



Campus Courier



November 2012

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HACC Foundation scholarship awards program celebrates students and donors

This year's HACC Foundation Scholarship Awards Program at the Lancaster Campus on October 4 brought together Lancaster Campus scholarship recipients, donors, faculty, staff, family and friends for an evening of fellowship and celebration. Thanks to the generosity of local area donors and the HACC Foundation, during the 2012-13 academic year, 67 Lancaster Campus students received scholarship monies totaling nearly \$60,000 to help defray the cost of tuition, books and fees. To learn more about the HACC Foundation visit <http://www.hacc.edu/HACCFoundation>.



Carmen Candelaria, 2012 graduate, HACC's Lancaster Campus, shares her thoughts on the importance of scholarships and thanks donors for their gifts



Dr. Michael Klunk presents the Michael B. Klunk Award certificate to **William Rutledge**



Dennis Shoemaker presents the Lancaster Faculty Assembly Award certificate to **Megan Ebling**



Eleanor Bosserman presents the Lancaster Distinguished Scholars Award certificate to **Paola Gonzalez**

Message from Dr. Washington

On October 31, 2012, Dr. Ski and I spent an evening visiting with students from Alice Hinkle’s course “Introduction to Medical Insurance”. What a great opportunity to learn from students and understand more about why they have chosen to attend HACC to complete a degree. The students shared with us specific information regarding their experiences attending HACC. The conversation ranged from navigating the College by attending multiple campuses to complete degree requirements, taking rigorous online courses and working with committed faculty, managing as a nontraditional aged student in an environment that continues to maintain wide practices that benefit more traditional aged students, and success using services such as tutoring or internship coordination at one campus, however the lack of quality or nonexistence of the service available at other campus locations.



What did I learn from this group of fifteen students? Students want to learn. Students are here for a purpose. Students expect to have the best faculty and services. Students are concerned for each other. Students are grateful for the opportunity to learn and contribute back to the community. I was surprised and overwhelmed to learn that a student was so committed to attending HACC that he commutes from the Bronx in New York City each week. In addition, he did attend class the day after Hurricane Sandy hit the east coast, leaving his home at about 1pm and starting his class at 6pm. Is that not commitment? We have many more student stories of endurance and promise across the College. Thank you for continuing to work on behalf of our students and community. I am more reassured each day as I talk with students that we do make a positive difference in the lives of others, even when we are not acknowledged and affirmed. Know that I appreciate each of you for your commitment to students.

If you are interested in my attending your class, please let me know. I would enjoy the opportunity.

Kudos to **Alice Hinkle**, Adjunct Faculty Allied Health for inviting us to the classroom to engage students and learn more about their individual experiences.

Kudos to **Lorie Sonnen**, Interim Director of Counseling and Advising for her exceptional work with retaining undecided students and assisting them to choose a major. Lorie planned and held a pizza student mixer to help undecided students meet each other while at the same time creatively engaging them in career and major choice activities

Thank you to **Etta Drabick**, Student Affairs Administrative Office Specialist for demonstrating excellent teamwork by stepping in to assist with providing administrative support to the Campus Vice President on an interim basis, and especially for her work in helping to plan and organize the annual scholarship banquet. She worked above and beyond to make the banquet a wonderful event!

Coming Events

November

12	Career & Transfer Center - Workshop - Dual Admission & Transfer 12 - 1:00 and 5:00 - 6:00	Main 230
13	Career & Transfer Center - Workshop - Dual Admission & Transfer 12 - 1:00	Main 230
13	Career & Transfer Center - Workshop - Planning an Effective Job Search 2:30 - 3:30 pm	Main 305
14	Transfer Day - 10:00 - 1:00	East 203
14	To HACC & Beyond - 5:00 - 8:00 pm	Main 222
15	Career & Transfer Center - Workshop - Dual Admission & Transfer Infor. 5:00-6:00 pm	Main 230
16	Early Childhood Education Career Panel - 10:30 am	East 203
21	Campus Closes at 4:30 for Thanksgiving weekend	
28	Lancaster Campus Film Series - <i>Blazing Saddles</i> - 6:30 pm	East 203



Unless otherwise noted, **registration is required**. Please visit the Faculty and Staff Development web page to register for CITE and TTS events.

For 1:1 consultations, please call or email for an appointment.

Questions/Ideas are always welcome!

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Technology Specialist
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CITE/TTS Events November 2012						
SUN	MON	TUE	WED	THU	FRI	SAT
	29 Session 1 Introduction Blended/Enhanced Learning 5:30-7:30 E329	30 Quick Bytes 1 2:00-2:30 Blogs E329	31 Quick Bytes 1 1-1:30 E329 Topic: Blogs	1 Session 1 Introduction Blended/Enhanced Learning 1-3 E329	2	3
4	5 Quick Bytes 2 10:30-11 Jing Session 2 D2L Overview 5:30-7:30 E329	6 Quick Bytes 2 1:00-1:30 Topic: Jing	7 SMART Class- room Technolo- gies 10-11 a.m. Intro to Podcasting 1-2 p.m. E329	8 Session 2: D2L Overview 1-3 E329	9 Eat, Share, Learn 11:30-1:00 East 203	10
11	12 Session 3 Content Manage- ment 5:30-7:30 E329	13 Quick Bytes 3 Topic: Google Voice 1:30-2:00	14 Success and Re- tention Strategies 1-3 p.m. East 329	15 Session 3: Content Management 1-3 E329	16 Camtasia Studio 10-11 a.m. E329 Captioning 11-12 E329	17
18	19 Session 4 Dropbox and Gradebook 5:30-7:30 E329	20 Quick Bytes 4 2:00-2:30 Topic: QR Codes	21	22 College Closed	23 College Closed	24
25	26 Session 5 Discussions & Interactions 5:30-7:30 E329	27 Quick Bytes 5 1:00-1:30 Topic: Cloud Stor- age	28 Quick Bytes 5 12:30-1:00 Topic: Cloud Stor- age	29 Session 4: Drop- box and Grade- book 1-3 E329	30	

Department Updates

Student Affairs

Career and Transfer Center

The Career and Transfer Center sponsored a Career Fair on Social Media and Job Searching on Wednesday, October 17. A panel of human resource professionals provided valuable information on the job search in today's world of technology including a resume that will catch the recruiter's eye, what to wear to the job interview and warnings about Facebook and Twitter postings. The panelists included (left to right):



Tia Carter, Human Resources Assistant with Southeast Lancaster Health Services.

William Irwin, President of the Irwin Group and Strategic Partner of The Wallace Group, LLC.

Mary McQuinn, Campus Human Resources Director, Lancaster and Lebanon Campus, HACC.

Jennifer Mull, Manager of Talent Acquisition for Hershey Entertainment and Resorts.

Brandy Shope, Executive Director of Selection for The Central Pennsylvania Group Northwestern Mutual



Mary McQuinn, HACC, Lancaster answers a question from the audience



Brandy Shope engages the students

Department Updates

Student Affairs

Office of Disability Services

The Lancaster Campus Student Services Department hosted a Disability Awareness Event on October 18.



HACC students discussing their challenges and triumphs at Disability Awareness Event for October Disability Employment Month. Left to Right: **Tyrae Williams, Lura-Kate Pijanowski, Nicole Mengel, Heather Ritchey, Loren Halter, Cathy Pouloupoulos, Ruthy Lozano, Chris Auker.**

Student Internships

Hacc Student Services hosted an Internship Fair September 25. Nineteen employers attended and we had more than 85 students attend the event. Thank you to all who supported the Internship Fair!



David Study - Community Services Group



Chris Pham - Pham Computers

Department Updates

Student Affairs

Counseling News

New Student Registration

- Counselors, advisors and recruiters will combine efforts to assist new students with the registration process beginning November 12.
- After the completion of placement testing, new students are scheduled to attend a Registration Workshop, where they learn about the college, create a schedule and register for classes.

Academic Monitoring

- There were 229 students identified by faculty through the academic monitoring process as being unsatisfactory in at least one of the evaluated categories (attendance, assignments, tests, overall).
- Counselors and advisors attempted to reach all 229 students in an effort to intervene early enough to make a difference.
- They were able to make direct contact with 180 of the students (78.6%).

Math Readiness Program

- Our partnership with the Lancaster-Lebanon Literacy Council will continue in the spring term to provide noncredit instruction on campus for students who are not eligible to begin the developmental math sequence.
- Please refer any interested students to Mary Kay Mowrer in the Counseling and Advising Office for additional information, 358-2296.

Department of Public Safety

Procedures to Follow in the Event of a Medical Emergency

While you are present on campus, there always remains the possibility that you may encounter a Medical Emergency. Whether you are teaching a class, working within an office, or just walking on campus you may be the initial person on the scene. The first thing that you should do is to briefly assess the status of the person who is ill. Determine if the person is conscious and alert. Is the person breathing? Are there any obvious signs of trauma? This information will be needed by emergency personnel who will be called to respond. Security should be contacted immediately by calling 358-2999. As Security is present on campus, they are best able to respond to the incident quickly and will further evaluate and take control of the situation. All HACC Security Officers maintain certification in First Aid, CPR and AED use. In the event that you feel that 911 should be contacted, you may do so. Security should still be summoned as their response will certainly be more immediate. Do not hesitate in asking for additional help with the situation. Above all, please stay with the person until relieved by Security and/or emergency medical personnel.

After emergency personnel arrive on scene, you may be asked to assist in clearing the area. If you are a faculty member you are asked to clear the area of the emergency which may be your classroom. If you are outside, you are asked to try and keep people back as far as possible to clear the area for responding Security, emergency personnel and ambulance personnel. The intention here is to limit the impact on the injured person and to prevent additional harm. Above all, follow the directions of the emergency personnel. You will be told when you may be relieved by competent authorities.

Faculty and Staff are urged to review AP 524 which gives in depth information and direction when dealing with injury and sickness issues.

Department Updates

Academic Affairs

Office of Academic Success

The Lancaster Campus OAS staff (**Amy Rivera, Jerry Holt, Lisa Herr, and Lori Corradino**) have been piloting Walk-in Wednesdays – all day walk-in placement testing -- since January 2012. Thanks to the hard work of this team, over 1000 students have been served on Wednesdays throughout the spring and summer semester (accounting for 45% of all placement tests during that period).

Additional notes:

- Spring/Summer = 1007 Walk-ins (2225 total placement tests)
- Fall to date (mid-October) = 108 walk-ins

Meanwhile, normal tutoring and academic testing activities continue in full force on Wednesdays.

Teaching Technology Services and CITE

The Lancaster Campus continues to have teaching technology and professional development services right here on campus. A full listing of programs and events for November is listed on page 3. There are sessions for a variety of interests and needs and are FREE.

Sign up today!

Melissa Dietrich, one of the college's Instructional Design/Technology Specialists, is based in East 329 and is available to work with faculty on a variety of needs. She is an expert on using D2L and making effective use of technology in the classroom. Melissa has already worked with a number of faculty on their specific courses. Contact her at madietri@hacc.edu to learn more about she can help you.



Melissa Dietrich and Wera Savin show off Wera's new GRMN 101 blended course shell resulting from their work together.

Early Childhood Education Career Panel

On November 16, HACC Lancaster will host a panel presentation on Early Childhood Programs, organized by instructor, **Karen Smoker**, ED 110. It will be held in East 203 from 10:30 a.m. until 12:00 noon.

Representatives from six programs covering a wide range of early childhood education activities will be presenting:

- Montessori Academy of Lancaster
- Lancaster County Head Start
- Hildebrandt Learning Center
- Lancaster-Lebanon IU13 Pre-School Intervention Program
- Lancaster County MH/MR/EI
- Susquehanna Waldorf School

This invitation is especially for education students; however, anyone is welcome to attend. Snacks will be provided, as well as a door prize for a randomly selected student attendee.



Education students visit with presenters during a Spring Semester 2012 panel

Department Updates

Human Resources

Professional Development Day – October 9, 2012

Thank you to all who participated in the Lancaster Campus Professional Development Day! The Achieve Global, Reaching for Stellar Service program gave us all something to think about – building the relationship between our College and our customers. A few of you have since reminded me of the three dimensions of service (Human, Business and Hidden) applicable to my position. I appreciate that!

Have you been polishing your star? Remember that stellar service consists of the following:
Seamless – the ability to manage service factors that are invisible to the customer (behind the scenes).
Trustworthy – The ability to provide what was promised, dependably and accurately.
Attentive – The ability to provide caring and individual attention to customers.
Resourceful – The ability to provide prompt service and creative solutions.

Do you remember what PDM's are? Yes, Positive Defining Moments! We learned that a defining moment is any point in time when a customer judges the service you provide – and by extension, judges the organization as a whole. When we strive to create Positive Defining Moments, we help build loyalty!

Pull out your participant workbook to review some fun facts of what we discussed – further, be on the lookout for follow-up course information to come from our Professional Development area of Human Resources. You can sign up for future of Achieve Global courses offered by going to the Employee Tab at My HACC and clicking on Faculty and Staff Development Institute within the Human Resources section on the right side of the page. Learning, developing, growing – is not just for students, around here! Sign up today!

So, why not test your knowledge and retention skills of Reaching for Stellar Service by completing the Crossword puzzle on the next page – (answers follow on the next following page). Have fun!

Workshop Presenters



Brian Brady
Security Officer



Vicki Van Hise, MSW
Lancaster Campus Coordinator,
Disability Services

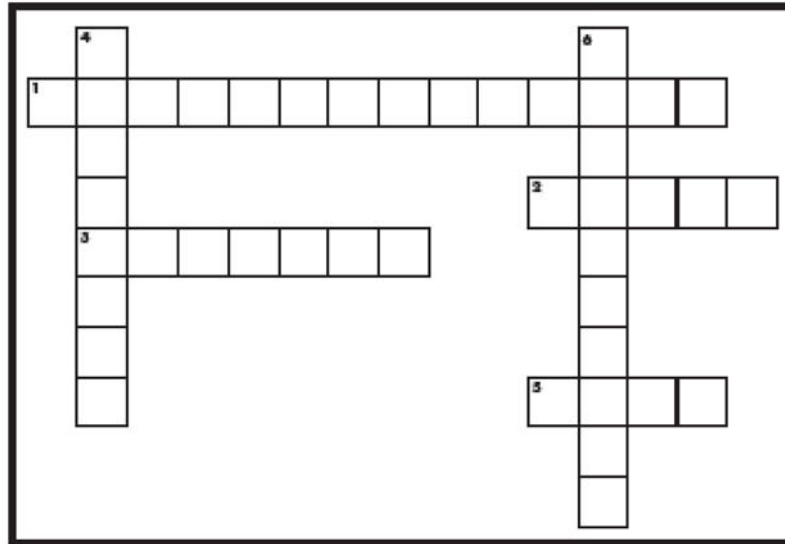


Travis Brown
Lead Security Officer

Department Updates

CROSSWORD PUZZLE

You can review some important ideas from *Reaching for Stellar Service*™ by completing the following crossword puzzle.



Clues

ACROSS

1. Any point in time when a customer judges the service you provide.
2. “Individual attention” and “courtesy” are examples of the _____ dimension
3. Customers who receive stellar service reward us with their _____.
5. It costs _____ times as much to attract a new customer as to retain an existing one.

DOWN

4. The ability to manage service functions that are invisible to the customer.
6. When customers speak well of us to others, we benefit in many ways and our _____ increases.

Save the Date!

4th Annual "Decorate Your Office Door for the Holidays" Contest

Begin decorating the Week of November 26th
 Judging on December 14th
 Winning door/s announced at the Campus Holiday Party
 No theme - so let your creativity shine!

Lancaster Campus Season of Goodwill Holiday Party

Friday, December 14, 2012
 8:00-10:00 AM
 Footnotes Café

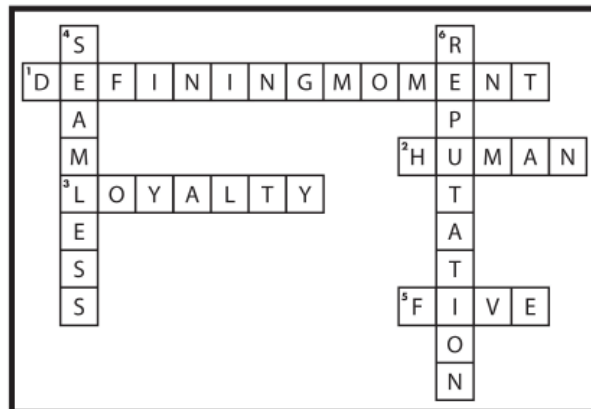
Please donate a toy/toys for disadvantaged children ages 8-14.

Toys will be donated to the Latino Vision Association~ Latino Vision is a non-profit organization that focuses on cultural awareness, social justice and youth mentoring programs.

Check your email for more information.

CROSSWORD PUZZLE

ANSWER KEY



United Way

Thank you to everyone who participated in the United Way kickoff event on October 24. We raised \$107 for the United Way campaign with our soup tasting contest and had quite a few people turn in their pledge forms.

The winners of the soup contest are:

1st place	Lisa Herr	Fresh Cream of Broccoli soup
2nd place	Etta Drabick	Beef Vegetable soup
3rd place	Patrice Beittel	Tomato, Sausage and Eggplant soup

We had a total of 9 soups donated for tasting, all of which were delicious. Kudos to our other soup donors: **Leanne Frech, Joy Tien, Marian Yoder, Holly Sanchez, Vicki Van Hise, and Jennifer Alleman.** Thank you to Symposium Restaurant and Pasquale's Italian Garden and Pizzeria for donating the prizes for the contest.

During the kickoff, the bookstore offered breast cancer awareness information and items, as well as cupcakes and drinks. Also, representatives from the United Way had information tables available.

The deadline for United Way pledge forms is November 9. If you are interested in making a donation and have not yet done so, please turn in your pledge form to **Fay Snyder** in RF 101.

Thank you for all that you do to make a difference in our community, whether through the United Way or through other organizations that you support!

The United Way committee:

Jackie Bareuther
Fay Snyder
Jennifer Alleman
Etta Drabick
Patrice Beittel



Theresa Henry and her daughter manage the Bookstore pink table - Breast cancer awareness



Tami Burkholder receives her door prize at the United Way table

Congratulations

Dr. Stringer Delights Third Graders

One hundred third graders crammed into one of the classrooms at the Mountville Elementary school to hear about the internal workings of butterflies.

Their teacher, **Ms. Michele Novello**, had read **Dr. Richard Stringer's** article in the Lancaster paper and thought the students would be interested in hearing about the amazing changes which take place within the chrysalis as a caterpillar turns into a butterfly. The subject, metamorphosis, fit right in to the unit the third graders were working on. A hit of the program was a 30 pound foot long bronze chrysalis which was left at the school to circulate amongst the four third grade sections. Dr. Stringer's research explores the use of Magnetic Resonance Imaging (MRI), Computer Aided Tomography (CT) and X-Ray to watch the changes as they take place.

The appreciative students were loaded with technical questions and **Dr. Stringer** received a pile of thank you notes and some amazing questions about butterflies and an encore invitation for a repeat performance next year.



Dr. Richard Stringer with **Ms. Michele Novello**, 3rd grade teacher at Mountville Elementary holding 30 pound foot long bronze chrysalis.

Lancaster HACC Evening Associate Degree Nursing Program Receives Award

Congratulations to the **Lancaster HACC Evening Associate Degree Nursing Program** on receiving the Jay & Maggie Kiralfy Community Service Award in recognition of tremendous efforts and advocacy for those experiencing homelessness. Receiving the award at the October 18th, 2012 banquet were **Sherry Lookofsky**, adjunct clinical faculty and **Christine Bachman**, Assistant Professor of Nursing.

Transitional Living Center (TLC) is a 52 room housing facility in downtown Lancaster. The goal for all participants is to obtain safe, stable, sustainable, permanent housing. Since its inception in 1987, TLC has helped more than 10,000 people to move forward to self-sufficiency and permanent housing.

HACC evening 205 and 206 level clinical nursing students began clinical rotations at TLC in 2009. The partnership began as a way to keep the TLC participants from making unnecessary visits to the emergency department. It has blossomed into so much more as students provide screenings, education and care to both the adult and pediatric participants.

Both TLC staff and HACC students and faculty speak very highly and compassionately of their partnership to care for and provide support to the participants along their journey to self-sufficiency.

Congratulations to our Lancaster HACC evening program on receiving this well-deserved recognition and upholding our values of professionalism, commitment, trust and caring.



Christine Bachman, Assistant Professor of Nursing, (left) and **Sherry Lookofsky**, adjunct clinical faculty, (right) holding award