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UPDATE is edited by
 Gale Terrill
 Commencement
 Coordinator and Assistant to the
 Provost and Academic Dean



From the Desk of the Provost

Charter Oak State College is celebrating its 40th anniversary this year. I don't know how many of you know the history and evolution of Charter Oak State College. In 1973 Charter Oak was created by the Connecticut State Legislature with the encouragement of the American Association of University Women (AAUW) to provide educational opportunities for adults to complete their college education. When Charter Oak was founded, it was called the Board for State Academic Awards (BSAA) which meant it awarded a degree for the equivalent of a college education. At that time Charter Oak, the BSAA, did not offer any courses. Students met with academic counselors to determine what they needed to do to finish their degree. They then took courses at other colleges, completed standardized examinations, or wrote portfolios that were assessed for academic credit. When they met all of the requirements, the BSAA would award the degree. Over time, the BSAA became Charter Oak College and then Charter Oak State College. Charter Oak progressed from offering no courses, to offering video-based and correspondence courses to online courses.

Initially having no residency requirement, Charter Oak now has a very small residency requirement—only two courses must be taken from Charter Oak—the cornerstone course (first) and the capstone course (last). However, many things did not change. For example, we still do not have full time faculty; we offer a low cost, quality education; we provide excellent student service as verified by our most recent new student and alumni surveys; and we continue to be a degree completion college for adult students. No one knows what the next 40 years will bring, but I am sure that Charter Oak will continue to be a great value for adults who desire a quality education.

Term two for fall is off to a good start. For the first time in two years we did not start off the term with a snow storm or hurricane. However, the shut-down of the federal government impacted a number of our new students causing them to delay their enrollment until the spring term. In spite of this, enrollment was up slightly. Hopefully, the spring enrollment will be up even more.

We just received the results of a survey of our most recent enrollees. We want to thank all of you who took the time to complete it. Overall response showed that the new students are pleased with the services provided by the college.

There were good suggestions made for ways we could improve some of our services. We will be reviewing all of the data at our next Cabinet (executive staff and program directors) meeting. We also want to thank all of you who took the time to complete the academic advising survey. The results were extremely positive and confirmed the hard work that the academic advisors do in support of their students.

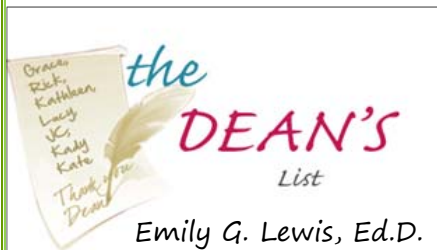
We truly value the input we receive from our students. It is important that we hear from you as to what is working well and what needs improvement. It helps us become a better college and to serve your needs. You do not need to wait until you receive a survey. You can contact me at sadams@charteroak.edu with your feedback.

Happy Holidays and New Year!

Sincerely

Shirley M. Adams, Ph.D.

Undergraduate Program News



Incomplete Grade Requests

The information presented below outlines some key points of the *Incomplete Grade Policy* related to who initiates the request, the dean and instructors involvement in the process. A link to the actual policy is also presented below for you to review. If you have any questions or concerns about the policy, please do not hesitate to contact me.

STUDENT INITIATES THE REQUEST

Did you know that students are required to initiate the request for an incomplete grade not the instructor? You must complete and submit the

“Request for Incomplete Grade” form and documentation to support your request to the Dean. (click on the “forms” tab on the left side of the page)

<https://acorn.charteroak.edu/ICS/Students/>

It is important that you are aware of some of the key points in the policy related to students requesting an incomplete grade.

1. Granting an incomplete grade is allowed for students receiving a passing grade in the course at the time of the request.
2. Incomplete grades may be given for illness or other extenuating circumstances legitimately preventing completion of required work by the due date.
3. Students must submit documentation to substantiate his/her request. This information must be submitted at least one (1) week before the course ends.
4. Determining if documentation warrants granting an incomplete grade is the responsibility of the Academic Dean.

DEAN REVIEWS THE REQUEST AND DOCUMENTATION

As the Dean (or in my absence, the Provost), I will review the incomplete grade request to determine if the documentation warrants granting an incomplete grade. If the documentation is not sufficient enough to warrant granting an incomplete grade, the request will be denied. If the documentation warrants an incomplete grade, I will forward the request to the instructor for his/her approval or denial.

INSTRUCTOR APPROVES OR DENIES REQUEST

Did you know that your instructor can approve or deny the request for a grade of incomplete? If the request is approved, the instructor is required to return the form to the Dean with a summary outlining what the student will be required to do to complete his/her coursework over the two (2) week extension period. The instructor will return the form to the Dean.



REVIEW THE “INCOMPLETE GRADE POLICY”

Please click on the link for the catalog:
<http://charteroak.edu/catalog/current/>
 The link to the Academic Policies and Regulations is on the left side of the page.

Enroll in Your Spring 2014 courses NOW!

Spring registration is currently open. The last day to register for Full Semester, Term 1 and Session 1 courses is **Wednesday, January 8 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 spring courses, click on <https://acorn.charteroak.edu/ics/>

Please check the academic calendar for other important dates!



Spring 2014 Course Offerings

The following new courses will be offered in the spring. For more details visit <http://www.charteroak.edu/syllabus/>

- BIO 414 Pathophysiology
- COM 103 SPLA Standards & Practices
- EDU 103 Autism & Assistive Technology
- HIM 310 Medical Billing & Coding
- HIM 320 Electronic Health Records & Health Info Exchange
- HIM 405 Health Information Privacy & Security
- HIS 121 Western Civ 1
- HIS 122 Western Civ 2
- ITE 145 Fundamentals of Info Systems Security

- ITE 350 IT Team Leadership
- MAT 121 Pre-calculus: 3 credits
- MAT 152 Calculus 1: 4 credits
- MGT 352 Financing Entrepreneurial Ventures
- PSY 236 Lifespan Development
- PUB 310 Current Issues in Pub Admin

Meet Our New Staff Members

Charter Oak State College (www.CharterOak.edu) is pleased to announce four new employees hired to its academic and leadership staff. These positions had previously been vacated due to retirement, resignation or transfers to other positions at the College.

“Hiring credentialed staff in key areas of our college enables us to better serve our students,” said Ed Klonoski, President, Charter Oak State College.

Dr. Emily Lewis assumed her new position of Academic Dean September 23rd. Previously she served as Assistant Dean/Director of Online Degree Completion at Bay Path College in Springfield, MA. Dr. Lewis holds an Ed.D. in Adult Education with a distance education emphasis, an M.S. in Training and Development, a B.S. in Organizational Management, a Graduate Certificate in Policy and Management in Distance Education in E-learning, and a Prior Learning Assessment Certificate.

Cindy Glewwe, M.Ed., RHIA, joined the staff as Director of the Health Information Management (HIM) program. Her expertise includes program accreditation, online teaching and managing programs from a distance in the health information management field. The Health Information Management degree program is fully online and is the College’s first major.

Linda Wilder was hired as Charter Oak’s Prior Learning Assessment (PLA) Coordinator. Wilder was previously the PLA Coordinator at Bucks County Community College in PA. She holds an MA in counseling, a B.A. in psychology, an advanced Career Counseling Specialization certificate, and a Mastery in Prior Learning Assessment certificate.



Helen Diecidue joined the Charter Oak staff in August as Senior Associate, Marketing Communications. She brings a wealth of experience in the marketing communications field including varied client service, media buying and project management. She holds a B.S. from Syracuse University's S.I. Newhouse School of Public Communications.



Meet Our New Academic Counselor

We are excited to announce the arrival of **Marianne Salvatore** to the office of Academic Advising as an Academic Counselor. Marianne will be working with Aetna and some Associate Degree students in planning for their degree completions. Marianne comes to the position with eleven years of experience working with adult students within higher education. For the past eight years, she has been working at Charter Oak State College as an Admissions Counselor, and brings with her that academic advising experience. Marianne can be reached at msalvatore@charteroak.edu or 860.515.3857.



Charter Oak State College Honors Early Childhood Professionals and is Honored

The Connecticut Early Childhood Recognition Reception sponsored by the Connecticut Association for the Education of Young Children and the Connecticut Office of Early Childhood, was held on October 18, 2013. Charter Oak State College participated in two very special and prominent places during the recognition.

Connecticut Early Childhood Teacher Credential (ECTC) Pathway

At the reception, Carole Weisberg accepted a Certificate of Recognition on behalf of Charter Oak State College along with 12 other two-year and four-year Colleges and Universities. Charter Oak State College was recognized by The Office of Early Childhood and the Connecticut Board of Regents as



L-R Dr. Emily Lewis, Academic Dean, Carole Weisberg, Coordinator, Programs for Early Childhood & Youth Educators, and Joanne Williams-Stabler, ECE/ARC Coordinator

among the first institutions to be approved by the state of Connecticut for providing programs of study for students that lead to the Early Childhood Teacher Credential (ECTC).

The Connecticut Early Childhood Teacher Credential (ECTC) Standards were constructed from NAEYC teacher preparation standards which outline competencies students should develop during their college experience. These Standards serve as the basis for the development and approval of higher education teacher preparation programs leading to the ECTC. Charter Oak State College examined our offerings within the Child Studies/ Early Childhood Studies concentrations developed matrices identifying courses to meet each competency and how each student's competence is assessed. Charter Oak's ECTC Program of Study was approved by the Connecticut State Department of Education in conjunction with the Connecticut State Colleges and Universities (ConnSCU) Board of Regents for Higher Education and the Office of Higher Education.

The Certificate reads as follows: The Certificate of Recognition is presented to Carole Weisberg on behalf of Charter Oak State College "for outstanding leadership toward the Higher Education Institution Alignment Initiative of Early Childhood Programs of Study to the Early Childhood Teacher Credential Standards, commitment to strengthening student learning, and dedication to the children of Connecticut upon achievement of Program Approval to offer The Early Childhood Teacher Credential Pathway." The certificate is signed by Dr. Myra Jones-Taylor, Executive Director of the

Office of Early Childhood and Dr. Gregory Gray, President, Board of Regents.

Connecticut Director's Credential (CDC)

Also as part of the Early Childhood Recognition Reception, Carole Weisberg had the honor of giving Certificates of Appreciation to this year's awardees of the Connecticut Director's Credential.

The Connecticut Director's Credential is a voluntary credential for program leaders. Research has shown that program quality in early care and education is linked to director qualifications. Those who hold the CDC have shown that they have obtained the necessary knowledge and competencies to be a program administrator. By earning the Connecticut Director's Credential, leaders in Early Childhood Programs demonstrate their commitment to professional development and to maintaining high standards for their programs.

54 people earned their credential this past year, and it was a pleasure to publically acknowledge their hard work and dedication to the early childhood field.



Charter Oak Staff Member Recognized as an Emerging Female Leader in Information Technology

Michelle Way, Associate Director of Student Information Systems, has been selected as one of the top emerging IT leaders in higher education by EDUCAUSE®. Educause has awarded Michelle the prestigious Balestri Scholarship and invited her to study with a select cohort of emerging IT leaders this summer in Seattle, WA.

Michelle Way has been a member of the Charter Oak staff for seven years serving students, faculty and staff with excellence. In addition to her work at Charter Oak, she has represented the institution nationally serving with distinction as Chairperson of the Jenzabar Client Advisory Board. She currently serves on the HigherOne Client Advisory Board. In both roles, she has used these positions

to advocate for changes that have benefited, not only Charter Oak Students, but online students across the country.

Congratulations Michelle!

EDUCAUSE® is a nonprofit association and the foremost community of IT leaders and professionals committed to advancing higher education.

Balestri Scholarship

The Balestri Scholarship exists to help women attend their first EDUCAUSE event and take a first step toward becoming a strong member of the wide higher education IT community. It was established by the past Seminars on Academic Computing Board of Directors to honor the memory of Diane P. Balestri, former Vice President for Computing and Information Services at Vassar College, who died in 2002.



Student News and Services



From the Office of Institutional Effectiveness

Charter Oak State College has a long history of listening to our 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 be visible to the research team.

If you have any questions about survey administration at Charter Oak State College, please contact Cris Dittrich, Research Associate for the office of Institutional Effectiveness at cdittrich@charteroak.edu.

Course Evaluation Survey

Students' overall ratings of their courses and instructors were positive this past Fall term – 83% of students rated the overall effectiveness of their



instructor as “High” or “Very High,” and 84% 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.

The insights that students provided played a significant role this past year 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 week of instruction in each sub-term.

Graduate Survey

Students are asked to complete a survey upon their graduation. When asked about their employment status, 90% of associate completers identified themselves as currently employed, and 85% of bachelor completers identified themselves as currently employed. Of those students that are employed, 82% responded in the affirmative when asked “Did your Charter Oak experience enhance your job skills?”

When asked “How satisfied are you that Charter Oak helped you meet your program outcomes?”, 100% of associate degree completer respondents and 99% of bachelor degree completer respondents replied in the affirmative. When asked “What is your overall level of satisfaction with Charter Oak?” 97% of associate degree completer respondents and 96% of bachelor degree completer respondents replied in the affirmative.

Through the graduate survey responses we gather vital information from students who have had the full Charter Oak experience. This helps us to improve our programs as well as a student's experience at our institution. This includes, but is not limited to, the availability of courses, programs,

advising, and employment assistance. Alumni are encouraged to complete the graduate survey to help future students.

New Surveys in 2012-2013

Academic Counseling Department Survey

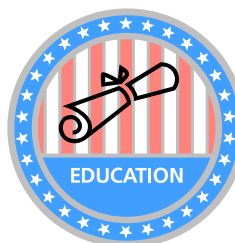
New students are asked to complete this survey in their first year at Charter Oak State College. Students are asked to respond to fourteen questions regarding their experience with academic counseling. When asked about their overall satisfaction with services from the Academic Counseling Department, 89% of students responded positively (8% were neutral).

Alumni Survey

A new survey will be sent out to Charter Oak State College Alumni who have graduated two years prior. This survey will take 5 minutes to complete. Alumni are asked to complete 17 questions regarding career, employment, educational pursuits, and interests. Responses are used to help the institution meet the needs of our graduates.

New Student Survey

This survey has been created for recently enrolled students. Charter Oak State College is interested in a student's experience going through the admissions process and becoming a student. Fifteen questions are asked regarding experiences with the offices of admissions, financial aid, business, and the registrar. Eight questions are asked regarding online resources and blackboard.



Charter Oak partners with the U.S. Department of Education to Prevent Abuse and Fraud in Federal Student Aid

In 2011, the U. S. Department of Education asked the online education community to assist them in preventing fraud and abuse of the federal student aid programs. Charter Oak State College (COSC) stepped up to the challenge by implementing many



of the changes recommended by the Department. These changes included modifying how financial aid funds are disbursed to students, monitoring attendance, tracking unusual enrollment patterns, and fostering awareness that the effective administration of financial aid is an institutional responsibility.

COSC is stepping up its awareness campaign to include our students as keys stakeholders in the prevention of financial aid abuse. As beneficiaries of federal student aid programs, students are often the first line of defense in preserving the integrity of federal student aid. Therefore, we ask students to be vigilant of those individuals who may be abusing the intent of the financial aid programs. This may

include violations of the student code of conduct (i.e., cheating), or being offered monetary gain for providing identifying information on the FAFSA.

While instances of abuse at COSC are rare and do not represent the majority of our students, we do not want these few unethical individuals to undermine the student financial aid

programs. This is especially true in a time when federal funding is being reduced or limited. College-wide awareness is the first step towards preventing financial aid fraud and abuse.

The Office of Financial Aid will continue to work with the U.S. Department of Education to ensure the integrity of federal financial aid. All policies, either new or revised, will be published in ACORN and will be available by accessing the financial aid tab at : https://acorn.charteroak.edu/ICS/Financial_Aid/ and clicking on the “Policies” button on the left side of the page. Students are encouraged to check ACORN for timely financial aid announcements as we move forward and adopt additional practices to limit student financial aid fraud and abuse.



Graduation Deadlines

Charter Oak awards degrees three times a year (on May 31, August 31, and December 31). Diplomas are also 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.

The annual commencement ceremony is the first Sunday in June. The next commencement ceremony is scheduled for **Sunday, June 1, 2014.**

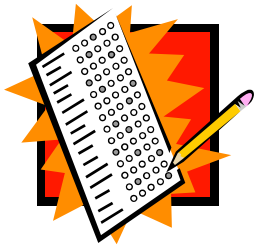


Criteria for Letters Confirming Your Graduation

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 academic autobiography or your concentration and essay 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. The request should include the name, title and address of the recipient.



Testing News

Excelsior College Exams

Charter Oak State College is pleased to offer the opportunity for students to register for Excelsior College (ECE) exams through our website. Excelsior College exams provide flexible and relatively inexpensive opportunities for students to demonstrate their college-level knowledge in many academic areas. It is always suggested that you check with your academic advisor before taking an exam to ensure that it will meet your educational goals. All exams are offered at a secure Pearson test site and many are offered at the reasonable price of \$99.00.

Step 1: Select the exam(s) you would like to take at www.charteroak.edu/examreg

Step 2: Pay for the exams.

Step 3: You will receive an email with your Excelsior College ID number and instructions to register for the Exam at a Pearson VUE Testing Center. Please review all the instructions and guidelines on this email. The email will arrive the day after you register for an exam.

Step 4: Take the exam and have the results sent to:

Charter Oak State College
55 Paul J. Manafort Drive
New Britain, CT 06053
Attn: Registrar's Office

DSST Test Scores

Over the last 5 years Prometric has revised a number of its DSST exams. The score scale for those exams uses scores ranges from 200 to 500, with the cut score (pass point) set at 400. Letter grades (other than Pass) for the following DSST tests are not available:

- Business Ethics in Society
 - Business Math
 - Criminal Justice
 - Substance Abuse
 - Ethics in America
 - Fundamentals of College Algebra
 - Here's to Your Health
 - Introduction to Business
 - Introduction to Computing
 - Introduction to World Religions
 - Management Information Systems
 - Personal Finance
 - Principles of Finance
 - Principles of Statistics
 - Principles of Supervision
- In order for students to adequately prepare for the above DSST exams, download the test-taker bulletin at <http://www.getcollegetcredit.com>.

Web Sites for CLEP & DANTES

Save time and money and get the latest information on these examinations at:

- CLEP: <http://www.collegeboard.com/clep>
- DSST/DANTES: <http://www.getcollegetcredit.com>

Tidbits for Test Takers

Study Tips: Supportive texts are listed on the DSST website but are not exclusive. If you find that you are in need of further resources to aid in you preparing for the exam, you may reference either the most current edition of the texts listed on the DSST website, or texts used at a local college or university for a course with the same class title. It is recommended that you utilize the resource of more than one textbook.

CLEP College Composition: the exam score along with the essay exam offered through Excelsior College and the DSST Public Speaking exam will be available no sooner than 4-7 weeks after you take the exam. Please note this delay when planning these exams preceding graduation.



Test Administration Schedule January 2014 – July 2014

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
January	(R) 9 (10:30 a.m. & 1:00 p.m.) (F) 10 (11:30 a.m.) (S) 11 (9 a.m., 11:30 a.m. & 1:45 p.m.) (F) 24 (11:30a.m.) (S) 25 (9 a.m., 11:30 a.m. & 1:45 p.m.) (F) 31 (11:30a.m.)	(R) 9 (10 a.m. & 12:30) (F) 10 (11 a.m.) (F) 24 (11 a.m.) (F) 31 (11 a.m.)	(S) 11 (2:00) (S) 25 (2:00)
February	(S) 8 (9 a.m., 11:30 a.m. & 1:30 p.m.) (R) 20 (10:30 a.m. & 1 p.m.) (S) 22 (9 a.m., 11:30 a.m. & 1:30 p.m.)	(S) 1 (9 a.m. & 11 a.m.) (R) 20 (10 a.m. & 12:30) (F) 21 (Public Speaking Only)	(S) 1 (2:00) (S) 22 (2:00)
March	(R) 6 (10:30 a.m. & 1 p.m.) (F) 7 (11:30 a.m.) (S) 8 (9 a.m., 11:30 a.m. & 1:30 p.m.) (F) 14 (11:30) (S) 22 (9 a.m., 11:30 a.m. & 1:30 p.m.)	(R) 6 (10 a.m. & 12:30 p.m.) (F) 7 (11 a.m.) (F) 14 (11:00 a.m.) (S) 15 (9 a.m. & 11 a.m.) (F) 21 (Public Speaking Only)	(S) 8 (2:00) (S) 15 (2:00)
April	(F) 4 (11:30) (S) 5 (9 a.m., 11:30 a.m. & 1:30 p.m.) (R) 10 (10:30 a.m. & 1 p.m.) (F) 11 (11:30) (S) 26 (9 a.m., 11:30 a.m. & 1:30 p.m.)	(F) 4 (11:00 a.m.) (R) 10 (10:00 a.m. & 12:30 p.m.) (F) 11 (11:00 a.m.) (S) 12 (9 a.m. & 11 a.m.) (F) 25 (Public Speaking Only)	(S) 12 (2:00) (S) 26 (2:00)
May	(F) 9 (11:30) (S) 3 (9 a.m., 11:30 a.m. & 1:30 p.m.) (R) 15 (10:30 a.m. & 1 p.m.) (F) 16 (11:30) (S) 17 (9 a.m., 11:30 a.m. & 1:30 p.m.)	(F) 9 (11:00 a.m.) (S) 10 (9 a.m. & 11 a.m.) (R) 15 (10:00 a.m. & 12:30 p.m.) (F) 16 (11:00 a.m.) (F) 23 (Public Speaking Only)	(S) 10 (2:00) (S) 17 (2:00)
June	(F) 6 (11:30) (R) 12 (10:30 a.m. & 1 p.m.) (F) 13 (11:30 a.m.) (S) 14 (9 a.m., 11:30 a.m. & 1:30 p.m.) (S) 28 (9 a.m., 11:30 a.m. & 1:30 p.m.)	(F) 6 (11:00 a.m.) (R) 12 (10:00 a.m. & 12:30 p.m.) (F) 13 (11 a.m.) (S) 21 (9 a.m. & 11 a.m.) (F) 27 (Public Speaking Only)	(S) 14 (2:00) (S) 21 (2:00)
July	(F) 11 (11:30) (S) 12 (9 a.m., 11:30 a.m. & 1:30 p.m.) (F) 18 (11:30 a.m.) (R) 24 (10:30 a.m. & 1 p.m.) (F) 25 (11:30 a.m.) (S) 26 (9 a.m., 11:30 a.m. & 1:30 p.m.)	(F) 11 (11:00 a.m.) (F) 18 (11:00 a.m.) (S) 19 (9 a.m. & 11 a.m.) (R) 24 (10:00 a.m. & 12:30 p.m.) (F) 25 (11:00 a.m.)	(S) 19 (2:00) (S) 26 (2:00)

