In every academic professional’s career there are memories of students that cling to you for years to come. These memories lend a smiling moment of nostalgia on the good days and provide a kick in the pants on the days it feels you should have stayed home. I absolutely know that Julie Lapierre’s quest for academic success will be a motivational and inspirational recollection for me for years to come. Julie’s perseverance navigating through the unfamiliar terrain of the past six-months has made her a prime candidate for the CAPS Featured Student of Fall 2013.

Julie Lapierre is a December graduate from the inaugural cohort of the Advanced Composite Manufacturing Program (ACM). She applied for the program after being laid off five times in the past four years. After completing the WorkReadyNH program, and with a helping hand from the Workforce Investment Act (WIA), she was able to start pursuing an education for a brand new career path.

When asked about going back to school Julie stated, “My journey back to college was the biggest challenge of my life! Going back to school after almost 40 years was overwhelming at first. I was so stressed out, but with encouragement from the GBCC support system I got through…” While some of her classmates had a manufacturing background, Julie’s skills had to be built from the ground up—leading to numerous hours with the tutors and other support staff members. There wasn’t a Friday that past these last six months that I didn’t see Julie in the study area, pouring over her math or computer homework. “I do not think I would have succeeded without CAPS. I was so overwhelmed with the computer course, it was a nightmare. Having access to a tutor really helped me…,” Julie explained.

These efforts were not missed by her classmates who often described her as the “Mother Hen” of her cohort—doling out the aspirin and Band-Aids. A classmate Steve Kitchen reflected, “We all improved throughout the program, but Julie’s improvement was really impressive.” The respect of her peers culminated at their end-of-program-celebration where Julie was nominated by her cohort to speak on their behalf. Julie is proof that grit, that is perseverance and passion for long-term goals, is one of the best predictors of future success.

Julie is originally from Rochester, NH, having graduated from Spaulding High School in 1973. She enjoys antiquing and is excited to spend time with her grandchildren while job searching, now that the program is complete.

The ACM Program is unique to the Great Bay Community College’s satellite in Rochester, NH and offers students an intensive semester and a half submersion into the growing field of composites, you can learn more here: http://ampednh.com. The WorkReadyNH program helps job seekers and career builders improve their skills and add a nationally recognized credential to their resume. www.greatbay.edu/workready nh. The Workforce Investment Act of 1998 can provide funding for various technical and employment trainings. In NH, the Office of Workforce Opportunity oversees WIA services. www.nhworks.org

The Center for Academic Planning & Support at Great Bay Community College
www.greatbay.edu/caps (603) 427-7621
Look what’s new at CAPS:

Online Tutoring via your Blackboard account!!

by Carol Despres, Developmental Services Coordinator

A new tutoring service has come to town!! “Great Bay Tutoring Online” has been created for GBCC students to be able to access our Writing Center and its coordinator, Gina Troisi, 24/7. We are piloting this project during the Spring 2014 semester with plans to expand future online tutoring into Math and other courses.

How does it work? EASY! Let CAPS know that you want to (or even THINK you might want to) use this service and we’ll enroll you into this Blackboard organization. Once you’re enrolled, it will then show up under “My Organizations” in your Blackboard account (as opposed to being listed under your classes in Bb). Click on this, and you’ll see a menu on the left with a button saying: “Begin Here”. This will give you all the online tutoring guidelines and info you need. Just follow the ‘Begin Here’ instructions and you’re on your way to being able to submit work and receive feedback on it from a tutor.

Cost? It’s free to GBCC students.

When can I expect to hear back from a tutor on work sent in? Within 48 hours; often much sooner.

What will I find on the site? Among other things: places to upload your assignments and get tutor feedback from on or off campus; a Discussion Board for both general info sharing and to ask questions/offer US feedback on your site experience; resources for research and writing tips/links; a Live “Chat with Tutor” feature (via Bb Collaborate with dates/times of live chats to be announced).

Benefits? Access the Writing Center (WC) anytime from anywhere with an Internet connection; send your work to the WC before meeting with tutors face-to-face; use as your only tutoring resource or as a supplemental to drop-in or appointment tutoring; become a part of actively creating tutoring services by offering feedback/input on your ideas and tutoring experiences; increase your chances of success by having another set of eyes offer suggestions/techniques for writing development; it’s free!!

The majority of students responding to a tutor survey last year said they would first like to ‘try out’ online tutoring before committing to it. We hope you are one of them!! We welcome your input to help us make this online tutoring service as useful and responsive as possible!

Disability Speaker “Lunch and Learn” Series

by Terri Varney, Disability Services Coordinator

This fall the Disability Access and Support Services Office began a speaker series presenting a variety of topics to faculty and staff. In October, our counselor Mike Crocco spoke to us about the etiology of Personality Disorders, described their symptomatology and offered suggestions on working with these individuals. In November, staff from Newmarket Junior/Senior High School joined us for a session on Autism and the new diagnostic labels and categories along the spectrum. Anne Hamblet-Kane (Transition Coordinator), Ann Kost (school psychologist), and Kristina Cochran (Special Education Building Advisor) also described the efforts made with this population at the high school level to prepare for college.

This Spring we plan to offer sessions on Traumatic Brain Injury and Post Traumatic Stress Disorder in civilian and military populations, ADD/ADHD and Executive Functions, and Anxiety Disorders.

Most of the sessions are held at lunch time but we are trying to accommodate requests to have the dates vary according to topics of interest. All sessions are being filmed and will be available for viewing on Blackboard. If you would like to submit a request to have a certain topic presented on a certain day of the week, please send me an email to tvarney@ccsnh.edu.
Center Highlights  by Sharon Cronin, CAPS Director

We had a busy fall in CAPS and want to share some highlights as we look forward to the new semester. Advisor meetings and workshop offerings were up over last year. We had an increase in Academic Alerts and plan to market this service more in the coming semester. When faculty let us know a student is struggling and we reach out to them to develop a plan of action, great things can happen!

In October we added a new staff member, Geoff Grinnell, as CAPS Lab Manager. Geoff has a Bachelor’s degree in Marketing, with a minor in Visual Arts, and a certificate in Digital Design and Animation. He is available to help students in the lab with their technology questions, and supervises Lab Assistants in this role. Geoff also arranges scheduling and coverage for Accuplacer testing sessions, does technology-based workshops, and is helping CAPS to update our marketing materials.

CAPS was involved with the math department pilot requiring students with weaker basic skills to work in PLATO as part of their coursework. It was determined this was not an efficient way to help students to gain these skills and we assisted in moving forward with planning for a MATH080K class that will incorporate the use of www.khanacademy.org to address these needs. Math Accuplacer cut-offs were changed as well, based on course success research, and the new scores distributed throughout the college and community. The Placement Conversion tool on SIS was updated to reflect these changes as of 12/20/13. PLATO remains a very helpful tool for individual students wanting to build skills online - accounts can be requested at www.greatbay.edu/platoweb.

Our office of Disability Access and Support offered the first two of a series of workshops for faculty and staff. These will continue in the spring. See the article in this newsletter by Terri Varney for details.

The ATAC center in Rochester graduated their first cohort of Advanced Manufacturing Certificate students. Jenna Gawne, Enrollment and Academic Support Advisor, reports that all tutor requests on that campus were able to be filled. Additional tutoring will be available in the spring.

As we move into the new semester on January 21st, we have several offerings worth note. An online tutoring platform has been created in Blackboard, which is currently open to students for writing support. This will expand into support for Math and Accounting in the coming months. Please contact Carol Despres at cdespres@ccsnh.edu for more information.

Scholarships and book awards are available for students in programs nontraditional for their gender through our Diversity Programming Coordinator, Diana Varga and the Carl D. Perkins grant administered by Anita French. Scholarship eligibility guidelines are posted in CAPS and the deadline to apply is January 27th. Those interested in book stipends should contact Diana at dvarga@ccsnh.edu.

Over the next few weeks and months the website will be taking on a new look. If you have trouble finding anything, please let us know and we’ll direct you. This is a great resource for finding tutoring schedules, information regarding services and hours, helpful website links, and request forms for tutoring, workshops, PLATO accounts, and Academic Alert referrals.

Happy New Year and Welcome Back!!

Non-Traditional Scholarship Recipients
by Diana Varga, Diversity Programming Coordinator

Congratulations to the Spring 2013 recipients of the Non-Traditional Scholarship. Awards were given to the following students: Scott Caple, Craig Matweski, Mathew Sauerman, Jason Lantz, and Christopher Koenig, all Nursing majors; Brenda Collins, Management; Roxanne Carl, Criminal Justice; and Jennifer Metcalf, Biotechnology.

Additionally, textbook stipends were awarded to eight students.

For additional information on book stipends and/or scholarships, including eligibility requirements, please contact Diana Varga in CAPS: Email: dvarga@ccsnh.edu Phone: (603) 427–7626

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DROP-IN TUTORING
Math, Writing and Science drop-in centers are located in CAPS and are free for GBCC students in credit-bearing courses. No appointment is needed.

MATH
Monday & Wednesday – 12-1pm
with Mary Rudis, Math Faculty
Tuesday & Thursday – 11am-12:30pm
with Nathan Snyder, Math Faculty
Tuesday – 3-4pm
with Nathan Snyder

WRITING
Monday – 3:30-6pm
with Gina Troisi, Former Faculty
Tuesday & Thursday – 11am-1pm
with Gina Troisi

New Online Writing Center is available through Blackboard. Sign up in CAPS for access.

SCIENCE
Monday, Wednesday & Thursday – 11:30am-1:30pm
with Ethan Dubravsky, Professional Tutor

INDIVIDUAL TUTORING
Tutoring is available for many classes, including Math, English, Biology, Microbiology, A&P I & II, Chemistry, Psychology, Computer, Nursing, Business, and others. We can always find a way to help!

Individual tutoring sessions are available by appointment. Fill out a Tutor Request Form in CAPS or online at www.greatbay.edu/caps to start the process.

STUDY GROUPS
Study groups facilitated by tutors can be set up for a small group of students taking the same class. Contact CAPS.