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UPDATE is edited by  
 Lila Guillet  
 Commencement Coordinator  
 and Assistant to the  
 Provost and the Academic Dean



**From the Desk of the Provost**

I hope your semester is going well.

The move to the new Blackboard environment posed a number of challenges at the beginning of the semester. Hopefully, term two will have a smooth start.

I want to use my letter to you to talk about what makes a student successful in college, especially in an online environment. It is important that you log into your courses the first day of class. You are given the opportunity to check course syllabi even before you register, and you are also given the opportunity to log into your courses four days before the courses actually begin. This gives you time to drop and add a course without financial penalty.

You are also given the opportunity to register at least a month or two in advance of the next term, which gives you the chance to purchase your textbooks on time and to be prepared to start class on day one. Yet, we find that a number of students, regardless of the day they register, wait until the last minute to order their books and then complain to the instructor and/or to the advisor that they didn't get their books in time so they are behind in their work. We also find that a number of students wait until the weekend of the first week of classes to log in and then complain that they missed assignments and received a zero, or that they had trouble logging in.

You need to remember that this is an online college, and as such, we can track all of your log-ins and all of your attempts. We also know if you contacted the help-desk. Remember that most of our courses are 8-weeks in length. That means that if you miss a day, it is like missing two days, and if you miss a week, it is like missing two weeks. And, of course, non-attendance does impact financial aid—you will often owe a significant amount of money back to the College.

We have data that shows that if you fall behind in the first week of your course, your success rate is significantly diminished. I know that you want to be successful and we want you to be successful, that starts with getting into your course on day one or before.

We have an online orientation that you should have completed before starting your first course. It is not mandatory, but it is highly recommended. It is available to you throughout your time at Charter Oak. Again, we have data that shows that the success rate is higher for those who use the orientation course. If you haven't taken it, you might want to.

We provide free online tutoring in a number of subject areas. Yet, too often, I receive a grade appeal from a student who has failed a course because of his/her writing or math ability. When I check with the tutoring center, the student has not used the free service.

Success in college begins with you, the student. We realize there are many demands on your time, but you would not have signed up for courses and spent the money if you did not feel that going to college was important. Success begins with you.

Sincerely,  
*Shirley M. Adams, Ph.D.*  
 Provost



## Commencement Singer

For the past several years, we have had a member or members of our graduating class sing the National Anthem to open the ceremony.

The ceremony is scheduled for Sunday, June 4th on the campus of Central Connecticut State University beginning at 1:30 p.m. The ceremony concludes between 3:30 and 4:00 p.m. If you would like more information or if you would like to audition, please contact Lila Guillet at [lguillet@charteroak.edu](mailto:lguillet@charteroak.edu). Arrangements can be made for those students who are unable to audition in person.

If you are chosen, your cap and gown will be provided free of charge!



**Order your  
Cap and  
Gown by  
May 21, 2017**

If you are planning to attend the graduation ceremony, commencement registration is required and is available on the **ACORN student portal**.

After completing the graduation application, return to the **ACORN student portal** and click on **Commencement 2017** on the left. Indicate on this form the number of guests (maximum of **FIVE**) who will attend and whether or not you will be attending the brunch.

After submitting the **Commencement 2017 Form**, you will receive an email with instructions to order your cap, gown, and tassel package. **You must order online by May 21, 2017**. Caps and gowns are mailed directly to students.

If you are planning to attend the ceremony and already own a black cap and gown, you must complete the **Commencement 2017 form** found on the **ACORN student portal**. You will then receive an email with the link to purchase a 2017 tassel.

Honor cords will be available in the Student Center before the ceremony for those receiving honors. Military cords (red, white, and blue) will be available for those who serve or have served in the military.

**ALL GRADUATION "LINKS" WILL BE AVAILABLE ON MARCH 7, 2017**

More information can be found on our website at: <http://CharterOak.edu/Graduation>

**More answers to your questions can be found on our website at:**

<https://www.charteroak.edu/graduation/questions.cfm>

## Graduation News

**Commencement  
Is June 4, 2017**

Are you planning to complete  
your degree in May?

**You Won't Be Invited  
Unless You Apply!**

To apply, you must log into the **ACORN student portal** with your username/password. Select the "Application for Graduation" tab from the top menu bar. Then progress through to complete the application and pay the graduation fee. We only accept online graduation applications with payment for students seeking to apply for graduation.

# Graduate and Undergraduate Program

**Enroll in Summer 2017 courses beginning April 1st**

The last day to register for Summer Term 1 and Session 1 courses is **Wednesday, May 17 at 4 p.m.**

The last day to register for Summer Term 2 courses is **Wednesday, June 21 at 4 p.m.**

Only payment at time of registration will secure a “seat” in your course. We recommend that you register early to avoid being closed out of the course you want.

To view a listing of summer and fall courses click on <https://acorn.charteroak.edu/ics/>

## Attention

**\*\*\* Certificate Students \*\*\***

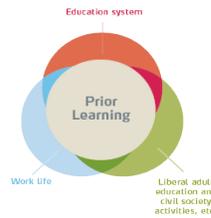
You must complete the online *Certificate Graduation Application* to have your certificate conferred.

Certificates are conferred 3 times a year; May 31, August 31 and December 31.

**If enrolled in your final certificate course or within 6 credits of completing certificate requirements, you must complete a *Certificate Graduation Application*.**

The application can be completed and submitted online on the ACORN Student Portal.

Log in at <https://acorn.charteroak.edu> → Go to: Graduation Tab → Applications for Graduation → Certificate Graduation



## Good News! PLA Scholarships Available!

The College Foundation has generously funded the Prior Learning Assessment (PLA) Scholarship for 2016-17. PLA can help you save time and money by reducing the cost of your education and your time to degree. Review the information online at [www.charteroak.edu/pla](http://www.charteroak.edu/pla) to learn more about getting credit for what you already know, then work with your Academic Counselor to make a plan. You can use PLA to apply for credit instead of taking courses and the scholarship funds to help cover the costs for taking standardized examinations, requesting credit for credentials or using the portfolio assessment process.

We invite you to apply if this is something you'd like to take advantage of. The PLA Scholarship Application form with instructions is in Student Self-Service/Student Forms on Acorn.



## New Courses in 2017

### Spring 2017:

CRJ 315: Race, Class, and Gender in the Criminal Justice System

Bush, Jada L., Instructor  
Term 2—March 20—May 14, 2017  
3 semester credits—Upper Level

CRJ 325: Ethics in Criminal Justice  
Instructor TBA

Term 2—March 20—May 14, 2017  
3 semester credits—Upper Level

**To view course description please visit <http://www.charteroak.edu/catalog/current/courses/index.cfm>**

## Reminder Graduation Dates and Deadlines!

Charter Oak awards degrees three times a year (on May 31, August 31, and December 31). Diplomas will also be issued three times a year, 4-6 weeks after the May, August and December conferral dates.

Please note that your degree **will not be awarded** if you have an outstanding balance on your account. To receive your diploma, you must also have completed your financial aid exit interview (if applicable). If you have any questions, please contact Paul Morganti, Associate Registrar, at [pmorganti@charteroak.edu](mailto:pmorganti@charteroak.edu).

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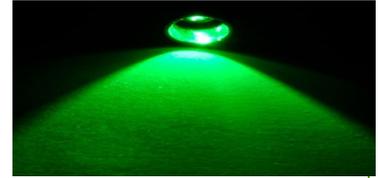
### Criteria for Letters Confirming Your Graduation

We receive a number of requests from students asking that a letter be sent to a college or to an employer verifying the date of their graduation. We are more than happy to honor this request. However, you should **not make the request unless the following criteria have ALL been met:**

1. Your concentration has been **approved**.
2. You have submitted your graduation application and survey (see deadlines for submission).
3. You have completed **all** academic requirements (contact your academic counselor).
4. **All** of your transcripts have been **received** by Charter Oak.
5. **All** fees have been paid (including the graduation fee).
6. **All financial aid requirements** have been completed.

When you have met the above criteria, requests should be made in writing to the Associate Registrar, Paul Morganti, 55 Paul J. Manafort Drive, New Britain, CT 06053, or email [pmorganti@charteroak.edu](mailto:pmorganti@charteroak.edu). The request should include the name, title and address of the recipient.

## Student Spotlight



Congratulations to Health Information Management (HIM) major student Elizabeth Fitzgerald on her award of an AHIMA Foundation Student Merit Scholarship of \$1500! The AHIMA Foundation annually offers merit scholarships to currently enrolled outstanding undergraduates in HIM and health information technology (HIT), as well as those professionals pursuing master's or doctoral degrees in areas related to health information. Elizabeth took the time to complete the application and write the required essay. Congratulations Elizabeth! Your hard work has paid off!

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### Meet our New Faculty Members

Suzanne Cansler, CPA, holds a B.A. in French and a B.S. in Business from the University of Colorado; a M.S. in Accounting from University of Albany, New York and has completed one semester of full time study in a Doctoral Program in Information Science through the College of Informatics at the State University of New York (2006). She is a licensed CPA and is currently an instructor-in-residence for the School of Business, Accounting Department, at the University of Connecticut, Storrs.

Melissa Phillion, Ph.D., holds a B.S. in Microbiology from the University of New Hampshire and a Ph.D. in Microbiology from Drexel University School of Medicine, Philadelphia, PA. She is currently a Science Professor at Quinebaug Valley Community College, Danielson, CT.



## Class of 2017 Senior

### What is the Senior Legacy Fund?

The Senior Legacy Fund unites the Charter Oak State College senior class in a fundraising effort. All donations are part of the Charter Oak State College Foundation Annual Fund and are used to support Charter Oak State College students through grants and scholarships.

### Why participate?

Donating to the Senior Legacy Fund allows the graduating class of 2017 the opportunity to say “Thanks!” to an institution that has made a lasting impact on their lives.

### What will you get for your gift?

For a minimum contribution of \$20.17 to the Senior Legacy Fund, students, their parents and other family members and friends will have an opportunity to place a tribute to the graduate in the back of the commencement program book. Often there are people in the graduate’s life who wish to congratulate them for their accomplishment. An example might be, “Congratulations, Mom! We love you. Ann and Dan.”

While the minimum gift to place a tribute ad will be \$20.17, larger gifts will be accepted and appreciated. **EVERY gift to the Senior Legacy Fund is important, no matter its size.**

**MAY 5th is the deadline for Legacy Tributes. The form is included as the last page of this newsletter.**

## Meet our New Staff Members

We're happy to announce three new employees hired to the academic and leadership staff. These positions were open due to retirement, resignations and transfers.

Michael J. Moriarty joined the College as its new Chief Financial Officer. He is a graduate of the University of Connecticut’s business school where he received his bachelor’s and master’s degrees in Accounting. As a Certified Public Accountant, he holds memberships to state and national finance organizations, serves on various Boards of Directors for local and state level non-profit organizations, and is authored in several trade publications. Prior to joining Charter Oak State College, Moriarty was part of Deloitte & Touche’s senior management team practicing out of the Hartford and New York City offices holding numerous leadership roles.

Wanda Warshauer joined the staff as the Director of Academic Services. She most recently served as the Associate Director of Admissions at the University of St. Joseph. Prior to that she was the Operations Manager of Academic Advisement & Career Development Center at the University of St. Joseph. She has a M.S. in Business Management and a B.A. in Special Education. Wanda has worked in higher education for over 10 years with experience in enrollment management, admissions, advising, career development, and marketing. Wanda is also the current Chair of the Connecticut Chapter of the American Council on Education, Women’s Network (CTAWN), an organization designed to identify, develop, and promote women into leadership roles in higher education.

Kristi Newgarden, Ph.D. assumed her new position as Instructional Designer on January 27. She holds a Ph.D. in educational technology, M.A. in Teaching, B.A. in Asian Studies, and a certificate in Teaching English Online. She has over 25 years of teaching experience and most recently directed the UConn American Language Institute. She has extensive experience with a number of learning platforms including developing courses, teaching online, and training other faculty to teach online.



Blackboard

## Blackboard Help

Charter Oak State College is pleased to announce the launch of its NEW Support service. These new services expand the availability of support to 24 hours per day, 365 days per year. We are including some helpful information below to help you understand how the service works and how to take advantage of it.

**HOW DO I CONTACT THE SERVICE?** There are numerous support channels to choose from. See below.

We have a new online support portal that serves as a gateway to the support service offering. The URL is <http://charteroak.edusupportcenter.com>. Here, you can search the Knowledge Base for answers to commonly asked questions. You can also connect with a support representative through several options. The live chat option allows you to get answers quickly, while submitting a ticket typically takes the least amount of your time. Of course, you can call us, too. The toll free number is: **844-889-9725**.

**WHAT HOURS DOES THE SERVICE COVER?** The service is available **24/7, 365 days a year**. That's correct, you can contact us at any time, day or night. We understand that needing help doesn't have a schedule and we are ready to assist you when the need arises.

**WHAT TYPE OF ISSUES DOES THE SERVICE TEAM SUPPORT?** The help desk can provide technical assistance with password issues, accessing Blackboard as a student, setting up your course as an instructor or using your Charter Oak email, as well as many other technology issues.

Our professionally trained staff are experts in all recent Blackboard versions and service packs. The staff also receives ongoing education that keeps them ahead of the game regarding updates to the software and other common support issues. Each interaction comes with a follow-up case email that has a detailed description of your case, and what steps were taken to resolve your issue. In many scenarios, your case solution email will include step-by-step walk-through instructions that you can refer to later if needed. You don't always have to wait until something is "wrong." If you have questions about Blackboard and its functions or features, give us a call and we'll gladly field any questions you have, and offer advice on best practices.

**HOW LONG DOES IT TAKE FOR THE SERVICE TEAM TO RESOLVE ISSUES?** When using the real time chat feature or calling the toll free number, most common issues can be resolved within five to ten minutes. Of course, there are more complex issues that may take longer, but ultimately the goal is to help you move forward. If we need to take extra time to do so, then that's what we will do. Ticket submissions are typically resolved in about 24 hours, but this can vary depending on the time of year. During non-peak times, it's not unusual to see ticket resolutions in just a few short hours.

**WHAT'S NEXT?** This service launched on **1/6/2017**. We look forward to talking with you soon.





## From the Office of Institutional Effectiveness

Charter Oak State College (COSC) has a long history of listening to its students and revising processes and services to meet current needs. In order to help us continue this tradition, we ask current students and alumni to take a few moments to reply to confidential surveys. While the summary results are shared with the Administration and Staff, individual responses are not shared. Any personally identifiable information provided is removed prior to reporting and is only visible to the research team.

If you have any questions about survey administration, please contact Cris Dittrich, Research Associate, in the office of Institutional Effectiveness at [cdittrich@charteroak.edu](mailto:cdittrich@charteroak.edu).

### Course Evaluation Survey Results Update

Students' overall ratings of their courses and instructors were positive this past Fall 2016 term: 83% of students rated the overall effectiveness of their instructor as "High" or "Very High," and 86% of students rated the overall effectiveness of their course as "High" or "Very High."

The Office of Institutional Effectiveness would like to thank students for continuing to make the online course evaluation system a success. The purpose of course evaluation at our institution is to provide:

- 1) information for the individual faculty member to use in assessing his/her instruction, 2) data that may assist in making curricular and course content decisions, 3) data that will assist in improving the online delivery system, and 4) the student body with a voice in developing and maintaining an effective faculty and curriculum.
- 2) the insights that students provide play a significant role in helping Charter Oak continue to enhance its courses while preserving the things that the school does best. We would like to remind students that the Office of Institutional Effectiveness will email links to the online course evaluation survey during the final weeks of instruction in each sub-term.

### New Student Survey Results Update

Charter Oak State College is interested in a student's experience going through the admissions process and becoming a student. In the survey, students were asked to respond to questions regarding multiple office and online resources. Twenty-one questions were asked regarding experiences with the offices of admissions, financial aid, business, registrar, and academic counseling. Eight questions are asked regarding online resources and Blackboard.

The New Student Survey was sent out at the end of January 2017 and was open for one month. A total of 393 students were contacted for the survey and 63 students responded for a response rate of 16%. When asked if it was easy to contact COSC offices by phone or email, 88% of students who attempted to contact our offices agreed (10% responded neutrally). When asked if useful information was provided by COSC offices, 83% of students who contacted our offices agreed (14% responded neutrally). These two inquiries related to the Financial Aid Office, Business Office, Registrar's Office, and the Admissions and Academic Counselors separately. Email is the most frequently used form of contact between COSC students and staff.

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## Faculty Publications

David E. Henderson, Ph.D., Professor of Chemistry, Emeritus, and a member of our core faculty, has authored, along with Frank Kilpatrick, "Constantine and the Council of Nicaea – 326 CE", published by Reacting Consortium Press, 2016 (Distributed by University of North Carolina Press) ISBN 978-1-4696-3141-7. Dr. Henderson

Neil R. Dworkin, Ph.D., a member of our teaching and core faculty, has authored, along with Judith J. Baker and R.W. Baker, the 5th ed. of "Health Care Finance: Basic Tools For Nonfinancial Managers", published by Jones & Bartlett. Dr. Dworkin teaches HCA 321 Continuous Quality Improvement in HCA.



*Please Join Us!*

The Charter Oak State College Foundation  
Spring Fundraiser  
to support the Student Crisis Fund  
*providing emergency support to COSC Students*

Tuesday, April 18, 2017  
Central Connecticut State University  
Memorial Hall - Connecticut Room  
1615 Stanley Street, New Britain, CT 06053

Honoree & Keynote Speaker  
Matt Fleury  
President & Chief Executive Officer, Connecticut Science Center  
Chair, Connecticut Board of Regents for Higher Education



Social Hour 6:00 – 6:30 p.m.  
Wine and cheese  
Dinner 6:30 - 7:30 p.m.  
Program 7:30 – 8:30 p.m.  
Guest speakers, dessert and coffee

Sponsor Ticket \$150\* Patron Ticket \$100\* Donor Ticket \$50  
Purchase your ticket online at [www.charteroak.edu/foundation/events.cfm](http://www.charteroak.edu/foundation/events.cfm)

To request a corporate sponsorship packet or for further information, please contact  
Janice Morin at [advancementoffice@charteroak.edu](mailto:advancementoffice@charteroak.edu) or 860-515-3827

\*One ticket and name listed in the event program  
Please RSVP by April 11, 2017



## Test Administration Schedule March 2017 – August 2017

**All** CLEP & DSST Exams are held at 85 Alumni Road in Newington, CT

Pathways/Early Childhood Exams are held at the main office at 55 Paul Manafort Drive

MONTH	CLEP	DSST/DANTES	COSC Pathways
MONTH	CLEP (Held in Newington)	DSST/DANTES (Held in Newington)	COSC-Pathways (Held in New Britain)
<b>March</b>	(R) 2 (10:30 a.m. & 1:00 p.m.) (F) 3 (11:30 a.m.) (S) 4 (9 a.m. 11:30 a.m. & 1:30 p.m.) (F) 17 (11:30 a.m.) (S) 18 (9 a.m.) (S) 25 (9 a.m., 11:30 a.m. & 1:30 p.m.)	(R) 2 (10:00 a.m. & 12:30 p.m.) (F) 3 (11:00 a.m.) (F) 17 (11:00 a.m.)* (S) 18 (11 a.m.)	(S) 4 (2:00)  (S) 18 (2:00)
<b>April</b>	(S) 1 (9 a.m., 11:30 a.m. & 1:30 p.m.) (R) 13 (10:30 a.m. & 1 p.m.) (F) 14 (11:30 a.m.) (S) 15 (9 a.m., 11:30 a.m. & 1:30 p.m.) (S) 22 (9 a.m.)	(R) 13 (10:00 a.m. & 12:30 p.m.) (F) 14 (11:00 a.m.) (F) 21 (Public Speaking Only) (S) 22 (11 a.m.)	(S) 1 (2:00)  (S) 22 (2:00)
<b>May</b>	S) 6 (9 a.m., 11:30 a.m. & 1:30 p.m.) (R) 18 (10:30 a.m. & 1 p.m.) (F) 19 (11:30 a.m.) (S) 20 (9 a.m.) (S) 27 (9 a.m., 11:30 a.m. & 1:30 p.m.)	(F) 13 (11:00 a.m.) (R) 18 (10:00 a.m. & 12:30 p.m.) (F) 19 (11:00 a.m.)* (S) 20 (11 a.m.)	(S) 6 (2:00)  (S) 20 (2:00)
<b>June</b>	(F) 2 (11:30 a.m.) (R) 8 (10:30 a.m. & 1 p.m.) (F) 9 (11:30 a.m.) (S) 10 (9 a.m., 11:30 a.m. & 1:30 p.m.) (S) 17 (9 a.m.) (S) 24 (9 a.m., 11:30 a.m. & 1:30 p.m.)	(F) 2 (11:00 a.m.) (R) 8 (10:00 a.m. & 12:30 p.m.) (F) 9 (11 a.m.)* (S) 17 (11 a.m.) (F) 23 (Public Speaking Only)	(S) 17 (2:00)  (S) 24 (2:00)
<b>July</b>	(F) 7 (11:30 a.m.) (S) 8 (9 a.m., 11:30 a.m. & 1:30 p.m.) (F) 14 (11:30 a.m.) (S) 15 (9 a.m.) (R) 20 (10:30 a.m. & 1 p.m.) (F) 21 (11:30 a.m.) (S) 22 (9 a.m., 11:30 a.m. & 1:30 p.m.)	(F) 7 (11:00 a.m.) (F) 14 (11:00 a.m.) (S) 15 (11 a.m.) (R) 20 (10:00 a.m. & 12:30 p.m.) (F) 21 (11:00 a.m.)*	(S) 15 (2:00)  (S) 22 (2:00)
<b>August</b>	(F) 4 (11:30 a.m.) (S) 5 (9 a.m., 11:30 a.m. & 1:30 p.m.) (R) 17 (10:30 a.m. & 1 p.m.) (F) 18 (11:30 a.m.) (S) 19 (9 a.m.) (S) 26 (9 a.m., 11:30 a.m. & 1:30 p.m.)	(F) 4 (11:00 a.m.) (R) 17 (10:00 a.m. & 12:30 p.m.) (F) 18 (11:00 a.m.)* (S) 19 (11 a.m.)	(S) 19 (2:00)  (S) 26 (2:00)

\* Public Speaking at 2:15 p.m.

All CLEP & DSST exams are offered at the 85 Alumni Road, Newington, CT test center location.  
Pathways exams are offered at the main office in New Britain, CT (55 Paul Manafort Drive)





***Class of 2017  
Senior Legacy Fund***

**What is the Senior Legacy Fund?**

The Senior Legacy Fund unites the Charter Oak State College senior class in a fund raising effort. All donations are part of the Charter Oak State College Foundation Annual Fund and are used to support Charter Oak State College students through grants and scholarships.

**Why participate?**

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**What will you get for your gift?**

**For a minimum contribution of \$20.17** to the Senior Legacy Fund, students, their parents and other family members and friends will have an opportunity to place a tribute to the graduate in the back of the commencement program book. Often there are people in the graduate’s life who wish to congratulate them for their accomplishment. An example might be, “Congratulations, Sarah! We love you. Mom and Dad.”

While the minimum gift to place a tribute ad will be \$20.17, larger gifts will be accepted and appreciated. **EVERY gift to the Senior Legacy Fund is important, no matter its size.**

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**DONATION FORM**

Enclosed please find a check in the amount of \$20.17 (minimum for tribute listing) or other \$ \_\_\_\_\_ payable to **“The Charter Oak State College Foundation”**.

I will make my donation in the amount of \$20.17 (minimum for tribute listing) or other \$ \_\_\_\_\_ online at <https://app.etapestry.com/onlineforms/CharterOakStateCollege/SeniorLegacyFund.html>

Student Name \_\_\_\_\_ Phone \_\_\_\_\_ email \_\_\_\_\_

Dedication: (15 words)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**RETURN TO:**

Charter Oak State College Foundation  
55 Paul Manafort Drive  
New Britain, CT 06053

Attention: Janice Morin or [jmorin@charteroak.edu](mailto:jmorin@charteroak.edu)

**\*\*\* Please submit your graduate tribute by Tuesday, May 5<sup>th</sup> \*\*\***