



From the Desk of the President

Welcome back to HACC, Central Pennsylvania's Community College's 54th academic year!

I hope you enjoy reading the first Ski Gram of the fall term.
Reading this issue will allow you to reflect and learn.

There is much to celebrate at HACC as you will see.
However, we have to also focus on improving to be the best we can be.

Our students – from all walks of life – remain our top priorities.
We must do our part to meet their needs – whether they are Muslim, Christian, gay, straight, White or racial minorities.

Like all organizations, the College has strengths, weaknesses, opportunities and threats.
As long as we work TOGETHER, all of our mission-critical needs can be met.

A lot has changed, and HACC is not our grandparents' community college – no way...
However, as we journey through our 55th year as an institution, our commitment to excellence is our mainstay.

Let's say it together, and let's say it loud.
We are #HACCProud.



Our women's volleyball team, coached by Tom Frye, is currently 6-0!
GO HAWKS!

Convocation

For those who were able to participate in my fall convocation address, thank you. For those unable to do so, what follows are some highlights from my 45-minute presentation:

- 1) Some Successes
 - a) Academic
 1. Achieved Middle States reaccreditation for eight years
 2. Completed program review processes
 3. Grew our Honors program
 4. Integrated tutoring into our classrooms on the Lancaster campus and beyond
 5. Developed a new developmental math course that provides guided individualized instruction for students based on their initial assessment
 6. Developed many new workforce development courses
 7. Shared online teaching methods across disciplines
 8. Partnered with profit and non-profit organizations to enhance workforce development course offerings
 - b) Student Affairs
 1. Enhanced advising clusters
 2. Mailed a tabloid to each household in our 11-county service region
 3. Facilitated HACC application and experience days to recruit new students
 4. Focused on student recruitment efforts collegewide
- 2) Some challenges facing community colleges nationwide including HACC
 1. Unemployment – Lowest it has been in years
 2. Demographics – Shift in College-going population so there are less students and, of those attending, there are greater needs
 3. Competition – Four-year private and public institutions are desperately trying to recruit our students. These institutions are becoming more aggressive and responsive to the needs of our communities, too
 4. Enrollment - Declines in enrollment have occurred for nearly a decade. At HACC, for example, we have 4,500 less students than we did in 2010. In addition, even though new student enrollment is up 6 percent over last year, returning and continuing students are down 4 percent, a trend we have been seeing for the past several semesters. Currently, HACC’s credit-hour enrollment is down 3.7 percent. Our Lebanon campus enrollment is down 10 percent and Virtual Learning is up 4.85 percent. A final audit will be run within the next week.
 5. Funding – Continued federal, state and local disinvestment is occurring. The following chart shows the differences in revenues sources between 2008 and 2018:

Issues	2008	2018
HACC student tuition as a percentage of revenue	46%	60%
HACC sponsoring school districts	9%	3%
Other HACC revenue (auxiliary)	8%	4%
Commonwealth support	26%	23%

- 3) Some Solutions
 - a) Examine and address the reason(s) for declining retention numbers
 - b) Engage Ruffalo Noel Levitz in enrollment management consulting work
 - c) Focus on recruitment, engagement and retention of minority and underrepresented populations of students in our service region
 - d) Focus efforts and resources on the College’s two growth units within the College: Workforce development and Virtual Learning
 - e) Work with the Office of College Advancement to develop new marketing materials
 - f) Roll out new degree requirements
 - g) Build career pathways

- h) Review use of waitlists for classes
- i) Establish the pre-apprenticeship and S.T.E.P programs in high schools
- j) Ensure College and campus climates are inviting, accessible and affirming, especially to employees and students of color
- k) Engrain the principles of inclusion and diversity in our hiring and recruiting practices for our employees, especially our faculty, need to look more like our student populations. As I said, for many, the discomfort regarding adjusting to some of these changes and expectations is understandable and acceptable. Intolerance; however, is not acceptable
- l) Create the “Launch Your Future Grant” for new students in addition to the 25 new Funds for Excellence
- m) Explore innovative and unique strategic alliances with area colleges and businesses
- n) Implement a college-wide enterprise risk management policy
- o) Involve the College community in a Next Generation conversation about ways we can adjust to the ever-changing educational landscape in our service region and beyond

Opening of School Year

Even though it seems like weeks away, every campus and Virtual Learning reported an uneventful start to the 2018 academic year. In fact, the week opened strong with only a few non-threatening facility-related issues which were resolved in a timely manner (e.g., HVAC malfunctions in Blocker, Cooper and Whitaker, sparks from a ballast in Cytech on the York campus engaging the local fire department, etc.).



As I have done since arriving at the College in fall 2011, I spend 12 hours on the first day of class visiting dozens of classrooms and office bays on the Harrisburg campus inquiring about everyone’s experiences. During the first week in visiting all the campuses, I also learned ways to enhance the experience. Even though there was an outpouring of positive comments for our colleagues (who I sent HawkEyes to), some of the following select operational issues were mentioned for improvement:

1. Cost of textbooks
2. Food and housing insecurity
3. Signage, especially the need to improve signage for some hard-to-find classrooms
4. Transportation difficulties
5. Parking

Board Retreat

Annually, the Board of Trustees holds a half-day retreat to review a variety of issues impacting the College. This year, the board focused its discussions on the following:

1. Journey to Excellence, HACC’s strategic plan – discussed goal achievement of the current plan and discussion of objectives for the next plan
2. Enrollment –
 - a. discussed some of the reasons for new student enrollment being up and returning student enrollment being down and what the College can do about it
 - b. discussed how developmental math and scores may impact image of the College and enrollment, long-term
 - c. discussed marketing and how it impacts the College
3. Finances and Enterprise Risk Management –
 - a. discussed current and future financial statements and projections for the College
 - b. discussed 11 draft key performance indicators submitted by management
 - c. reconfirmed our need for an Enterprise Risk Management system
4. Diversity and Inclusion – discussed how important it is to ensure we are hiring persons of color, especially among our faculty
5. Future of the College – discussed partnerships with private and public entities and other ways to enhance our revenue streams in light of declining enrollment

PA Department of Education

Recently, Dr. Shanblatt, president of Bucks County Community College and president of the PA Commission for Community Colleges, Elizabeth Bolden and I, as vice chairman of the Commission, met with PA Secretary of Education Pedro Rivera and his senior leadership team to discuss postsecondary education issues. As a result of that meeting, in the short-term, we will be working with Secretary Rivera and his team on issues related to dual enrollment, workforce development and PASSHE transfer opportunities.

Journey to Excellence

We are approaching the final stretch in our [Journey to Excellence](#), the College's strategic plan.

I extend my personal thank you to all who have helped make the plan a success. Ninety-six percent of our objectives have been achieved and/or are on track. As you know, we recently received full accreditation from the Middle States Commission on Higher Education. The report highlighted our strategic plan, and our highly effective processes. The report further described our strategic plan as a true guiding force for all we do at the College.

Journey to Excellence is driven by four goals that help lead the College toward meeting the needs of our student population:

1. Advance academic success
2. Foster student success
3. Strengthen institutional sustainability
4. Instill inclusivity

Highlights of some successes include:

- Achieved two of four funding raising goals: scholarships and emergency assistance fund
- Assessment of programs and new degree requirements
- Established best practices in online academic support for students in online classes

Future challenges include:

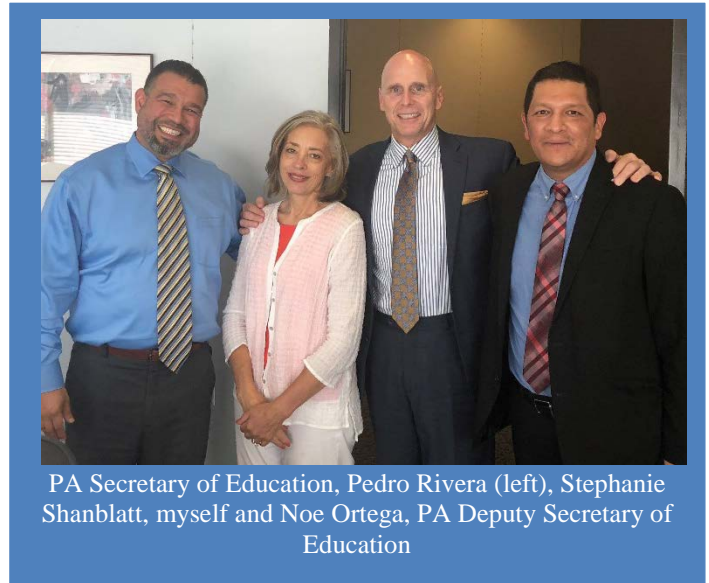
- Adopt best practices for developmental education
- Champion diversity and inclusivity
- Implement Enterprise Risk Management

For additional information on all 83 objectives, I invite you to view the complete [status report](#).

As we look forward to 2020 and beyond, we have much to be proud of and much to left to accomplish. I am confident we will meet the challenges that lie ahead. Please join me in working together to change lives and a make a difference in the communities we serve.

Inquiries for PA Department of Education for ACT 48 Credits

Welcome to the start of another academic year at HACC! This is a friendly reminder to the college community that the Office of Academic Affairs handles all ACT 48 inquiries that may come from students who wish to have their completed coursework submitted to the PA Department of Education for ACT 48 credits. ACT 48 pertains to those individuals who currently work, or are seeking employment, in the secondary education system and, therefore, are required to obtain a certain number of coursework hours every five years to keep their teaching certifications active within the state of Pennsylvania. Therefore, please direct all inquiries pertaining to ACT 48 to Erika Steenland at 717-736-4282 or ersteenl@hacc.edu.



Commercial Driving License (CDL) Training is Booming at HACC

The program, housed in the Manufacturing, Logistics & Transportation department within the Workforce Development and Continuing Education division, has served over 770 students in the past five years. Key corporate partners include Pennsy Supply, ABF, Old Dominion, New Penn, CAT Transit, the SYGMA Network, Waste Management and Giant Foods. Moving into 2019, training includes expansion into diesel and heavy equipment operations, as well as apprenticeship. Included in this expansion is more off-site training with corporate partners. Goals for the next five years include adding new staff to facilitate more training, investing in simulators for increased student learning, and advancements into virtual learning.

Workforce Development – Developing Medical Cannabis Programming

On April 17, 2016, Pennsylvania Governor Tom Wolf signed Act 16 into effect. This Act legalized the use of medical marijuana (cannabis) for 17 approved medical conditions. Patients must register for the Medical Marijuana Program, obtain a physician's certification that they suffer from one of the approved medical conditions, pay for the medical marijuana ID card, and visit a dispensary to obtain medical marijuana.

After Act 16 was signed, those wishing to apply for a license to become a licensed grower/processor or dispensary submitted an application and in June 2017, 12 licenses were awarded. Less than two years after passing the Act, on February 15, 2018, dispensaries began selling medical marijuana.

After hosting two successful education seminars, HACC's Workforce Development Division was able to identify subject matter experts to begin helping us build curriculum. The course, titled Medical Cannabis in PA, was developed in partnership with the Medical Cannabis Society. It will cover topics such as Cannabis 101, History of Cannabis, Policy and Law, Cannabis Business, Growers/Processors, Dispensaries, and Patient Advocacy.



Workforce Development & Virtual Learning to offer fully online Healthcare program!

Workforce Development has been actively working with Virtual Learning over the past few months to build a fully online pharmacy technician program. This program was selected as the first healthcare program in Workforce Development due to decreased program enrollments over the past two years in the traditional classroom setting. In an attempt to make the program more appealing to the working individual, it was decided to offer this program in an online format beginning in fall 2018.

The program has been condensed from 114 hours to 90 hours, and the first online offering will be instructor-led. The certification preparation class that was previously included in the program will now be delivered in a self-paced format beginning spring 2019. The cert prep course will be offered as standalone.

Pennsylvania currently does **not** require the registration or licensing of Pharmacy Technicians; however, to increase the employability of the student or those desiring to work as a Pharmacy Technician it is encouraged that they complete a training program and successfully pass the certification exam. Those with certification from the Pharmacy Technician Certification Board (PTCB) typically start at a higher wage than someone without the certification.

Diagnostic Medical Sonography Program

The HACC Diagnostic Medical Sonography (DMS) program is excited to announce the purchase of additional state of the art ultrasound equipment in Blocker Hall. With recommendations from the program's Advisory Committee, the College has purchased a Philips Epiq 5G Ultrasound system and a Toshiba Aplio Platinum ultrasound system with general and vascular imaging applications and transducers.

Students are able to utilize this equipment during scheduled lab courses and during open lab. The DMS students will be able to have instruction and practice on technology that they will utilize in the clinical setting. In addition, this technology enables faculty to review and critique student scanning providing optimization details to the student. Assessment of student use of the equipment is part of the educational process. Student imaging protocols, can be revised and improved for enhanced knowledge. Learning this newer technology enables the students to produce high-resolution optimal imaging for the physicians for diagnosis. Having this variety of equipment enables the students to prepare for their clinical rotation experience.



Diagnostic Medical Sonography (DMS) students from left to right: Becky Livingston, Nashea Watson, Kayla Hollinger (sitting) and Amber Kleinfelter. Student, Taylor Stone, acting as “patient”

During the last accreditation site visit, the lab was recognized for being a positive learning environment and now with the updated equipment, it is improved. The purchase of this equipment demonstrates the College's commitment to providing an excellence health career education. This supports two of the HACC Strategic Plan goals: Advancing Academic Excellence and Fostering Student Success.

HACC's Lancaster Campus: In-Class Tutoring Program

At a recent Board of Trustee's meeting, Matthew Goodman, Lancaster Campus associate dean, Academic Affairs, Lori Corradino, Lancaster Campus director, Tutoring and Testing, and Timothy Smith, Lancaster Campus assistant director, Tutoring and Testing, and In-Class Tutoring (ICT) coordinator shared highlights of a new student support service.

Piloted as a retention initiative on the Lancaster Campus during spring 2017, the ICT program has supported over 700 students in developmental math, English and biology courses to date. Trained peer and para-professional tutors are embedded in identified courses and labs to provide additional hands-on support for students during class time. Tutors also offer weekly tutoring hours in the learning center and scheduled or by-demand study for students. Both students and faculty have praised the ICT program and requested in-class tutors in more of their courses.

Students in ICT supported courses have out-performed their peers in non-supported courses, completing the course at much higher rates. Additionally, the ICT



program establishes a bridge between the learning center and the classroom, which promotes stronger relationships between students, faculty, and tutors. This program is impactful and sustainable. The sustainability of the program depends on saving just one student per course. This innovative program supports HACC, Central Pennsylvania's Community College's mission to provide a personalized education in our local community. The ICT program really does make HACC Personally YOURS!

Gettysburg Campus Receives Support to Expand Mechatronics Program

The Gettysburg Campus Mechatronics Excellence Fund received a \$7,500 grant from the Adams County Community Foundation to assist with the expansion of the Mechatronics program.

The Campus plans to expand the Mechatronics program adding a second cohort of students in January of 2019. Manufacturing continues to be one of the county's leading economic drivers and continues to face a shortage of qualified applicants for open positions. With the addition of a second lab and classroom in the 400 suite, the campus will be able to admit 15 students twice a year into the program. Since opening the program in 2014, the campus has a 100 percent placement rate into industry and/or continuation in HACC's associate degree program in Mechatronics.

Local industries like Utz Quality Foods, Dr Pepper/Snapple, Pella Windows, Knouse Foods, and Rice Fruit Company have affirmed the continued need for HACC mechatronics graduates. Kudos to Gettysburg Campus academic dean Dory Uhlman, business director Kathy Brickner and Mechatronics instructor Rich Hebel for developing a business plan for expanding this important program.



Gettysburg vice president, Shannon Harvey (front row, far right) pictured with members of the Adams County Community Foundation and the Adams County Community Foundation Board

Gettysburg Campus Celebrates 15 Years of Nursing Education

HACC's Gettysburg campus recently celebrated 15 years of excellence in nursing education:

- Did you know that 631 students have graduated from the Gettysburg campus Associate Degree Nursing Program?
- Did you know that 93 percent of these graduates passed their licensure exam on their first try? This is well above the national average of 86 percent. They are now registered nurses.
- Did you know that nearly 85 percent of these nurses practice within a 50-mile radius of the Gettysburg Campus?

To celebrate this important milestone, the following activities occurred:

- ★ Student celebration featuring cake, a food truck and a chance to “dunk the faculty” for answering a National Council Licensure Examination (NCLEX) question correctly
- ★ A program and tour of the nursing suite for the Gettysburg Hospital Foundation Board of Directors in recognition of the hospital's initial \$250,000 gift to initiate the program
- ★ A feature story and full-page congratulatory ad in the Gettysburg Times recognizing all of the program graduates
- ★ Community appeal to support the Gettysburg Campus Community Endowed Nursing Program resulting in almost \$7,000 in donations
- ★ An alumni survey to capture the experiences and the current employment status of the 630+ program graduates



A special thank you to the 15 Year Anniversary Planning Committee Co-Chairs Jill Lott & Marilyn Teeter, Ashley Baer, Dianne Brooks, Amanda Hartzel, Shannon Harvey, and Brooke Kaiser.

Changing the Perception of HACC

Too often, the Office of College Advancement's Integrated Marketing Communications (IMC) Department sees social media posts from current HACC students that show a lack of support for the College. Some students may have negative perceptions about community college in general.

IMC launched the #WhyHACC social media campaign to help improve the perception of HACC within our own student body. The campaign began in January 2018, when current students returned from holiday break, and ended June 30, 2018.

Each month, IMC asked current students a question on the collegewide Facebook page and Twitter. Students answered questions like: If HACC was not an option, how would that affect your life? Who inspired you to attend HACC or who at HACC inspires you now? Originally, students were asked to share their response via video on social media and include #WhyHACC in their post or tweet. Those students who responded and followed the guidelines at hacc.edu/WhyHACC, would be entered into a drawing for a \$100 Amazon gift card, thanks to the support of the College's strategic funds.



IMC did not receive any responses in January or February, so a few minor changes were made to the campaign. Six HACC Yeah T-shirts were added to the prize box, and students could respond to the question with a video or a written statement. After these changes, the entries began to come in.

The original goal was to gather 50 videos from students by June 30. By the end of the campaign, the College:

- Received 38 written submissions from March 1-June 30
- Awarded \$100 Amazon gift cards and HACC Yeah T-shirts to six winners
- Received encouraging and positive messages about HACC
- Reached more than 7,500 people on Facebook
- Received more than 140 likes and 77 shares on posts

The #WhyHACC campaign does not have to stop here. Anyone can continue to share why they love HACC and show others why this is the place to be!

A Grateful Heart Gives Back

With a love of massage therapy and a deep appreciation for the education she received while at HACC, massage therapy graduate Elizabeth Benion was inspired to give back:



“During my time at HACC, I had been thinking about ways to give back to the [Massage Therapy Program](#), because it had such an impact on my life. I saw what I perceived as a need during events to promote/increase public awareness of the services the program provides at events (chair massage, student studio, etc...) as well as the program itself. This was just a small way for me to give back using the skills and knowledge I have developed working for [Maverick Strategies](#), along with the help of graphic designer Julia Kline.”

In working with HACC’s Office of College Advancement, Benion produced flyers, hanging banners, business cards and pull-up banners to help promote the Massage Therapy Program. Not only was Benion inspired to create and donate promotional pieces for HACC upon her graduation, her time at HACC has inspired her to transition from her corporate job to practicing massage therapy full time by 2019.

HACC is grateful for the gifts and talents of our graduates, and we thank Elizabeth for her heart of giving back!

Gratefully YOURS.

HACC Welcomes Lee Hayes as Director of Procurement and Contracts

Lee began his role on July 23, 2018 as the new director of procurement and contracts in the Office of Finance.

Lee comes to HACC after a long career with the United States Army and the Pennsylvania Department of General Services.

A Mechanicsburg resident, Lee holds a M.S. in Business Ethics and Leadership from Duquesne University, a B.A. in Agricultural Science from Penn State University and an associate’s degree from HACC.

Please stop by the Office of Finance and welcome Lee to the College!



NEW! Shared Governance Policy and Handbook on Professional Development

The professional development policy was developed to provide you with a basic understanding of your responsibilities as an employee as it pertains to seeking and participating in professional development. Its guiding principle was to make you aware of what you can expect from HACC – and what the College will expect from you.

This policy was recommended in the 2015 Collegewide Needs Assessment to achieve consistency across functional units and constituency groups and to reduce duplication, minimize cost, and maximize participation in professional development throughout the College. The few parts selected below do not represent the entire policy; instead emphasize essential areas you should know.

Purpose:

States HACC's commitment to professional development for all employees and includes guidance on roles and responsibilities, expectations for participation in professional development, and processes for establishing funding for professional development.

Policy:

HACC, Central Pennsylvania's Community College recognizes the importance of encouraging and supporting employees in professional development that is related to their employment. The College community also recognizes that professional development requires a shared responsibility between the College, the supervisor, and the employee.

To promote professional development, the College will:

1. Ensure that professional development opportunities meet pre-established criteria for employee participation.
2. Describe and clarify the roles of employees, supervisors, and other stakeholders in the professional development process.
3. Provide standards and expectations for employee eligibility and release time.
4. Ensure that professional development opportunities are evaluated post-delivery and that professional development has had an impact on job performance.
5. Establish a funding process that aligns with the strategic plan and equitably distributes resources across constituencies and organizations.

Employee Eligibility and Expectations:

- All employees are eligible to participate in professional development activities.
- Full-time staff are expected to participate in at least two professional development events per fiscal year. Part-time staff are expected to participate in at least one professional development event per fiscal year.
- Full-time faculty are expected to follow the current faculty expectations document.
- Supervisors are expected to participate in at least three professional development events per fiscal year. At least one event is to be focused on leadership development.
- Employees may appeal a denial to participate in a professional development event to the next supervisor in the chain of command. The appeal must be in writing and received by that supervisor within 10 business days from the date of the denial. That supervisor will deny or sustain the appeal within five business days.

For a detailed understanding of the policy, handbook, and how it will impact you, please go to myHACC to read the full [document](#) or contact Cavil Anderson, director, Faculty and Staff Development Institute at csanders@hacc.edu.

New Learning Management System (LMS) from the Faculty and Staff Development Institute at HACC

The Faculty and Staff Development Institute (FSDI) is excited to share a preview of HACC's new learning management system for employees!

1. What is our goal(s) for implementing an LMS?

As an institution of higher learning faced with increasing funding challenges, we are required to find innovative ways to reduce external expenditures on professional development activities but also provide you with opportunities for professional growth. One goal for the new LMS is to expand FSDI's focus to include a broader range of online learning

and development initiatives. The system will provide employees access to tools and knowledge needed to be successful at their jobs and achieve HACC’s strategic goals for 2019 and beyond. The system will ensure success if we design and develop relevant course materials to meet HACC’s needs that will also produce knowledgeable and well-trained staff to achieve our vision of excellence.

2. What are some high-level benefits associated with implementing the new system?

The new LMS will provide a learning-rich environment that can be accessed anytime and anywhere through myHACC. It will be easy to use and customized to meet your learning and development needs. Through the LMS, FSDI will offer a variety of training courses such as compliance training, online professional development, instructor-led courses, leadership and supervisor’s training, eLearning, and much more. The utilization of the LMS will be twofold: 1.) for training and development initiatives and 2.) for knowledge retention. For example, the video recordings of an event such as the president’s symposium will be available for employees that could not attend the event in person.

3. How do we want YOU, the user, to respond?

We hope that you will see the value of ready access to training, your training records, and future professional development opportunities. FSDI will be available to support and train you every step of the way! We are invested in giving you the tools that enable you to achieve great things!

4. What is the current status of the LMS?

Last month, we completed a two-week pilot process. We have received positive feedback and are currently revising the system with the feedback we have received to prepare for the next phase.

5. What is next for the LMS?

The next phase will be a collegewide education and communication campaign to prepare for a soft launch, scheduled for fall 2018. At that time, everyone will have access to the new LMS! We hope you are you excited and stay tuned to hear more!

The following employees deserve recognition for their participation and feedback in the pilot.

Functional Area	Participants
Office of College Advancement	Linnie Carter Morgan Horton Cindy Leiphart Beth McLucas Khoa Pham Theresa Richwine Natasha Walton
Gettysburg Campus	Lori Bridel Gail Crum Scott Decker Dough Docimo Amanda Hartzel Shannon Harvey Kathy Pasewark
Office of Human Resources	Aimee Brough Ruijiao Jackson
Office of Information Systems and Technology	Cindy Gavazzi

Questions? Please contact Cavil Anderson, director, Faculty and Staff Development Institute, at csanders@hacc.edu.

The 2018 President’s Award Recipients are...

The President’s Award is presented on an annual basis to employees that have demonstrated exceptional service to the College. This year, 36 nominations were submitted and six employees were selected as award recipients.

This year’s nominees included: Geraldine Gutwein, Ron Rebeck, Jeff Gerstein, Timothy Smith, Dismary Munoz-Castillo, Susan Cooper-Nguyen, Alfred Siha, Robert Swatski, Robert Wagner, Valerie Gray, Jeb Baxter, Rich Cardamone, Angela Sanden, Peggy Lenton, Juanita Mort, Jason Beaudin, Tracey Smith, Ragin El-Shater, Holly Lukens, Jill Foote, Sara Meng,

Jill Lott, Bob Stakem, Jamie Eckrode, Jennie Baar, Toni Lynn Mark, Christine Cappuzzo, Mallary DeSantis, Nicole McCartan, Vic Rodgers, Dawn Mull, Kelly Swanson, Pam Saylor, Mary Brown, Matthew Prugel and Mallary DeSantis, who was nominated twice.

The following individuals were selected as President's Award recipients for 2018:

Jennie Baar, campus dean, Academic Affairs, received an anonymous nomination recognizing the effect that her leadership has had on enhancing the College's reputation. As the dean, Jennie is an exemplary leader and a tireless advocate for HACC in our service area. She coordinated the Capital Area Science and Engineering Fair, developed a partnership with the Geisinger Lewistown Hospital School of Nursing and increased enrollments in College in the High School and Dual Enrollment in our sponsoring school districts. All of these efforts have greatly enhanced our reputation in Central Pennsylvania. Internally, she is a respected and inspiring leader who advocates for the well-being of the students and supports growth and development of faculty and staff at the College.

Mallary DeSantis, assistant professor, Mathematics, was nominated by Rick Albright and Jennie Baar in recognition of the creative and innovative redesign of the developmental Math curriculum. Mallary's solution to design a course based on a model used at other institutions complements what has been implemented recently at the College. The success of the pilot offering, along with the support of the Academic Affairs leadership and the Counseling and Advising team has allowed the course to be implemented collegewide as a permanent 14-week new course. It is because of her hard work and dedication that students have the opportunity to increase their confidence, learn and apply new mathematics skills and successfully move forward from Math 090 to College Algebra and Statistics.

Ragin El-Shater, coordinator, graduation, was nominated by Cindy Doherty, Kathy Doherty, Genita Mangum and Erika Steenland recognizing her efforts in implementing the changes made to the College's degree requirements for the 2018-19 academic year. Ragin's work preserving the integrity and accuracy of the curriculum and student records reflects directly on the student's experience with HACC. The curriculum of HACC is the backbone of the College's reputation – both in the community and with other institutions. Her attention to detail and dedication to the students shows that she is aware of the impact that the student affairs area has on the student experience and strives to give every student at the College a positive experience.

Ron Rebuck, program director, Nursing, was nominated by Cynthia Donell in recognition of his efforts to enhance the College's reputation through consistent professionalism and passion for the students, faculty and staff involved in the Nursing program at the Harrisburg Campus. Ron is an inspiration to the students because of the personal history that he has with the Nursing program. He attended HACC as a Nursing student, became a faculty member where he shared his knowledge and expertise of nursing, and now, serves as the program director at the Harrisburg Campus. Ron has established the outstanding reputation of our program and continues to serve as a mentor to HACC's faculty, staff and other directors and chairpersons throughout the state of Pennsylvania.

Timothy Smith, assistant director, tutoring and testing, was nominated by Lori Corradino and Matthew Goodman to recognize the role that he played in researching, creating and piloting an in-class tutoring program at the Lancaster Campus. As creator of this program, he displayed a high level of creativity and collaboration while managing and promoting a new concept that was extremely successful. By providing tutoring services directly to students in the classroom, the results have included: improved course pass rates, higher enrollment rates and increased visits to the learning center for additional resources. The in-class tutoring program is being considered for collegewide expansion and will be a beneficial resource to all of HACC's students.

Bob Stakem, director, public safety center, was recognized by Vic Rodgers for demonstrating initiative and creativity in the development of an entry-level fire and emergency medical responder training program. In his work as the director of the public safety center, he recognized the need for fire and medical services training within our service area. Bob successfully piloted this new training program at Cumberland Valley High School. The pilot program was so successful that it is now being offered at other local high schools and other parts of the state, such as Adams and Franklin County schools.

Thank you to all of this year's nominees and recipients for going above and beyond to make HACC a better place for our faculty, staff and students.



President's Award Nominees and Recipients: Back row L to R: Nicole McCartan, Rich Cardamone, Ragin El-Shater, Holly Lukens, Mallery DeSantis, Jamie Eckrode, Jeff Gerstein, Mary Brown, Robert Wagner, Alfred Siha, Bob Stakem, Tracey Smith, Peggy Lenton, Jill Foote, Jennie Baar
 Front row L to R: Valerie Gray, Toni Lynn Mark, Angela Sanden, Juanita Mort, Dawn Mull, Kelly Swanson

Ombuds at HACC

The College provides an informal resource for dispute resolution through our Ombudspersons. These individuals serve in a volunteer capacity to aide colleagues in resolving concerns and complaints that may arise through their employment at HACC.

What is an Ombudsperson?

An ombudsperson is an employee of the College who will facilitate a voluntary process to open communication between faculty, staff, and students in order to informally resolve concerns and issues. The selected ombudsperson will listen to your concerns, investigate the facts surrounding the matter, and make objective recommendations to achieve an effective resolution. They will provide a safe, fair, comfortable and most importantly confidential environment for you to discuss your concerns/complaints outside formal channels.

What is the role of an Ombudsperson?

The role of an ombudsperson is to be impartial, confidential, and informal. These characteristics are also outlined in [Shared Governance Policy](#). The role of an ombudsperson is:

- Impartial – Ombudsperson is not an advocate or critic – the rights, interests and obligations of all concerned parties are considered to reach a fair resolution.
- Confidential – The concerns or issues presented will remain in confidence upon the employee or student's request, unless otherwise required by the college's policies and procedures.
- Informal – All Ombudsperson will work with employees or students to explore options and help them establish communication with appropriate departments and offices.

How do I contact an Ombudsperson?

An Ombudsperson is available on each campus. Ombudsperson can be contacted via their HACC extensions and/or via email. The current Ombudsperson and their contact information are listed below.



HACC ombudspersons at their spring 2018 retreat. Left to right: Stephen Helfrich, Christine White, Juanita Mort, Anthony Clauto, Connie Ogle, Dave Edwards, Vicki Angell, Caroline Buehrle, Lisa Hill, Trevor Stynes and Susan Bangs

This listing can also be found on myHACC>Human Resources>Employee Relations>Ombuds.

Campus	Name	Position	Constituency Group	Contact
Gettysburg	Ashley Bear	Assistant Professor, Nursing	Faculty	Room G 717-339-3570 x113570 albear@hacc.edu
Gettysburg	Stephen Helfrich	Specialist, Financial Aid	CEO	G 102B 717-339-3530 X113530 sw Helfri@hacc.edu
Gettysburg Virtual Learning	Lisa Hill	Associate Professor, Communications	Faculty	G 140A 717-339-3541 x113541 lkhill@hacc.edu
Lancaster	Wendy Gillman	Student Success Coach	APO	RM 221T 717-358-2849 x312849 wsgillma@hacc.edu
Lancaster	Connie Ludwig	Assistant Professor, Foundational Studies	Faculty	RM318F 717-358-2264 X 312264 cmludwi3@hacc.edu
Lancaster	Christine White	Specialist, Enrollment Services	CEO	RM 218 717-358-2910 X312910 cmwhite@hacc.edu

Lebanon	David Edwards	Supervisor, Facilities Management	APO	D 213 717-270-6366 x416366 dledward@hacc.edu
Lebanon	Vicki Angell	Assistant Professor, English	Faculty	D 106J 717-270-6342 X 416342 vdangell@hacc.edu
Harrisburg	Brenda Eppley	Professor of Theatre	Faculty	A 121 717-780-2521 X212521 bceppley@hacc.edu
Harrisburg	Susan Bangs	Senior Professor, ESL/English/Spanish	Faculty	A 120B 717-780-1123 X 211123 sebangs@hacc.edu
Harrisburg	Anthony Clauto	Officer, Safety and Security	CEO	W131C 717-221-1741 X 211741 ajclauto@hacc.edu
Harrisburg Collegewide	Juanita Mort	Executive Assistant	CEO	TL 108Q 717-780-1950 X211950 jmmort@hacc.edu
Harrisburg	Trevor Stynes	Systems Administrator	APO	S108C 717-780-1150 X211150 tjstynes@hacc.edu
York	Caroline Buehrle	Administrative Office Technician	CEO	YL 108 717-718-0328 X513209 clbuehrl@hacc.edu

Important Information about Healthcare Insurance for 2019

The College estimated a \$1.7 million shortfall with the [FY 2018-19 budget](#), even with cost savings efforts and increases in tuition. A contributing factor to this shortfall is the cost of healthcare insurance.

Healthcare insurance claims have been steadily rising since the College switched to Capital Blue Cross in 2016. (For additional background, please see the “Understanding Healthcare Cost Complexities and How to be a Mindful Consumer” presentation [slides](#) and [video](#).) This increase in claims has resulted in a significant increase in healthcare insurance premiums proposed by Capital Blue Cross under its new contract. As a result, the College must take steps to control costs while minimizing the impact on employees’ access to affordable healthcare insurance.

What is changing for 2019?

1. The Premium PPO and CareConnect plans will have a “100 percent buy-up.”
 - **As is:** The College pays a significantly higher premium for employees enrolled in the PPO and CareConnect plans.
 - **To be:** The College will pay the same amount for the premium, regardless of the plan in which the employee enrolls. The high deductible plan is the lowest cost. The employee will have to cover the additional costs to enroll in the Premium PPO plan or the CareConnect plan.
2. The cost to provide a spouse with employer-provided healthcare insurance access to HACC’s healthcare insurance will increase.

- **As is:** A HACC employee whose spouse has access to his or her own employer-provided healthcare insurance and wants to keep that spouse on HACC's healthcare insurance pays a spousal surcharge of \$100 monthly (\$1200 annually.)
 - **To be:** The amount will be increased to \$496 monthly (\$5,952 annually). This amount contributes to the full cost of the premium for covering the spouse with access to healthcare insurance elsewhere.
3. The College will no longer contribute to flexible savings accounts (FSA).
- **As is:** Employees enrolled in the Premium PPO or CareConnect plans or who opt out of insurance receive a contribution of \$500 from the College for their FSA.
 - **To be:** The College will no longer contribute to FSAs. Employees may continue to contribute in accordance with Internal Revenue Service (IRS) guidelines.

Where can I get more information?

Here are some useful references to get you thinking about your healthcare insurance options:

[HACC Insurance Basics](#)

[Plan Summaries](#)

[My Plan Advisor Plan Selection Tool](#)

[Understanding Health Savings Accounts](#) (including "[Turning 65 and having an HSA](#)")

Please also attend an [Open Enrollment Education session](#) at your campus or schedule a one-on-one appointment with a Capital Blue Cross representative.

HACC's Safety Data Sheet Management Program and YOU!

The Occupational Safety and Health Administration's (OSHA) [Hazard Communication Standard](#) (HAZCOM) was first adopted in 1983 and only covered select industries. The standard scope was expanded in 1987 to cover all industries where employees are potentially exposed to hazardous chemicals. In March of 2013, OSHA revised the Hazard Communication Standard (HCS) again to align with the United Nations' Globally Harmonized System of Classification and Labeling of Chemicals (GHS).

The purpose of this standard is to ensure that all employees are informed of the potential hazards in the workplace. The information regarding potential chemical hazards must be transmitted from manufacturer to employer and from employer to employee. The employer must ensure that effective up to date information is available to those employees involved in potentially hazardous work areas.

Pennsylvania public sector (state and local government offices and operations) workplaces must follow the [Pennsylvania Worker and Community Right-to-Know Act](#). This act mirrors federal Hazard Communication requirements and contains guidelines and instructions for receipt, use and storage of chemicals.

A Safety Data Sheet (SDS), formally referred to as a Material Safety Data Sheet (MSDS) is the primary tool utilized to convey chemical hazard information to employees. If the material that the employee is about to use has been determined to have a harmful health or physical effect it will have an SDS provided with it from the manufacturer. The employee can use the SDS to gain information on the material that they are about to use in order to use it properly and protect themselves.

HACC complies with the Pennsylvania Worker and Community Right-to-Know Act by providing all employees access to the [HACC Safety Data Sheet Management program](#) located at MyHACC > Human Resources tab > Employee Health And Safety > Safety Data Sheet Management. Access to the HACC SDS management program is immediate and allows employees to search by chemical name, location and building.

HACC's Safety Data Sheet Management program is vast and covers five campuses and 357 individual locations and includes over 3,300 individual Safety Data Sheets. SDS coordinators are in the process of reviewing and verifying the SDS associated with their areas are complete and accurate.

HACC SDS coordinators have done an outstanding job in working with the program to achieve success and to ensure that when chemical information is needed, it is accurate and complete! HACC Yeah!

Changes to the 2018-19 Performance Evaluation

Every year at HACC, administrative, professional and classified employees participate in a 360-degree performance evaluation process at the College. In this process, supervisors complete competency-based evaluations that incorporate feedback from the employee's self-assessment and optional multi-rater feedback. Supervisors then evaluate an employee's performance using the current rating scale in each of the following competency areas.

- Building Team Environment/Diversity
- Communication
- Customer Service/Dependability/Accountability
- Knowledge
- Problem Solving/Initiative
- Standards of Student Service (only pertains to those employees within Student Affairs)

Recently, changes to the evaluation competencies were approved through the shared governance process. The modified competencies were selected based on feedback from the appropriate constituency groups as well as a review of the evaluation process utilized by other employers. The updates will be implemented as part of the 2018-19 evaluation process that will begin on Feb. 1, 2019. The updates to the competencies are as follows:

- Inclusivity and Collegiality (new competency)
- Dependability and Accountability (updated definition)
- Communication (updated definition)
- Knowledge (updated definition, aligned with Professional Development shared governance and handbook approved by the president's Cabinet on June 5, 2018)
- Problem Solving and Initiative (updated definition)
- College Service (new competency)
- Standards of Student Service (only pertains to those employees within Student Affairs)

Supervisors should begin to meet with direct reports now, and throughout the evaluation cycle, to communicate the new competencies, their expectations, and to address any concerns that employees may have. For your convenience, additional resources are located on the Human Resources page of myHACC under Employee Relations – Performance Management. These resources include:

- A [blank evaluation form](#) containing the new competencies and definitions.
- A [Frequently Asked Questions](#) document.
- [SGP](#) and [Handbook](#) documents outlining administrative, professional and classified employee evaluations.
- [SGP](#) and [Handbook](#) documents outlining the Performance Remediation Process and the Performance Remediation Plan [form](#).

If you have any questions regarding the changes to the evaluations, please contact Courtney Young, coordinator, performance management and employee recognition, at clyoung@hacc.edu or 717-736-4135.

The Office of Information Services & Technology (OIST) hears you!

Staff and students have made their voices heard about how important they believe the College's wireless connectivity is to their educational experience. Here are updates on the College's WiFi access and updates to the Password Reset Tool:

WiFi –Over the last year, the HACC community has expressed the need for a faster and broader wireless network on all campuses. What used to be a casual need is now recognized as a required part of higher learning. As staff, faculty, and students return to campus with more laptops, smartphones, tablets and other electronic gear, improving the WiFi network has been made a priority. OIST has just finished working with a WiFi expert to determine the improvements needed for the Harrisburg campus and updates are underway. This fall OIST will work to improve the WiFi networks at the Gettysburg, Lancaster, Lebanon, and York campuses.

If you have any questions or comments, or if you would like to be part of a pilot group to help with testing as upgrades are made, please visit <http://www.hacc.edu/Resources/feedback.cfm> to provide your thoughts.

Password Resets – OIST knows how important access to your files is and that in the past resetting your password could be cumbersome. Recently, OIST has implemented an improved tool to reset your password. Instead of security questions, the new password reset tool uses your home phone number, cell phone number, or personal email address on record with HACC to provide a secure verification code. The system can send an email, voice message, or text message, depending on the type of communication you select. HACC provided email addresses (@hawkmail.hacc.edu or @hacc.edu) and HACC desk phones are excluded for security purposes.

Because of these changes to password security, it is important you verify the accuracy of your personal telephone and/or email information on record with HACC. You can verify or update your personal contact information by clicking [here](#). After logging in, please verify your personal phone number(s) and email address and provide any missing or updated information. Please note this may take some time to process, as it is a manual process.

[Forgot Password Website Video Demo](#) – If your password has already expired.

[Change Password Website Video Demo](#) – If your password is close to expiration, but has not yet expired, or if you would just like to change it.

Classroom Upgrades – This summer, colleagues in Academic Affairs, Facilities, and the Office of Information Services and Technology worked together to identify and upgrade nine classrooms across HACC's campuses as part of ongoing classroom revitalization efforts. These upgrades are governed by HACC's Classroom Technology Standard, and are designed to support the varied teaching styles of HACC faculty, providing new capabilities while emphasizing ease of use.

Upgraded "Presentation" classrooms feature a digital infrastructure for better resolution pictures and videos, an interactive touch-screen at the instructor computers, and a new interactive ultra-short-throw projector that provides brighter, high-resolution projection and allows faculty to annotate over the top of images and save whiteboard "slides" for distribution to students or uploading to Brightspace. Some of the upgraded classrooms are "Collaboration" classrooms, which received the enhancements above plus flexible furniture to allow for easier collaborative work and a wireless sharing device to allow faculty to engage students in sharing items from their own devices to the projector.

As technology and education continue to change, Academic Technologies will continue to assess classroom capabilities and faculty needs on an ongoing basis. If you would like to teach in one of the upgraded classrooms on your campus, please contact your Academic Affairs dean to discuss availability. If you have questions about the technology or would like to receive training on the new classrooms rolling out, please contact Jason Beaudin, director of Academic Technologies, at jbeaudin@hacc.edu.

Kudos

- ★ All employees who assisted with the 2018 fall convocation, including: **Jen Boyd, Linnie Carter, Cindy Doherty, Lori Friedlander, Chris Fuller, Kristin Graeser, Jennifer Lynch, Bob Messner, Pete Miller, Nick Nerhood, Brandon Sheppard.**
- ★ The 2018 President's Award Honorees, **Jennie Baar**, campus dean, academic affairs, Harrisburg campus, **Mallory DeSantis**, assistant professor, mathematics, Harrisburg campus, **Ron Rebuck**, program director/professor, nursing, Harrisburg campus, **Bob Stakem**, director, public safety center, Harrisburg campus, **Timothy Smith**, assistant director, tutoring and testing, Lancaster campus, **Ragin El-Shater**, coordinator, graduation, Central Administration
- ★ **Tara Girardi**, assistant professor of English, Virtual Learning, released a new publication; [It is Young Adult Literature in the Composition Classroom: Essays on Practical Application](#). It includes many ideas for how faculty can incorporate young adult literature in their composition classes to engage student-writers.
- ★ **Harrisburg Campus Facilities Management Team** who acted quickly and collaboratively to address HVAC issues in a timely fashion to minimize the impact for students, faculty and staff.
- ★ Gettysburg Campus director of student development and multicultural programming **Wendy Brubaker**, the **Gettysburg Campus Student Programming Board** and **Student Government leaders** and the **Student Success Committee** for a first week filled with many activities and events to CONNECT students, staff and faculty.
- ★ **Judy Alder**, executive assistant, the **Gettysburg Campus Diversity Committee** and the **IMC team** for the Gettysburg Campus Fall 2018 Diversity and Inclusion poster (attached) advertising a series of campus and

community events designed to support the Diversity Committee's goal of enhancing diversity and inclusion across the campus and in the community.

- ★ **Ivan Quinones**, director of safety and security, for his keynote presentation at the Gettysburg Campus Fall Faculty Event where he highlighted HACC's three-pronged approach to campus safety; providing security services to the college, providing crime prevention and safety awareness resources, and providing ongoing safety training and development for students and employees.
- ★ **Diane Bittle**, Computer Information Systems (CIS) faculty, for creating a "widget" that Gettysburg Campus faculty can add to their D2L course home page to link students to important Campus and Community resources like the KEYS Program, Adams County Career Aid Project, HACC PC Loan Program, The Gleaning Project, HACC Cares Box, and Emergency Assistance Funds.
- ★ **Radecka Appiah-Padi** and **Amber Duh** who were nominated to participate in the pilot of HACC's new Competency-based Leadership Development Program.
- ★ **Dean Myers** for his ground-breaking work with the Warrior Scholar Project (WSP). The WSP started at Yale University in 2012 and is now operating at 17 colleges, including Harvard, Princeton, Georgetown, and HACC! This program provides mentoring and skills training to military veterans to help them succeed in the college environment. HACC is the only community college that was chosen to pilot the program for the WSP's community college initiative because of our reputation for excellent service to our veteran students.
- ★ **Natalie Toma** for her work with the HACC Application Days, One Stop, HACC Experience Days, and Student Ambassador's Program.
- ★ **David Council** who spearheaded a successful crowdfunding campaign with Ron Rebeck, raising funds for nursing and celebrating Ron's 70th birthday
- ★ **Christina Kelley** has made great inroads with our alumni population. She has worked diligently to revamp the Alumni Committee (formerly the Alumni Council) to better services to our alumni population as a whole.
- ★ **Toni Mark** has been doing great, innovative work with fundraising efforts for the Harrisburg Promise program. Her efforts will lead us to fulfill our promise to these worthwhile students by providing them with financial assistance to attend HACC after high school graduation.
- ★ **Khoa Pham** for updating www.hacc.edu in many ways that are not visible to the average user. Khoa has taken the initiative and created many custom widgets that are used on our web pages such as the [Alumni home page](#) as well as our [Student and Alumni testimonials](#). These widgets allow the web team to do our jobs more quickly, as well as make our website more robust, user friendly and visually pleasing.
- ★ **Morgan Horton** who spearheaded a successful [crowdfunding campaign](#) with College leadership, faculty and staff, raising funds for the Collegewide Student Success Fund for Excellence.
- ★ **Cindy Leiphart** spearheaded a successful [crowdfunding campaign](#) with HACC Foundation Board member Jonathan Williams, raising funds for the Nursing Fund for Excellence.
- ★ **Natasha Walton** redesigned and expanded the [sponsorship program](#). These enhancements are setting our fundraisers up for success in securing sponsorships for a variety of events.
- ★ The **Office of College Advancement team** had a banner year in 2017-18. Because of their hard work, our students and colleagues now have more financial resources in the HACC Foundation and more people know about all that HACC has to offer. To learn more about this team's accomplishments last year, please read [OCA Today Our Year in Review](#).
- ★ **Officer James Conard**, interim lead officer for Lebanon Public Safety, for his response to a number of crisis situations and his demonstrated leadership, poise, and compassion for our students. His positive attitude and skilled approach has ensured a safe learning community for all students during our first two weeks.
- ★ **Lori Corradino** for her exceptional leadership for the Lancaster Campus. She oversees the dynamic Learning Center in Lancaster, the In-Class Tutoring initiative, embedded nursing tutors, and other student success initiatives.
- ★ **James Weber**, education specialist, and **Leslie McRobbie**, adjunct instructor at PSC, presented at the annual Pennsylvania Emergency Health Services Council's annual conference in Lancaster on Sept. 7, 2018 regarding mentoring of new EMS providers and the use of instructional technology in EMS certification programs to approximately 50 conference attendees.
- ★ **Josh Eckrode**, instructional designer for Virtual Learning-Workforce Development (VL-WFD), is the primary reason that VL-WFD has exceeded its strategic plan goals of offering at least 10 online Workforce Development classes. Josh works tirelessly with content experts to create quality online workforce courses. The content experts come from industries that vary from forklift certification, to Hazmat Operations, to the Microsoft Office Suite, to pharmacy technician. Josh is extraordinarily patient and helpful with the content experts who possess varying online skills, often requiring large chunks of Josh's time, guiding them through the online course development process. He is always accommodating to the unorthodox schedules of the content experts often meeting them in the evening and on weekends either through Zoom or in person. The result is that we have exceeded our goal with 15 online course

while we met the goal of quality online WFD courses. The VL-WFD courses are engaging, interactive, and meet the standards of a variety of industries.

- ★ **Rachael Gifford** took the lead on changes to the Business 101 course, incorporating the First Year Seminar (FYS) components and creating a resource shell with several videos for all BUSI 101 faculty to use. She developed dynamic content, as well as ideas for assignments to assess the FYS outcomes in business.
- ★ **Rob Malick** who worked on displays of historical artifacts throughout the Harrisburg Campus, complete with QR codes that students could scan to learn additional information. This educational opportunity for students, faculty, and staff is also a marketing plug for specific history offerings. Rob brings new energy to the history discipline and should be commended for his work.
- ★ A big thank you to **Chris Partdrige** and **Todd Price** for addressing an information technology issue at our Lewistown site to ensure faculty and students teaching at that location had what they needed in a timely manner for the beginning of the semester. We are also grateful for the rest of the Harrisburg information technology staff for picking up extra work orders so that Chris and Todd could take the time to drive the hour to Lewistown and back to correct the problem.
- ★ **Karen Ponti** who served as the interim director of Dental Hygiene through the start of the term while we concluded a search for that position.
- ★ Thank you to the **many faculty at the Harrisburg Campus** who agreed to last minute changes to their schedules. We had an unusually high number of classes that lost a teacher right before the start of classes. We are grateful for the faculty who took on additional classes and/or changed preps to help ensure every class had an instructor. The list of faculty who helped this term is too numerous to list.
- ★ To **Dory Uhlman and Colton Bjerke** for making changes to classes at their campuses to enable faculty teaching at Gettysburg and Lebanon to be able to teach at Harrisburg to fill some of those voids.
- ★ Thank you to all the administrators and adjunct faculty who participated in the Faculty Load and Compensation (FLAC) pilot. Rolling out new processes can be challenging, and we appreciate all the admin specialists who worked with Office of Human Resources to ensure our adjunct faculty are paid correctly during this transition. Special thanks to **Jill Foote, Rick Albright, and Amy Berrier** for their efforts throughout the spring and summer.
- ★ Kudos to the **many members of Office of Information Systems and Technologies** who assisted faculty in their first day of class in new technology rooms. They provided “white glove treatment,” making sure faculty were comfortable with the new technology and assisting with any questions or concerns. Staff from every campus were available to help.

Quote

Five Cardinal Rules for Life

1. Make peace with your past so it will not disturb your present.
2. What other people think of you is none of your business.
3. Time heals almost everything. Give it time.
4. No one is in charge of your happiness. Except you.
5. Do not compare your life to others and do not judge them, you have no idea what their journey is all about.

Books That I Am Currently Reading or Have Read:

- ✓ A House for Mr. Biswas, V.S. Naipaul
- ✓ America Needs Talent, Jamie Merisotis
- ✓ Educated, Tara Westover
- ✓ Leadership: In Turbulent Times, Doris Kearns Goodwin
- ✓ The Prison Letters of Nelson Mandela, edited by Sahn Venter
- ✓ Think Like a Fan: Invest in Your Fans So They Invest In You, Lee M. J. Elias and Stacy Rosales
- ✓ Maurice, E.M. Forster

Do You Have Questions About The Organizational Transformation?

I **welcome** feedback from the College community on ideas that would enhance our efficiency and effectiveness. If you have feedback, please submit it directly by clicking [here](#).

Do You Have News For The Next Ski Gram?

If you would like me to share your news in an upcoming issue of the Ski Gram, you may submit it anytime by clicking [here](#).

Publicize Your Events!

HACC students and employees are more than books and the classroom. When planning events, remember to submit a [HACC Communications Hub](#) request for coverage. The form can be found under the “Office of College Advancement & HACC Foundation” portal on the home page of myHACC or you can access it by clicking [here](#).

For More Information:

If you have any questions about any of the information contained within this Ski Gram please contact me at PresidentSki@hacc.edu. Thank you!