

Student Affairs

2004 -2005

Student Affairs

Annual Report

Fiscal Year 2005

Career Services
Community Outreach and International Student Services
Disability Support Services and the Transition Program
Personal Counseling and Consultation Services
Student Life and Activities
Program for Student Achievement
Student Success Program

Submitted by

Student Affairs

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Introduction

The newly re-organized Division of Student Affairs, under the director of Pam Flaherty, Dean of Students, has undergone a number of transformations and forged some new directions over the past year. The “mission” of this Division has led to initiatives which are intended to provide support and development opportunities to Middlesex Students. Our focus has been in developing collaborations and partnerships which support, sustain and develop the student body at MCC. A number of our accomplishments highlighted in this report have produced the positive results that fulfill the goals set out in last year’s report.

- Through Division and Department reorganization, all Departments have developed systems for regular **collaboration and consultation** with our counseling services. Through this partnership, we have achieved the goal of enhancing services offered through both departments; specifically as they relate to services and interventions to students with difficult behaviors.
- This Division continues to play a significant role in the **Academic Review Process**. Specifically, all departments have been involved in aspects of this intervention with Probation status students. With considerable collaboration with our colleagues in the Academic area this has included: bi-annual review of transcripts and determination of probation status and 1081 total individual appointments with students on probation. This 1:1 involvement with students has provided opportunities for Division staff and students to discuss issues that may have impeded a student’s progress and/ or success. Such topics may include:
 - Motivation for being in college/educational and career goals
 - College policies pertaining to Academic probation, course withdrawal and Financial Aid
 - Time Commitments including: Ratio classroom hours vs. homework hours, Work hours (and other time commitments) vs. hours available to dedicate to school
 - Support Services at MCC
- The Student Affairs Division’s commitment to positively impact student success and resultant retention rates will be addressed with a number of new programs and projects. Among the outcomes of this Division’s annual retreat in the spring is to expand this Division’s role to improve early **awareness of students at risk of academic failure and to develop initiatives** which will positively impact student retention. Among the new initiatives already in development to respond to this critical need are:
 - Revision and expansion of Freshman Experience. Through a recent mini-grant award in collaboration with Deans of Liberal Arts and Sciences, the course content will be expanded to include Freshman Experience elements in Introduction to Human Behavior and Explorations in Science as well as the development of a new humanities course. Training for faculty involved in this initiative will be designed and will also include teaching strategies to diverse learners and techniques applicable to developmental students.
 - Disability Support Services will expand its role in advising and mentoring “at risk” students and will expand traditional disability intake and tutoring contacts to include piloting an advising model with students with disabilities.
 - Orientation activities have been expanded to include a new multi-media slide show “Putting your Best Foot Forward” to inform students about student support and development services at MCC. Additionally, the opening day faculty-advisor sessions have changed their focus to emphasize gaining success in the classroom and understanding academic program expectations. Welcome

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activities during the Orientation period have also been expended to include both community building initiatives and campus resource information through the MCC portal.

Divisional Goals for FY 06

The three priorities that Student Affairs will be focusing on as overarching goals for the coming year will be **assessment, student retention and collaborative programming**.

- The Student Affairs division will focus on gaining an extensive knowledgebase in assessing Student Development programming. The division will explore each department by reviewing their mission and goal and analyze the planned programs and intended outcomes. The division will work toward attaining universal programmatic assessment. Our FY 06 annual report statistics will reflect a stronger emphasis on analysis and measurable outcomes of the varying projects within each department.
- During our *Spring 05 professional day* the Student Affairs division began a exploration to define, “who are our students” and “what are their needs”. We took the results of the professional day to our *spring annual retreat* with a goal of defining the barriers that the various groups face while trying to complete their individual goals at MCC. Based on these discussions, Student Affairs will identify three areas of need in existing programs, make suggestions for positive changes and work as a group to implement these changes.
- With 2006 marking the 35th anniversary of the college, the President’s goal is to provide a collaborative effort in programming a series of events around a historical theme. This will coincide with Student Affairs need to develop educational programming for students in conjunction with *Student Orientation, Constitution and Citizenship Day, Civility Day, One World Series and Diversity programming* along with other events and programs that will run concurrently throughout the year under one theme.

Student Development Goals for FY 06

- Conduct a review of the *opening day* structure and identify possible program redesign strategies
- Develop additional *welcome month* programming and marketing opportunities in consultation with academic departments. Work with traditional first semester student courses to share programming opportunities.
- Implement a mini-grant proposal for Freshman Experience program. Develop faculty training, marketing plan for advisors, and identify next steps for program expansion.
- Coordinate, review and further development of New Student Experiences web-site on the MCC Portal
- Re-evaluate and determine necessary revisions to new student publications including the *In-Step Guide*, summer mailings, opening packets and *Student Handbook*.

Judicial Affairs

Selected Statistics

- 57 students were seen for student discipline issues
- 10 small incident forms were submitted
- 1 student suspended
- 1 student expelled

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- 0 student grievances were filed
- 12 student issues (non-academic related) resulted in discussions that were resolved informally.

The Dean will continue to work with counseling and consulting services in order to continue proactive outreach to the college community. The continued efforts will include: training, consultation, workshops, role playing and individual discussion. This type of approach helps to solve problems before they escalate into large college wide issues.

Career Services

Selected Accomplishments

- Career Services developed a marketing campaign to unify their image. A new logo was designed and more extensive marketing of services occurred through flyers, tabling, better use of the website, bulletin boards and Newscaster was implemented.
- An enhanced presence on the web was created with linkages to assessment, career exploration, and job search materials. Information was updated and created on job fairs/career announcements, workshop offerings, on-campus recruiters and panels.
- A new Employment for Student web page was developed to direct students to resources on campus to help with the job search. Also, a workshop and contact database was developed for tracking strong leads for programs and employment opportunities.
- Staff researched and initiated a contract with MonsterTrak.com to be launched in Fall 2005. Monster will give students access to a nationally recognized job search engine designed specifically for college career centers, as well as career and job search materials.

New programming initiatives included:

- A *Moving On* workshop series for graduating students.
- A Program of the Month featuring careers in the Foreign Service,
- Enhanced workshop for PLS students involving mock interviews by area attorneys and paralegals,
- A job search skills presentation for Nursing, Dental Hygiene, and Dental Assisting students.

Selected Statistics

Service	Lowell	Bedford	Total
• Career counseling appointments:	214	247	461
• Walk-in	104	70	174
• Co-op placement			12
• Campus recruiters	16	19	35
• Workshops/presentations	27	24	51
• Total students attending	729	504	1233

Selected Goals for FY 06

- Initiate and implement a series of 8 summer workshops for incoming students that focuses on career development process.

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- Collaborate with faculty on designing and infusing career concepts into Freshman Experience courses (Explorations in Science and Introduction to Human Behavior).
- Create a system for follow-up and support for all AR students who need career direction
- Develop assessment tools to evaluate the effectiveness of our programs and workshops
- Train on and implement MonsterTrak.com on portal site.
- Develop the web/portal site with an eye to providing services 24/7
- Develop a vehicle to put JOBS, JOBS, JOBS on our website in a more prominent location
- Create a database of printed career and job search resources

Community Outreach & International Student Support Services

Selected Accomplishments

- An English Learning Institute was developed for the first time this year. Students who place into the low levels of ESL are enrolling in these non-credit courses, of which there were 17 classes offered.
- This year one International Fellowship program was offered to Ireland. Ten students participated along with 2 advisors and a program assistant. This year, to further enhance the service learning component, before the students and faculty departed for Ireland the participants visited the Lowell National Historical Park and St. Patrick's Church. The students were able to visit a grammar school in Dublin and present a history lesson on the immigrant experience in Lowell, MA.
- Monthly programs were sponsored by the International Club to highlight different ethnic groups including, Greek culture, Native American Awareness, African American History Month, United Kingdom, and Brazil. An effort was made to increase opportunities for diverse programming on the Bedford Campus, specifically during Black History Month.
- This year the US Citizenship and Immigration Services instituted a new fee required of all new international students entering the U.S. after September 1, 2004. Staff participated in conferences and workshops in order to remain up to date on any changes to the regulations.

Selected Statistics

- 288 students enrolled in the English Learner Institute
- 121 students participated in the Basic Holistic English classes (Part 1 and Part 2)
- 35 students participated in the Pronunciation and Accent Reduction classes
- 132 students participated in the PAC classes offered during the fall, spring and summer sessions
- 27 students applied for the Ireland Fellowship, 10 students were selected.
- 45 International students enrolled for the fall 2004 semester (6 on O.P.T.)
- 40 International students enrolled for the spring 2005 semester (7 on O.P.T.)
- 10 International students participated in a special orientation workshop in the fall
- 50 or more active members of the International Club

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Selected Goals for FY 06

- Complete a program review for the department
- Develop and implement a National Service Learning opportunity to Washington D.C.
- Expand on the International Fellowship program to Ireland
- Develop and offer a Fellowship program to China
- Provide additional multicultural programming at the Bedford campus
- Develop a special orientation program for Latino/minority students

Disability Support Services & Transition Program

Selected Accomplishments

- Disability Support services expanded its role in the Academic Review Process. In addition to meeting with the disabled population, staff also met with the general student population.
- Pre-intake services have become a significant role with the DSS staff. This provides students with disabilities and their families with information about both process and support and accommodations at the post-secondary level.
- Internal initiatives to educate and inform faculty and staff about Disability Services and The Transition Program resulted in over 10 collaborative efforts.
- Steps were taken to expand and enhance efforts to educate and provide outreach to high school students, families, and referring personnel. Over 29 collaborations were implemented this semester.
- Disability Support and Transition staff played an active role in the College Wide Strategic Planning.
- More than 30 visits/presentations were made and approximately 20 business partners hosted Transition Program interns.
- Five “Transition Program Information Sessions” were held with an average attendance of 35 prospective students/families and referring professionals.

Selected Statistics

- Total students connected with DSS was 655, this was a 15% decrease over previous year.
- Total number of students receiving services beyond initial intake was 494 this was a 30% increase.
*fewer students are completing the process yet a greater number of students are utilizing the services
- Nineteen students successfully graduated from the Transition Program in 2005
- Over the past 3 years 88% of Transition graduates have secured employment on a full or part-time basis.

Students with:

Documented

Undocumented

Total

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Learning Disabilities	503	0	503
Physical Disabilities	72	1	73
Psychiatric Disabilities	105	26	131
Pervasive Developmental Disorder	13	0	13
Service:	Bedford	Lowell	Total
Student Appointments	2241	2518	4759
Consulting and Training	773	1044	1817
At-risk outreach	194	256	450
Accommodations	634	850	1158

Selected Goals for FY 06

- Develop a process to improve early awareness of students at risk of academic failure.
- Examine the impact that outreach efforts, academic probation appointments, accommodations and disability support services have had on the success and retention of students with disabilities at MCC.
- Continue initiatives to expand and enhance outreach and education efforts.
- Focus on “cutting edge” research for student’s with PDD (e.g. Asperger’s Syndrome) in order to stay abreast of teaching strategies to help students achieve success.
- Continue to collaborate and consult with the Counseling department to enhance services offered through both departments; specifically as they relate to services and interventions to students with difficult behaviors.
- Collaborate with other professional staff and disciplines across the college to study and “launch” the TextHelp assistive technology product.
- Develop 3 new internship sites for Transition Students.

Health Services

Selected Accomplishments

- Health Services staff and students from the AWARE Club sponsored a variety of successful health education programs throughout the year. Participation of students at programs that focused on helping or supporting others was extremely popular.
- Health Services processed 2646 immunization records and managed compliance documentation for students entering health career programs
- Health services had a successful new initiative, “Ask Health Services” booths that were manned at the beginning of each semester in the Campus Center and City Campus lobby. Students responded positively.
- Health services successfully supported two services learning students and several student nurse interns.
- Health services continued its extensive internal and external collaborations.

Selected Statistics

Action/Service	Bedford HSO	Lowell HSO	Totals
Contact visits	2015	2315	4390
LMACS		92	92
Visitors	7	10	17

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Accidents	26	49	75
Employees	10	23	33
Students	15	18	33
Visitors	1	8	9
Medical Leave Intervention		49	4
Immunization records	1074	1572	2646

Selected Goals for FY 06

- Focus on positive health approaches to assist with student retention.
- Assess staffing and realistic departmental workloads.
- Review of present policies and procedures in preparation for the Departmental Program Review.
- Implementation of a user friendly tracking system for HSO data.
- Revamping of the HSO web page

Personal Counseling and Consulting Services

Selected accomplishments

- Outreach was done to 23 developmental classes consisting of short informational sessions for approximately 380 students.
- Consultation services were implemented this year for programs serving at-risk populations of students. This was a successful pilot project beginning with departments within the Student Affairs division and will be expanded to other divisions serving all populations of students.
- Personal counselors offered a total of 9 workshop sessions for faculty/staff/administrators through the TLRCs on the topic of “Setting Emotional and Disciplinary Boundaries with Students”.
- An extended effort was made to outreach to new full-time faculty and adjunct faculty with a focus on those who teach developmental classes to inform them of counseling services.
- Staff attended NASPA Conference on Mental Health Issues and College Students
Attended Suicide Conference, Worcester, MA; May 17, 2005

Selected Statistics

A total of 180 students were involved in personal counseling for a total of 528 contacts.

Service	Lowell	Bedford	Total	Students Served
	Sessions	Sessions	Sessions	
Personal Counseling	253	275	28	180
Advising	41	30	71	37
Academic Review		325	232	

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Walk-in's			80
Consultations	118	56	174
Workshops	11	12	23

Selected Goals for FY 06

- Outreach to at least 4 new departments outside of Student Affairs regarding increasing personal counseling consultation opportunities for those departments. Potential departments include: SPS (Marja-Leena Bailey); Academic Support (Jo Mucci), Academic Planning (Diane Parcella).
- Develop a more comprehensive Personal Counseling and Consultation Services web page, including creating a faculty/staff resource page, and selected web links.
- Increase classroom outreach information sessions to at least 30 (total for both campuses) for the purpose of educating students and faculty about Personal Counseling and Consultation Services.

Student Life & Activities

Selected Accomplishments

- The staff successfully implemented a seamless approach to campus programming. A campus-wide monthly programming calendar was published. A variety of activities were held with an equal amount of programs on each campus totaling over 5,000 participants.
- The first annual Civility Day was held. Coordinated by Student Activities Staff, in collaboration with many other departments, several successful activities were hosted at each campus, including: Civility Dialogues with the President, Keynote speaker Ethan Zohn, Matter of Fact improv performances.
- Steps were taken to celebrate successes within the MCC community. A calendar of activities was published to highlight a variety of events held at the end-of-the-year.

Fitness and Recreation

- Student assistants were hired as interns to help staff the Fitness Center that extended the hours of operation and enabled the Coordinator to plan additional recreation programs.
- A manual & training program was developed. 2481 participants checked into the Fitness Center and 380 participants were identified as active members.
- Students joining The Club Fitness Center in Lowell increased this year by 43% due to a focused marketing effort. Recreation and fitness activities were also increased on the Lowell campus to include off-campus trips, CPR classes and game tournaments.

Leadership Development

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- The seventh annual Leadership Development Series offered 39 workshops attracting over 75 students. The program is designed for students looking to explore and develop personal, professional, and leadership skills.
- Approximately 100 student participants were supported in their attendance at 12 different off-campus paraprofessional development workshop and conference opportunities.

Selected Statistics

- **Events and programs offered:**

Program Category	# of events	Approx. # of Participants
Civic/Cultural Awareness Activities	16	1591
Recreational Activities/Games and Field Trips	26	1030
Entertainment Activities	18	1112
Student Wellness Information and Support	40	2111
• Student Paraprofessional Development Opportunities	12	99
• 19 clubs and organizations sponsored over 30 different events and activities		

Selected Goals for FY 06

- A focus on a strong recruitment effort for new student government participants.
- Student Activities plans to re-organize the Student Council of Organization Representatives, (SCOOR). This group will meet once a month to plan jointly and attend trainings, workshops including a day long leadership training a UMass Lowell.
- Continue to improve Bedford and City programming and introduce the Middlesex Activities Crew (MAC), a joint effort in offering seamless activities. Their major goal is to create a fall semester calendar to be marketed from September – December.
- A new activity will be developed that will enhance student/faculty connections outside the classroom. The new initiative will be piloted in the Spring of 2006.

Fitness Programming

- We will investigate the possibility of offering cardio classes on the Lowell campus or in conjunction with our current health club partner, The Club Fitness Center.
- A daylong Wellness Day will also be planned for the Fall – on both campuses - to encourage healthy habits for busy lifestyles.

TRIO Program for Student Achievement

Selected Accomplishments

- Blackboard interactive website continued to provide students with the convenience of accessing information about PSA. The site includes; PowerPoint workshops, daily, weekly and monthly announcements, scholarship links, disability information, evaluation sessions and supplemental information on cultural events. Additional student computers were placed on both campuses.
- The Early Awareness program continues to assist in improving retention rates.

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- A variety of workshops and events were offered ranging from social opportunities to skill enhancement. A New Student Orientation Program for PSA participants was developed.
- In addition to the traditional academic skill sessions offered to students in the program, 5 new topics were added to the list including library skills, utilizing the internet, reading a syllabus, resume and cover letter writing, registering for classes and success on the job.

Selected Statistics

- | Students Served | Contacts | Workshops | Graduated (Honors) | Transferred |
|------------------------|-----------------|------------------|---------------------------|--------------------|
| 87 | 12,185 | 12 | 8 | 2 4 |
- 10 TRIO-PSA students received outstanding awards from MCC
 - 3 Cultural events were offered
 - Program awarded \$11,500 in supplemental Aid.

Selected Goals for FY 06

- Improve recruitment structure, need to ensure full recruitment by November of each project year.
- Improvement measures to increase the return rate of Early Awareness forms from faculty, possibly utilizing First Class.
- Increase the number of students utilizing assistive technology and equipment, a focus placed on increasing student use and independence with assistive technology
- Investigate best practices in instruction methods proven effective for retention.
- Plan to offer *new* and *exciting* workshops and seminars to students, utilizing student surveys and interviews
- Increase cultural event activities, tapping local resources.

TRIO: Student Success Program

Selected Accomplishments

- The Student Success Program staff offered 11 topics for workshops this year including: Student Orientation, Getting to Know MCC, Applying for Scholarships, Note taking, Study Skills, Etiquette and Fine Dining, Time Management, Picking a Major, Balancing Your Life, Stress Management, and Improve your College Placement Test Scores. 107 participants attended workshops.
- Numerous cultural activities servicing 183 participants were offered.
- A variety of college campus visits were organized including: UMASS Lowell, UMASS Amherst, UMASS Boston, and Philadelphia University. 27 students participated in these visits.
- A Student Success Ambassador Program was implemented this year. The Ambassadors participated in Leadership training and worked with staff to recruit program participants, plan program events, and represent the college and the program at college functions.

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• Services	Hours	Participants
Counseling/Advising	1757	2226
Academic Advising	176	512
Career Counseling	16	59
Financial Aid Counseling	19	90
Professional Tutoring	214	301
Workshops provided		107
College campus visits		27
Cultural activities		183

- Program awarded over \$35,000 in scholarships to program participants.
- Student Success Program participants received 12 awards or recognitions from MCC

Selected Goals for FY 06

- Recruit 10 students from Academic Review for a cohort study that includes intensive advising (academic, personal, career, and financial aid), and extensive academic support and monitoring for a year-long pilot program to determine the program's effectiveness in supporting these students.
- Offer the Seven Habits of Highly Effective College Students Program (24 hours of training) to at least 10 program participants
- Continue to build the SSP Student Ambassador Program
- Develop strategies for increasing the program's visibility in the college community
- Expand the Student Success Program services to students on the Bedford campus