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**From the Desk of the Provost**

There are a number of changes happening at Charter Oak so please be sure to read the entire UPDATE. Here are just a few:

The College is pleased to announce that our Health Information Management program is now in the candidacy stage for accreditation from the Commission on Accreditation of Health Informatics and Information Management (CAHIM). “CAHIM is an independent accrediting organization whose mission is to serve the public interest by establishing and enforcing quality Accreditation Standards for Health Informatics and Health Information Management (HIM) educational programs.” It is the “gold seal” standard. Candidacy is the first step in the program accreditation process. Once the program is accredited, graduates of the program will be able to sit for the AHIMA certification examination.

We will be phasing out our computer security certificate and phasing in our cybersecurity major. The cybersecurity major is at our regional accrediting association for approval. This is the final stage of approvals before we can implement the program. However, we have already implemented a non-credit cybersecurity program. <http://www.charteroak.edu/cybersecurity/>

The college completed a review of its prior learning assessment program. The input we received back from the focus groups has helped us to begin developing better internal and external marketing/advising plans. The review was a part of a broader prior learning assessment initiative that is being funded by the Gates Foundation under its Breakthrough Models Initiatives program.

The college has been very involved in the competency based education national movement. Both the President and I are part of the steering committee of C-BEN, the Competency Based Education Network which is comprised of colleges who are interested in “pushing the traditional college delivery envelope”. Last month the Federal Department of Education released a Request for Information (RFI) to seek ideas for experimental sites focused on competency-based education. We submitted an individual college response and a joint response with the C-BEN members. Based on the RFI input, the Department of Education will release a Request for Proposals. At that time, we will decide if we are going to apply.

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

Charter Oak State College and three community colleges have signed a reverse transfer agreement which allows Charter Oak students who have more than 60 credits, but no associate's degree to apply for an associate's degree from the community college they attended. It allows them to do this at no cost to the student and without hindering their matriculation status at Charter Oak.

The College recently completed a survey of its alumni. Overall the graduates are very satisfied with the education they received from Charter Oak. Similarly, the results of our new student survey were also very positive. This year students are being asked to fill out the National Assessment of Student Engagement survey. We ask that you take this survey and all of the surveys, including the end of course surveys, seriously. The data that we receive from these surveys are important to our continuous improvement process.

I hope you are all surviving this strange winter weather. Have a great semester!

Shirley M. Adams, 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 1st 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 Gale Terrill at [gterrill@charteroak.edu](mailto:gterrill@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!



Tara Keating, Class of 2012

# Follow Tara to Commencement! June 1, 2014

Are you planning to complete  
your degree in May?

You Won't Be Invited  
Unless You Apply!

To apply, you must log into ACORN with your username/password. Select the "student" tab and look for the blue link "Graduation" to the left. Progress through to complete the application & pay the graduation fee. We only accept the on-line graduation application with payment for students seeking to apply for graduation.

**DEADLINE to apply is February 28th**



**AVOID the \$10 Late Fee!**

**Order your cap and gown by**

**April 13, 2014**

**ALL GRADUATION "LINKS" WILL BE  
AVAILABLE ON MARCH 7, 2014**

If you wish to participate in Charter Oak's annual graduation ceremony you must purchase a cap, gown and tassel.

**To order the cap, gown and tassel package OR just a tassel, it must be done online no later than SUNDAY, APRIL 13, 2014.** Your cap and gown will be sent directly to Charter Oak. You will receive an e-mail in May on where and when to pick up your cap and gown on graduation day. If you order only a tassel, it will be mailed to you after the ceremony. Go to:

- Go to <http://CharterOak.edu/Graduation>
- Select and complete the form and click "Jump to Secure Payment Form" at the bottom of the page.

After you complete the payment you will be able to print or email your receipt and your cap and gown order will be complete.

**To order your cap, gown and tassel package and pay by check.**

- Go to <http://CharterOak.edu/Graduation>
- Select the link Cap & Gown Order Print & Mail
- Complete the Name and Address Block (w/ phone number and student I.D. number)
- Indicate approximate number of guests
- Height and Weight (to insure a proper fitting gown)
- **Please make check payable to Charter Oak State College.** Mail the check and measurement/order form to:

Charter Oak State College  
Attn: Gale Terrill  
55 Paul Manafort Drive, New Britain, CT 06053  
**no later than SUNDAY, APRIL 13, 20134**

If you are **not planning on attending the ceremony**, you can order a tassel for \$10.00. Please check "Tassel Only" on the order form and enclose a check for \$10.00. **It will be mailed to you after the ceremony.**

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

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

<http://CharterOak.edu/Graduation>

[Graduation Frequently Asked Questions](#)



## 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?

Donating to the Senior Legacy Fund allows the graduating class of 2014 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 \$20.14** to the Senior Legacy Fund, students, their parents and other family members and friends will have an opportunity to place a tribute 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 \$20.14, larger gifts will be accepted and appreciated.

**The form is included as the last page of the UPDATE.**



## 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).



## 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.

## Undergraduate Program News



Enroll in  
Summer [and  
Fall] 2014  
courses

Beginning April 1st  
(no fooling!)

**Last day to register for Summer Term 1 and Session 1 courses is Wednesday, May 14 at 4 p.m.**

**Last day to register for Summer Term 2 courses is Wednesday, June 11 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/>

**Please check the academic calendar for other important dates!**



Summer 2014  
Course  
Offerings

The following **new** courses are tentatively scheduled in the summer. For more details visit <http://www.charteroak.edu/syllabus/>

Introduction to Programming Using PERL  
Language and Literacy Development  
Small Business Management  
Psychology of Addiction



# Student News and Services

## Meet Our New Admissions Counselor

Carla Roehrich joined the Office of Admissions in November 2013 as an Admissions Counselor. She comes to Charter Oak State College from Sacred Heart University where she was Assistant Director of Transfer Admissions. Carla has a B.A. in Japanese Studies from Gettysburg College and M.S. in Management from Rensselaer Polytechnic Institute. Carla will be working with students interested in Business Administration, Organizational Leadership, and Human Resources as well applicants from our Corporate Partners.



## Spread the Word!

Our Fall student profile was recently released. As the Director of Admissions, I am interested in many components of this report, but, in particular, from where do our students hail? While 68% of our matriculated student body are Connecticut residents, we had healthy numbers from outside of Connecticut, too. The top states represented were: California, Florida, Texas, Pennsylvania, and Massachusetts. Excitement about our program is spreading across the United States!

As you probably suspect, most of our students heard about us by word of mouth - their friend, family member, colleague or employer has referred them to us. More and more people are finding us on the internet- no surprise there.

We believe that we offer a valuable product: a low-cost, high value degree-completion program. And we believe that our customer service sets us apart from other colleges/universities offering similar

programs. If you believe this to be true, spread the word!

- Refer a friend to [admissions@charteroak.edu](mailto:admissions@charteroak.edu) or have them email me directly, Lori Gagne Pendleton, [lpendleton@charteroak.edu](mailto:lpendleton@charteroak.edu) and tell them to use your name.
- Connect us to someone at your workplace that is responsible for the education of employees.
- What should we know about potential students in your area? Tell us.

Thanks!



## From the Office of Institutional Effectiveness

Charter Oak State College 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 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](mailto:cdittrich@charteroak.edu).

### Course Evaluation Survey Results

Students' overall ratings of their courses and instructors were positive this past Fall term: 79% of students rated the overall effectiveness of their instructor as "High" or "Very High," and 82% 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.

**Academic Counseling Department Survey Results**

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, 83% of students responded positively (13% were neutral).

**Alumni Survey Results**

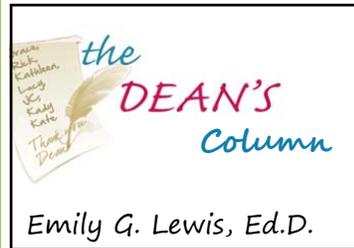
A new survey has been sent out to Charter Oak State College Alumni who have graduated two years prior. This survey will take 5 minutes to complete. Alumni are asked to complete 17 questions regarding career, employment, educational pursuits, and interests. Responses are used to help the institution meet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

Results from this survey indicate that 89% of respondents are employed. 78% of employed respondents reported a salary of \$35,000 or more with 35% of employed respondents reporting a salary of \$80,000 or more.

**New Student Survey Changes**

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. In 2014 this survey was combined with the Academic Counseling survey. Twenty one questions are asked regarding experiences with the offices of admissions, financial aid, business, registrar, and

academic counseling. Eight questions are asked regarding online resources and blackboard. Results are reviewed by each department and the administration and used to improve services for Charter Oak State College students.



**Health Information Management Major Takes a Step Forward**

The college is very excited to announce the news surrounding our Health Information Management major!

We have recently received the official word that “The HIM Bachelor of Science program at Charter Oak State College is in Candidacy Status, pending accreditation review by the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM).”

We welcome the good news and congratulate the team at the College who have worked so hard to propel us toward our ultimate goal - accreditation of the program.

Cindy Glewwe, M.Ed., RHIA, Director of the Health Information Management Program at the College said, “This is a very important step for our program. Graduating from an accredited college means that a student is eligible to sit for the RHIA (Registered Health Information Administrator) exam. This credential is very important for both employability and growth in the profession.”

Dr. Frank M. Valier, Assistant Director of Health Information Management said, “We have moved forward as planned. Our students are our highest motivation and we want them to know that their interests are at the heart of everything we do.”





## Blackboard Upgrade

In December 2013, Charter Oak State College upgraded to **Blackboard 9.1 Service Pack 11**. You'll find the same functionality of our previous version of Blackboard, but with new features and an updated look and feel.

You can still access Blackboard by going to <http://bb.charteroak.edu> and logging in with your full COSC email address and password. Students who are taking a course in Spring Session 2, Term 2 or Session 3 should have access to Blackboard no later than two weeks prior to the start of the course, and will see their courses in Blackboard four days prior to the start of the course. As a reminder, you will not be able to see your courses in Blackboard unless your registration is current.

For assistance with Blackboard, including issues with logging in, please contact the Support Center for assistance: <http://esupport.ctdlc.org>.



## Cybersecurity Certificate and Cybersecurity Major

As noted in the Provost's column, we will be phasing out our computer security certificate and phasing in our cybersecurity major.

While awaiting final approval from our regional accreditor, we have already implemented a non-credit cybersecurity program. Learn more about it on our web site at

<http://www.charteroak.edu/cybersecurity/>



## Complete the FAFSA for 2014 - 2015

The Office of Financial Aid at Charter Oak State College would like to remind all students that the 2014-2015 Free Application for Federal Student Aid (FAFSA) is now available. If you have not already completed your FAFSA for academic year 2014-2015, you can apply at [www.fafsa.ed.gov](http://www.fafsa.ed.gov).

You will need 2013 tax information in order to complete the 2014-2015 FAFSA. However, you can still complete your FAFSA even if you have not filed your tax return yet. Simply use estimated 2013 tax information. *Once your 2013 taxes are filed with the IRS, all you need to do is return to the FAFSA web site and correct you estimated information.*

*The best way to correct your FAFSA data with accurate tax information is by using the IRS Data Retrieval Tool.* In a few steps, most students and parents who filed a 2013 income tax return can view and transfer their tax information directly into their FAFSA. The IRS Data Retrieval Tool is also the most secure way to provide the Office of Financial Aid with federal tax filing information for income verification.

To use the IRS Data Retrieval Tool, your tax return must be filed at least two weeks (electronic filing) and 6-8 weeks (paper return) before using the retrieval tool.

When a student selects the IRS Data Retrieval option, the FAFSA central processing system (CPS) will conduct a data match with the IRS. You will then be redirected to a secure IRS website where you permit the IRS to transfer income data to the CPS processor. Successfully matched data will be noted on the FAFSA as "transferred from the IRS".

A successful match will eliminate reporting errors and processing delays. If your FAFSA is selected for verification and you have used the IRS data, you will not need to request a federal income tax transcript. If you do not use the IRS data, you may be selected for verification and will need to request a federal income tax return transcript.

# Coming soon! New and Improved Charter Oak State College Online Bookstore



## **BUY** new, used & ebooks – **Save up to 60% off list price**

Choose from a large selection of New, Used, and eBooks at discounted prices.

- Use the Marketplace to find prices comparable to those on Amazon and half.com! Students save an average of **60% off** list price on the Textbook Marketplace!
- **Free shipping** on retail orders over \$49! Please note, this offer does not apply to Marketplace books, which are shipped directly from third-party sellers.
- Apply your school-issued **financial aid voucher** to all orders, including Marketplace books!

## **RENT** your textbooks – **Save up to 70% off purchase price**

Over 1 million books in our inventory are now available for rental.

- Choose from various rental lengths to fit your needs.
- Save between **30-70% off** list price when you choose to rent!

## **SELL** your books back – **Earn up to 2 times more**

Don't forget to sell your books back on the marketplace at any time throughout the year!

- Earn up to **2 times** more over standard buyback prices when selling your books back on the marketplace.



**Test Administration Schedule**  
**April 2014 – August 2014**

**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

<b>MONTH</b>	<b>CLEP</b>	<b>DSST/DANTES</b>	<b>COSC Pathways</b>
<b>April</b>	(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)
<b>May</b>	(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)
<b>June</b>	(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)
<b>July</b>	(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)
<b>August</b>	(F) 1 (11:30 a.m.) (S) 2 (9 a.m., 11:30 a.m. & 1:30 p.m.) (R) 14 (10:30 a.m. & 1 p.m.) (F) 15 (11:30) (S) 16 (9 a.m., 11:30 a.m. & 1:30 p.m.) (S) 23 (9 a.m.)	(F) 1 (11:00 a.m.) (R) 14 (10:00 a.m. & 12:30 p.m.) (F) 15 (11:00 a.m.) (S) 23 (11 a.m.)	(S) 16 (2:00)    (S) 23 (2:00)





## Class of 2014 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?

Donating to the Senior Legacy Fund allows the graduating class of 2014 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 \$20.14** to the Senior Legacy Fund, students, their parents and other family members and friends will have an opportunity to place a tribute 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 \$20.14, 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 \$20.14 (minimum for tribute listing) or other \$ \_\_\_\_\_ payable to “**The Charter Oak State College Foundation**”.

Please charge \$20.14 or \$ \_\_\_\_\_ to Visa MasterCard Amex Discover

Account Number \_\_\_\_\_ Signature \_\_\_\_\_

Name on Card \_\_\_\_\_ Expiration date \_\_\_\_/\_\_\_\_ Security Code \_\_\_\_\_

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

Dedication: (15 words) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### RETURN TO:

Charter Oak State College Foundation  
55 Paul Manafort Drive  
New Britain, CT 06053  
Attention: Angela Chapman