New Communications Plan Provides Early Information to Accepted Students

Since December 2005, representatives from eight offices have been working to create a communications plan targeted at high school students accepted to Hudson Valley Community College. The communications are intended to develop the students’ awareness of everything Hudson Valley offers, build a strong relationship with them and provide step-by-step guidance through the enrollment process. The goals are to encourage enrollment and create a foundation for retaining these students once enrolled.

Four booklets will be sent to all accepted students. The booklets contain information and forms necessary to complete the enrollment process.

♦ “Steps to Enrollment” accompanies the acceptance letter from Admissions. It provides students with an action plan for getting started in the process. It includes the immunization, health and FERPA forms, as well as an enrollment checklist.

♦ “Financing Your Education” provides students with a step-by-step guide to applying for financial aid and investigating other financial support options.

♦ The “Academic Advising Guide” is a redesigned version of a publication provided to students after placement testing. The new version is also sent to students who are waived from testing.

♦ The existing “Registration Payment Booklet” will continue to be mailed with student bills. These materials provide all accepted students with handy references to student services and the best methods for obtaining additional information.

Students who are enrolling at Hudson Valley after graduating from high school in June 2007 and their parents will receive a series of special communications. These include: oversized postcards on affordability, student activities and transfer and career opportunities; a welcome letter from the student’s department chairperson; and a “Guide to Supporting Your Student’s Success.” These students also will be able to access a personalized Web page through www.hvcc.edu/accepted. The site provides information on campus events and links to pages of particular interest to these students.

Students and their parents also will be invited to receptions on Saturday, Feb. 10, 2007 and Saturday, March 3, 2007, where they will hear presentations on financial aid, transfer options, careers and student engagement.

CASP Offers Collaborative, Holistic Support for Student Success

The Collegiate Academic Support Program (CASP) is designed to provide an ongoing system that assists students in all aspects of their collegiate experience. This holistic approach enables alternative learning opportunities that accommodate students’ academic and personal needs.

A special emphasis is placed on diversity: by presenting services through varied traditional and non-traditional means, numerous learning methods and lifestyle needs can be addressed. The CASP team values the importance of creating a safe, supportive, encouraging and open environment that respects individuality at the same time as it builds community. Many students enter this program with a variety of personal and/or academic issues that must be addressed on an ongoing, comprehensive basis. Frequent collaboration among CASP staff members affords students the attention that only varied perspectives can give.

CASP offerings include: tutoring in mathematics and science; research paper assistance; advising; counseling; enrichment activities; workshops; scholarship assistance; computer access; employment assistance; housing assistance; and referrals.

The Collegiate Academic Support Program plays an integral role in a multitude of successes, ranging from a single student passing a course to stellar retention and a record number of graduates. The CASP team members believe in, and are committed to, doing all they can to help students access their academic and social talents and realize their dreams.

The Collegiate Academic Support Program team includes:

- **Roy Pompey**, Program Director
  (518) 629-7160, pomperoy@hvcc.edu
- **Jennifer Thompson**, Counselor
  (518) 629-7563, thompjen@hvcc.edu
- **Rochelle Goldfarb**, Education Specialist, Mathematics
  (518) 629-7620, goldfroc@hvcc.edu
- **Laura Skinner**, Education Specialist, Science
  (518) 629-7856, skinnlau@hvcc.edu
Early Warning System: Highest Faculty Participation for Early Alerts Letters Recorded, Other EWS Letters Revised

A new record in both number of faculty members participating (206) and percentage of faculty participation (35 percent) was recorded in the Early Alert process this fall. These faculty members identified students who were exhibiting behaviors early in the term that are indicative of poor academic performance. As a result, 1,561 students were sent an early warning letter in September or October, encouraging them to meet with their instructors to talk about the steps necessary to achieve academic success.

Two other statistics are worth noting. This fall, 85.5 percent of the letters were generated by the fifth week of classes. This emphasizes to students that their instructors are showing concern for their success early in the semester. Moreover, it provides students with time to take corrective action before midterms. The other noteworthy datum is 7.58—the number of “unique” students identified per participating faculty member. This 7.58 figure is almost identical to the three-year average of 7.6 students per faculty member.

The Early Warning System also includes Welcome and Midterm letters. Starting the week of Aug. 21, 2006, and continuing to the week of Oct. 11, 2006, a total of 12,283 letters were mailed to all students enrolling at Hudson Valley Community College from Dr. Carolyn Curtis, vice president for academic affairs. The letters welcomed students to campus and reminded students of the academic support services available to them. Thanks to the work of Suzanne Brownrigg, director of high school programs and educational outreach, and Kasya Purtell, technical assistant, 1,686 students enrolling in College in the High School received a special version of this letter, encouraging them to make use of campus and online academic support resources.

Midterm letters were mailed the week of Oct. 30, 2006. The 2,624 students with GPAs below 2.00 at midterm were sent letters that list action items for increasing their chances for academic success, including invitations to take the Midterm Check Survey, accessible from the Online Learning Assistance Center (olac.hvcc.edu), and participate in the Post Midterm Tune-Up workshops conducted by Don Frament, education specialist, in the LAC. In addition, 1,691 letters were mailed to new students with GPAs of 2.00 and higher. Both versions of the Midterm letter were revised this semester to clarify that the midterm GPA computation used for the letters includes credit-bearing courses and developmental courses. This calculation method reflects the student’s overall performance and highlights the role of developmental courses in achieving academic success. The letter also reminds students that grades in their credit-bearing courses determine financial aid eligibility.

If you have questions or suggestions regarding Hudson Valley’s Early Warning System, which includes Welcome, Early Alert, and Midterm letters, please contact Kevin McNeellege by phone at 629-7638 or by e-mail at mcneelke@hvcc.edu
The Student Outreach and Support Call Center connects with students at different phases in the enrollment process. The calls combine prepared information to be relayed to the student with an opportunity for students to ask questions and raise concerns. This second function has been a great benefit to students (and to parents when a parent answers the phone).

The enrollment/retention technical assistants who make the calls are current and former Hudson Valley employees from diverse campus offices. The aggregate expertise of the technical assistants shines when students or parents remember that they have a question they haven’t gotten around to asking anyone at the college. Judging from the feedback received by the Retention Office, most students are quick to use the referral information provided by the technical assistants.

The questions asked during call sessions are noted by call team members. When indicated, the Retention Office contacts campus offices the next day to follow up. A large number of questions on one topic may prompt a review of how the college is communicating information on that subject to students.

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**Upcoming Call Center Sessions:**

- **Enrollment Calls to TAP Decertified Students and Fall Applicants:** Monday, Nov. 27 through Thursday, Nov. 30
- **Students without Schedules and Students with Incomplete Applications:** Monday, Dec. 4 through Thursday, Dec. 7
- **Conditionally Accepted Students and New Students without Schedules:** Monday, Dec. 11 and Tuesday, Dec. 12
- **Reminding Students of the Billing Process:** Monday, Dec. 18 through Thursday, Dec. 21

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**Gateways to Information: Academic Program Web Pages**

Have you taken a look at any of the academic program Web pages lately? They are accessible from www.hvcc.edu/programs. Click on a few of Hudson Valley’s diverse programs. A wealth of information awaits behind nine standard links on each program’s landing page. Sandi Eyerman, electronic communications editor, has completed a design change recently for the academic program pages. As a result, prospective students, enrolled students and parents have a handy tool for navigating to pages that answer many of their questions. Need to know about program requirements, scholarships or transfer opportunities? These topics and others are now just a click away through a site structure that encourages students’ identification with their academic program. Stop by your favorite program’s Web page today and take a look.

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**Students Encouraged to Join LAC Online Writing Community**

The Learning Assistance Center is proud to announce that all registered students can now auto-enroll in the LAC online writing community. When students log in to the MyHudsonValley Portal and click on Community, they see the Organization Catalog. One of the listings is Student Academic Organizations. If they click on that heading, they are presented with a list of active student academic organizations. Students who click on LAC Online – Writing and the Enroll button are automatically registered for online writing services.

Jim LaBate and Carol Hammond, full-time Learning Center writing specialists, check for student activity throughout the day. Part-time Learning Center writing specialists Andrea Pike, Maureen Schoolman and Donna Walters respond to student activity Monday through Thursday evenings until 10 p.m. and on Saturdays from 9 a.m. through 4 p.m.

Students may access electronic file cabinets for informational handouts, initiate a chat with the writing specialists or other students (on Tuesdays and Thursdays from 6 to 8 p.m.), or attach a file and request assistance. Students seeking assistance with an assignment or term paper should include the following information: the course name, a thorough description of the assignment, and specific questions that they would like the writing specialist to answer. While the writing specialists will not edit or proofread, they look forward to working with students as they develop and revise their papers.
### Learning Assistance Center Workshops

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<tr>
<td>11/27-12/01</td>
<td>11 a.m. Preparing for Final Exams</td>
<td>Noon Preparing for Final Exams</td>
<td>11 a.m. Preparing for Final Exams</td>
<td>5 p.m. Preparing for Final Exams</td>
<td>2 p.m. Using PowerPoint to Enhance Your Oral Presentation</td>
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<td>Noon Using PowerPoint to Enhance Your Oral Presentation</td>
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<td>1 p.m. Using PowerPoint to Enhance Your Oral Presentation</td>
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<td>12/4-12/8</td>
<td>11 a.m. End of Semester Time Management</td>
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<td>5 p.m. End of Semester Time Management</td>
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<td>12/11-12/15</td>
<td>11 a.m. Test-taking Strategies</td>
<td>Noon End of Semester Time Management</td>
<td>5 p.m. Test-taking Strategies</td>
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For additional information on workshops, please visit the Learning Assistance Center, lower level of Marvin Library, or check www.hvcc.edu/lac.

### Learning Center Spirit Day

Join LAC and CLC faculty and staff on Wednesday, Dec. 6 (evening) and Thursday, Dec. 7 (day) in the Learning Assistance Center to recognize students and tutors who make us want to come to work each morning and afternoon.

### Professional Tutors Help Athletes

The Marvin Library is home to the Athlete Mentoring Program. Professional tutors Gemma Divine and Steve Shaw provide athletes with one-on-one and group academic support Monday through Thursday evenings. Vikings participating in the program come from nine different teams: baseball, men’s and women’s basketball, football, ice hockey, lacrosse, women’s soccer, women’s softball and women’s volleyball. This program is a cooperative initiative of the Athletic Department and the Office of Instructional Support Services and Retention.

### Hours Added at Biology Study Center

Two part-time education specialists, Todd Hunsinger and Janet Wolkenstein, have assisted in increasing the hours of operation for the Biology Study Center in Amstutz 219. The expanded hours address the needs of students in the Learn Where You Earn program for Albany Medical Center employees. For more information regarding the Biology Study Center, visit www.hvcc.edu/departments/bio/biostudycenter.

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Nothing in the world can take the place of persistence.

— Calvin Coolidge