The Enrollment Management Department is continuously creating and updating strategies to better serve our current and incoming students. During the academic year 2004-2005, the staff worked on goals and objectives established in the Enrollment Management Plan. Jenzabar continues to be a major priority.

Assoc. Dean of Enrollment Management & Student Development:

- Student Grievance Officer
- CORI Review Committee Member & Submitter
- Kelley/Regan Emergency Student Loans Program Administrator
- Diversity Advisory Committee – Member
- Strategic Marketing Plan Committee – Member
- Affirmative Action Committee – Member
- Data Management Group - Member
- Diversity Outreach Activities:
  1. Coordinated the “Harriet Tubman” Performance – September 19, 2004
  2. Assumed responsibility for Multicultural Festival of Cape Cod held on March 12, 2005
  3. Society Organized Against Racism in Higher Education – Member
  4. Coordinated & hosted Student Diversity Recognition Day for 250 high school students on May 4, 2005

Conferences Attended:

- Attended The Management Conference by Career Track in Hyannis, MA, February 22, 2005
- Attended the American Association of Community Colleges Conference in Boston, MA, April 8 -11, 2005
- Attended the NCORE Conference in New York City – May 31 – June 4, 2005
- Attended the SOAR Student Conference at Brandeis Nov. 14 & 15, 2003
- Attended the Senior Student Affairs Officers Retreat at the SeaCrest Resort in North Falmouth June 9 & 10, 2005

Goals 2005-2006:

- Continue implementing the Enrollment Management Plan.
- 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 the Enrollment Management & Student Development areas.
- 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.
Admissions Office:
Accomplished Goals 2004 -2005

Goal One: 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 persons with disabilities.

- Hosted Annual Open House - revamped location, presentations and format, and expanded information on Admissions website including invitation
- Hosted CIGA Annual Meeting
- Created a CD for guidance counselors with commentary by CCCC students who graduated from area high schools
- Hosted Student Diversity Recognition Day expanded to include more high schools
- Participated in planning and implementation of Work Force Resource Fair at Hyannis Center
- Provided Campus Tours for SUCCESS, ACCCESS, and CATESOL students
- Expanded On-Site Admissions to include: Barnstable, Cape Cod Tech, Dennis-Yarmouth, Falmouth, Mashpee, Sandwich, and Upper Cape Tech high schools
- Participated in College Goals Sunday MAFASA sponsored event on campus
- Hosted College Board guidance counselor workshop to present new SATs. 97 counselors attended
- Initiated discussions with Wareham Adult Evening High School program to offer CCCC courses in Wareham

Goal Two: To improve Admissions communications with the internal college community and the external communities including potential applicants, guidance, business and other important constituencies.

- Attended Postal Employees of Southeastern Massachusetts conference in Chatham
- Posted PDF Admissions application on college website with the final goal to expand to on-line applications. Version 2.1 of Jenzabar appears to have this capability
- Continued to maintain the accuracy of information in the Admissions section of the college website
- Developed and updated Jenzabar office manuals and modified procedures as required
- Attended annual NEACRAO Conference in Quincy (Frank, Lisa, Sioux)
- Attended the Strategic Enrollment Management Conference in Orlando, Florida (Lisa & Sioux)
- Attended AACRAO Conference in New York City (Sioux)
- Attended NEACAC Multicultural Recruitment Workshop at Northeastern University (Frank)
- Attended JAM 2005 in San Diego, California (Sioux)
- Volunteered to be Co-advisor for ALANA (Frank)
- Initiated conversations with TimeTrade vendor to host site to schedule Admissions appointments on-line

Goal Three: 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 benefits of the Associate Degree and Certificate Programs we offer at CCCC.
- Attended monthly CIGA meetings with area high school guidance counselors - Lisa served as President of the Association in 2004-2005
- Visited career centers in Hyannis and Plymouth presented info workshop
- Distributed college literature to local libraries (Falmouth, Mashpee, Manomet) and Plymouth
- Spoke to ESL students at Plymouth North High School
- Attended Occupational Education Day for the Tribal Council
- Contacted local recruiters and specialists who service veterans at Otis Air Force Base, New Bedford, Plymouth, and Hyannis
- Attended monthly meetings and summit of Barnstable Youth Task Force
- Attended "My Turn" career and employment opportunities fair
- Attended National Lights Out program at Mashpee Boys & Girls Club in Mashpee
- Attended "Invention Convention" for middle school students at Bridgewater State College who plan to pursue careers in Science & Engineering
- Participated in Strategic Marketing & Recruiting planning meeting with Sandra Golden
- Chairperson of Recruiting/Inquiry Committee of Strategic Marketing group

Goal Four: To create a front door to the Admissions Office – This has yet to be implemented due to lack of funds. Topic being discussed in Strategic Marketing Committee

Assessment Center:
The Assessment Center administers the College's basic skills testing program for new matriculated students. Those students completing developmental reading and writing courses will also complete post-testing in those subject areas. 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 Workshops). The Center offers students and faculty additional assessment resources such as learning styles workshops, learning and study skills inventories, and reading style inventories.

Goals FY 2005

1. To design and implement an Assessment Center web page to be added to the college's web site, providing consistent and reliable information for community access
   This project is 85% complete with pages designed for each of the testing instruments the Assessment Center administers. Photos have been added. The final format needs to be reviewed by M. Lavenberg and uploaded to the college web site.

2. To design and implement a scheduling/registration area on the above-mentioned Assessment Center page of the college web site
   This project is 85% complete. Using TimeTrade's scheduling software and working with Diane West, an Assessment Center page has been designed for new matriculated students to self-schedule their assessment/advising/registration appointments. Two last fields (Test Code and Student Status) need to be added and the software needs to be linked to the Assessment Page.
Area Reports:

- Assessment of new matriculated students Fall 2004 and Spring 2005: Prior to each fall and spring semester, new matriculated students are invited to schedule appointments for assessment, advising, and registration. The college uses College Board's Accuplacer instrument that measures student skill levels in the areas of reading comprehension, sentence skills, and mathematics. Students receive course placements based on these scores and advisors then help students to select and register for courses. Students are charged a fee of $30.00 for this process and $7.00 for a retesting appointment. During the entering matriculated student assessment/advising/registration process, the Assessment Center keeps careful records of student placement, number of tests administered, and number of students tested. This tally is completed on a daily basis during the summer and January testing schedules. Counts are kept for reading comprehension, English, ESL, and mathematics placements. Students who have prior college credit or recent testing are waived from testing in those areas. This count is identified by 'W' and the course number.

New Matriculated Student Fees from Fall 2004 and Spring 2005

<table>
<thead>
<tr>
<th></th>
<th>30.00 FEES</th>
<th>RETEST FEES</th>
<th>WAIVED</th>
<th>DUAL ENROLLMENT</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>F04</td>
<td>31,710</td>
<td>854</td>
<td>11</td>
<td>63</td>
<td>32,564</td>
</tr>
<tr>
<td>S05</td>
<td>10,020</td>
<td>427</td>
<td>7</td>
<td>51</td>
<td>10,447</td>
</tr>
</tbody>
</table>

New Matriculated Student Daily Tally from Fall 2004 and Spring 2005

<table>
<thead>
<tr>
<th></th>
<th># ADVISED</th>
<th>WAIVED ALL TESTS</th>
<th>ENG ONLY</th>
<th>MATH ONLY</th>
<th>ALL TESTS</th>
<th>RETEST</th>
<th>DUAL ENRL</th>
</tr>
</thead>
<tbody>
<tr>
<td>S05</td>
<td>291</td>
<td>17</td>
<td>20</td>
<td>6</td>
<td>247</td>
<td>63</td>
<td>51</td>
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<tr>
<td>S04</td>
<td>309</td>
<td>17</td>
<td>22</td>
<td>17</td>
<td>255</td>
<td>43</td>
<td>39</td>
</tr>
<tr>
<td>F04</td>
<td>997</td>
<td>45</td>
<td>49</td>
<td>19</td>
<td>904</td>
<td>128</td>
<td>69</td>
</tr>
<tr>
<td>F03</td>
<td>1086</td>
<td>63</td>
<td>46</td>
<td>16</td>
<td>838</td>
<td>99</td>
<td>70</td>
</tr>
</tbody>
</table>

Placement Tally Report from Fall 2004 and Spring 2005: Larger report available upon request.

- Evening Testing (Non-matriculated Students): Three testing sessions are held each evening (5:30 p.m., 6:30 p.m., and 7:45 p.m.), for a maximum of 21 student appointments per evening. These appointments include those for non-matriculated students, re-testers, home-schooled individuals, dual enrollment, and ESL students.

<table>
<thead>
<tr>
<th></th>
<th>#EVENINGS</th>
<th># TESTED</th>
<th># TESTS</th>
<th>$30.00</th>
<th>$7.00</th>
<th>ESL</th>
</tr>
</thead>
<tbody>
<tr>
<td>M05</td>
<td>10</td>
<td>161</td>
<td>395</td>
<td>2,490</td>
<td>413</td>
<td>19</td>
</tr>
<tr>
<td>S05</td>
<td>9 (1 snow day)</td>
<td>122</td>
<td>293</td>
<td>2,280</td>
<td>287</td>
<td>37</td>
</tr>
<tr>
<td>F04</td>
<td>9</td>
<td>123</td>
<td>323</td>
<td>2,520</td>
<td>273</td>
<td>2</td>
</tr>
<tr>
<td>TOT</td>
<td>28</td>
<td>400</td>
<td>1011</td>
<td>7,290</td>
<td>973</td>
<td>58</td>
</tr>
</tbody>
</table>


- Grant Testing: The center has worked closely with grant directors at both the West Barnstable and Hyannis campuses. We continue to provide pre- and post-testing for such grants as “SUCCESS,” “CATESOL,” “Dual Enrollment,” “Early Childhood Ed,” and various other smaller grant programs.
Post-Testing for Developmental Courses

Students enrolled in developmental courses in reading comprehension, writing, and mathematics complete the appropriate Accuplacer toward the end of the semester. Students are able to compare their new score with their entering score. Rosters are returned to each faculty member with the students' pre- and post-test scores. This information is entered into SPSS for statistical analysis looking at means, standard deviations, and t-tests (comparison statistics table available upon request). The following comparison table shows the number of students placed into each course over the last two years.

<table>
<thead>
<tr>
<th></th>
<th>ENLO50</th>
<th>ENLO10</th>
<th>ENLO20</th>
<th>MAT010</th>
<th>MAT020</th>
<th>MAT030</th>
<th>MAT040</th>
<th>TOT</th>
</tr>
</thead>
<tbody>
<tr>
<td>S05</td>
<td>75</td>
<td>5</td>
<td>30</td>
<td>26</td>
<td>43</td>
<td>99</td>
<td>20</td>
<td>298</td>
</tr>
<tr>
<td>S04</td>
<td>58</td>
<td>13</td>
<td>15</td>
<td>14</td>
<td>24</td>
<td>97</td>
<td>32</td>
<td>253</td>
</tr>
<tr>
<td>F04</td>
<td>126</td>
<td>37</td>
<td>52</td>
<td>48</td>
<td>53</td>
<td>60</td>
<td>17</td>
<td>393</td>
</tr>
<tr>
<td>F03</td>
<td>88</td>
<td>20</td>
<td>46</td>
<td>54</td>
<td>74</td>
<td>62</td>
<td>32</td>
<td>376</td>
</tr>
</tbody>
</table>

The College Level Examination Program (CLEP) is a national system of awarding credit by examination sponsored by the College Board. The choice of thirty-four exams allows students to demonstrate knowledge in a wide range of subjects. High school students, adults returning to college, enrolled college students, and those students who cannot attend classes may find this program helpful in planning their academic endeavors. The exams are administered once a month on a Saturday and sessions are held at 8:00 a.m., 10:00 a.m., and 12 p.m. These exams are 90 minutes in length. Administration dates and registration deadlines are published each semester in the college course listing brochure. Fiscal year 2005 has shown the largest number of tests administered (327) since before 1995. The most popular tests are English Composition with Essay (101), Freshman College Composition (65), and Analysis and Interpretation of Literature (33). The following table gives a comparison of number of tests taken and fees collected over the last three fiscal years.

<table>
<thead>
<tr>
<th>YEAR (FY)</th>
<th>EXAMINEES</th>
<th>TESTS</th>
<th>CCC</th>
<th>FEE WAIVED</th>
<th>ADMIN COSTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>284</td>
<td>327</td>
<td>4905</td>
<td>0</td>
<td>2511</td>
</tr>
<tr>
<td>2004</td>
<td>226</td>
<td>280</td>
<td>3860</td>
<td>9</td>
<td>2227</td>
</tr>
<tr>
<td>2003</td>
<td>236</td>
<td>284</td>
<td>3939</td>
<td>1</td>
<td>2220</td>
</tr>
</tbody>
</table>

Myers Briggs Type Indicator (MBTI) Workshops: The MBTI instrument continues to be the most trusted and widely used assessment in the world for understanding individual differences and uncovering new ways to work and interact with others. Knowledge of one's own type can help improve individual and team performance, identify preferred learning styles, increase communication skills, reduce workplace conflict, and explore the world of work.

- Fall 2004 - 1 Classroom Workshop & 1 General Workshop
- Spring 2005 - 1 Classroom Workshop
• The Graduate Record Examinations (GRE): GRE tests are taken by those individuals applying to graduate schools. Cape Cod Community College administered the GRE General and Subject tests from 1992 till 2000. Since then we have administered only the Subject Tests in November and December. The Subject Tests are paper-based tests in 8 subject areas. Subject Tests measure achievement in specific subject areas and assume undergraduate majors or extensive background in those disciplines. Testing time is 2 hours and 50 minutes. The most popular exams are Biology (nursing students) and Psychology. The following table shows a comparison of GRE administrations over the last three fiscal years.

<table>
<thead>
<tr>
<th>YEAR (FY)</th>
<th># ON ROSTER</th>
<th>TOTAL TESTED</th>
<th># STANDBY</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>41</td>
<td>35</td>
<td>4</td>
</tr>
<tr>
<td>2004</td>
<td>42</td>
<td>35</td>
<td>0</td>
</tr>
<tr>
<td>2003</td>
<td>15</td>
<td>15</td>
<td>1</td>
</tr>
</tbody>
</table>

• As a service to our community, Cape Cod Community College has been administering the Medical College Admissions Test in the months of April and August since 1994. The Medical College Admission Test (MCAT) is a standardized, multiple-choice examination designed to assist admission committees in predicting which of their applicants will perform adequately in the medical school curriculum. The test assesses problem solving, critical thinking, and writing skills in addition to the examinee’s knowledge of science concepts and principles prerequisite to the study of medicine. The MCAT is scored in each of the following areas: Verbal Reasoning, Physical Sciences, Writing Sample, and Biological Sciences. The following table shows the comparison of the MCAT administrations over the last three fiscal years.

<table>
<thead>
<tr>
<th>YEAR (FY)</th>
<th># ON ROSTER</th>
<th># TESTED</th>
<th># STANDBY</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>28</td>
<td>24</td>
<td>1</td>
</tr>
<tr>
<td>2004</td>
<td>25</td>
<td>20</td>
<td>1</td>
</tr>
<tr>
<td>2003</td>
<td>23</td>
<td>21</td>
<td>2</td>
</tr>
</tbody>
</table>

Financial Aid Office:
In addition to the text below, a summary report of financial aid dollars and recipients from 2000 to present is provided. This report is updated and presented to the Board of Trustees each spring.

Technology

It seems that each year both the regulations and the technology for financial aid administration change. The office is fortunate because the Information Technology department supports us well. Our equipment exceeds the federally mandated requirements and our numerous types of software are installed promptly, despite the on-going flow of upgrades throughout the year.

There is a new method for certifying the VA educational benefits. This on-line system, VAOnce, allows a much quicker response time from the Buffalo processing center. For the first time, we also have access to the applicant’s status and payments received. We began using this new web process in August, well in advance of the VA eliminating its old software this summer. The VA has not provided training, so we have learned it by trial and error.

For the 2004-2005 academic year, we changed our loan processing system and guaranty agency. Unfortunately, ASA Direct did not meet our expectations and after several attempts to
resolve the problems, we decided it would not be reasonable to continue. Mary Jenkins spent many hours researching other options, meeting with representatives, and having demonstrations. For the upcoming year, she will use ELM transmission software and USAF guarantor. Our three preferred lenders remain the same; all provide discounted origination fees as low as 2-3%.

We have had on-line student loan exit counseling available for a few years now. Mary has recently set us up with a site called Mapping Your Future. She and the guarantor work together to select appropriate questions for this interactive, quiz-style session. She also ensures that there is a link through the College website. Maureen designed and sent out a postcard to all graduates holding loans to advertise the site.

The EDExpress software for processing FAFSA’s changed significantly this year. It is loaded on our PCs, but links the user to the web to make real-time, on-line applications and corrections. Maureen and Joan learned how to use the new features without my assistance and now help me when I use the system. The most significant change to the students is turn-around time. In the old batch and transmit system, new records might not return to us for ten days or more. Now in many cases, the new information is available the next day.

Mary Jenkins trained Joan Marland to process the transmission of all federal files, then loading them into all of the various systems. It is complex in that there are many steps and attention to detail is critical. Without this focus, student records or Pell funding files would sit on the server without any record loaded in the system. In the past, I would have served as Mary’s back up in this area, so it is a real benefit to have Joan cross-trained. Joan plans to train Maureen on this same process as time allows.

Compliance

The US Department of Education completed their federal program review. After providing volumes of additional documentation at the reviewer’s request, the final report concluded that the office was in good standing. Executive Vice President Brisson and his staff arranged a pay-off agreement for the College’s Federal Perkins Loan program (originally National Defense Student Loan). Over a five year period, the College will clear the unpaid loans originated in the 1970’s and 80’s.

During the federal review, there was an issue with our compliance for student withdrawals. During 2003-2004 we did not meet the mandated timeframes for recalculating and returning Title IV funds. This issue, effecting fall semester and the first half of spring, was a result of the Jenzabar conversion. After InfoMaker training in the fall, then gaining access and learning the Business Office screens, we resumed and continue meeting the 30-day limit.

For the past three years, the College has been exempt from the annual audit requirement for state aid programs. This is the maximum waiver available and is extended based on prior audits with no findings. KPMG is now auditing 2004-2005 records to assess our administration of the Massachusetts student aid programs.

Reporting

At the end of the 2003-2004, the Massachusetts Office of Student Financial Assistance (OSFA) and Board of Higher Education instituted a comprehensive, complex report due each fall. Institutions throughout the Commonwealth struggled with the data requirements and on-line
submission process. Dan Collier from Information Technology worked with me to merge Powerfaids and Jenzabar data, then format it properly for transmission. The report went in on time. It is important to note that it is not a report I will be able to file without IT’s assistance, which is not the case with any of the other financial aid reports.

In addition to the annual reports for various state programs and the federal FISAP, the College’s certification for participating in federal aid programs will expire again this fall. We submitted the recertification application in May and now await the U.S. Department of Education’s response. This past certification covered a shorter than normal period, due to the federal program review and closeout of the Federal Perkins (NDSL) program.

Marilyn Cummings handled the 1098-T reporting data for the Business Office and Financial Aid; I did assist her with the grant coding to ensure she selected the correct funds.

The Title III application to waive matching funds was submitted on time and will result in our waiver continuing. This waiver exempts us from providing a 25% institutional match to Federal SEOG and Federal Work Study, saving the College approximately $40,000.

Outreach

A new outreach event this year was College Goal Sunday (CGS) sponsored by MASFAA and the Lumina Foundation. CGS exists in several states throughout the country and continues to grow. The state organization holds FAFSA workshops throughout the state all on the same day and time. Volunteers present a line-by-line presentation of the FAFSA and provide individual assistance so that families can complete the application that day.

Cape Cod Community College was one of eleven sites that hosted a workshop on Sunday afternoon, February 13. Our attendance was modest (nearly 40), but turned out to be the best attended of all sites. Mary Jenkins was site coordinator, Sherry Andersen presented, and Susan Kline Symington and Lisa Fedy volunteered along with several MASFAA members from other institutions. Mary met with the Cape and Island Guidance Counselors to promote the event. The MASFAA planning committee hopes to institute this with other guidance associations around the state.

I have asked Mary to be the contact for the Early Childhood Education students in the grant programs (Advancing the Field, Building Careers). It is a small group of students that take a large volume of time. She has frequent communication with Candy Schulenburg and Deb Murphy, plus all of the students. Despite our best efforts to keep up with their schedule changes as well as students being added or removed from the program, there is often disappointment or confusion. Mary’s people skills are a huge benefit when handling this program.

Maureen and Joan created a brochure to help students understand the consequences of dropping. This bright colored, tri-fold is enclosed with every award letter. There is no simple, cover-all explanation for the effects of dropping a class. The text they used keeps it concise in a well organized manner.

We also continue to participate in many of the same programs each year. Examples: Dental Hygiene orientation, Hyannis Success program, early awareness programs with middle and high school students, Advantage program, Open House, Help Desk, College Bound program, Tech Prep, Advisory Training, and the Board of Trustees. The Workforce Career Fair at the
Hyannis campus was a new event. Mary gave financial aid presentations and assisted with attendees one-on-one at an information table.

**Professional Development & Committee Work**

Mary and Sherry continued to participate heavily in MASFAA activities. Sherry has been president of this 800-member association for the past year. Mary is an active member of the conference committee. Conference is a small 15-person committee that puts together the content and entertainment for our annual 3-day fall conference. This year we attended in Waltham. As mentioned above, she also served as a site coordinator for College Goal Sunday committee. In addition to MASFAA events, Mary attends many of the Community College Financial Aid Administrators’ meetings in Worcester throughout the year.

This past year, Sherry has served on the editorial board of NASFAA’s Student Aid Transcript magazine. This will be the first year Sherry is missing the annual NASFAA conference. Instead Mary will attend it in Manhattan over 4th of July weekend. Mary will also attend the Powerfaids User Conference that the College Board schedules for the two days prior to NASFAA.

Maureen took a CCCC computer class in the fall and recently attended a Design/Layout workshop to continue building her skills.

Thanks to a nomination from Vice President Ross, Mary participated in the Connect Leadership Development Program throughout the year along with three other CCCC employees.

Much of the on-campus committee work stalled this year. Despite Work to Rule, the scholarship committee faculty willingly met this spring to select recipients for the graduation awards. Mary served as a delegate-at-large for her union. She volunteered at the new Graduation Celebration hosted on campus. Joan and Maureen served on Natalie Dubois’ non-commencement scholarship committee. Joan and Maureen participated in the Support Staff Association. Joan and Anne Marie Johnson organized a very well attended Lunch Bunch workshop with financial support from the Professional Development Committee.

**Personnel**

In January 2004 we hired Cassie Jackson as a Federal Work Study employee. She worked with us all year round and was the only student worker in the office. This spring, she exhausted her FWS earnings eligibility. At that time, we hired her as a regular part-time employee to work 18 hours weekly. When she begins attending classes at UMass Dartmouth in the fall, we hope her schedule will allow her to continue working with us.

**Health Services:**

CCCC Health Services continues to operate efficiently and within its current budget.

The part time staff continues to provide a viable service to our students and staff and deserves much recognition. Our staffs are unique and are truly here for the college community. Special attention should be paid to Ms. Robyn Keefe for her continued dedication to this department and her many initiatives in streamlining the work flow in this department. Additional note
should be made to Jackie England, who left Health Services this year with over 22 years of service to the college.

Goals established in last year's annual report continue to drive our efforts here at Health Services. Our health information publications continue to be translated in multi-lingual formats. Health Services continues to make inroads with the community health and mental health services. Our "on-campus" health information sessions have increased and plans are established to make it a monthly on campus event. The cooperation with the Allied Health Programs continues and much progress has been made in the processing of these specialized students.

Other areas of note at Health Services is the increase in services by our physician to include physicals for students who cannot afford to obtain them in the community, and an expanded bio-feedback program was initiated by our psychologist.

The Director of Health Services continues to serve on the Tuberculosis Sub-committee for colleges and universities of the Commonwealth, with the Department of Public Health. He continues to work with the County of Barnstable Regional Emergency Dispensing Systems (REDS) along with John Lebica DOF, and Phil Ryan COP, and has been designated as the recipient of the Emergency Medical Stock Pile for the County of Barnstable.

Our goals for the coming year are both simple and complex. Simply we plan to continue to expand our on-campus health education programs, continue to service the students and staff at CCCC. Our complex goals are to continue to improve on the use and usefulness of the student life module of Jenzabar in hopes to mold it into a useful tool for Health Services, the Registrar's office and the Department of Public Health.

The following is a breakdown of clinical visits to Health Services listed by type of visit.

<table>
<thead>
<tr>
<th></th>
<th>Grand Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MMR</strong></td>
<td>103</td>
</tr>
<tr>
<td><strong>TD</strong></td>
<td>81</td>
</tr>
<tr>
<td><strong>HEP B</strong></td>
<td>311</td>
</tr>
<tr>
<td><strong>PPD</strong></td>
<td>175</td>
</tr>
<tr>
<td><strong>Flu</strong></td>
<td>44</td>
</tr>
<tr>
<td><strong>Emergencies</strong></td>
<td>61</td>
</tr>
<tr>
<td><strong>MD Visits</strong></td>
<td>75</td>
</tr>
<tr>
<td><strong>Psych Visits</strong></td>
<td>64</td>
</tr>
<tr>
<td><strong>Nurse Visits</strong></td>
<td>2517</td>
</tr>
<tr>
<td><strong>B/P</strong></td>
<td>57</td>
</tr>
<tr>
<td><strong>Pneumonia</strong></td>
<td>3</td>
</tr>
<tr>
<td><strong>Total Encounters</strong></td>
<td>3491</td>
</tr>
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</table>
Immunizations by Month June 1, 2004 to May 31, 2005

<table>
<thead>
<tr>
<th></th>
<th>MMR</th>
<th>TD</th>
<th>HEP B</th>
<th>PPD</th>
<th>FLU</th>
<th>PNE</th>
</tr>
</thead>
<tbody>
<tr>
<td>June</td>
<td>3</td>
<td>3</td>
<td>13</td>
<td>5</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>July</td>
<td>8</td>
<td>4</td>
<td>24</td>
<td>22</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Aug</td>
<td>24</td>
<td>25</td>
<td>61</td>
<td>59</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Sep</td>
<td>19</td>
<td>18</td>
<td>61</td>
<td>29</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>Oct</td>
<td>10</td>
<td>3</td>
<td>21</td>
<td>6</td>
<td>1</td>
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</tr>
<tr>
<td>Jan</td>
<td>3</td>
<td>5</td>
<td>27</td>
<td>6</td>
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<td>1</td>
</tr>
<tr>
<td>Feb</td>
<td>5</td>
<td>7</td>
<td>32</td>
<td>11</td>
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<tr>
<td>Mar</td>
<td>7</td>
<td>2</td>
<td>28</td>
<td>9</td>
<td>0</td>
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<tr>
<td>Apr</td>
<td>3</td>
<td>0</td>
<td>13</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>May</td>
<td>8</td>
<td>9</td>
<td>10</td>
<td>18</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Totals</td>
<td>103</td>
<td>81</td>
<td>311</td>
<td>175</td>
<td>44</td>
<td>3</td>
</tr>
</tbody>
</table>

Emergency Responses

A total of 61 calls for medical emergencies were received by Health Services and the Department of Public Safety. The breakdowns of these responses are as follows:

<table>
<thead>
<tr>
<th>Staff</th>
<th>Student</th>
<th>Guest</th>
<th>EMS Transport</th>
<th>CCER Personal</th>
<th>Hyannis Campus</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>31</td>
<td>24</td>
<td>6</td>
<td>5</td>
<td>5</td>
</tr>
</tbody>
</table>

Of the 61 requests four occurred on campus after the operating hours of Health Services. The 31 incidents for staff did not initiate an on campus response from Health Services but are Industrial Accidents reported to Health Services of which were reported to Human Resources for Workman’s Compensation.

Clinical Visits

Our clinical visits represent students/staff who have visited Health Services for a wide variety of medical services. MD and Psych visits reflect actual appointments with these disciplines. B/P visits is a service we supply to students and staff to monitor hypertension.

<table>
<thead>
<tr>
<th></th>
<th>MD Visits</th>
<th>Psych Visits</th>
<th>Nurse Visits</th>
<th>B/P</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jun</td>
<td>0</td>
<td>0</td>
<td>69</td>
<td>2</td>
</tr>
<tr>
<td>July</td>
<td>0</td>
<td>0</td>
<td>123</td>
<td>2</td>
</tr>
<tr>
<td>Aug</td>
<td>0</td>
<td>0</td>
<td>326</td>
<td>3</td>
</tr>
<tr>
<td>Sep</td>
<td>9</td>
<td>3</td>
<td>344</td>
<td>15</td>
</tr>
<tr>
<td>Oct</td>
<td>15</td>
<td>10</td>
<td>160</td>
<td>9</td>
</tr>
</tbody>
</table>
As the stats reveal, the majority of the student/staff encounters are processed by the professional nursing staff. The clinics run by the physician (MD Clinic) and the counseling sessions run by our psychologist (Psych Visits) are made on an appointment basis. If the schedule allows, during MD clinic, walk-in appointments are accepted but as a rule the schedule for this clinic is booked in advance.

Accomplishments of the past year

The changes in Health Services over the past year have been gradual both in the physical plant and interaction with the college community.

- Continuation of updating medical information handouts.
- Continued translation of health information in multi languages.
- Establishment of a community based “Sexual Assault/Harassment” Program.
- Student/staff “Biofeedback” Program.
- Extended Psychologist coverage.
- History and physical provided to students who cannot afford community supplied services.
- Continued cooperative efforts with Allied Health Programs to process students for clinical.
- Establishment of CCCC as the receiver of the National Emergency Medical Stockpile.
- Coordination with County of Barnstable and the Regional Emergency Dispensing Site (REDS) program as it relates to Homeland Security.
- Continued participation in the State Medical Advisory Committee for the Elimination of Tuberculosis (MACET), a college health subcommittee.

Goals and Considerations for FY 2006

It is the goal of Health Services to increase health awareness on campus through cooperative efforts with the Student Activities Office. This cooperative program will change on a schedule basis highlighting health issues that are important to both our students and staff. Establishment of a “The Doctor is In” informational booth located in the commons building. It is in hopes that this program will be run monthly in coordination with the “disease or medical issue of the month” as outlined by the Center for Disease Control (CDC) and the Massachusetts Department of Public Health (MDPH).
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.

- Both ACCCESS and CATESOL were refunded following an open and competitive RFP process through MDOE.
- ACCCESS served approximately 500 students in 23 classes (7 GED and 16 ESOL) at 5 sites. GED is offered in Falmouth and Hyannis. ESOL is available in Barnstable, Falmouth, Harwich, Hyannis and Dennis-Yarmouth.
- GED examinations were completed by 268 first-time testers, and approximately 60 people re-tested. 51 ACCCESS students took the GED exams and passed.
- CATESOL, the ESOL Transition Program, served 40 students. 39 students completed the program. Eleven (11) students from the fall semester transitioned immediately to post-secondary education and 18 from the spring semester have pre-registered at college for fall of '05.
- SUCCESS, the GED Transition Program has served 94 students since its inception with 86% completing the program and 78% transitioning to college.
- We continued our collaboration with the CC Literacy Council which provides volunteer tutors who assist in ACCCESS classrooms and in one to one tutoring situations. A luncheon to say thank you to our volunteer tutors was held at the Old Country Buffet in May. Thirty-five tutors and staff attended.
- A program wide Journal of Writings was printed.
- An extremely successful Workforce Resource Fair was held in March. More than 500 attendees visited job recruiters and learned about Cape Cod resources such as child care and transportation. Workshops and individual job interviews were conducted.
- ACCCESS is collaborating with the LWIB, JTEC and local health care agencies to provide assessment services for a Baystate Works grant.
- ACCCESS is on the steering committee of the upcoming P21 Youth Summit which will be held in September. AI is the process being used to “identify, acknowledge and celebrate the best our community has to offer in supporting and helping our youth and families with challenges.”
- The year ended with two incredibly successful events: a closing ACCCESS celebration and the GED graduation, each with nearly 500 people in attendance.

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 = 6,809
- Memberships = 512
- Upgrade of L.F.C. was in June 2005.
• Intramural Activities: increased involvement in Basketball, Volleyball, Badminton, Yoga, and Racquetball
• Ten Basketball tournaments were held – this is the most popular activity
• New Initiatives: Restart of the Basketball Club. We will participate in the Cape Cod Amateur Basketball League for a schedule of 18 games plus playoffs. Also, we will host the Rhode Island School Of Design basketball team for a game on December 4, 2005. Hopefully, other schools will be added to our schedule.

Registration:

This year we tried to focus on the goals we created for the office with the underlying theme of increasing student enrollment and maintaining enrollment stability:

Goal 1: Create a flexible semester schedule to help students in long-range planning.

Several discussions have taken place with the Deans regarding implementing scheduling in Jenzabar. There are still issues that need to be resolved i.e. producing brochure without faculty names. Hopefully with Campus Web we will be able to update on a daily basis thereby eliminating this problem. My concern is to get information out to students as quickly as possible and help them in planning their future. We will continue discussions in the fall.

Goal 2: Improve outreach to minority/immigrant community via all marketing publications.

I did not have much success with this goal but I have not given up on it. I intend on meeting with the Language department this fall to see how I can begin with this project. It is important to our success in the community that we provide information for everyone.

Goal 3: Utilize enrollment date for planning, enrollment projections and curriculum development.

A Data Group committee was recently created to improve on our enrollment reports to ensure of consistency of data submitted to the BHE and for federal reporting. We have also begun to analyze data we are collecting and how we can best utilize this data for enrollment planning. We have been using this data along with graduation data to revise, expand or retire courses/programs. The committee is made up of the VP for Academic and Student Affairs, Director of Inst. Research, Director and Associate Director of IT, Assoc Dean of Academic Research, Dean of Enrollment Management and Student Development and the Registrar.

Updates:

All pre-requisites have or will be entered before we begin full registrations on the web.

Since conversion we have processed 5,207 transcript request. The process is so much easier and we are able to provide data to Public Relations Office as to the number of request and where the transcripts are being sent to.

As of this date, we have validated 32,000 records.
The most crucial and significant outcome of the past year was the implementation of the Campus Web module. I have attached a report from Luci, who is the module manager for the Campus Web.

Campus Web Report

January brought new and exciting challenges for Registration as we undertook the task of implementing online registration for students using Jenzabar’s Campus Web. The process began with many meetings to discuss the capabilities of the software, the design of the website, goals, and who would be working on getting this project up and running. Luci Holmes was named Campus Web Module Manager and worked very closely with Dan Collier, Marilyn Cummings, and MaryBeth Lavenberg.

The first task was becoming familiar with the software both in functionality and implementation. Once the system became more ‘user friendly’ we were ready to begin the testing phase. We created ‘Test Student’ and for several weeks we registered this student in many different combinations to see the different messages that would appear, how the pre-requisites worked, dropping courses, and the various screens such as Student Course History, Student AIMS, My Finances, and My Personal Info. This testing brought about new issues that needed attention specifically with the pre-requisites. We knew if we were going to allow students to register online we needed to be certain that not only were all pre-requisites posted in the system to not allow a student to register for a course where a pre-req. had not been met but also if a student had met a higher level course than the actual pre-req. that the system would allow that registration. Skye Green was assigned the task of working on the pre-requisite table and is currently updating that information. We then set out to re-design the layout of the site and made it more ‘attractive’, created new error messages that were more inline with our policies, re-directed several of the links back to information on the college’s website such as Catalog, and information regarding Admissions, and worked closely with Rick Nastri in Advising to set-up the Advising piece for student viewing. After meeting with members of the OPS and AUG groups and giving a presentation to the Administrative Council we were given permission to launch the site to a test group of students getting ready for Fall 2005 pre-registration! We sent an all-campus email introducing the site to faculty and staff and on March 31st mailed to 600 students their ID and PIN’s giving them access to and the capability of online registration. We had met our goal of allowing a group of students to pre-register online.

We have received positive comments from students who have taken advantage of online registration. There have been some problems along the way that have been addressed and we continue to monitor and work to improve the site for our students. We have given access to Campus Web to approximately 3000 students who attended in the 2004-2005 academic year and are currently working on the procedure for new students attending for the Fall 2005 semester.

Our goals for the upcoming year will be to issue all faculty PIN’s which will allow them to view and print their own class lists and eventually enter in their own final grades. Advising is a big piece of the online system and we will work to enable Advisors to utilize this site when meeting with their students. For those students who wish to take an active approach to their education they will also find the online Advising capability very useful.
Online registration was a big step and a big change in procedure for our campus. We realize this is not for all students but for those students who do everything via the Internet it is a function that will be greatly appreciated.

**Student Development:**

In the Student Development Office, we have worked hard to offer all types of student activities from holiday activities and novelties to activities around contemporary issues, and theatre excursions. The following are the activities, trips and special programs that the Student Development Office offered the students.

The year began with much planning for Orientation. We started an Orientation Committee, which consisted of 12 – 15 members that represented many areas of the campus. We had taken all the recommendations from faculty, staff and students from the year before and incorporated these all into the new student orientation for the fall.

The Orientation this fall included the evening orientation session, and we will continue to offer this evening session to accommodate all students. The Orientation this spring was cancelled due to a snowstorm and after one week of snow days, we returned and offered an abbreviated orientation session during the student activity hour on the first Monday back to school.

A new venture that we did for Orientation was to develop a movie. Kristina Ierardi and I worked on this project for many hours. The finished project was well done and was screened during our Orientation.

Student Senate Elections were during the last week of September and we had a full senate. They were very diligent this year with many projects they were working on. They are:

- Attended the Community College Student Leadership Association Fall Conference. This was held two days in the Berkshires and was attended by the other student leaders at the 14 community colleges of Massachusetts.

- Hosted the Community College Student Leadership Association Spring Drive-In Conference in February here at our campus. (see attached agenda)

- The two Senate scholarships through the Foundation are for $500 each. This semester they raised enough money to offer four senate scholarships – two $1,000 and two $500 for both graduates and students who were continuing their studies here.

- Held their fall and spring semester Toll Booths to raise money for scholarships and senate activities. They raised $1,169.82 in the fall and $1,057.26 for the spring.

- Joined the Associated Student of Massachusetts organization as a member and also two of our senators held officer positions. They attend meetings, as well as they hosted one of the meetings here on our campus on a Saturday in the fall semester.

- Attended the National Conference on Student Leadership in Florida. There were two students who were eligible to attend. Upon their
return they were obligated to give reports to the full senate as well as apply what they had learned.

- The Senate also chose to make a $350 donation to the Dress-A-Live-Doll. Three students and I went shopping one evening and were able to fully dress three children including winter gear. They then wrapped all gifts and delivered them.

- They were very active in the Open House. They had their own table with information, handed out popcorn as well as gave tours for any students who wanted one.

- Endorsed Masspig's Affordable Funding of Textbooks Campaign.

- Sponsored an end-of-the-year trip to Six Flags. They had two bus loads of students who went with their family and friends for a full day from 7:30 a.m. – 7:30 p.m.

This office is the support to all clubs and this year was extremely busy as work-to-rule was in effect and the clubs needed much more supervision than usual. All in all, the clubs worked very hard under these conditions and we even have a new Speech and Debate club being offered for next year.

Some of the clubs are becoming more active, particularly the Chorale Club. They have been working very hard meeting with my office often to become a more viable and visible club. They will have a new advisor this coming year (Jerry Skelley) and hopefully this will make them even stronger. Jerry Skelley will be meeting this summer to ponder having the Choral Club as a separate club, or having all the music clubs under one club. Right now we are looking at the pros and cons for each club individually and will make our decision sometime later in the summer.

Commencement Celebration was one of the biggest changes and undertakings this year. Our usual celebration is held at a nearby hotel and, in my opinion, was not as much of a celebration as I would have liked. This year I decided to change the entire event. We held the celebration here on campus with a buffet stations throughout the cafeteria, a D.J. playing music outside, as well as many fun activities held outside like a Rockwall, 9-hole miniature golf, carnival games, family portraits, etc. This event ended up being a huge success. It was a true family atmosphere so graduates could bring their children; all students were invited as well as faculty and staff. For those not graduating it was offered at a very reasonable price of $10.

While planning this event, I wanted to make a place for the alumni and they fit perfectly into this celebration. We heard many wonderful accolades and are planning to continue this event. I must add, it was a huge undertaking and many details to even mention, but without help from facilities and the student services staff it would not have been the success it was.

The Alumni Advisory Board has been now meeting for a little over a year. They have been very active and have met the first Thursday of every month. The following is a list of activities they have done or are planning:

- Drew up and adopted Alumni Association By-Laws
• Attended the Graduation Celebration and set up a table with information about alumni, made a speech and gave each graduate a bag of goodies.

• Attended Commencement and sold roses to graduates and their families with monies going to scholarships.

• Changed the name of the Alumni newsletter from the Driftwood to the Lightkeeper’s Log. The next issue will be going out in September 2005.

• Changed the process for the Alumni of the Year. Voted for two alumni and honored them at Commencement.

• Started an Alumni Advisory Board list serve so that we can communicate by seeing all conversations at once.

• Offering Free Movie Nights throughout the summer months. The Alumni will be having one in June, July and August. These have been advertised to the public. Also, a post card was sent to over 8,000 alumni inviting them to attend the movie nights as well as a BBQ on the first movie night in June.

Some of the events the Alumni are planning are as follows:

• A Health Fair at Willy’s Gym in Eastham. Willy’s gym has offered their facilities for one day. We are planning on offering a health fair with health food, blood pressure checks, use of their gym, etc.

• Josten’s Company will be visiting us at our July meeting to talk about some of their items they have to offer.

• Move and reception for alumni at the Cape Cinema and Center Stage Café on October 20, 2005

• Sponsoring a team for the golf tournament held at Hollyridge golf course in September through our Foundation.

• Exploring holding an oldies dance. This is just in exploring stages right now.

There are many other activities that we have held through this office. I will mention them briefly.

• We had a very successful Aids Day Event which we co-sponsored with the Aids Support Group of Cape Cod. This year we had Family Planning, and many other display tables. Also this year, I worked with Sara Ringler to offer Paper Prayers which we put together and had them hanging from the ceiling. I also extended the invitation to the Barnstable High art students who also took part in making their own paper prayers which were displayed as well on that day.

• We offered King Richard Faire tickets again this year. This event is very popular and we had to reorder twice to keep up with the requests.
- We sponsored a trip to a Celtics game which proved to be most popular and were sold out. We had a great time and the Celtics won!

- We held a Spree Day in the fall and a Block Party in the spring. Both were with music, pizza and/or ice cream social and games.

- Held our annual Halloween Party with novelties, pizza, karaoke and prizes.

- Co-sponsored a trip to Phantom of the Opera theatre show in Boston with the Chorale Club. This was another sold out trip and was great fun.

- Joined NASPA as a new member.

- Held an alcohol awareness program with Health Services. This consisted of our very own bar for students to make drinks to see how close they came to the local limits; MADD came with glasses to wear and then tries to walk the line for driving awareness, and had many pamphlets with information.

- Held a domestic violence awareness program with Health Services as well. We invited other agencies to come in and also had a table ourselves.

- Holiday Happenings activity held in the café with pizza, karaoke, and holiday novelties.

- We had two Barnstable High School students who take a community service course in their senior year. The two students who chose our site came to the office every day for 1 hour. They would help with posting flyers on bulletin boards, general office duties make up orientation packets and clean up the golf Frisbee course.

Some activities that we will be working on as well as new initiatives are:

- The Student Handbook – we are revising the whole book this year.

- Orientation for fall and spring

- Lightkeeper’s Log to be mailed out in September to 8,000 + alumni

- A movie night for students on their first week back to school

- New club guide and policies