additional rooms in May and June of 2018.

The Operations Coordinator continued to streamline Photo ID and Operations hours. With a spreadsheet from Chris Caswell, we are finalizing our goal related to analyzing Photo ID office usage.

A student worker was provided to Publications two days a week for a total of 6-8 hours, which was augmented late in the semester with additional help from Operations. The student printed for Housing and Residence Life, cut projects, helped with deliveries, and stocked paper.

There have not been any recent Photo ID issues at the downtown campus. We have not had a user error since late May 2017. Machine errors that required us to be on-sight were quickly resolved. We are continuing to support them during Open Houses and Orientations. Staff training has allowed us to effectively work over the phone for things like computer restarts and card loading.

The Operations Coordinator is researching photo ID printers to replace our current equipment. Both Alphacard, and AllSafe who provides photo ID printing equipment and Jeff Davidson from SUNY Brockport have been helpful in sourcing and reviewing options. Mr. Davis provided the name of a Women or Minority Owned Business for us to use for future supply and warranty needs.

PHOTO ID & OPERATIONS CONTINUED..

New furniture and a flat screen television was purchased for the Public Safety Training Facility, and was delivered in March 2018. Equipment refurbishment and purchases have been made for the Pool and Billiards Break Room and the Electronic Gaming Lounge is slated for upgrade in the Fall.

Work continues on switching ads over to the new digital screens around campus. We have seven screens for both general and Student Life use. The Bookstore has three.

Social media integration with the College has continued successfully. A recent highlight was the featuring of the availability of rooms in the Residence Halls. This garnered 474 views initially, which was a significant boost. We are working with the functional areas of the Association to continually update web presence.

The Operations Office Aide rented out the Association and Athletics vans to both staff and students for retreats, informational trips, social events and athletic games. In addition, reserved tables in the Terrace for student group events and club promotion, various departmental staff events and outside vendors requesting informational tables.

Vendors are also scheduled in the Brick Lounge to sell various gift items and accessories and are sponsored by a student club who then receives 20% of their daily sales.

Informational letters regarding the annual Children's Play put on by student actors from the Visual and Performing Arts, were sent out to 313 local elementary schools, who are invited to attend a free performance in May. All four performances were full and the student response was very positive.

Forty-eight contracts were sent throughout the year to various artists both visiting and on-site for the Creative Arts program. This included poets, authors, musicians and theatre professionals.

Staff:

In addition to the Coordinator and Operations Office Aide, the Operations/Photo ID staff consisted of 14 student workers.



HUMAN RESOURCES

Jon Spike, Human Resources Manager

MCC Association engaged Driven HR as the provider for our HR Consultant needs. It continues to provide a Human Resource Manager and related support for the Association.

The department has streamlined hiring process for all departments. The process for Student Workers has been shared with the Assistant to the Executive Director, which has made onboarding students who are employed by the Association more efficient.

The Association spent \$284,910.14 on Student Workers in 2017-2018, enabling students to continue in school and to pay their tuition and bills.

Conducting I-9 audits.

Updating job descriptions.

Drafted Document Destruction and Retention Policy and sent for review at the Board level.

We currently have 124 active students:

- 63 students were hired and/or rehired last year (2017).
- Resident Assistants make \$1400/year.
- Community Assistants make \$700/yr.
- Lifeguards made \$10.75/hour.
- Most other positions are at minimum wage. On average, students earn \$1,500 per year.

New Hires:

Jon Spike was hired in April, 2018 as Human Resources Manager. He has a Master's Degree in Human Resource Development from St. John Fisher College and has more than 20 years of experience in the field.

Resignations:

Kelly Luvullo-Smith, the former Human Resources Manager, left in February, 2018

Writing & Poetry

Walden Park District Board
Reading and Book Signing
Thursday, October 18, 2016
10:00 pm
8. Thompson High Campus Center
Marshall Conference Center, Room 8
Free and Open to the Public

Writing on the Water - Middle School
Reading and Book Signing
Thursday, November 10, 2016
10:00 pm
8. Thompson High Campus Center
Marshall Conference Center, Room 8
Free and Open to the Public

Writing on the Water - High School
Reading and Book Signing
Thursday, November 10, 2016
10:00 pm
8. Thompson High Campus Center
Marshall Conference Center, Room 8
Free and Open to the Public

Writing on the Water - Middle School
Reading and Book Signing
Thursday, March 3, 2017
10:00 pm
8. Thompson High Campus Center
Marshall Conference Center, Room 8
Free and Open to the Public

Writing on the Water - High School
Reading and Book Signing
Thursday, March 3, 2017
10:00 pm
8. Thompson High Campus Center
Marshall Conference Center, Room 8
Free and Open to the Public

Writing on the Water - Middle School
Reading and Book Signing
Thursday, May 4, 2017
10:00 pm
8. Thompson High Campus Center
Marshall Conference Center, Room 8
Free and Open to the Public

Art & Photography

Middle School Mixed Media
The Art of the Middle School Student
Project 17 - October 27, 2016
Art Reception: Wednesday, September 28, 10:00 pm
Workshop: Thursday, September 21, 10:00 am

High School Mixed Media
The Art of the High School Student
Project 17 - October 27, 2016
Art Reception: Wednesday, September 28, 10:00 pm
Workshop: Thursday, September 21, 10:00 am

42nd Annual Student Art Exhibition
April 28 - May 13, 2017
Opening Reception and Awards: Friday, April 28, 6:00-8:00 pm
A Night of Art: Saturday, April 29, 6:00-8:00 pm

Water "Wings" Exhibit
Monday, October 8, 2016 | 10:00 am - 6:00 pm
K-5th Grade

Water "Wings" Exhibit
Monday, October 8, 2016 | 10:00 am - 6:00 pm
K-5th Grade

Water "Wings" Exhibit
Monday, October 8, 2016 | 10:00 am - 6:00 pm
K-5th Grade

Music

Instrumental and Vocal Concert
Monday, October 10, 2016
7:00 pm
MCC Theater, 4141
Free and Open to the Public

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7:00 pm
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>Welcome!
to Monroe Community College
and Rochester, New York

MCC Monroe Community College
FOR INNOVATION IN THE COMMUNITY COLLEGE

League 50 Years

Writing & Poetry

Creativity takes courage.
—Helen Mirren

MCC Monroe Community College

CLASSES BEGIN
AUGUST 27

MCC Monroe Community College

IGNITE
YOUR
POTENTIAL

40th Annual Leadership Retreat

MCC Monroe Community College

one love
www.joinonelove.org

MCC Monroe Community College

WELCOME!
2018 NJCAA WOMEN'S LACROSSE
NATIONAL CHAMPIONSHIP

May 11-13, 2018
MONROE COMMUNITY COLLEGE
ROCHESTER, NY

MCC ASSOCIATION

Countdown to the OLYMPICS
with First Year Experience and Financial Aid

Monday, February 6, 2018
Financial Literacy Resource Fair
Campus Center Terrace
12:00 pm - 1:00 pm

Tuesday, February 6, 2018
Financial Aid and Scholarship Information
Campus Center Atrium
12:00 pm - 1:00 pm

Thursday, February 8, 2018
First Year Experience and Financial Aid
Campus Center Atrium
12:00 pm - 1:00 pm

Office of Student Life & Leadership Development

CENTRAL OFFICE PRESENTS
FRIDAY FLOATS!

ROOTBEER. GRAPE. ORANGE OR COLA FLOATS!

FRIDAY, APRIL 27
2:00 PM - 3:00 PM
CANAL LOBBY

MCC Monroe Community College

FYE is sponsoring a
Coat Drive

We also need gloves, mittens, hats, and scarves!

ACCEPTING DONATIONS
Monday, November 27 to
Friday, December 16, 2017

DONATIONS & PICKUP*
Wednesday, December 6 to
Friday, December 8, 2017
*Limit to pickup to either
2 adult coats or 1 adult and 2 child coats.

Office of Campus Life-IOC

We know you'd
ROCK-IT
if you joined!

Students for the Exploration
and Development of Space
(SEDS) is looking for NEW MEMBERS!

We meet Wednesdays | 12:00 p.m. - 1:00 p.m.
Building 7, Room 107

Office of Student Life & Leadership Development

Spring 2018 Annual
Model United Nations
Simulation Program Class & Conference

Spring 2018

MCC Monroe Community College

Winter Ball
at the Downtown Campus

Friday, December 8, 2017
7:00 PM - 11:00 PM
(Doors open at 6:30 PM)

Please Dress to Formal Attire
Tickets \$10 for MCC Students with valid MCC ID
Tickets are required and can be purchased
at the Downtown Campus Bookstore.

Appetizers • Drinks • Dancing • Professional Photos

Prizes for Best Dressed, Best Couple,
Most Creative Outfit & More!

Office of Student Life & Leadership Development

PRISM
MULTICULTURAL CENTER

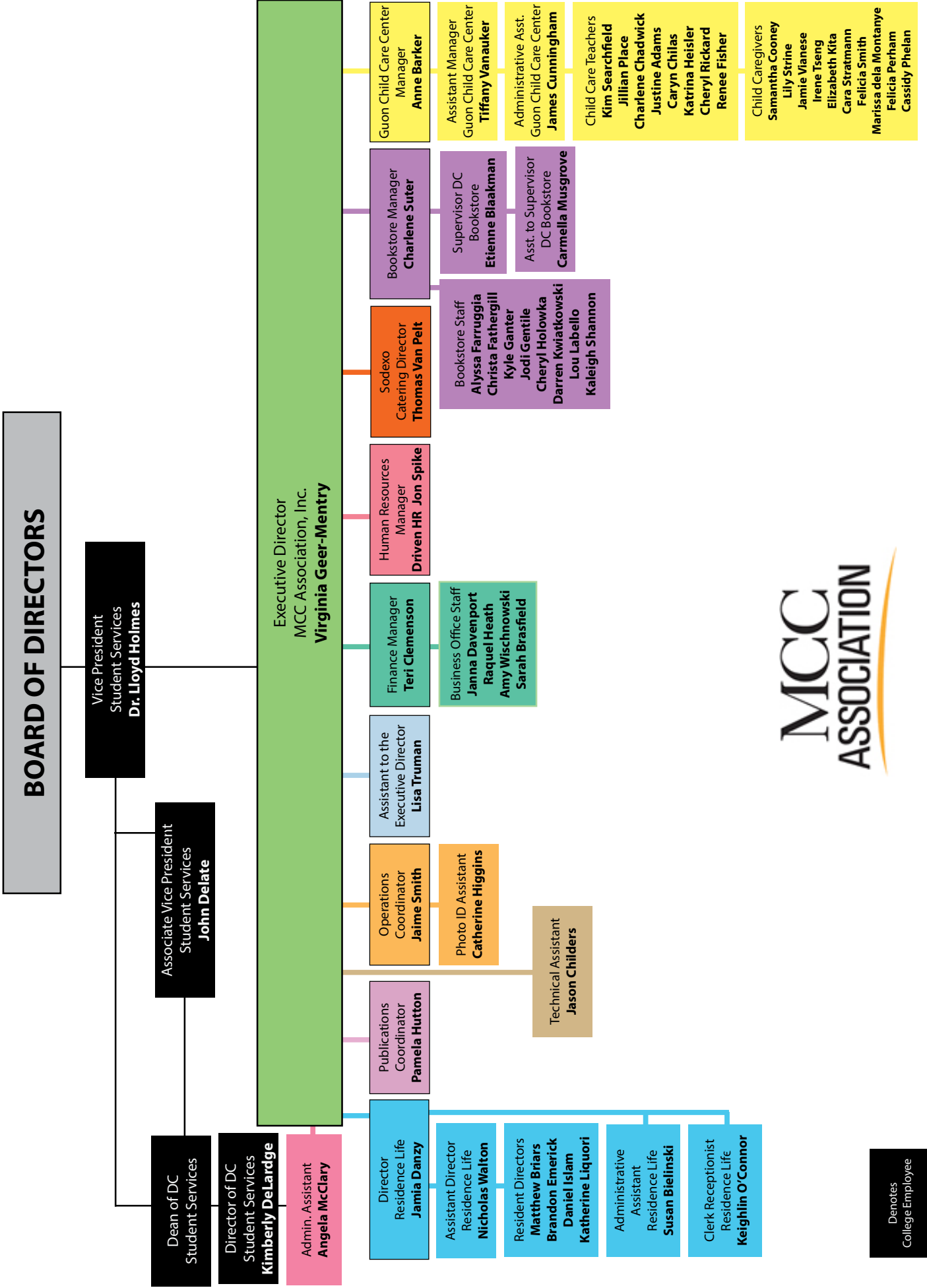
Office of Student Life & Leadership Development

The MCC Bookstore Presents:
You Wear the Green
We Share the Green!

Friday March 16th,
wear green and get
30% off clothing
and gift purchases,
and 60% off
clearance items.

MCC ASSOCIATION

Monroe Community College Association, Inc.



Denotes
College Employee

BOARD OF DIRECTORS

Dr. Lloyd Holmes
Board Chair
Vice-President Student Services

Jessica Rich
Board Vice-Chair

Virginia (Ginny) Geer-Mentry
Board Secretary & Treasurer
Executive Director, MCC Association, Inc.

Lisa Truman
Board Recording Secretary

Dr. Terrance (Terry) Keys
Chair, Operations and Personnel Committee

Joe Marchese
Chair, Finance Committee

Jessica Barone
Teri Clemenson
Kimberly DeLardge
Alyssa Hoffmeier
Beth Lane
Sue Rock-McCrossen
Michael Ruff
David Sengstock
Daniel Skerritt
Elizabeth (Betty) Stewart
Dr. Ann Topping
Dana Weiss