

ANNUAL REPORT

Report date: May 24, 2010 to May 22, 2011 (summer, fall and spring)

I Center Highlights and Staff Members

The Center for Academic Planning and Support (CAPS) continues in its tradition of being an active learning environment for students, and a resource for faculty and staff. During the 2010/2011 year we made several updates and revisions, as follows:

Tutoring services added Science and Computer Drop-In Centers to the already existing Writing and Math Centers, where students can come in for help without having to schedule an appointment. We also began the process of applying for our re-certification under the College Reading and Learning Association (CRLA). This spring we were able to recognize five tutors with this nationally recognized certification. One tutor in particular, Allison Quigley, was recognized as our CAPS Outstanding Student Employee of the Year.

In the center we developed a new log in “video” demonstrating how to log in to SIS/Email/Bb. The clip was also shown during Advising Sessions over the summer, and help sessions for logging in were held in CAPS twice per week during the month of September. Computers in the lab were updated to MS2010 and CAPS staff received training on the changes, allowing us to assist students with questions more effectively. In an ongoing effort to “go green” as a center, we installed a new printer for students that enables double-sided and other printing options to reduce waste.

Our college transition grant program ended in spring 2011. Details of the outcomes are included in Appendix C. Although we were not able to establish a new, self-sustaining program immediately, we continue to work with Seacoast area adult education programs around the topic of transition.

As our student enrollment has increased, our population of students with disabilities has kept pace. In order to meet the resulting demand we set up a second Assistive Technology station in the center. We also purchased a new version of Zoomtext, which can be used in the center, the library, or the computer classrooms with the use of a USB that acts as a key to opening the program. Disability Services applied for and received a grant to enhance Assistive Technology in the center, as well as partner with area high schools to provide loaner equipment and train-the-trainer workshops. Our hope is this program will allow high school students to become more familiar with the technology they will use in the college setting before they enroll.

As the college grows and evolves, responsibilities have shifted as appropriate to best meet the needs of our students. The Advising Center at the college took over responsibility for running New Student Advising Sessions in the spring of 2011. CAPS staff continued to work with new students through placement testing and reviewing scores and goals. We also ran sessions, but as a support to the Advising Center rather than as the primary facilitators.

Finally, CAPS hosted a number of special events, including:

- The annual Transfer Fair was held Tuesday, November 2nd in the new front lobby of the college. In addition, there was a small spring transfer fair and an event specifically for students wishing to get more information about colleges and universities within the University System of New Hampshire. We also maintained a schedule of individual college visits on our website.
- In January we hosted a panel of speakers from Vocational Rehabilitation to speak about “The Ten Commandments of Communicating with Individuals with Disabilities.”
- The Department of Employment Security hosted a Job Fair on campus, with pre-fair workshops in career readiness held by Erica Brown and Allison Marcotte.

CAPS Staffing:

Sharon Cronin, Director

Erica Brown, Career and Transfer Services Coordinator

Carol Despres, Developmental Education Services and Tutor Coordinator
 Diana Varga, Diversity Programming Coordinator
 Terri Varney, Coordinator of Disability Support Services
 Megan Wilson, Teaching Assistant
 Tracy Young, Program Assistant

II Departmental Strategic Planning and Objectives

See Appendix A for 2009-2012 CAPS Strategic Plan
See Appendix B for 2010-2011 CAPS Annual Action Plan Report

III Center Service Summary (quantitative and qualitative)

A. Center Usage (Accutrack Report)

Service	No. Visitors (duplicated)	No. Hours
Alternative Classroom Testing	422	843
Staff Member Appointments	1,710	1,484
Assessment	1,212	2796
Assistive Technology	29	149
Computer Lab	1,865	14,239
Group Advising	317	644
Math Center	174	500
Writing Center	97	182
Study Groups	83	264
Tutoring by Appt.	338	867
Self Study	155	535
Special Accommodations	63	755
Workshops	139	211
Totals	6,604	23,469

*In Spring 2011, the Advising Center took over Group Advising Sessions. CAPS staff contributed 18 hours of group advising to 40 students between March-May 2011. Project Success groups moved entirely to the Advising Center.

Online Tutoring and Skill Development		
Service	Users	Hours
A+dvancer	21	173.5
Plato	27	70
Praxis	2	3.30
AskOnline	8	7.5

B. Services by area of specialty

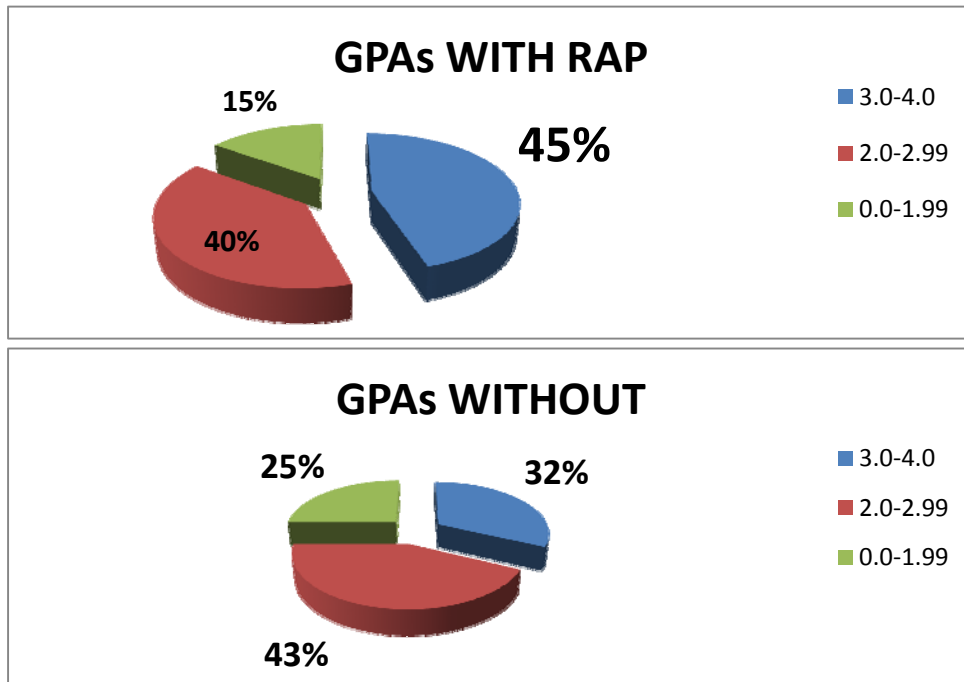
Students with disabilities

Disability-related Services provided to 150 students; 49 students not fully through the process:

17 GRADUATES

Books on tape/CD/electronic:	19 books to 10 students
Ergonomic chair	692.5 hours to 4 students and one employee
Note-takers	129.25 hours to 4 students
Accommodated tests	275.75 hours to 46 students
Counseling	264 hours to 199 students
Faculty/staff consults	27
ADA accommodation-community members:	
Sign language interpreters	2 hours

Spring 2011



ESL Students

Individuals with limited English Proficiency are able to receive a variety of services through CAPS, including:

- Tutoring in a variety of formats, including drop-in centers for math, science, computer, and writing. Tutors are trained specifically in assisting ESOL students.
- 20+ computer stations with current software, including language learning, in an open lab, as well as wireless access.
- Academic counseling, goal planning, and study/academic skill development.
- Career exploration assistance, resume development, and job search skills training.
- Advising for those planning to transfer to another college.
- Various supports that may include focused advising (i.e., differences between American education and that from their own country), transcript/document evaluation referrals, immigration counseling and referral, advocacy, counseling (through CAPS and embedded within his/her academic program), and more.
- ESOL students are encouraged to participate in the International Club, which promotes cultural sharing, conversation, and leadership.
- Training and support in assistive and other technology.

- Partnering with local Adult Education Centers to prepare new students for the transition to college as an ESOL student.
- TASSEL articles highlighting different aspects of ESOL services and/or student life.

International Students

Eight F-1 students studied at GBCC during this period. Countries they represented include Ukraine, Indonesia, Belarus, Moldova, Germany, Kenya, South Korea, and Bosnia. These students were able to access all supports provided to ESL students, in addition to specific counseling relative to their F-1 status.

Transfer Students

- In October 2011, Erica collaborated with the USNH-CCSNH Transfer Officers Group to visit and learn more about each of the USNH schools.
- Erica planned two transfer fairs, a large one with approximately 30 colleges attending in November 2010 and a smaller one with six colleges in April 2011. College representatives reported that they enjoyed being in the atrium and saw more student traffic in this location compared to others such as Room 125/126/127.

Career Services

- 48 student eChoices accounts were created and accessed.
- 134 jobs and internships posted at www.greatbay.edu/jobs.

Non-traditional enrollments

Individuals preparing for non-traditional training and employment are able to receive a variety of services through the Center for Academic Planning and Support (CAPS) which include:

- Tutoring in a variety of formats, including drop-in centers for math, science, computer, and writing.
- 20+ computer stations with current software in an open lab, as well as wireless access.
- Academic counseling, goal planning, and study/academic skill development.
- Career exploration assistance, resume development, and job search skills training.
- Advising for those planning to transfer to another college.
- Various supports that may include focused advising, advocacy, referral, counseling (through CAPS and embedded within his/her academic program), and more.
- Training and support in assistive and other technology.

Additionally, students preparing for non-traditional careers are eligible to be nominated each semester for one of four \$500 scholarships. These scholarships have been awarded to 18 students so far (9 during this time period).

Educational Technology:

- Open Computer Lab [20 stations]
- Computerized Training Room 210-C [11 Stations and Interactive Whiteboard]
 - Usage: Group Advising Sessions: 129 hours
 - Compass Connections: 308 hours
 - Booster Classes: 52 hours
 - Trainings, Testing: 82 hours

- Computerized Testing Room 208 [13 Cubical Stations]
- Private Computer Study Room 210-O [1 Station]
- Assistive Technology Station Room 210-A [1 Station with Specialized Software and Equipment]

Services:

- *Assistive Technology Training*
- *Technology Demonstrations*
- *Accounts for Web-based Learning Networks*
- *Electronic Equipment Lending*
- *Academic Software and Multimedia Resources*
- *On-call Teaching and Lab Assistant Support*

Updates:

- *Researched and developed a partnership grant to enhance assistive technology equipment and services, funded by Greater Portsmouth Rehabilitation Center Fund of the New Hampshire Charitable Foundation.*

Upgrades:

- *Software Applications: Microsoft Office 2010 and Zoomtext USB*
- *Hardware: Double Side Printer for the Lab*

Project Success:

- During summer of 2010, 9 students received tuition awards totaling: \$2,600.00
- During summer of 2010, 8 students received book awards totaling: \$1,725.25
- No support groups were held in the summer.
- Project Success responsibilities moved from CAPS to Academic Advising Center, Fall 2010.

Developmental Education Services:

- TCC grant partnership College Transitions program held in Fall and Spring semesters. See Appendix C for final report.
- Taught FYE 103 course of mixed class of GBCC and TCC Transitions students.
- Presented Transitions model at national conference with other TCC partners.
- Worked with area Adult Education Centers via ACT Consortium meetings to establish planning, tasks, action for co-referrals and service to students.
- Worked with IDA committee at GBCC on Developmental Education Institutional research
- Continued putting together objectives for 3 year Developmental Education plan.
- Outreach to individual students at risk to assess and teach effective study skills

Tutoring, Tutor Training and Lab Assistants:

- *Recruitment:* Tutors were recruited from referrals from faculty, other tutors, self-referrals, advertising and coordinator outreach. Also, tutors were hired by the BTC (Business & Training Center @ GBCC) for tutoring GBCC classes offered at the Portsmouth Naval Shipyard (PNSY) on site during the Fall 2010 and Spring 2011 semesters. Tutor Coordinator interviewed & supervised them.
- *Tutor/Lab Assistant Hiring & Supervision*
Coordinators (Professional level tutors) were hired for 4 hours per week to run the Math, Writing, Science and Computer Support Centers in CAPS and paid via an adjunct contract through Academic Affairs. Peer and professional tutors were hired by the Tutor Coordinator.
- *Staffing:*
Summer 2010: 8 tutors and lab assistants; 1 Math Center Coordinator; 1 Writing Center Coordinator.

Fall 2010: 16 tutors and lab assistants; 1 coordinator each for Math, Writing, Science & Computer Support Centers. 3 Professional level tutors at PNSY.

Spring 2011: 19 tutors and lab assistants; 1 coordinator each for Math, Writing, Science & Computer Support Centers; 3 professional tutors at PNSY.

- *Tutor Training:*
 - 10-hour formal training program for new tutors held in fall and spring
 - Fall 2010: 8 new tutors
 - Spring 2011: 5 new tutors
 - May 2011: 5 tutors earned their CRLA Level I Tutor Certification

Work on CRLA 5-Year Recertification Application for our Tutor Training Program. This certification allows us to award Level I Tutor Certificates to tutors completing the 10 hour formal training program plus 25 hours of direct tutoring service. Current certification ended June 30, 2011. Our tutor training program first received this certification in July, 1997. See Appendix D for completed application.

C. ACADEMIC INTERVENTIONS

Semester	Total Referrals	Subject Areas	# to Complete	% to Complete	# to Pass	% of Completed to Pass
Summer 2010	1	Psychology	1	100 %	0	0
Fall 2010	12	Math Psychology CIS	7	58 %	6	86 %
Spring 2011	12	CIS EDU ENGL HIST PSYC	9	75 %	7	78 %

D. WORKSHOPS

A total of 19 workshops were offered in the following areas: Accuplacer Preparation, pre-NLN, Praxis, Technology and Writing/Grammar.

IV Evaluative Data

See Appendix E for FYE Student survey results

See Appendix E for Graduation survey results

See Appendix E for CCSSE focused question results

See Appendix E for workshop evaluations

V Budget Summary

See Appendix F for FY2011 Budget

VI Staff

A. PROFESSIONAL DEVELOPMENT

- Sharon Cronin
 - ADP Timekeeping Software Training
 - Administrator on Duty Training
 - Apple Computer Training
 - Articulation Agreement Presentation
 - Ask Online Advising Platform Demonstration
 - Banner Training
 - Budget Booster Workshop
 - “Conducting Effective Meetings” Training
 - Conflict Management Training
 - CPR Training
 - Discrimination & Sexual Harassment Training
 - Don Frasier Presentations – Student Motivation, Management
 - Electronic Resources Workshop
 - Banner Training
 - First Aid Training
 - LAANE Conference
 - PLATO Teleconference
 - PLATO Training
 - SmartBoard Training
 - Teaching Academic Survival Skills Conference
 - Webinar: Assessment
 - Webinar: ATB Testing
 - Webinar: Banner Finance
 - Webinar: Best Practices in College Teaching
 - Webinar: Identifying & Reaching Unprepared Students
 - Webinar: PLATO Developmental Education
 - Webinar: Transitioning to PLE (PLATO)
 - Webinex: PLATO
 - Women’s Summit Conference, June 2011

- Erica Brown
 - Banner Training
 - Blackboard Training
 - Conflict management Training
 - Discrimination and sexual harassment Training
 - eFolio Training
 - First Aid/CPR Training
 - The Angry or Anxious Student Workshop UNHM, May 2011

- Carol Despres
 - Webinar: PLATO: Instructional Technology in Tutoring Programs
 - Webinar: PLATO: Developmental Level Courses Fall 2010, Spring 2011
 - Webinar: PLATO: Developmental Studies, Post Secondary
 - Webinar: GETTING PAST GO: Common Core to Assess College Readiness

- Webinar: National Center for Postsecondary Research: Developmental Education Conference and follow-up
 - LAANE (Learning Assistance Association of New England) Conference
 - Don Fraser Presentations – Student Motivation, Management
 - NADE (National Association of Developmental Education) National Conference, Washington, DC
 - Blackboard Training
 - Judy Ringer Presentation @ CAPS *Power & Presence*
 - Disabilities Understood, hosted by Terri Varney w/off-campus speakers
 - Adjunct Faculty, FYE 103: Essential Skills for College Success, Fall 2010, Spring 2011
- Terri Varney
 - Banner Training
 - Blackboard Training
 - LAANE Conference
 - Student Retention Workshop
 - Webinar: Communicating with Parents
- Diana Varga
 - Judy Ringer Presentation @ CAPS *Power & Presence*
 - Discrimination and Sexual Harassment Training
 - Banner Training
 - Student Clubs & Organizations Advisor Training
 - ADP Training
 - SEVIS upgrade Training
 - Rosetta Stone software Training
- Megan Wilson
 - Graduate Coursework/MS in Education- Online Teaching & Learning:
 - *Building the Online Course Environment*, Summer 2010
 - *History and Culture of Online Learning Communities*, Winter 2011
 - Defensive Driver Training, August 2010
 - Ebsco Training
 - Outlook Training
 - ATech Services – Assistive Technology Open House
 - Webinar: *Speak Strong* Communications Skills, January 2011
 - GBCC Job Database Training
 - eFolio Training
 - Infopath-Advising Database Training
 - Communication Skills Workshop- *Power & Presence*
- Tracy Young
 - Accutrack Training March 2011
 - Banner Training
 - Communicating Effectively Workshop (Matt Thornton)
 - Conflict Management Training
 - Webinar: Customer Service Essentials
 - Webinar: CLEP Test Center Overview
 - “Working with Difficult People” Training

B. COMMITTEES/ADVISORY BOARD MEMBERSHIPS

- Sharon Cronin
 - Academic & Student Policy
 - Academic Services
 - Academic Leadership
 - Admissions Coordinator Search Committee
 - Advising Council
 - CAPS Advisory Board Chairperson
 - “Coffee Talk”
 - Enrollment Management
 - IDA
 - Online Learning Committee
 - Reflective Practice/Leadership
 - Star Scholarship Committee
 - Strategic Planning
 - Student Employee Recognition
 - Summer Link
- Erica Brown
 - Advising Council
 - CAPS Advisory Board
 - CCSNH-USNH Transfer Officers Group
 - FYE Committee
 - PTK Advisor
 - Reflective Practice; Leadership
 - Student Graduation Speaker Committee
- Carol Despres
 - Curriculum Committee
 - ACT Adult Education Regional Consortium
 - CAPS Advisory Board
 - IDA (Informative Decisions through Analysis, Institutional Research)
 - Writing Across Curriculum
 - FYE 101/103 Redesign Committee
- Terri Varney
 - Equity Committee
 - Safety Committee
 - CCSNH System Disability Coordinators
 - CAPS Advisory Board
- Diana Varga
 - Equity Committee
 - CAPS Advisory Board
- Megan Wilson
 - Distance Learning Task Force
 - For Your Education (FYE)
 - CAPS Advisory Board
- Tracy Young
 - Convocation Committee

- Commencement Committee
- One College, One Book Committee
- CAPS Advisory Board

C. PRESENTATIONS

- Sharon Cronin
 - Adult Education Outreach November 2010
 - Adjunct Orientation August 2010, January 2011
 - Accuplacer Preparation Workshops
 - New Student Group Advising Spring/Summer 2011
 - Time Management Workshop July 2011
 - Tutor Training February 2011
- Erica Brown
 - eChoices
 - New Student Group Advising Spring/Summer 2011
 - Transfer Fairs November 2010 and April 2011
- Carol Despres
 - Stress Management Workshop, Project Success, Fall 2010
 - National College Transitions Network Annual Conference Presenter
 - New Student Group Advising Spring/Summer 2011
 - GBCC/Marshwood Adult Education; Transition Programs That Work, Fall 2010
 - Adjunct Orientations: Fall 2010; Spring 2011
 - Compass Connections Presentations November 2010, April 2011
- Diana Varga
 - Adult Education Outreach, November 2010, April 2011
 - Tutor Training, October 2010, February 2011
 - New student group advising Spring/Summer 2011
 - ESOL/International Student Presentation for Admissions Staff January 2011, May 2011
 - Presentation on Transcript Translation and Evaluation, March 2011
- Terri Varney
 - Bipolar Conference at Seacoast Mental Health
 - “Ten Commandments” Disability Awareness Seminar
 - New Student Group Advising Spring/Summer 2011
- Megan Wilson
 - Summer Link *Online Systems*, August 2010
 - FYE Orientation *Online Systems*, August 2010
 - *Online Learning Support*, Fall 2010
 - *Dragon Naturally Speaking* Software Demonstration, October 2010
 - *Inspiration*, October 2010
 - *Assistive Technology Resources at Dover High School*, November 2010

D. PUBLICATIONS

- Sharon Cronin
 - Tassel Article: *Center Highlights*, Fall 2010, Spring 2011
- Erica Brown
 - Tassel Article: *Top 10 Fastest Growing Jobs*, Fall 2010

- Carol Despres
 - Tassel Article: *New Support Centers for Science & Computer classes*, Fall 2010
 - Tassel Article: *Featured Student: Allison Quigley*, Spring 2011
- Terri Varney
 - Tassel Article: *Featured Student-Brendan Madden*, Fall 2010
 - Tassel Article: *Technology Partnership Grant*, Spring 2011
- Diana Varga
 - Tassel Article: *International Club Happenings*, Fall 2010
 - Tassel Article: *International Club Happenings*, Spring 2011
- Megan Wilson
 - The Tassel, CAPS Newsletter Fall 2010 and Spring 2011 online and printed editions
 - Tassel Article: *Interactive Video Simulation Immerses Online Learners in Real World Experience*, Spring 2011

E. AWARDS AND RECOGNITION

- Megan Wilson: Learning Assistance Association of New England (LAANE) Logo Contest, Fall 2010

F. PARTNERSHIPS OFF CAMPUS

- Sharon Cronin
 - Curry College
 - Dover Chamber of Commerce Education Breakfast
 - Marshwood Adult Education
 - Newmarket High School
 - NH Bureau Adult Education
 - Running Start
- Erica Brown
 - Articulation agreements with:
 - American College of History and Legal Studies
 - Chester College
 - Franklin Pierce University
 - Franklin University (Ohio)
 - Granite State College
 - Keene State College
 - New England College
 - Plymouth State University
 - Rivier College
 - Southern New Hampshire University
 - Union College (Vermont)
 - University of New Hampshire at Durham
 - University of New Hampshire at Manchester
 - CCSNH-USNH Transfer Officers Group
 - New England Transfer Association
 - NH Transfer Connections Program
 - PTK New England Regional Convention Committee

- Carol Despres
 - Marshwood Adult Education
 - Noble Adult Education
 - Dover Adult Education
 - Exeter Adult Education
 - Portsmouth Adult Education
- Terri Varney
 - Adult Education Consortium
 - Dover High School
 - Greater Seacoast Work Coalition
 - Maine Vocational Rehabilitation
 - New Hampshire Vocational Rehabilitation
 - Newmarket Junior/Senior High School
 - Seacoast Mental Health
 - Shortbridge Academy
 - Strafford Learning Center
- Diana Varga
 - Marshwood Adult Education
 - NHAFA (New Hampshire Assn of Foreign Student Advisors)
 - NAFA (North American Assn of Foreign Student Advisors)
 - Exeter Adult Education
 - SEVIS (The Student and Exchange Visitor Information System) – PDSO
- Megan Wilson
 - Dover High School Assistive Technology Program
 - Off-Site Accuplacer Testing (Running Start and Teacher Preparation):
 - Spaulding
 - Winnacunnet
 - Exeter
 - Timberlane
 - Sanborn
 - Portsmouth Christian Academy
 - Somersworth
 - Portsmouth
- Tracy Young
 - College Board, CLEP
 - Testing agreements with:
 - Applied Measurement Professionals
 - Florida Institute of Technology
 - Franklin University
 - Franklin Pierce University
 - Kansas State University
 - Lord Fairfax Community College
 - Mississippi Virtual Community College
 - Murdoch University
 - National Institute of Whole Health
 - New England Institute of Art

Northern Virginia Community College
Paul Smiths College
Rio Salado College
University of Delaware
University of Massachusetts - Amherst
University of Massachusetts – Lowell
University of Texas - Arlington
Western Governor’s University

G. PARTICIPATION IN COLLEGE WIDE PROJECTS

- Sharon Cronin
 - Administrator on Duty
 - All College Meetings
 - Franklin Pierce Articulation Signing
 - FYE Kiosk
 - Granite State College Breakfast, Spring 2011
 - Legislative Tour
 - Nursing Accreditation, February 2011
 - Open House Events
 - Phi Theta Kappa Induction
 - START Graduation
 - Student Leadership Ceremony
 - Student Worker Recognition Events
 - Veteran Dedication Ceremony
 - Welcome @ Express Admissions
- Erica Brown
 - Convocation
 - Disability Awareness and Communication Seminar
 - Outstanding Student Event
 - Student Employee Recognition Event
- Carol Despres
 - All College Meetings
 - Veteran’s Dedication Ceremony
 - Disability Awareness & Communication Seminar
 - Student Employee & Tutor Recognition Event
- Diana Varga
 - All College Meetings
 - Student Employee & Tutor Recognition Event
 - Veteran Dedication Ceremony
 - Student Leadership Ceremony
 - All College Meetings
 - International Club College Events (as club advisor): SERRV Sale, November 2010 and African Drumming April 2011.
- Megan Wilson
 - For Your Education (FYE) – eFolio and Online Learning Support
 - Advising: Infopath Interactive Advising Worksheets- Development & Management
 - Instructional Technology Services: Various Projects

- GBCC Job & Internship Online Database: Management [134 Jobs & Internships posted]
- Creative Services: Management of PDF documents and Announcements for CAPS website
- Tracy Young
 - All College Meetings
 - Convocation
 - Phi Theta Kappa Induction
 - Student Employee Recognition Events

IX ADVISORY BOARD

CAPS Advisory Board Membership:

Sharon Cronin	CAPS Staff
Carol Despres	CAPS Staff
Erica Brown	CAPS Staff
Diana Varga	CAPS Staff
Terri Varney	CAPS Staff
Megan Wilson	CAPS Staff
Tracy Young	CAPS Staff
Sarah Bedingfield	GBCC Academic Services
Annette Cohen	GBCC Faculty; Distance Learning
Lin Tamulonis	GBCC Corporate and Community Education
Beth Velletri	GBCC Advising
Natalie Chin	GBCC Admissions
Kimberly Cartier	GBCC Adjunct Faculty; Portsmouth Adult Education
Debbie Liskow	Dover Adult Education
Cathy Rickarby	UNH
Heather Thibodeau	Kittery Adult Education
Michael Garabedian	Veteran's Affairs/Vocational Rehabilitation
Allison Marcotte	Southern New Hampshire University
Cheri Nixon	Vocational Rehabilitation
Tom Pavlidis	Newmarket High School

The CAPS Advisory Board met on November 18, 2010 and June 16, 2011.