Enrollment Management & Student Development
Area Report Spring 2004

The Enrollment Management Department is continuously creating and updating strategies to better serve our current and incoming students. During the academic year 2003-2004, the staff succeeded in keeping enrollment numbers stable. Six of the Enrollment Management areas were heavily involved in the successful start of the Jenzabar conversion, the new student database software program. This continues to be a major priority.

Assoc. Dean of Enrollment Management & Student Development:

- Affirmative Action/Title IX Officer
- Student Grievance Officer
Dean Warfield is the advocate for students who submit grievances to the college. This year four students submitted grade appeals and were guided through the appeal process.
- CORI Review Committee Member & Submitter
- Kelley/Regan Emergency Student Loans Program Administrator
The Kelley/Regan Emergency Loan fund is designed to assist students with education related expenses. There is a $250.00 limit per loan, and it is paid back through the student's financial aid. The most common request is for books and supplies. Approximately 50 applications are processed per semester. Students are referred to community agencies (food pantries, Housing Assistance Corporation, Child Care Network, etc.) if they require further assistance.
- Affirmative Action Committee – Chair
The committee met regularly during 2004-2005. Members served on numerous Search Committees. “The Color of Fear” and “Race: the Power of an Illusion” videos were purchased. “Race: the Power of an Illusion” was screened for the campus community. Helen Helfer was invited to speak about her book “Footprints on the Land,” a collection of perspectives from people of many different cultures growing up in America from the fifties to present.
- Served on the Psychology Faculty Search Committee
- Diversity Advisory Committee – Member
- Academic Appeals Committee
- Selected as a Fellow representing CCCC in the first Community College Leadership Academy
The Community College Leadership Academy provides an avenue through which New England Community Colleges can prepare their future leaders while supporting existing talent. A select group of community college personnel identified as having potential for senior leadership positions participated in the Academy, which offered fellows a rigorous and supportive opportunity for leadership development and networking. The Leadership Academy culminated in an intense Residency College which included an academic mini-conference, coaching sessions, group presentations and the presentation of individual projects. Dean Warfield presented the “CCCC Millennium Enrollment Management Plan” to a very enthusiastic audience.
- Diversity Outreach Activities:
  1. Society Organized Against Racism in Higher Education – Member
  2. Coordinated & hosted Student Diversity Recognition Day for 200 high school students on May 5, 2004
  3. For the second year, awarded a $5000 grant for Early College Awareness Session planned for middle school students on July 22, 2004
4. Coordinated the Richie Havens Benefit Concert on April 3, 2004 - a successful fundraiser for the CCCC Trustee Diversity Scholarship and Housing Assistance Corporation

**Goals 2004-2005:**
- Implement newly created Enrollment Management Plan with clear goals and objectives.
- Maintain and promote Student Development and Leadership.
- Continue to work on creating a diverse faculty, staff and student body.
- Provide support and advocacy for all departments within our area.
- Facilitate communication among our areas and the college community.
- Make departments as “user friendly” as possible for students, faculty and staff.
- Ensure policies and procedures are followed.
- Encourage creative strategies to cope with budget and staffing issues.
- Provide additional support to those areas directly involved in the Jenzabar EX software conversion.

**Admissions Office:**

The 2003-2004 year was consumed with issues related to Jenzabar and its implementation. The entire staff attended workshops to better understand the software and how it would be implemented at CCC. The Admissions module is evolving and manuals are being fine-tuned. Admissions staff is developing common definitions, procedures, and discussing potential changes BEFORE forging ahead.

Staff members have served on AUG, Publicity, On-Line Registration, On-Time Registration, and Operations Committees. Frequently discoveries were made concerning the software that pointed out “we do not know what we do not know”. Our previous semester driven notion, now term concept, is not how the software functions. Immediate changes have been made and we are slowly discovering the impact. Changes in our procedures will be made if required.

We are still learning how the modules come together and relate to data entered by various offices. Entering applications for individuals who have previously applied required re-entering data that is not carried forward, i.e. names of previous colleges, name of high school. Our acceptance letters have been designed to reflect missing credentials so reentering the names is required so as to produce accurate personalized letters. Had we known the time consuming nature of reentering the data, we may have designed the operation differently. We are reviewing our options. This is one example of the learning curve!!

Proudly, I can say that we are generating many letters with the new software. Personalized acceptance letters (including selective programs) reflecting (by name of school/college) any missing information, and withdrawal letters. We hope to add the wait list letters for selective programs, and a missing credential letter to the list.

Reports continue to be somewhat problematic. One example, when trying to duplicate a report in Jenzabar of our primary schools population using a report from a 2002, we have discovered that some local high schools have more than one ID code number in the new system, and we are also trying to determine other problems in trying to create reports. Current semester seems to change as offices update their records. We are discussing the impact on Candidates/Applicants reports in Admissions.
Accomplishments, Recruitment Activities and College Committee Assignments

• Hired and trained two part-time receptionists, including a Senior Aide through the Elder Services of Cape Cod and the Islands.
• Dual enrollment program continued with College funding 50% of the costs in the fall. In the spring semester students covered 100% of the costs. Fall enrollments included 85 students, taking 173 courses totaling 538 credits. Spring enrollments included 105 students taking 218 courses totaling 653 credit hours. Calculations are reported after the end of the Add period. All students met with an Admission professional who explained the semester calendar and policies related to attendance, grading, withdrawals and so forth.
• Attended 4 N.E.A.C.A.C. (New England Association of College Admissions Counselors) College Fairs at Stonehill College, Assumption College, Northern Essex Community College and the University of Massachusetts-Dartmouth.
• Staff a booth at the Massachusetts School Counselors Association Conference in Hyannis in order to share information with guidance personnel from throughout the State.
• Participated in Reverse College Day hosted by N.E.A.C.R.A.O. (New England Association for Collegiate Registrars and Admissions Officers) was attended by guidance personnel from the New England region. A packet of information was given to each guidance counselor who stopped at our table.
• Attended 48 college day programs hosted by individual high schools or regionalized guidance associations, and 12 college night programs.
• Visited all Cape schools in the fall. Frank Rose returned to reach out to underrepresented students in Barnstable, Falmouth, Bourne, Plymouth, Dennis-Yarmouth, Mashpee and Wareham. He has also been able to meet with members of the Tribal Council's educational groups.
• The Director attended six Community Colleges of Massachusetts Admission Directors meetings. The June meeting was hosted at CCCC.
• All Cape and Island Guidance Association meetings were attended. Lisa served as the groups Vice-President and will be President in the coming year. Frank, Lisa and Sioux are active members of the All Cape College Day steering committee. The annual event marked the 39th year of offering this opportunity to students of the region.
• Participated in 3 “Employee Benefits Day” programs Tobey Hospital, St. Luke’s Hospital and Charlton Hospital. Barbara Murphy assisted in these visits. Visits to Cape Cod Health Care facilities were shared with Luise Speakman.
• Information sessions for selective health programs were held throughout the fall. Nursing sessions resumed in April and ran through June.
• Assisted with the overall staffing of the College booth at Cape Cod Mall in January, June and August.
• The Director was a panelist at two area high schools evening programs for parents of juniors: Sandwich High School “Public Colleges and Two Year College Option”, Provincetown High School: CCCC and Benefits of Community College”. Frank Rose presented a PowerPoint presentation on Course Selection in High School for Access to College at Upper Cape Regional Technical High School.
• Addressed ESOL classes at downtown campus about the options available on the main campus. Hosted CATESOL, ESOL, ACCCESS groups on main campus for general information and tour of the campus, Ended tour in the Library and group got their ID pictures taken.
• Met with SUCCESS students in fall and spring to explain application procedures, support services, scheduling and answered many questions geared towards making the transition to the Main campus easier.
• Met with the Cape College Bound participants during one of their Saturday mornings on campus. The topic for discussion was “Applying to College and Finding a Good Fit College”.

Informational packets were mailed to guidance departments throughout the State. Packets included our Admissions Bulletin, College Catalogue, “Inside Admissions” newsletter, and cover memorandum.

Hosted a College Board Counselor Workshop. 92 counselors from throughout Massachusetts, Connecticut and Rhode Island attended. Session continues to be held on the Friday of Columbus Day weekend.

Staffed College booth at School to Career fairs at Dennis-Yarmouth Regional High School. Also participated in Career days at Sandwich High School and Harwich Junior Senior High School.

Attended Dennis-Yarmouth Regional High School’s Junior English class to conduct mock College interviews. Participated in the fall and spring.

Assisted with Early Awareness workshops for high school and middle school population.

Staffed College booth at the Multicultural Fair at CCCC, Multicultural Family Day in Brewster, and Family Fun Day at the Ezra Baker Elementary School in Dennis.

Staffed booth at the National College Fair in Boston.

Frank Rose assisted with planning and implementing the annual Student Recognition Day for area high school and middle school students.

Goal 1: To increase student enrollment with special emphasis on recruiting under-represented populations, including first generation college students, recent immigrants, low income, communities of color, adult males, and person with disabilities.

Objective: To increase our yield of applied to registered of underrepresented students. We will not know until classes begin in September if we have actually accomplished our goal.

Action steps:

- Hosted the annual open house on April 23. One hundred seventeen individuals registered. The total attendance was approximately 250. The difference in numbers reflects parents/guests of the potential student.
- Hosted the Cape and Island Guidance Association on April 15. 65 people attended the event. Guests included members of the association and support staff who work in guidance offices.
- Co-hosted the annual Student Recognition Day. Event attracted over 150 students from several area high schools and middle schools. For the second year, we added a student talent showcase which was well received by all.
- Initiated On-Site Admissions Interviews at Barnstable and Mashpee High Schools. Well received by both guidance personnel and the students. Guidance personnel created packets for each student which included our completed application, application fee and current transcript. Students met individually with an Admissions professional for approximately 20 minutes, and were then given a certificate which promised conditional acceptance to the College. We plan to expand program with other interested schools. 75 students participated in Barnstable and 55 in Mashpee.
- Campus tours for SUCCESS, ACCCESS, and CATESOL students were expanded to include more classes. Presentation for SUCCESS students held in Hyannis for fall and spring classes.
- Participated in Boston area Gay Straight Bi-Sexual College Fair
- Develop video tour of campus delayed for a year

Goal 2: To improve Admissions communication with internal college community and the external communities including potential applicants, guidance, business and other important constituencies.
Objective: Maintain currency in the use of technology

Action Steps:

- Posted Admissions Application on college website as a PDF document that can be downloaded and printed. Plan to work with college IT staff, MassMentor staff to place CCCC application on-line with on-line submission capability.
- Maintained contact with college publications staff to update sections of the Admissions website section including adding the application to various links on the site.
- Worked with the College Graphic Designer to produce a Bulletin that complimented the College Catalogue. Admissions Bulletin had expanded color photography, updated copy and a new font for easier reading.
- Developed Jenzabar office manuals for processing an application and general maintenance; and a manual for processing general inquiries. Documents require frequent update and corrections to address modifications in procedures and definitions.

Goal 3: As part of the image building campaign of the College, Admissions staff will educate area high school guidance counselors, community groups (business, civic and religious) about the benefit of the Associate Degree and certificate programs at CCCC.

Objective: Expand appreciation of Associate Degree and Certificate programs.

Action Steps:

- Current PowerPoints for the annual Open House and Orientation were updated and expanded by the Director. Copy was corrected, new photography was inserted, new screens added to reflect currency. Additionally, presentations were created for parent groups at Sandwich High School, Upper Cape Cod Tech and Provincetown High School. A PowerPoint presentation was created to explain the application procedures to a selective allied health program.
- Information was mailed during the year to all area libraries, chambers of commerce, and churches. In addition, staff attended the Tribal Council Family Day and the Tribal Council Educational Opportunity Day. Additional special outreach activities included contacting Brazilian Outreach Support Services, participating in a focus group at WGBH's Allied Health Issues, speaking at the “My Turn” career outreach for underrepresented students at Plymouth North High School, and presenting at Woods Hole Oceanographic Institutes' College presentation for parents. Staff presented and participated in the Barnstable Youth Task Force's Children, Youth & Family Summit, an information session at Wareham’s Evening High School, the Gay-Straight-Bisexual Alliance Conference/College Fair in Boston, the Multicultural Family Fair, the Family Fun Day at Ezra Baker Elementary School in Dennis and the Multicultural Family Day in Orleans Middle School.
- Participated in the Early Awareness workshops funded by the Wilkens family. Shared Power Point presentation about applying to College and offerings at CCCC. Attended Career Days at Harwich, Sandwich and Dennis-Yarmouth Regional High Schools.
- Maintain contact with the high schools, NAACP, Tribal Council. Contact with the Tribal Council included the items mentioned above. Frank maintained contact with John Reed and attended President Schatzberg’s campus Diversity Committee.
- Staff presented at informational meetings for men assigned by the courts to the work with the Barnstable County Correctional Commission Outreach program. The men
participate in numerous workshops designed to prevent continued involvement with the courts.

- Contacts with area guidance personnel were a shared venture. Lisa Fedy maintained very close contact with the guidance membership of CIGA as the 2003-2004 Vice President and newly installed President. Susan Kline-Symington was awarded a Lifetime Achievement Award by the Association at their June meeting. She was nominated by the local chapter (CIGA) for a statewide Administrative Award from the Massachusetts School Counselors Association.

- We hosted a reception for under-represented accepted candidates on June 16, 2004. Telephone contact was made with all accepted candidates who self-reported their ethnicity as other than Caucasian or Unknown. Fourteen members of the College staff participated and 13 students and their guests attended. A pilot tele-counseling outreach was tried with this group.

Assessment Center:
The Assessment Center administers the college’s basic skills testing program. The Center also schedules and administers: CLEP (College Level Examination Program), GRE (Graduate Record Exams, subject only), MCAT (Medical College Admissions Tests), and MBTI (Myers-Briggs Type Indicator Tests). The Center offers students and faculty other assessment resources as well, such as learning styles workshops, learning and study skills inventories, and reading style inventories.

- Assessment of new, matriculated students Fall 2003 and Spring 2004

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- Post-Testing for Developmental Courses

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<td>Fall, 2003 Reading/English</td>
<td>140 students Mathematics 234</td>
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<td>Spring, 2004 Reading/English</td>
<td>84 students Mathematics 255</td>
<td>Total = 339</td>
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- Evening Testing (Non-matriculated Students) Three testing sessions are held each evening (5:30 p.m., 6:30 p.m., and 7:54 p.m.), a maximum of 21 student appointments per evening.

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- MBTI Workshops (Myers Briggs Type Indicator):
  - Fall, 2003 - 1 Classroom Workshop & 1 General Workshop
  - Spring, 2004 – 1 Classroom Workshop

- CLEP (College Level Examination Program): The College Level Examination Program test administrations are held monthly on Saturday mornings. Three testing sessions are offered at 8:00 a.m., 10:00 a.m. and 12:00 p.m.

  - 2003/2004 Number Participants = 200 through May testing date
  - 2003/2004 Number Tests Administered = 245 through May testing date
- Amount to CCCC from fees: $4,293
- Number of fees waived = 9
- Amount of fees to CLEP: $10,110

- GRE (Graduate Record Examination Program):
  Number on Roster  Number Tested
  November 11, 2003  17  14
  December 03, 2003  22  18

- MCAT (Medical College Admissions Test)
  Number on Roster  Number Tested
  August 16, 2003  13  11
  April 17, 2004  12  10

- GRANT TESTING: The center has worked closely with grant directors at both the West Barnstable and Hyannis campuses. We have provided pre and/or post testing for such grants as ‘Success”, “Catesol”, “Dual Enrollment”, “Tech Prep”, “Early Childhood Ed” and various other smaller grant programs.

Administrative User Group: (Jenzabar EX Software Conversion) As module manager for the Student Life Module and as coordinator for Assessment data, the director completed several major tasks during the initial phase of the conversion and also during the ‘go live’ dates. The director continues to be involved with upgrading the Student Life Module and Assessment Center data fields and attends the Administrative User Group meetings. She also completed the Infomaker Beginning and Advanced Training Workshops and is working on Jenzabar reports for pre and post-test score statistical reports. Joy is currently participating in the internal Infomaker Training Program.

Goals Completed:
- Updated CLEP Brochure
- Updated Assessment Center Brochure
- Updated and added new procedure sheets (Jenzabar Jobs) to Assessment Center Procedure Manual

Financial Aid Office:
Attached is a summary report of financial aid dollars and number of recipients from 1997 to present.

Technology
When the College went live with Jenzabar in July, it had a strong impact on the Financial Aid Office. Staff had received little or no training on how to look up information in the registration and billing modules. During registration, we learned quickly “under fire”, but we did not have access to the billing system until mid to late fall semester.

Support staff have a new daily task creating data files from Jenzabar and loading the data into Powerfaids. For the first time, admissions and registration information is available in the financial aid module via a systematic, rather than manual, method.

As a result of the Jenzabar conversion, we began using the disbursement functions in Powerfaids. While the steps involved are simple enough, the task has been complicated at many steps along the way. Communication issues between the two systems continue to arise.
The Director attended two weeks of InfoMaker training in the fall (basic and intermediate). Most of financial aid reporting still draws directly from Powerfaids, but the office will be able to use InfoMaker when we need to collect information that is not stored in Powerfaids.

Because of the time when the system was down for conversion, the learning curve, the need to train others, time out for Info Maker training, and overall slower processing, many of the financial aid tasks fell behind schedule this past year. For example, packaging student awards and calculating refunds for withdrawals both fell outside our processing norms. Due to the need to catch up on the refunds, the 2004-05 file evaluation started later than in prior years.

Beginning in July 2003, the Financial Aid Office took responsibility for processing National Guard waivers and employee tuition remissions. Previously these were handled by the business office. Under Avion, they were a fairly simple, one-entry process. The system was coded to draw the correct percentages from the appropriate ledgers. Under Jenzabar, this is completely manual. The staff must calculate the proper percentages, enter the various fund codes to match the state and local accounts, and monitor the student's bill for any changes that could affect the awards.

The Financial Aid Office is now responsible for approving disbursement on all outside awards. This ensures more compliance with preventing over awards. However, it requires that the Financial Aid Office create a file for every scholarship recipient, many of whom do not apply for other financial aid. The office also has to set up "awards" to offset tuition and fees for classes that in the past had no charge. Peer tutorials, the Success program, and C.N.A. are just a few examples of class lists we have to monitor. Because billing and financial aid are separate systems, there are often timing issues that cause students to erroneously receive bills. As we work out some of the problems with the disbursement interface, some of these timing problems will resolve.

This spring, the Assistant Director has been researching new technology options for loan processing. She will be using a web-based system from the American Student Assistance guarantor agency and incorporating it with Powerfaids. Up to this point, we have not used the loan management screens in the software. She has also researched new lenders that will provide quality support to both us and our student borrowers.

Compliance

The College continues to be within the 3-year exemption on the KPMG state programs audit. The state auditors did not select us for a federal programs audit this year due to our spring program review. Our last audit for the federal programs was 1998.

In March, the US Department of Education conducted a federal program review. They primarily reviewed 2001-2002 and 2002-2003 files, but also 2003-2004 refund calculations. Unfortunately, this was a major area of non-compliance this year due to system set-backs. The Financial Aid Office, Business Office, and Security Office are currently working on the response to the review.

Reporting

In addition to completing the annual reports for various state programs and the federal FISAP, the College's certification for participating in federal aid programs required renewal this past
fall. This report was submitted on time and certification renewed. The certification covers a shorter than normal period, 2 years, due to the close-out of the Federal Perkins (NDSL) program. The Title III application to waive matching funds was submitted on time and will result in our waiver continuing. An application to approve four new certificates for financial aid is currently in process.

Outreach

As in past years, Mary and Sherry have participated in outreach opportunities and information sessions for the following: Dental Hygiene, Hyannis SUCCESS program, early awareness programs with middle and high school students, ADVANTAGE program, Open House, Help Desk, College Bound program, and the Board of Trustees.

Professional Development & Committee Work

In addition to attending the fall state conference, professional staff Sherry continued to participate heavily in MASFAA committee activities. The Director, Sherry Andersen has been the president-elect for the past year. The Assistant Director, Mary Jenkins, was an active member on the Early Awareness committee until this spring, when she moved to the conference committee. This past November, the Early Awareness committee held its first “Carnival of Learning” modeled after an event held each year at the national conference.

This past year, the Director has served on the editorial board of NASFAA’s Student Aid Transcript magazine. At this summer’s national conference, she will be moderating a session on federal aid overpayments.

Support staff attended a workshop on organization, time management, and customer service skills. They also attended an EASFAA-sponsored training day on resolving database matches and conflicting information on the FAFSA.

Health Services:

After one full Fiscal Year as Director of CCCC Health Services, many changes have taken place. The department as a whole has operated efficiently and within its current budget.

The part-time medical staff that continues to provide a valuable service to our students and staff deserves accolades. Although known to few, some of the Nursing Staff have been employed by CCCC Health Services for over 20 years. This reflects not only loyalty and dedication, but also commitment to the mission of Student Health Services.

Special recognition goes to Ms. Robyn Keefe, who as our Health Services Administrative Assistant, has taken initiative in designing services to our student/patients and has been invaluable in performing the myriad tasks of day-to-day operations.

A mentioned in last year’s report, the funding for the free immunization program for adults (our student population over the age of 18) has been cut. In the spring of 2004, the Commonwealth of Massachusetts announced that they would no longer supply immunizations for Measles, Mumps & Rubella (MMR), Hepatitis B (Hb) as well as other vaccines. The elimination of this program a $35,000.00 impact on the current Health Services budget and forces us to begin charging students for immunizations beginning in Fiscal Year 2005. In an
attempt to curb costs to CCCC students, Health Services has, through negotiations with C-Lab (Cape Cod Health Care), netted reduced rates for immunization blood tests for our students. Although this is far from the previous no fee program, it does allow for a cost effective way to supplement the state mandated immunization requirement.

The redesign of Health Services, with its computer upgrades is now complete. Approximately 25% of our health information handouts have been converted to multi-lingual publications. Our cooperative relationship with the Allied Health Programs continues with a redesign of the various forms these specialized programs require. Health Services is attempting to increase health and wellness awareness on campus through cooperative efforts with the Student Development Office. We will continue to schedule events highlighting health issues that are important to both students and staff. Spring 2004 semester featured a Women's Health mini-fair in the cafeteria.

Other advancements for health services include appointments of the Director to serve on two important community organizations the Cape Cod Medical Reserve Corp (CCMRC) and the State Medical Advisory Committee for the elimination of tuberculosis (MACET), a college health subcommittee.

Our goals for the upcoming year are simple: to continue expanding our on-campus health education programs, to maintain our cooperative efforts with the Health Science Programs and to continue services to students and staff.

**Emergency Responses July 03 to May 04**

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<td></td>
<td>4</td>
<td>11</td>
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<tr>
<td>May</td>
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<td>1</td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<td>2</td>
<td>25</td>
<td>26</td>
<td>7</td>
<td>6</td>
<td>20</td>
<td>30</td>
<td>3</td>
<td>53</td>
<td>0</td>
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</tbody>
</table>

Health Services responded to and/or reported on 53 emergency encounters during the last FY. Of those 20 were employees or staff, 30 were students, 3 were visitors. Of the total, 2 incidents were handled by Security, 25 by Health Services staff, 26 were self reported, 7 treated directly by EMS and 6 were treated privately. The important statistic to identify is that there were no reported evening emergency calls. This validates the decision to eliminate EMT coverage on evenings and weekends. The only incident reported to this office was one call for EMS generated by the Evening Administrator, during a special event. EMS arrived in a timely
manor, consistent with community standards and the patient was removed from campus for
transport to Cape Cod Hospital.

### Immunization Totals for Fiscal Year 2004

<table>
<thead>
<tr>
<th></th>
<th>MMR</th>
<th>TD</th>
<th>HEP B</th>
<th>PPD</th>
<th>FLU</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>July</strong></td>
<td>15</td>
<td>6</td>
<td>44</td>
<td>37</td>
<td>0</td>
</tr>
<tr>
<td><strong>Aug</strong></td>
<td>24</td>
<td>32</td>
<td>67</td>
<td>80</td>
<td>0</td>
</tr>
<tr>
<td><strong>Sep</strong></td>
<td>20</td>
<td>20</td>
<td>57</td>
<td>24</td>
<td>0</td>
</tr>
<tr>
<td><strong>Oct</strong></td>
<td>6</td>
<td>4</td>
<td>29</td>
<td>2</td>
<td>84</td>
</tr>
<tr>
<td><strong>Nov</strong></td>
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<td>14</td>
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<td>51</td>
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<td>1</td>
<td>2</td>
<td>12</td>
<td>3</td>
<td>12</td>
</tr>
<tr>
<td><strong>Jan</strong></td>
<td>12</td>
<td>15</td>
<td>40</td>
<td>34</td>
<td>0</td>
</tr>
<tr>
<td><strong>Feb</strong></td>
<td>7</td>
<td>8</td>
<td>34</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td><strong>Mar</strong></td>
<td>4</td>
<td>5</td>
<td>22</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td><strong>Apr</strong></td>
<td>2</td>
<td>3</td>
<td>10</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td><strong>May</strong></td>
<td>5</td>
<td>7</td>
<td>16</td>
<td>14</td>
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<tr>
<td><strong>Totals</strong></td>
<td>98</td>
<td>102</td>
<td>345</td>
<td>211</td>
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</table>

### Total MD/Psych/Nurse Visits and B/P Fiscal Year 2004

<table>
<thead>
<tr>
<th></th>
<th>MD Visits</th>
<th>Psych Visits</th>
<th>Nurse Visits</th>
<th>B/P</th>
</tr>
</thead>
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<td><strong>Jul</strong></td>
<td>0</td>
<td>0</td>
<td>52</td>
<td>16</td>
</tr>
<tr>
<td><strong>Aug</strong></td>
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<td>0</td>
<td>230</td>
<td>9</td>
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<tr>
<td><strong>Sep</strong></td>
<td>11</td>
<td>1</td>
<td>178</td>
<td>25</td>
</tr>
<tr>
<td><strong>Oct</strong></td>
<td>14</td>
<td>2</td>
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<tr>
<td><strong>Nov</strong></td>
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<td><strong>Dec</strong></td>
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<td>42</td>
<td>5</td>
</tr>
<tr>
<td><strong>Jan</strong></td>
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<td>1</td>
<td>93</td>
<td>4</td>
</tr>
<tr>
<td><strong>Feb</strong></td>
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<td>3</td>
<td>92</td>
<td>11</td>
</tr>
<tr>
<td><strong>Mar</strong></td>
<td>9</td>
<td>4</td>
<td>56</td>
<td>5</td>
</tr>
<tr>
<td><strong>Apr</strong></td>
<td>8</td>
<td>3</td>
<td>56</td>
<td>6</td>
</tr>
<tr>
<td><strong>May</strong></td>
<td>3</td>
<td>2</td>
<td>46</td>
<td>4</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td>60</td>
<td>18</td>
<td>1050</td>
<td>106</td>
</tr>
</tbody>
</table>

Health Services clinical visits represent students/staff who have visited for a wide variety of
medical services. MD visits reflect actual appointments with our physician, Psych services
reflect services provided to students and staff by our psychologist, and the remaining
encounters reflect direct nursing intervention.

### GRAND TOTALS 2004

<table>
<thead>
<tr>
<th>Grand Totals</th>
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11
<table>
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<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>MMR</td>
<td>98</td>
</tr>
<tr>
<td>TD</td>
<td>102</td>
</tr>
<tr>
<td>HEP B</td>
<td>345</td>
</tr>
<tr>
<td>PPD</td>
<td>211</td>
</tr>
<tr>
<td>Flu</td>
<td>147</td>
</tr>
<tr>
<td>Emerg.</td>
<td>53</td>
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<tr>
<td>Non-Emergencies</td>
<td>383</td>
</tr>
<tr>
<td>MD Visits</td>
<td>60</td>
</tr>
<tr>
<td>Psych Visits</td>
<td>18</td>
</tr>
<tr>
<td>Nurse Visits</td>
<td>1050</td>
</tr>
<tr>
<td>Blood Pressure</td>
<td>106</td>
</tr>
<tr>
<td>Total Encounters</td>
<td>2573</td>
</tr>
</tbody>
</table>

With a total of 903 it is evident that visits to Health Services have surpassed the numbers of immunizations for the first time in a number of years. It is apparent that as we increase offered services and on-campus programs, visits should increase.

**Hyannis Center:**
The Hyannis Center is home to the Adult Collaborative of Cape Cod for Education and Support Services (ACCCESS) programs. ACCCESS provides educational services to individuals, 16 years of age or older, to improve their reading, writing, listening, speaking, math, science and social studies skills. An experienced and sensitive staff offers free small group instruction, individualized tutoring, and computer assisted learning opportunities. Classes are offered on a rotating schedule during the year, and people may begin taking them at any time.

Other programs offered include:
- **CATESOL:** A College Transition program for non-native English speakers providing English and computer classes along with academic advising, seminars and study skills.
- **SUCCESS:** A College Transition program for adults with a GED or adult diploma which provides college prep English and Math, college study skills, computer class (3 credits), assistance with the admissions and financial aid process, as well as stress and time management workshops.
- **Family Literacy:** A structured learning environment for both children and parents. Parents prepare for the GED while their children are engaged in age-appropriate activities and interactive parent and child activities. Thanks to the Cape Cod Literacy Council, which provides tutors for the ACCCESS programs.

- ACCCESS served approximately 500 students enrolled in 24 classes; of which 7 GED classes were held in Falmouth and Hyannis, and 17 ESOL classes were held in Barnstable, Falmouth, Harwich and Dennis- Yarmouth.
- GED component served approximately 200 students; 30 of whom were ESOL students.
- GED Graduation Ceremonies were held on June 15, 2004; 88 graduates attended out of a total of 186 who passed the examinations this year.
- CATESOL served 30 students, the first graduates completed the program this year.
• Distance Learning served 50 adults; 12 are pre-GED and the rest are ESOL students who use computers, videos, and printed materials. These students work either individually or with a Distance Learning instructor/counselors or a tutor.
• SUCCESS, a new College Transition Program for adults with GEDs or adult diplomas, served 41 students, 27 of whom successfully completed the program this year. 91% of students who have completed this program have gone on to register at CCCC.
• Family Literacy Program offers GED preparation to about 20 adults in Falmouth, while their children participate in age-appropriate activities. So far, eight students have passed the GED exam.
• Cape Cod Literacy Council provided 51 tutors to assist ACCCESS instructors in their classes.
• Expanded staff training opportunities: PLATO Software workshop, Rosetta Stone software for ESOL students, ACCCESS Fall Staff Institute, session on Learning Disabilities, regional training conferences, assessment procedures by MDOE, and the CCCC Professional Days.
• Mini grants were received by SABES for the LD and Student Retention workshops.
• A grant was received from the CCCC Educational Foundation for a student newsletter
• A program-wide Student Journal was published
• The first ACCCESS Closing Ceremony was held on June 14. Students representing 53 countries attended with their families and friends.

Life Fitness Center:
The LFC offers recreational and intramural sports to faculty, staff, students and alumni of the college. A college ID is required to use the Life Fitness Center facilities. Activities offered include yoga, weight training, tennis, badminton, racquetball, volleyball, soccer, floor hockey, ladder challenge and basketball.

• Total Visits = 6,877
• Memberships = 440
  (Closed in January for renovations)
• Phase 1 upgrade of L.F.C. was completed in January 2004.
  o Removed carpet, installed floor tile
  o Painted wall
  o Weight Room – Removed carpet, returned floor mats and painted wall
• Intramural Activities: increased involvement in Basketball, Badminton, Yoga, and Racquetball
• Increased the number of basketball tournaments
• Hopefully, phase 2 of L.F.C. upgrade will be completed this summer.
  o Circuit training room – remove carpet and refinish hardwood floor
• New Initiatives: Plans are underway to schedule extramural basketball games with other Community Colleges and State Colleges.

Registration:
The 2003-2004 academic year was a challenging year for all offices as we implemented Jenzabar, a new student information system. The Administrative Users Group provided support as we progressed through this process. As problems were identified, the module managers met regularly to discuss and resolve these issues. It will be another year or two before the college achieves comfort with the accuracy of this system.
Once conversion began, we quickly realized that we needed to undertake two projects immediately in order to assure the accuracy and integrity of student records. The two major projects were identified as transcript validation and transfer credit data entry.

**Transcript validation:** This project required review of every student record dating back to 1990. Each record must be validated to make certain that the data was converted correctly. There are approximately 47,000 unique records that fall into this category and as of this report, 10,846 have been validated. The records room staff has done an outstanding job with this project in addition to their regularly assigned tasks.

**Transfer credit entry:** The need for this project was multifaceted. Not only was this information critical for advisors, it also is an integral part of the pre-requisite implementation. This was first time the College had enforced pre-requisites, and other than the initial start up problems that we experience with each procedure, it did run relatively well. This information is also required for the successful implementation of the advising and graduation audits. There is still much work to do with this initial results are good. Staff has been working closely with the advising module Manager in this process. As of this report 3,500 records have been entered into the system. This project has been delegated to a part-time staff member, who again, has done extremely well with assigned tasks.

Last summer the Registration Office began development of a website and has met with great success. We have received wonderful comments from faculty and staff as well as our customers. The next step in this process is the on-line registration, which we hope to have ready for Spring 2005 registration, beginning in November 2004. A sub-committee has been devoted to this next phase and meets twice a month. Students have also been able to print their schedules from the website and this has been a tremendous help to the office.

Transcript requests are now printed off the system as opposed to copying the record card. We can also track when a transcript was sent and to whom. This has cut our processing in half. Grade processing is another area in which the time required for actual input of grades and recalculation of grades was also cut in half. Class list and final grade class list were changed to reflect the format that faculty had requested. They have reported satisfaction with this.

This year we also initiated two projects, one with Advising and the other with Tech Prep. The Tech Prep project involves entering an access database into Jenzabar of approximately 3,500 students. The TP office is entering some of the bio data and we are entering course and grade data. This will take some time but the TP office will have a complete history of all students for reporting and tracking of students. All TP students must be tracked for ten years.

In an attempt to improve our retention rates, the Advising office and Registration have created and implemented an early warning system. Students who are placed on probation receive a letter from our office as well as Advising. Once mid-term warnings are posted, we cross check to see if students’ name is on both list and they receive a second letter from advising requesting the student to come in to their office. We will continue to meet and discuss various ways to improve the college’s advising program.

Over the course of the year, staff participated in two workshops for HEIRS (state) reporting. The Registrar attended a workshop for the Mass College On-Line (MCO) at Mount Wachusett CC. Staff attended a meeting at Mass Bay CC sponsored by the BHE task force on Teacher Preparation.
In keeping with the college’s strategic plan, our goal for the upcoming year is to create a flexible schedule that accommodates students’ work and family needs. In addition, I would like to provide a full-year schedule that would assist students’ in long-range planning and hopefully with this, along with some intrusive advising/counseling, we can begin to improve our retention and graduation rates.

Student Development:

The Student Development office has provided many programs such as Spree Day, bringing in novelty entertainment, karaoke in the café, holiday happenings, etc. We have also done some indirect projects such as the bulletin board displays for black history month and women’s history month. One of our new adventures this semester was to offer a Drive-In movie outside in the playing fields. We had a double feature with popcorn, soda and hotdogs for sale. It was a huge success with 69 people in attendance. We hope to do more of this in the near future.

- We had a very successful event for World Aids day with the Aids Support Group of Cape Cod showing a dynamic film and providing resources and information, and we also had 12 panels of the Aids Quilt for display.
- During Women’s history month we held a mini Womens’ Health Fair which had six groups in attendance some of them being; the American Heart Association, Aids Support Group of Cape Cod, WIC, and Family Planning. We coordinated this with Health Services and I am working this summer with Judy to plan some more of these events for the following year.
- An on going goal is to keep the Student Senate strong and at full membership. We have produced a three-fold brochure about the Student Senate which was used at Open House. The Senate has been very active helping in both Orientations and Open House and also attended a Capital Hill Day in Boston in April which was very successful.
- This office is the support to all clubs and we try to help keep the student clubs active. Some new clubs have been the Go Club (Gaming, board games that is) and the Sustainability Club. The Gay Straight Alliance is growing and had a Drag-In as one of their events that was well attended. We are working over the summer with the GSA to help it become a more visible club on campus. I have been able to attain a new co-advisor, Karen Straight, for this group and we will be attending CIGSYA’s Open House on June 24 from 5-8 p.m. to see how we can connect with them on ventures throughout the year.
- I have set up an Orientation committee, which is working diligently in trying to revamp the entire Orientation and are looking forward to having an all-new orientation this fall. Some if the highlights will be advisor/advisee meetings, and an abbreviated session in the evening from 6-8 p.m.
- Our office is one of the sites for the Barnstable High School Community Service course, where seniors volunteer their course time from school at a business site on the Cape. We are lucky enough to have two students every day for at least 1 hour.
- Commencement Dinner was held at the Cape Codder Resort in May and I had a few students who helped in the organization of it all. It was set up differently and seemed to go well and the students were very pleased. We danced until the end. I am; however, working on changing the location; I’m working with John Lebica to have the tent rented for a longer period of time to accommodate our event.
- Conducted Student Senate Leadership Training
- Organized Student Leadership Conference at the SeaCrest in October
- Halloween Party
- Sponsored trip to Annual Flower Show in Boston
• "President for a Day" Fundraiser
• Blood Drives
• Spree Day (Fall 2003 & Spring 2004)
• Graduation Activities: Evening of Excellence, Dinner, Commencement
• Attended the National Conferences on Student Services
  November 2003 in Orlando, FL
  April 2004 in Washington, DC