



The Office of Institutional Assessment: Measuring MVCC's Effectiveness

Is MVCC fulfilling its mission? Are MVCC students learning what we say they are learning in specific courses? How do we know?

Are selected programs enrolling more or fewer students? Are students satisfied with their experience at the College? Why do some students choose not to come back? What do our graduates do after they leave MVCC, and how successful are they? How can we document this for accrediting agencies, the State and Federal Education Departments, SUNY and other organizations who want to know?

How does all this information get factored into strategic planning, at both the departmental and institutional levels?

These are the types of questions dealt with by the Office of Institutional Assessment.

Responding to Organizations Outside MVCC - and Guiding Efforts for Improvement & Accountability

Director of Institutional Assessment **Mark Radlowski** says the Office was originally created about six years ago, partly because the College wanted to better understand its successes and shortcomings, and partly in response to requirements from organizations such as the Middle States Association for more outcomes information. Mark is the Office's second director, moving over from the Mathematics Department faculty in August 2000 to succeed Rebecca Lo Kohler.

Mark is assisted in the Office by Evaluation Coordinator **Jennifer Frisbee**, and **Jackie Wilkinson**, a part-time secretary.

A Wide Range of Surveys, Data and Clients

The variety of survey instruments used, topics treated, and clients served by the Office is impressive. Surveys are done or coordinated to satisfy

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MVCC Trains PAR Technology Employees with Grant Support from New York State

CCED is providing several training programs for selected employees at PAR Technology. The training, in printed circuit board production and in sales and customer service, is supported by a grant of \$20,000 from the New York State Department of Labor, through its BUSINYS (Building Skills in New York State) program, which seeks to help local employers upgrade skills of existing employees. Approximately 20 PAR Technology employees in each specialty are being trained.

Highlights of October 18th Trustees Meeting

The MVCC Board of Trustees held its regular monthly meeting Monday, October 18th, at MVCC's Rome Campus.

During the meeting, the Trustees took the following actions:

- ~ Approved minutes of their September 13th meeting.

- ~ Approved warrants and investments covering College operations during the month of September 2004.

- ~ Approved Budget Amendment No. 1 to the 2004-2005 College operating budget, increasing grant appropriations by \$449,569.

- ~ Approved appointment of the following individuals as members of the College's adjunct faculty:

- Donald Challenger, to teach English 2: Ideas & Values in Literature for the Humanities Department. An editor with the Utica Observer-Dispatch, he has also

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News from Student Services

Vice President Denise DiGiorgio

Well, we have reached the mid-point of the Fall 2004 semester. How quickly time ticks by. There are a few updates and some new things happening in Student Services.

Residence Halls

Our halls are at 100% occupancy. In fact, we used some real creativity in creating rooms that didn't exist. Nonetheless, it has been a fairly quiet semester in terms of student conduct. This could very well be correlated to the fact that all of our halls now have cable TV and internet access. The \$600,000 renovation project that the Dormitory Corporation engaged in began in Summer 2003. I am pleased to say that all four buildings are now completely renovated with new lighting, new fire systems, cable, internet, phones and many infrastructure items that had not been touched since the buildings were constructed in the 1960's.

We are also pleased to report that our new 155-bed facility is out of the ground, on schedule and the students are looking forward to the new opportunity. The additional beds will be used primarily for returning students, thus giving us more bed space for additional freshmen in the existing halls. We will certainly host an "open house" of our new complex sometime in the Summer. Building completion is due in July 2005.

Alcohol & Substance Abuse

Thanks to a joint effort between the College and the Mohawk Valley Council on Alcoholism and Other Addictions, we were awarded a \$236,000 grant to implement a Challenging College Alcohol Abuse program. It will involve a 3-year commitment to a community communication program as well as joint efforts in mobilizing non-alcohol events, both on campus and in the community. Chris Destito is the business co-chair and Rochelle Cardillo from the MVCAA is the community co-chair. I serve as the College co-chair. Working with Rose Button, Jim Maio, Maimun Khan, Ginny Pry (our Alcohol Counselor), the Chemical Dependency program (and club) we hope to use social norming as a way of communicating to our students that the perception of the use of alcohol and the reality of the use of alcohol are at two opposite ends of the spectrum. I am excited about the opportunity to make a difference in how college students view alcohol. Stay tuned for more details on this program as it begins to unfold.

Job Fair

Thanks to a commitment on the part of Charlene Deon, the Coordinator of our Working Solutions Placement Office, the 3rd annual Job Fair will be held on Thursday, April 14. Mark your calendars and if you know of employers (in and out of the area) looking for Associate degree employees, please give Charlene a call. She is starting to put together her distribution list so that we can host as many employers as want to be with us on that day.

Web Design

As of this writing, all of the academic department pages have been revised. Thanks to Paul Graziadei for some very hard work and dedication. Thanks also to Scot Connor for helping with the color schematic and design. We are currently working with Frank Elias for the CCED pages and soon we will be show-casing a boilerplate for the "service" side of the house. In a meeting several weeks ago with President Schafer, he was pleased at the

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Non-Violence Topic for Talk on November 11th

Janice Grieshaber of the Jenna Foundation for Non-Violence will speak to students on Thursday, November 11th.

Janice and her husband, Bruce, lost their daughter, Jenna, when she was just 22 years old. Jenna, a nursing student at Russell Sage College, was murdered in her Albany apartment by a paroled violent felon. Her murder became the catalyst for the Grieshabers' crusade to end parole for violent felons. Mrs. Grieshaber will talk about the campaign which led to enactment of "Jenna's Law," in a special session of the New York State Legislature, and the formation of the Jenna Foundation for Non-Violence. She will also discuss the Foundation's activities in training and promoting peaceful resolution on conflictual situations which often involve alcohol and other drugs.

The talk is scheduled for 3:30-4:30 p.m. in IT 225. Open to the public, the event is part of the Pre-Professional Form sponsored by the Student Club of MVCC's Chemical Dependency Practitioner program.



Mike Racioppa and Catherine Presite in last weekend's production of "RUR"

News from Student Svcs., cont.

progress we have made; but remind us that we have quite a bit of work to do to complete the revision. We now have the capability of "tracking" the user once they enter the site. This software allows us to 1) simply count the number of hits 2) track how long the user remains on a particular page 3) track where they came from 4) track their navigation through our site. This will certainly help us to develop target marketing strategies in the future.

ONEIDA COUNTY ONE STOP;

Thanks to a PERKINS proposal written by Janet Visalli, the College will soon have a full time presence at the Oneida County Working Solutions One Stop (Downtown). In the last couple of years, Janet has been sharing the responsibility of a full time presence with staff from CCED. We are interviewing candidates now and we soon hope to have someone in Utica on a regular basis, with hours at the Rome One-Stop and periodic visits to both the Herkimer and Madison County One Stops. This will free Janet up to do more work with returning adults on campus as she will not be traveling downtown on a regular basis.

To All Classified Staff

This is a reminder to all classified staff that Article XII.2 of the contract indicates that a maximum of 15 days of vacation time may be carried from one year into the next. All vacation time beyond 15 days will be lost on January 1, 2005. Employees who may be affected by this provision and who wish to take some vacation time during the rest of 2004 should check with their supervisors early so that arrangements can be made to grant the leave at a time that is mutually agreeable.

Jerome Brown

Institutional Assessment, cont.

inquiries from SUNY, the State Education Department, the U.S. Department of Education, the College Board, Peterson's Guide, American Association of University Professors, to name a few clients outside of the College. Annually, the Office compiles data related to MVCC's use of Perkins Grant funds, and provides that information to Federal officials. It is currently overseeing MVCC's participation in the National Community College Benchmarking project. The Office is also working with SUNY statewide committee called BIRDS (Better Institutional Research Data Systems) looking at the types of information that SUNY is collecting system-wide, and developing a new approach to be implemented in the Fall of 2007.

Internally, the Office may serve just about any department. Currently Mark and his staff are working on a survey for the vice presidents to help determine why some part-time students did not return to the College this semester, and why some matriculated students waited until final registration to schedule classes, rather than taking advantage of earlier on-line opportunities. Information on graduates is provided to external organizations, and to instructional departments for their own assessment and planning processes.

Retention and attrition of MVCC students is tracked, as well as the success of students in developmental or remedial courses.

The Office staff also records student goals at every registration period, and measures outcomes against those goals. This is where student class surveys are processed. MVCC surveys every lecture class, and is working on ways to enhance surveys of on-line students as well. Surveys have been created and administered for the Counseling Center. Participants in summer orientation - both students and parents - completed surveys.

The Office of Institutional Assessment works very closely with many committees on campus, including the Institutional Effective Committee, the Strategic Planning Committee, the General Education Committee and the Academic Program Review Committee. The Office provides data to facilitate the work of each of these committees, and reports appropriate data on general education and program outcomes to SUNY.

The Office also has access to a variety of data compiled by the SUNY system, such as transfer tracking files, so MVCC can determine which of its former students or graduates goes on to attend another institution.

Assessment - More Important Than Ever

The bottom line is that assessment is important and required, both for long-term improvement of the institution's programs and services, and for responding to accountability concerns of a variety of important organizations outside the College. These days, people at MVCC are much more aware of the need for assessment and the processes involved. Among next steps is an effort at better documenting how the results of assessment are actually used throughout the College to guide efforts at improvement.

It is important to remember, says Mark, that there is a clear difference between assessment and evaluation, and that the goal with assessment is always to help the College, and its departments, improve the programs and services provided to students in ways that can be documented.



Trustee Highlights, cont.

taught previously at New School University, Syracuse University and the University of Delaware. He holds a B.A. degree from the University of Delaware and an M.A. degree from Syracuse University, both in English.

- Richard Diodati, to teach Human Resources Management for the Business & Information Technology Department. He is also the Director of Human Resources at the Charles Sitrin Health Care Center. He is an MVCC graduate, with a degree in Science Laboratory Technology. He also holds two degrees from SUNYIT, a B.S. in Finance, and an M.S. in Business Management.
- Taras Herbowy, to teach Introduction to Psychology for the Psychology, Human Services & Education Department. He is a former Superintendent of Schools in Utica, and in East Providence, RI. He is an MVCC graduate, with a degree in Individual Studies-Business. He also holds an M.S. degree in Counseling from SUNY Oneonta, a C.A.S. in Education Administration from SUNY Cortland, and an Ed.D. degree in Education Leadership from Columbia University.
- Kate M. Kocyba, to teach Art Appreciation for the Humanities Department. A development associate for the Central New York Community Arts Council, she received a B.A. degree in Art History & History from SUNY Potsdam, and an M.A. degree from the University of Manchester, England in Art Gallery & Museum Studies.
- Robert A. Madore, to teach Manufacturing Processes for the Engineering Technologies & The Trades Department. He is the Product Engineering Manager for ECR International, Inc., and has taught a variety of related courses for BOCES. He holds a B.S. degree in Vocational Education from SUNY Oswego.
- Joseph Maurer, to teach Principles of Macroeconomics for the Business & Information Technology Department. He is a Financial Services Representative for Metropolitan Life Financial Services. His B.S. degree in Economics was awarded by Mount St. Mary's College. His M.A. degree, also in Economics, is from the University of Maryland.
- Lawrence Sardelli, to teach American National Government for the Social Sciences Department. He is an Assistant County Attorney for Oneida County, and Common Council Attorney for the City of Utica. He received a B.A. degree in History-Political Science from Holy Cross College, and a J.D. degree from the Syracuse University College of Law.
- Joseph M. Sciortino, to teach Computer Applications/Civil for the Engineering Technologies & The Trades Department. A civil engineer with the New York State Department of Transportation, he holds a B.S. degree in Civil Engineering Technology from SUNYIT.
- John Susenburger, to teach Principles of Macroeconomics for the Business & Information Technology Department. A former controller for Titan Homes, he has also taught at Utica College and the Utica School of Commerce. His B.S. degree in Accounting is from Northwest Missouri State University. His M.B.A. degree in Economic Theory is from St. John's University.
- Justin Wilcox, to teach Principles of Management for the Business & Information Technology Department. He is an MVCC graduate, with a degree in Business Management. He also holds a Bachelor's degree in Business/Public Management and an M.B.A. degree in Technology Management/E-Commerce/Marketing, both from SUNYIT.

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Annual Alumni Phonathon Underway



Phonathon Facts

- 1) **Financial Goal \$40,000**
- 2) **Update Alumni records and Information.**
- 3) **Maintain contact with our Alumni**

Student callers: Approximately 20 work each semester. This is an additional source of income for dorm students, although not all of the callers are dorm students. We recruit through signage and word of mouth, and they apply at the Alumni Office.

Managers currently are Ushona Mclean, Resident Director of the dormitories and Kenyetta Ivy.

The Phonathon duration: 5 weeks during the Fall semester and 3 weeks during the Spring semester.

Trustee Highlights, cont.

~ Approved the probationary appointment of Andrea Breton as Assistant Child Care Services Coordinator. She is an MVCC graduate, with a degree in Liberal Arts & Sciences: General Studies/Elementary Education. She also holds a B.S. degree In Elementary Education from SUNY Oneonta, and is a Master's degree candidate at SUNY Cortland. She has been employed at Junior Junction and St. Paul's Day Care Center, and has been a substitute elementary teacher in the Whitesboro, Westmoreland, New Hartford and Utica School Districts.

~ Approved creation and filling of a Financial Aid Advisor position.

~ Tabled action on revisions to the College Senate Bylaws, and on new College policy and procedures with regard to outside vendors.

~ Approved new Emeritus Status Procedures for faculty members, administrators and professional staff members who have made extraordinary contributions to the College, after they retire:

1. To be eligible for Emeritus Status, the faculty or staff members must provide notification of the intent to retire no later than the beginning of the semester for faculty, i.e., August for December and January for May, and three months in advance of the retirement date for non-teaching professional staff and administrators.

2. Titles would be "Professor Emeritus," "Vice-President Emeritus," and "Administrator Emeritus," as appropriate.

3. Requires at least 10 years of full-time service at the College.

4. Requires the rank of Assistant Professor or higher for faculty, and Level II or higher for staff.

5. Nominations are submitted to the respective supervisor, usually a department head or director. The supervisor may initiate a nomination directly to the respective vice-president. Nominations may also be submitted by the College Senate to the respective vice-president.

6. Each nomination must be supported with a written rationale that evaluates the candidate's contribution to the College.

a) The supervisor adds a recommendation and forwards the entire file to the respective vice president.

b) The three vice-presidents together function as a review committee for all nominations, append their recommendations, and forward the entire files to the President.

c) The President reviews the nominations and forwards recommendations to the Board of Trustees for appropriate action.

7. The nomination rationale should address at least one area of extraordinary contribution to the College, from the following:

Service to the College and collateral responsibilities.

Professional responsibilities, which would include teaching and learning for faculty

Scholarship

Professional development and service

Community service

Service to students

8. Emeritus status is awarded at a formal recognition ceremony, with the candidate's family invited to attend, as desired.

9. Emeriti may participate as part of the academic procession at Commencement.

10. Benefits include the use of the College library, cultural activities, recreational facilities and email.

The Trustees modified their meeting schedule for the year, agreeing to meet in January and not in March.

Frisbee Elected President

The Board of Trustees of the Central New York Library Resources Council (CLRC) has elected Stephen Frisbee, Coordinator of College Libraries, as President for a two-year term 2004-2006. Previously, he has served as Board Vice President and Chair of the Planning & Review Committee.

CLRC is one of nine Reference and Research Library Resources Councils in New York State, facilitating resource sharing and interlibrary cooperation since 1967. CLRC's mission is to maximize the ability of member libraries and systems to meet the information and research needs of their respective clientele through programs and services that build from a shared commitment to excellence, innovation, cooperation, and service.

CLRC serves libraries and library systems in Oneida, Herkimer, Madison and Onondaga counties.

Presentation at College Night

Three MVCC employees participated in a presentation at the Mohawk Valley Counseling Association College Night event held at MVCC on October 12.

Wendy Dowsland, Donna Sawyer White, and Lynn Igoe joined with Mary Brown-DePass, SUNY IT Director of Counseling and Special Programs and Kateri Henkel, Coordinator of Learning Services at Utica College, for a presentation titled "Students with Disabilities: The College Process."

Focusing on the transition from the high school to the college, the five speakers pointed out the many differences between the two environments and highlighted the skills students would need to make that transition a successful one.

Upcoming Events

Monday, 10/25

~ MVCC Cultural Series Event Cult Classics Film Festival, "A Clockwork Orange," 4:30pm and 7:30pm, IT Theater. Admission \$3; students free with ID.
~ Open Mic Night, 7:00pm-9:00pm, ACC116.

Tuesday, 10/26

~ SUNY IT Information Table, 10:00am-1:00pm; 4:00pm-6:00pm, PC Atrium, Rome Campus.

~ MVCC Cultural Series Event Cult Classics Film Festival, "Pink Floyd: The Wall," 4:30pm and 7:30pm, IT Theater. Admission \$3; students free with ID.

Wednesday, 10/27

~ Brown Bag Lunch Series, "Managing Your Time," 11:00am and Noon, ACC 116.

~ Hospitality Programs Luncheon, theme: "Hunter's Moon." Seating begins at 11:45am in RA 108, Rome Campus.

~ Poet's Recluse, 2:00pm-3:00pm, PH Lobby.

~ MVCC Cultural Series Event Cult Classics Film Festival, "Blue Velvet," 4:30pm and 7:30pm, IT Theater. Admission \$3; students free with ID.

~ Distance Education Dept. MVOnline workshops for ED100 classes,, 1:00pm, PCA10, Rome Campus.

Thursday, 10/28

~ MVCC Cultural Series Event Cult Classics Film Festival, "Army of Darkness," 4:30pm and 7:30pm, IT Theater. Admission \$3; students free with ID.

~ Distance Education Dept. MVOnline workshops for ED100 classes,, 1:00pm, PCA10, Rome Campus.

~ Hospitality Programs and Rome College Foundation "Food for Thought" Scholarship Dinner, 6:30pm, RA 108, Rome Campus.

~ College Senate sponsored open forum on SUNY Mission Review II, 3:15pm, PH 300.

~ Rome Student Activity Association Halloween Party, 10:00am-2:00pm, PC Atrium.

Friday, 10/29

~ MVCC Cultural Series Event: CONCERT: "Mecca Bodega," 8:00pm, IT Theater. Admission is \$5; \$3 with student ID.

Wednesday, 11/3

~ Brown Bag Lunch Series, "Preventing Plagiarism," 11:00am and Noon, ACC 116.

~ Hospitality Programs Luncheon, theme: "British Pub Lunch." Seating begins at 11:45am in RA 108, Rome Campus.

~ Poet's Recluse, 2:00pm-3:00pm, PH Lobby.

Thursday, 11/4

~ Night Hawk Cafe, "Modus," 8:00pm, MV Commons. Free.

Saturday, 11/6

~ Utica Symphony Orchestra Concert, 2:00pm and 8:00pm, IT Theater.

~ NJCAA Division III National Women's Soccer Championships 11:00am and 1:00pm.

Sunday, 11/7

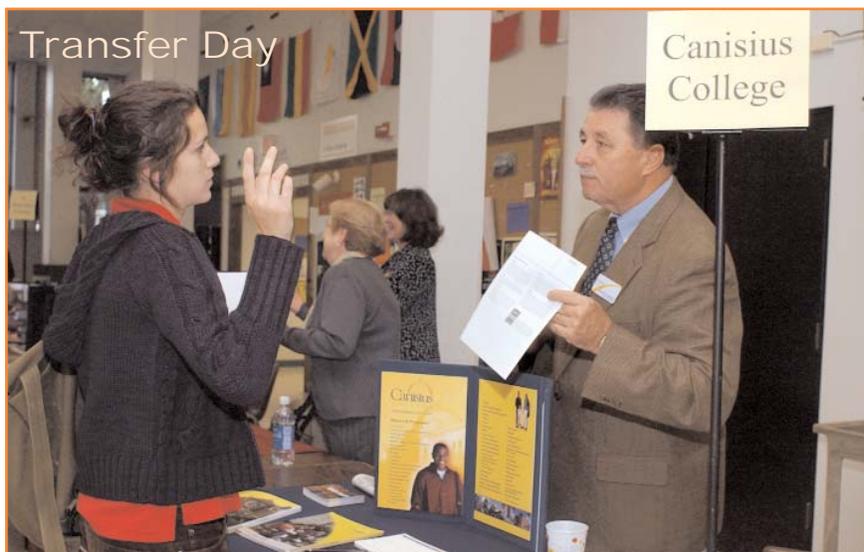
~ NJCAA Division III National Women's Soccer Championships 11:00am and 1:00pm.



Engel Gives Presentation

On October 4, Sandra Engel, Professor and Head, Humanities, gave a presentation, "Vietnam Then and Now" at the Masonic Home.

On October 19, she gave a presentation, "Do You Not Have Water Buffalo in Your Province?" as part of the "Becoming a Citizen of the World" Series at Mansfield University in Pennsylvania.



On October 12th the College Counseling Center hosted a Transfer Day with approximately 40 colleges in attendance in the ACC Snack Bar area. It was a great opportunity for students to speak with college representatives about transfer opportunities.