

UPDATE

FALL 2019 EDITION



Shirley Adams, Ph.D.
Provost

Higher education is once again at a crossroad. I have been reading a three-part series of articles about academic integrity authored by Andrea Foote Schwegler of Texas A & M University and published by Quality Matters. These articles raise the question—what is academic rigor? They explore the role of students and the role of faculty in making sure that the programs that colleges deliver and the degrees the students receive are of integrity.

Some of the questions that it asks about students are: Why are you in college? Are you here to learn new material, to think critically, and challenge your beliefs and ideas? Are you here to just do the minimal amount of work you need to do to get the degree and get on with your life?

Are you here because you value the impact of a liberal arts education where you learn about history, literature, math, science, art, etc., to become a more rounded, well-educated person who can contribute to our democratic society? Are you here just to get a job and, therefore, only want to take courses that apply directly to that career? Do you believe a college education should be challenging?

These articles ask faculty to think more about how to engage students in the learning process and how to build upon the skills and knowledge students already have. They encourage faculty to develop assessments and assignments that make students apply critical thinking skills, provide support to the students who are struggling so they can excel, and challenge the students who are excelling.

These articles also challenge colleges to develop courses that engage students and that demonstrate to students the importance of the courses and of working hard to earn the degree. They challenge both the college and the faculty to come up with authentic assessments so students have to demonstrate what they have learned, not what they can “steal” from the internet and present as their own work.

College should not be easy. It should make you stretch intellectually. It should increase your knowledge and your skills. We have a process for you to earn credit for what you already know—it is our prior learning assessment process. Think about how much you are paying for your courses both in money and in time. Both are valuable and, as a result, you should want to get the most for your money. The only way you can do that is by doing the assignments, participating in the discussions, and challenging your own views and the views of others in your class, including your teacher.

Maybe I am too Pollyannaish, but I firmly believe that adults who come back to college to earn their degrees want a degree that speaks to the work that they have done and the new knowledge and skills they have learned. They want to be proud of the degree that they have earned.

I would be interested in your comments about my assumptions. Feel free to send me an e-mail with your ideas on my comments at sadams@charteroak.edu.

I hope your Term 2 is off to a good start.

Sincerely,

Shirley M. Adams, Ph.D.
Provost



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Academic Information

Spring and Summer Registration, New Courses, Graduation Dates and Deadlines

Register for Spring and Summer 2020 Courses Here

[Course Registration](#)

Tutor.com

Charter Oak is excited to announce that we are now offering Tutor.com services to all students!

Tutoring is available to students 24 hours, 7 days a week for Writing, English, Math, Business, Nursing, Accounting, Science, and additional subject areas. Students can request on-demand services, schedule an appointment with a preferred tutor, or upload their paper for feedback with a turnaround time of 12 hours or less. The Tutor.com tutoring link is provided in every course on the left side navigation menu. Students are signed in automatically without needing a separate log-in for Tutor.com, as long as they access it through their Blackboard courses. Students will have a limit of 4 hours per term for their tutoring sessions.

Additional information about Tutor.com is available [here](#) on the COSC website.

Testing Schedule

To view the current testing schedule visit [Exam Testing Schedule](#)

New Fall 2019 Courses

HLT 305 Health Promotion, Term 2

MUS 135 Beatles, Term 2, 8 weeks, (new format)

NUR 301 Baccalaureate Nursing Role, Term 2

New Spring 2020 Courses

NUR 310 Healthcare Policy, Economics, Regulation and Ethics, Term 1

NUR 315 Nursing Research and Expanded Evidence-Based Practice, Term 2

HLT 330 Public Health Policy, Term 2

Graduation Dates and Deadlines

Charter Oak awards degrees three times a year--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.

UPDATE

RN TO BSN to Graduate “Nurse of the Future”



Linda Perfetto, PhD, RN, CNE, CNOR, FAADN

In response to market demand for BSN-educated nurses, the College launched an online Bachelor of Science in Nursing (BSN) program this Fall. The RN-BSN program is designed as an approachable program in support of the national initiative to prepare a nursing workforce that is 80% BSN by 2020. This program is in response to the continued demand for programs that fit the lifestyle of busy associate degree nurses who need to advance their education in nursing to the BSN.

The RN-BSN program joins a portfolio of popular online health care focused degree programs, including a Commission on Accreditation for Health Informatics and Information Management (CAHIIM)-accredited Bachelor of Science in Health Information Management and a Bachelor of Science in Health Care Administration. Student cohorts are scheduled to begin each semester.

Program Director, Linda Perfetto, PhD, RN, CNE, CNOR, FAADN, commented, “The RN-BSN curriculum was built to provide a contemporary, seamless pathway to the baccalaureate for RNs with an associate degree. The program is open to any RN who has earned an associate degree or diploma in nursing from any nationally accredited program in the United States.” Perfetto continued, “Most RNs will need to earn the 26 credits in the nursing discipline, and depending upon college credits earned in the past, less than 20 credits in liberal education. The RN-BSN program is based upon the *Massachusetts Nurse of the Future Core Competencies* (MA DHE, 2010, 2016) adopted by Connecticut's nursing practice and academic communities as the standard for practicing nurses since 2013.” Online courses, combined with a practicum component, will provide students with the opportunity to apply newly acquired knowledge and skills.

The RN-BSN program at Charter Oak State College is pursuing initial accreditation by the Commission on Collegiate Nursing Education (www.ccnaccreditation.org).

Students will be encouraged to identify issues of interest in their work setting to explore in greater depth as a component of the practicum requirements for the program. President Ed Klonoski said, “Offering career-relevant degree programs that increase an employee’s marketplace value *and* help employers address skill gaps is Charter Oak’s focus.” Data shows a need to increase the number of baccalaureate (BSN) prepared nurses in Connecticut 25% by 2020 (*The Connecticut Center for Nursing Workforce, 2016*). For more information about the program, visit www.CharterOak.edu/RN-to-BSN.

Faculty in the RN-BSN program represent vast clinical and academic experience:

Hannah E. Bergbower MPH, CNM, WHNP-BC
Ellen O. Duell, APRN, CWOCN, ACNS-BC
Joan K. Graham, DNP, RN, CNE
Cynthia L. Holle, DNP, MBA, RN
Stephanie G. Knutson, EdD, RN
Kathryn P. Jackman-Murphy EdD, MSN, RN, CHSE

Linda Perfetto, PhD, MS, RN, CNE, CNOR, FAADN
Lisa Rioux, CNML, MSN, BSN, RN
Kimberly A. Clear Sandor, MSN, RN, FNP
Maribel Rivera Smith, MSN, Ed, DNP, RN
Kathleen S. Urban, MSN, RN., CCRN

UPDATE

New - M.S. in Health Care Administration



Brooke Palkie, EdD, RHIA
COSC Program Director:
MS Health Care Administration
MS Health Informatics

New Master of Science in Health Care Administration (HCA) Begins January 2020

We are excited to announce our new online MS HCA Program! The rapidly changing health care environment has created a demand for leaders with knowledge in both business management and health care to lead organizations in delivering high quality, cost-effective care. The MS HCA prepares students to work in a range of leadership roles and promotes an understanding of the complex and ever evolving health setting. The comprehensive curriculum focuses on leadership and strategic management trends, marketing, quality and performance improvement, community health planning and advocacy, finance, research, and health law.

The MS HCA Program is launching this Spring, January 2020. The MS HCA Program includes a total of 36 credits and the course competencies are modeled from the Healthcare Leadership Alliance (HLA) Competency Model. Students can expect to connect with faculty representing a diverse range of experiences and expertise. Faculty teaching within the MS HCA are currently working in the industry and bring the latest trends in leadership, healthcare, policy, and technology.

Open House: Learn more at a Graduate Open House on December 5th. Doors open at 5 p.m. and the program begins at 5:30 p.m. Meet in person at the College: 55 Paul J. Manafort Drive, New Britain, CT 06053. Stay tuned for information on an upcoming online open house.

Bonus: Apply to the program during the open house and get your application fee waived!

Visit www.CharterOak.edu/mshca to learn more.

Master of Science In Health Care Administration Staff

Cindy Edgerton MA, RHIA
COSC Director, Health Information Management Program
Course: Management and Supervision in Healthcare
HCA and HIM Program Director, COSC

Neil Dworkin PhD, MPA
Specialty in Health Policy and Administration
Course: Policy and Regulatory Strategy in Healthcare
Adjunct Faculty, COSC

Randell Orner, PhD MBA
Course: Healthcare Marketing
Adjunct Faculty, COSC

Neil Mathur PhD, MEd
Course: Leadership and Strategic Planning in Healthcare
Adjunct Faculty, COSC

Frank Valier, DBA
Course: Health Administration Masters Capstone
Associate Director HCA and HIM, COSC

***Asia Johnson MA, RHIA**
Practice Administrator, Northern MN Eye Care
Courses: (1) Legal and Ethical Issues in Healthcare, (2) Healthcare Information Governance

UPDATE

Graduate Degree Program News

Continued – Master of Science in Health Care Administration Staff

***Brittney Dahlin MS, RHIA**
Director of Quality Improvement
MN Association of Community Health Centers
Course: Community Health Concepts

Chris Johnson, MBA
Corporate Controller – St. Luke’s Hospital
Courses: (1) Advanced Healthcare Finance, (1) Healthcare Informatics and Technology

***Nicole Kapinos DNP, RN**
Director of Population Health/Quality Improvement
Federally Qualified Health Center Urban Health Network
Course: Healthcare Performance Improvement and Quality Management

***Kelsey Jendrzey MSHA, CCRC**
Certified Clinical Research Coordinator – Texas Tech University Health Science Center
Course: Research Methods in Health Care

* = New Faculty

Master of Science in Organizational Effectiveness and Leadership

The Future of Business: The Need for Leadership

You want to be a leader. Here is the world you must be ready to embrace in order to lead others to succeed and thrive:

- Be able to deliver strong, bottom-line performance.
- Lead highly diverse, cross-functional teams.
- Excel in a global, competitive environment that is in a state of constant change.
- Lead agile organizations that constantly reinvent themselves and adapt to ever-changing market demands.
- Coach and mentor the next generation of leaders.

The focus of the Master of Science program in Organizational Effectiveness and Leadership is developing leaders and influencing organization change by:

- Maximizing individual and team performance.
- Identifying, assessing, and solving the root causes of problems facing organizations.
- Optimizing organizational performance.
- Continuously reinventing an organization to promote long-term growth in a competitive global environment.

Find out how you can advance your career just as many of our program graduates and current students have. Contact Dr. Thomas Barron at (860) 515-3838 or via email at tbarron@charteroak.edu for additional information.

Learn more about our Master of Science in Organization Effectiveness and Leadership at:

www.CharterOak.edu/Masters

UPDATE

Prior Learning Assessment News

Early Childhood Education News



**Linda Wilder, Director,
Prior Learning Assessment**



**Maureen Hogan, PhD,
Coordinator, Early Childhood
& Youth Education Programs**

Prior Learning Assessment

Get Credit for What You Know!

Prior Learning Assessment (PLA) can help you save time and money by reducing the cost of your education and your time to degree. You can use PLA to apply for credit instead of taking courses. Review the information at www.charteroak.edu/pla to learn more about getting credit for what you already know, then work with your Academic Counselor to make a PLA plan.

Good News - PLA Scholarships Available for the Assessment Fees!

Over the past five years, Charter Oak has awarded nearly \$35,000 for 158 PLA scholarships to support students earning 866 college credits. The Charter Oak State College Foundation recognizes the benefits students receive by using the PLA programs to earn credit for what they already know. Students save time and money while earning PLA credit but the fees typically are not covered by traditional financial aid. Therefore, the College created the PLA Scholarship to help students with those fees and the Foundation has generously continued to fund and support this effort. You can use the scholarship funds to help cover the costs for taking standardized exams, requesting credit for credentials, and/or using the portfolio assessment process.

Consult with your Academic Counselor

We encourage you to review the information on the [PLA web pages](#), discuss PLA and the PLA Scholarship with your Academic Counselor, and then apply when you're ready to take advantage of this extraordinary opportunity. All PLA forms, including the PLA Scholarship Application, are available on the Acorn Student Portal in the PLA section of Student Self-Service. You will need to log in to access that section.

What our Scholarship Recipients Say:

"What a great program to offer to students!"

"I think every Charter Oak student should use PLA."

"I was relieved financially by utilizing the PLA scholarship."

"The PLA Scholarship is a great way to earn and pay for credits for knowledge you have."

"I would urge all students to speak with their advisors to access this very valuable option."

"I could not be happier with my experience at Charter Oak and its PLA program."

"My experience with the Charter Oak State College PLA Program can only be described as phenomenal - convenient, simple, fast and free!"

Early Childhood Education

The Early Childhood Program is currently involved in its self-study for the National Association for Education of Young Children (NAEYC) accreditation. The College is fully accredited, but we want to obtain this additional accreditation since we are so deeply committed to children. Accreditation can give all of our students assurance that we take teacher education seriously. What our students learn at Charter Oak State College supports our students in becoming more highly qualified as teachers. Accreditation is our commitment to offering a high-quality teacher education program.

Aside from this very time-consuming project, we are doing our best to advise students for spring and summer registration. If any of our students have friends or co-workers that are interested in learning more about early childhood education, please refer them to us. We are very interested in continuing to grow our program and one of the best indicators of success is student satisfaction with their experiences in our program.

To obtain more feedback from students, we recently asked students to participate on a Faculty/Student Advisory Board. We have seven students who have demonstrated interest in participating and are actively involved in conversations. We look forward to sharing more news in future months!

Teacher Certification News

Teacher Performance Assessment (edTPA) is a national assessment now required before a student may be approved for teacher certification in Connecticut. The current cut score for Connecticut for Early Childhood is 37. The average score to date for Charter Oak's Alternate Route to Certification (ARC) Early Childhood students is 41.9. The Connecticut state average is 40.4 and the National average for early childhood is 41.8.

UPDATE

Student Association Invitation/New Staff

What is the Student Association and why get involved?

The **Student Association** is the official voice of the student body. It has the responsibility to advocate concerns, needs, and opinions to the College administration. Run entirely by elected student officers and overseen by Academic Services, the Student Association provides an important outlet for students, helping them get involved and build a sense of belonging through events and social opportunities.

The Student Association board meetings are generally held the second Tuesday of the month at 6:30 p.m. in the Fleet Conference Room at 55 Paul Manafort Drive, New Britain, CT. Meetings are open to all with webcast options available.

Officers and Council Members 2018-2020:

President: Cynthia James
Vice President: Lisa Coleman (interim)
Secretary: Amy Jimmo
Treasurer: Carla Braswell
Council Member: Holly Howery
Student Advisory Committee Representative: Teddy Wang
Student Advisory Committee Alternate: Lisa Coleman

Email: sapresident@charteroak.edu

Contact the Student Association president at sapresident@charteroak.edu or Wanda Warshauer, Director of Academic Services, wwarshauer@charteroak.edu, if you would like to become active as a council member or officer.

Upcoming Student Association Events

Tuesday, December 3, 2019 - Holiday Happy Hour
5:30 p.m. – 8:30 p.m. at The Tavern at Keney Park (NEW)
171 Windsor Avenue, Windsor, CT

The Alumni Association and Student Association are joining together for a Holiday Happy Hour. \$35 per person includes fresh vegetable crudité, assorted cheese display, house made kettle chips with queso fondue, **taco station**, and “make your own” smores bar.

Mingle with alumni, students, staff, faculty, board members, and friends. Preregister by November 27th at alumni@charteroak.edu or pay online at:

<http://bit.ly/COSCALumHoliday>.

New Staff & Undergraduate Faculty

Gerry Gagliardi was hired as an Information Systems Analyst with the Information Technology (IT) Department. Gerry received a BS in Computer Science from Quinnipiac University. He comes to us from the University of Saint Joseph with over six years of IT experience in the higher educational field and over thirty years of experience in IT.

Allison MacKenzie is Program Coordinator and Associate Professor for Health and Exercise Science at Manchester Community College. She holds a MS in Clinical Exercise Physiology from Northeastern University, Boston, MA. She is teaching HLT 305: Health Promotion, Term 2 in Fall 2019.

Mary Jean Thornton is a professor at Capital Community College. She holds a MBA and a MEd from Western New England College in Springfield, MA. She will teach MGT 371: Logistics and Supply Chain Management, Term 1, Fall 2019 and MGT 315: Organizational Behavior in Spring 2020, Terms 1 and 2.

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Ask about our NEW Alumni Association Master's Degree Scholarship

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Financial Aid News

ATTENTION 2020-2021 FINANCIAL AID STUDENTS

Effective the 2020-2021 academic year, the Office of Financial Aid is changing its procedures for those students selected for verification by the U.S. Department of Education after completing their Free Application for Federal Student Aid (FAFSA). Verification of student FAFSA data will no longer be processed in-house by the Office of Financial Aid. Through a partnership with Inceptia, all verification processes will be completed by Inceptia through a Verification Gateway portal.

The decision to outsource verification for students selected for verification by the U.S. Department of Education was made by Charter Oak, after careful deliberation of the benefits to our students. We expect that it will expedite the review process and reduce the delay of financial aid packages to students and their families.

Please watch for future announcements regarding when and how students will submit verification documents through the Verification Gateway from Inceptia. This will include information on how to access their secure website, create an account, and upload required documentation.

** Eligible students and parents are encouraged to use the IRS Data Retrieval Tool (DRT) to eliminate the requirement of providing an IRS Tax Return Transcript in order to finalize the review of their FAFSA data. To use the IRS DRT, students simply navigate to the "Financials" section of the FAFSA application where there is an option to use the IRS DRT.*

The [2020-2021 Free Application for Federal Student Aid](#) (FAFSA) is available for students to complete.

In most cases, students will be able to retrieve their income data directly from the IRS the first time they file their FAFSA. This is because students will be providing 2018 income tax information when they complete their 2020-2021 FAFSA. Since most students and their families have already filed a 2018 tax return, IRS tax data can be electronically imported into the FAFSA using the IRS Data Retrieval Tool (IRS DRT).

To use the IRS DRT, students simply navigate to the "Finances" section of the FAFSA application where there is an option to use the IRS DRT. **For most applicants selected for verification, the use of the IRS DRT may eliminate the requirement of providing an IRS Tax Return Transcript.**

UPDATE

Student Survey News

Student Course Evaluations Annual 2018-2019 Report

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:



- information for the individual faculty member to use in assessing his/her instruction
- data that may assist in making curricular and course content decisions
- data that will assist in improving the online delivery system
- the student body with a voice in developing and maintaining an effective faculty and curriculum

- 84% of students rated the overall effectiveness of their instructor as “High” or “Very High”.
- 85% of students rated the overall effectiveness of their course as “High” or “Very High”.

New Student Survey Summer 2019

- One hundred forty-eight students were contacted for the survey and 22 students responded for a response rate of 15%.
- When asked if it was easy to contact COSC offices by phone or email, 89% of students who attempted to contact the COSC offices agreed.
- When asked if useful information was provided by COSC offices, 91% of students who contacted COSC offices agreed.



Graduation Survey 2018-2019

- There were 564 Associate, Bachelor, and Master’s Degrees awarded between September 1, 2018 and August 31, 2019. This year we received 43 surveys from Associate Degree completers, 324 surveys from Bachelor Degree completers, 32 surveys from Master Degree completers, and 8 surveys from students who did not identify their degree. This yields a total of 407 surveys which is an 72% response rate.
- When asked, “What is your overall level of satisfaction with Charter Oak?”, 97% of Associate Degree and Bachelor Degree completers and 93% of the Master Degree completers indicated being satisfied to very satisfied with Charter Oak overall. The remaining students identified themselves as being neutral. Ninety-nine percent of respondents would recommend Charter Oak State College to others.

UPDATE

Alumni News

Upcoming Alumni Events

- Alumni & Student Association Holiday Happy Hour, Tuesday, December 3, 2019, 5:30 p.m. at The Tavern at Keney Park
- Wolfpack Hockey Game & Fundraiser, Saturday, January 25, 2020
- Strategy Planning Board Meeting (If interested, contact Carol Hall at 860-515-3889)

Also, we are happy to report that we have a few Volunteer Opportunities available!



Acorns in Action!

Turkey Drive November 22nd and 23rd at the Big Y in West Hartford greeting customers and accepting donations for **Food Share's Turkey and 30**. Come out for a great cause, meet Renee DiNino of Channel 3 and the River 105.9, and guess who's in that turkey costume! Two and three-hour time slots are available between 10:00 a.m. – 4:00 p.m. on both Friday and Saturday.

Contact alumni@charteroak.edu to register your availability or watch your email next week for a link to sign-up.

Also, in December, we will join forces with the American Red Cross in Farmington for their **Holiday Cards for Heroes** event. Volunteers are needed to sort through the hundreds of cards that will be delivered to our veterans during the holiday season.



This program offers a variety of attractively-priced insurance products, most of which are available to alumni, students, faculty, and staff, as well as their spouses, domestic partners, children, parents, and siblings. Visit COSC.MeyerAndAssoc.com or contact Meyer and Associates at 800-635-7801.

Please visit charteroak.edu/alumni and complete and return the survey if you are interested in joining the Board of Directors, becoming an Ambassador, or joining our Volunteer Network - Acorns in Action.