

MONROE COMMUNITY COLLEGE STUDENT SERVICES



ANNUAL HIGHLIGHTS 2009-2010

Dear Colleagues,



It is a pleasure to present the 2009-2010 Monroe Community College Division of Student Services Annual Highlights, showcasing many of the division's accomplishments over the past year. Members of the division worked collaboratively with faculty and staff throughout the College to offer services, programs, and activities that support and foster student learning.

We are committed to assisting students to become empowered and informed through the learning of intellectual and critical life skills. To accomplish this, teaching and learning focus on the full scope of a student's life experiences in and out of the classroom.

I am grateful for our joint efforts that place students at the center of their learning experiences.

Congratulations to all for a remarkable year.

Sincerely,

A handwritten signature in black ink that reads "Susan Salvador". The signature is fluid and cursive.

Susan M. Salvador, Ed.D.
Vice President, Student Services



Mission Statement

The Division for Student Services fulfills Monroe Community College's mission to provide high quality educational and training services to a diverse community. In partnership with academic, administrative, and technical areas of the College, the Division for Student Services promotes student success by offering exceptional learning opportunities, services and activities that augment classroom study and build an inclusive, supportive, intellectual, and engaging environment for students. Our initiatives are designed to get students excited about learning about themselves, their chosen course of study, and their community.

Learning-Centered

- *Appreciating individual learning styles.*
- *Strengthening students' self-advocacy, self-determination, and motivation.*
- *Promoting civility, respect, civic engagement, and good citizenship.*
- *Emphasizing the importance of critical thinking and reflective learning.*
- *Encouraging lifelong learning and community involvement.*
- *Supporting learning inside and outside the classroom.*
- *Designing collaborative programs to ensure purposeful learning.*
- *Leading students to explore and define their role as leaders in the community.*

Values-Driven

- *The learning, personal growth, and development of all students.*
- *Uniqueness of every individual.*
- *Citizenship and civic responsibility for all students.*
- *Inclusive partnerships that promote learning.*
- *Development of the lifelong-learning process.*

Committed to Student Success

- *Meeting the contemporary needs of MCC students.*
- *Providing opportunities for intellectual, personal, and social growth.*
- *Fostering high ethical standards.*
- *Encouraging student participation as leaders within the College and the community.*

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OFFICE FOR STUDENT SERVICES

Grant awarded to establish the Academy for Veterans Success

Monroe Community College (MCC) was awarded a Congressionally-directed grant from the U.S. Department of Education to support the Academy for Veterans Success, housed and operated in the Counseling and Advising Center. The grant will enable MCC to provide educational services and support to address the academic needs, career goals, and personal concerns of our veteran students. The funding will be used to accomplish five (5) major objectives:



- Develop a “best practices” model to provide support, programs, and resources to veterans and their families
- Act as an information and resource center for employers, health care professionals, law enforcement, and to the community at large regarding veterans’ issues and concerns
- Provide education and training relating to veterans’ experiences, needs, and concerns through a media resource center
- Conduct ongoing research and host a regional conference relating to veterans’ needs
- Support continuing education for veterans and returning service personnel to include recruitment, academic advising, retention, counseling (personal and career), and orientation services

Implementation of the Maxient student conduct administration system

The Office for Student Services successfully implemented Maxient—a comprehensive, user-friendly conduct management system. The Maxient student conduct administration system is being used for all student conduct-related reports in the Office for Student Services, Housing and Residence Life, and DCC Student Services. Maxient allows offices who work within the judicial process at the College to connect through a centralized conduct management system that allows for accurate, efficient, and effective record keeping. The benefits of this software include integration with the existing campus information system and databases being utilized throughout the College to create a one-stop resource.

Response to H1N1 Flu Pandemic

The office coordinated a college-wide Public Health Emergency Planning Committee which was formed to address the threat and plan for the H1N1 flu pandemic. Staff participated in multiple SUNY-wide trainings to assist the College in preparing for and responding to the flu epidemic. An illness management protocol was developed in collaboration with Health Services and Housing and Residence Life to send residence halls students home or to a safe location if they contracted the illness. Emergency funding was allocated to Health Services to increase medical staff, equipment, and temporary space in order to operate flu clinics to accommodate the expected rise in student illness. Over 2,600 students, faculty, and staff participated in the flu vaccination clinics. In addition, an Emergency Operations Center (EOC) college-wide group worked together to address the threat at various levels in conjunction with SUNY guidelines.

ATHLETICS

MCC's athletic program finished second in the race for the 2009-2010 National Alliance of Two-Year College Athletic Administrators (NATYCAA) Cup. The NATYCAA awards are given annually to recognize overall athletic excellence at two-year colleges. MCC has ranked among the top three colleges for the past six years, including first place finishes in 2006 and 2007.



In 2010, the women's lacrosse and men's golf teams each won National Junior College Athletic Association (NJCAA) national championships. The Lady Tribunes lacrosse squad won its first national title at the final buzzer in the championship game. The golf team captured its second straight championship, its third championship in the past five years.



MCC sophomore, Anne Beinetti, was named the female winner of the 2010 NATYCAA Scholar Athlete Award. The award is given to one male and one female student athlete in the United States who best demonstrates outstanding accomplishment and leadership in academics, athletics, and citizenship. A total of six MCC athletes were named NJCAA Academic All-Americans.

The College celebrated the retirement of Director of Athletics, Murph Shapiro, who served 19 years as director and more than 40 years at the college. A new Athletic Director was appointed, after having served as associate athletic director for almost two decades.

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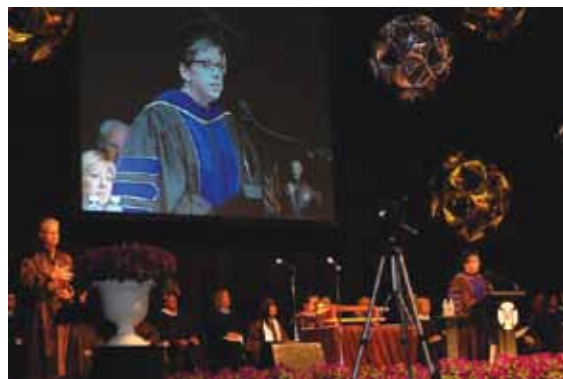
CAMPUS EVENTS

The MCC Campus Events Office continues to answer the needs of both the College and the community by providing quality planning services and well appointed conference and meeting space—including the newly refurbished ropes course, perfect for local service organizations and workgroups. The combination of the ropes course, trained instructors, Warshof Conference Center, and food service partner, Sodexo, make MCC a one-stop shop for local staff retreats, meetings, presentations, and team-building opportunities.



Campus Events' role in the planning and execution of the Inauguration of Dr. Anne Kress as MCC's fifth president was a highlight for staff and event planners. The campus was alive with celebration as the office maximized space and services to present a day of programming. Inauguration events included a 5K Walk/Run/Ride for Scholarships at the Brighton Campus, a lunch served by the MCC Hospitality students in the Warshof Conference Center, the Installation Ceremony held in the Samuel J. Stabins Physical Education Complex, and a reception in the R. Thomas Flynn Campus Center.

MCC hosted multiple community service projects such as the "Light the Night Walk," "Autism Speaks Walk," and "Crohns and Colitis Walk" on the Brighton Campus.



CAREER AND TRANSFER CENTER

MCC's Career and Transfer Center now offers Optimal Resume, a web-based resume builder program that offers nearly unlimited content and styling flexibility to help career offices deliver online resume assistance to students. To increase usage of this resume tool, a marketing plan was developed and new instructional handouts were created and distributed to students. Mini workshops were also offered.

A number of initiatives were employed to expand the presence of StrengthsQuest (SQ) in the Career and Transfer Center and increase student utilization. A section of the career library is now dedicated to SQ. The display includes handouts on Strengths Domains, a reference list of all 34 strengths; "The Genius of Your Strengths," a poster which lists the strengths; and various reference books. The number of SQ assessments offered to students in individual counseling sessions increased by 53%.



Photo credit: Marlene Czarnanski



Twenty-seven (27) selective institutions were identified to be included and tracked through the Career and Transfer Center's student database, enabling the identification of student interest in specific, highly selective transfer institutions. Contact and communication began with Smith College, University of Michigan, Bucknell University, and Skidmore College. Visitations were made to Mt. Holyoke College, Amherst College, Smith College, and Cornell University. Admission contacts were further

established with other institutions including Bentley College, Columbia University, New York University, University of Maryland, University of North Carolina, Chapel Hill and the University of Southern California. Additionally, workshops were offered both fall and spring semesters on "Transferring to the Highly Selective College." Planning guides have also been developed to assist students with the transfer application essay process and steps on how to best request a quality letter of recommendation from faculty.



COUNSELING AND ADVISING CENTER

Academy for Veterans' Success

MCC's Academy for Veterans Success was launched in the Counseling and Advising Center. MCC has the second largest college population of student veterans in New York state with an enrollment of over 600 veterans.

During the last two weeks of July, 50 children attended the "Courageous Children" Camp at MCC. The camp is available to children of veterans and is offered as a service of the College's Academy for Veterans Success.

The camp was made possible by generous grant funding by the John F.

Wegman Foundation. Children

participated in the summer youth sports camp in the morning and had special activities (e.g., crafts, orienteering with a compass training provided by area reserve units, etc.). The camp was possible due to a collaborative relationship with the Rochester Army Strong Community Center. The Academy plans to offer the camp to a greater number of children next summer.

The first annual Veterans conference was hosted entitled, "Caring for the War Zone Veteran in the Community Setting" which encompassed issues relating to the physical, mental, and emotional challenges veterans face before and after the impact of military deployment.

The conference was a collaborative effort in partnership with the Rochester Vet Center, the Canandaigua VA Medical Center, and the Rochester VA Outpatient Clinic.

The Academy also announced that over 50 new resources on crucial veterans' issues (e.g., books, videos, handbooks, etc.) were purchased and made available in the MCC library.



Career Exploration – Rochester Works!

Career Exploration - Rochester Works! is a collaborative workforce development initiative partially funded by a New York state Perkins grant. With the recent economic recession of Rochester Works!, the number of both men and women seeking services has doubled. Clients included those with some formal education who now require career guidance before making any decisions concerning re-entering the workforce and educationally disadvantaged clients who are looking to update academic skills, explore career options, and pursue a degree or certificate to become gainfully employed again. Partnering with MCC's Experiential and Adult Learning Office provided opportunities to offer additional career exploration workshops to assist Rochester Works! clients to successfully obtain educational goals within specific time requirements.

COUNSELING AND ADVISING CENTER (Continued)

Undeclared Option Program (LA 01)

The Undeclared Option Program has become the “program of choice” for students who are interested in exploring different possibilities while accumulating credits that count toward graduation. The Program consists of personalized coaching, career advising, career assessment, individualized education, and ongoing support. In support of LA01 students, a successful pilot program for group advising was held which consisted of a presentation on career decision-making, addressing common concerns parents and students share, as well as informing the group about the advisement and registration process. From the success of this pilot, similar programs will be continued as a method for advising students.



DAMON CITY CAMPUS STUDENT SERVICES CENTER

The Role of Parents and Guests in Student Success: a Targeted Orientation program

A parent and guest orientation program was developed and implemented during summer orientation, advisement, and registration (OAR) sessions at the Damon City Campus (DCC). The goal of the program was to provide parents and guests with critical information about DCC and to encourage informal dialogue with faculty and staff. Sessions were crafted to help parents and guests understand the importance of their roles in student success. Over 200 parents and guests attended the sessions.



Violence Prevention through Community and Cultural Change

DCC Student Services collaborated with two faculty members to offer a “learning community” entitled, “Violence Prevention through Community and Cultural Change.” A learning community brings together two or more courses under a common theme. Faculty coordinate assignments and content in both classes. Student Services provides a liaison to assist both faculty and students with any counseling, advising, and co-curricular needs.



In this learning community, students enrolled in SOC 203: Criminology and CRJ 211: Community Values in the Administration of Justice. The learning community culminated with three-day training in May 2010 by Jeff O'Brien from the Mentors in Violence Prevention Program, a national program sponsored by Northeastern University.

The “Violence Prevention through Community and Cultural Change” learning community was a collaborative model incorporating curricular and co-curricular learning with the goal of helping students, staff, faculty, and community members work together to make our communities safer and healthier!

DAMON CITY CAMPUS STUDENT SERVICES CENTER (Continued)

Engaging the DCC Campus Community

The Campus Life Engagement and Damon City Campus Visiting Scholars committees were formed in the fall semester as a collaboration of the Damon Executive Leadership Team and DCC Student Services. The committees were charged with engaging the campus community through targeted programs and activities. Approximately 805 students, faculty, and staff attended the programs.

At the end of the year, committee members were recognized for their efforts in promoting community engagement and their commitment to building a culture of inclusion, success, and educationally purposeful activities at DCC.



New York Leadership Educators Consortium Drive-In Conference

MCC hosted the New York Leadership Educators Consortium (NYLEC) Drive-In Conference, which was held at the Brighton Campus Center in June. The conference theme was “Leadership: The Good, The Bad, and Beyond.” Over 100 student leadership educators from New York higher education institutions attended ten (10) specialized sessions focused on leadership theory and practice. The purpose of the conference was to share best practices and new ideas as well as network with colleagues in the field of student leadership education. Campus Center staff from the Damon City and Brighton campuses served as co-chairs of the NYLEC Conference planning committee along with nine (9) other leadership educators.

Doorway to Success

DCC continues to manage Doorway to Success, a grant-funded initiative designed to help African-American and Latino male students achieve college success. More than 90 percent of the program participants are economically disadvantaged and academically unprepared for college. Established in 2006, the program focuses on strengthening participants’ academic, vocational, and technical skills – including information literacy, career planning, and study skills – and to increase the retention of program participants. The number of participants increased dramatically to 364 participants. The Men of Excellence student organization was chartered in 2009-2010 as a support group for the Doorway to Success program. Men of Excellence assists in the growth and development of program participants at the Brighton and Damon City campuses.

EDUCATIONAL OPPORTUNITY PROGRAM (EOP)

The Educational Opportunity Program hosted the annual Pre-Freshman Summer Program for 31 students entering MCC for the fall semester. This was the largest number of students attending the summer program in the past 15 years. The success of the program is a result of the expansion of course offerings, better marketing, and a record number of first-time freshman applicants. Participants enrolled in a 3-credit hour course and a non-credit course covering topics relevant to academic success, such as acclimating to college life, developing the first-year student and learning about the history of MCC and EOP. In addition, special events were offered weekly to give participants an opportunity to relax after a rigorous academic week. All of the 31 participants plan to enroll for the fall 2010 semester.



FINANCIAL AID OFFICE

The Financial Aid Office disbursed over \$95 million in financial aid funds to over 13,500 MCC students. This included over \$50 million in grants and scholarships. These financial aid resources are paramount in providing access to MCC. In the process of awarding and disbursing these funds, the Financial Aid Office provided application workshops and information programs on campus and in the Greater Rochester community. Financial aid services and communications reach students with great financial need and continue to make MCC affordable for everyone.



Photo credit: Marten Czarnanski

A new section on the MCC Financial Aid webpage was added for “Financial Literacy.” This information focuses on educating students and families about the financial aid process. In addition to the interactive web tools, several workshops were offered for students. This new initiative will expand each year.



Photo credit: Marten Czarnanski

There was an increase in the use of technology and support services to assist students. The utilization of email communication resulted in increased postal savings as well as timely and efficient communication to students. The use of instant messaging enabled students to more efficiently schedule appointments with the Financial Aid Office as well as streamlined the bookstore credit process. Online forms on the website and Banner Self-Service allowed students to complete processes more conveniently.

GRADUATION OFFICE

Monroe Community College hosted its 47th Annual Commencement in June. Approximately 900 students attended the ceremony along with family and friends. Approximately 2,860 students were certified for degrees and certificates; 700 students were awarded an honors designation, signifying an overall GPA of 3.5 or higher.

The Graduation Office issued 5,703 Dean's List Certificates. To receive Dean's List recognition at MCC, a student must be enrolled in a degree program, have completed six or more credit hours with a grade point average of 3.5 or higher, and have no incomplete or failing grades for the semester. Accompanying the certification for each student is a letter of congratulations from the vice presidents of Academic Services and Student Services. A media announcement template is also included in the mailing to make it easier for students to share their academic success with the community via local newspapers.



Each year the Graduation Office programs and updates the computerized degree audit system (CAPP) to provide accurate degree audits for the College. More than 80 programs have been developed along with 350 associated majors and almost 500 concentrations. CAPP audits are used by multiple departments within the College – Admissions, Registration and Records, Counseling and Advising, academic departments, faculty, and students. A special CAPP audit has been built to provide information on course registration and financial aid eligibility.



HEALTH SERVICES

The Health Services staff developed and implemented a plan to address anticipated college-wide issues related to H1N1 illness. Staff participated in multiple SUNY-wide trainings to assist the College in preparing for the potential pandemic. The Health Services Department offered a series of six preventive educational programs and provided informational materials to the College community to prepare for managing the illness safely. In coordination with the President's Office and Student Services, emergency funding was allocated to increase medical staff, equipment, and temporary space allocation to accommodate the expected rise in student illness. Health Services offered several flu clinics at multiple sites on the Brighton and the Damon City campuses as well as in the Alice Holloway Young Commons. Over 2,600 students, faculty, and staff participated in flu vaccination clinics. An illness management protocol was developed in collaboration with Housing and Residence Life and parental notification was completed. The staff worked collaboratively with the Health Professions and Nursing departments to facilitate the delivery of preventive services to at-risk students in clinical programs.



Health Services successfully completed the New York State Department of Health (NYSDOH) Immunization Compliance audit. In preparation for the audit, staff conducted a comprehensive chart review of over 10,000 student medical records. Medical records were revised to ensure internal consistency. The NYSDOH Immunization Bureau commended the department and recognized its full compliance to the state standards.

Health Services student utilization continues to increase with close to 9,000 visits provided annually. Staff worked collaboratively with a local network of community health agencies to facilitate student access and prompt treatment of health concerns. Work was also completed with

Excellus to identify and refer those students eligible for health insurance programs.

In response to student concerns about accessing and affording health care, the department explored new student health insurance plan options. Health Services worked in collaboration with Student Services and Administrative Services to identify cost-effective plan options with robust benefits and user-friendly customer services.

HOUSING AND RESIDENCE LIFE

Alice Holloway Young Commons residents were concerned with and responded to natural disasters around the world. Housing and Residence Life staff provided informative bulletin boards and programs regarding world events to keep residents informed. As a result of the world events, several programs provided the opportunity to donate to local agencies in the Rochester community. The American Red Cross partnered with the Housing and Residence Life team to organize two blood drives in the residence halls. Seventy pints of blood were donated. The blood drives gave residents the opportunity to conveniently donate blood in the lobby of Canal Hall. Other efforts included monetary donations as well as food drives.

Housing and Residence Life collaborated with Public Safety Community Policing Officers to hold a program in each residence hall due to the heightened concern regarding the H1N1 flu. Residents along with the Community Policing Officers attended to learn about preventative measures and the residence hall response plan.



Resident Directors (RDs) provided resources and support for residents who were placed on academic probation. RDs met with or contacted each resident who received a grade point average below 2.0 for the fall semester to discuss the many academic resources available at MCC. Residents were advised of the available personal and academic support services on campus.

Housing and Residence Life staff were involved in educating colleagues at MCC as well as other students and staff in the housing field. Returning Resident Assistants (RAs) shared past experiences with the new RAs during fall and spring student trainings. The presentations included information regarding balancing the RA responsibilities with other roles and tips for making difficult decisions. RDs train student RAs for two intense weeks prior to the opening of the residence halls. Staff presented at the annual State University of New York College at Brockport Conference to peers and colleagues on topics such as programming ideas, creative advertising, balancing responsibilities, and professional development for other RDs. Staff is known for being relevant contributors to the knowledge on student and professional leadership and housing management.

MCC ASSOCIATION, INC.

On June 24, 2010, MCC President Anne Kress and Board Chair Kenneth Goode joined members of the Guon family, MCC, and the Rochester community to re-dedicate the Child Care Center as the Richard M. Guon Child Care Center in honor of the late Board Chair, Richard M. Guon. Mr. Guon was affiliated with the MCC Foundation for over 20 years, first as an MCC Foundation director, then as a Foundation Council member. He led the Foundation's first capital fundraising effort, which raised over \$1 million to build the Child Care Center which opened in 1991. Since its opening, the Center has provided quality care to nearly 2,000 children and 1,400 families. Children welcomed the Guon family and those present to the dedication by singing, "The Rainbow Song." Arnold Klinsky, vice president and general manager of WHEC 10-NBC and member of the Foundation Council, assisted in unveiling a photograph of the Center with its new name displayed on the building.



Also under the MCC Association, Inc., the MCC Bookstore increased sales by 11.5% over last year. The Bookstore is utilizing many online and social media resources to connect with students, including a Facebook page. In partnership with Financial Aid, an Instant Messaging (IM) process was implemented to improve and accelerate students' access to financial aid funds for textbook and supplies purchases. The Bookstore website now offers online sales for all textbooks and select supplies for all students on all campuses. The textbook buyback program paid out over \$1 million to students for unwanted textbooks, making final textbook costs less than if textbooks had been rented.

THE OFFICE OF STUDENT LIFE AND LEADERSHIP DEVELOPMENT

Leadership Education Programs

Leadership Education programs were enhanced in very meaningful ways. The Summer Student Leader Training Program was revised with an emphasis on team development and core skills building to prepare officers in clubs and organizations to meet initial responsibilities throughout the summer and early fall semester. Two (2) two-day sessions were held with close to 70 officers attending in total. The summer trainings were followed by a series of leadership workshops which were available from July through April. The Annual Student Leadership Retreat was held the last weekend in September and consisted of teambuilding, ropes course activities, and an etiquette dinner. Each student created a personal scrapbook page detailing the most valuable aspects of the weekend. The Leadership Certificate Program offers a core series of workshops to assist all students in personal growth and development and includes workshops offered by the Office of Student Life and Leadership Development, Career and Transfer Center, and the Writing Center. Annual enrollment in the Leadership Certificate Program has grown to over 300 students.



Holocaust, Genocide, and Human Rights Project

The Holocaust, Genocide, and Human Rights Project celebrated the 20th Annual Yom HaShoah Commemoration. The theme, "Transformation through Holocaust Education," was reflective of how many lives have been changed as a result of involvement in the project. Over 20 student leaders paid tribute to the many Holocaust Survivors, faculty advisors, and alumni that were instrumental in the project's rich educational history. The students began the day in the R. Thomas Flynn Campus Center Atrium with the traditional candle lighting and calling of the names. Three local Holocaust survivors shared personal testimony of survival to over 100 students from various classes. A commemorative video and dinner program were created chronicling the project's history. Dr. Marcia Littell, professor of Holocaust and Genocide Studies at Richard Stockton College, was the keynote speaker.

THE OFFICE OF STUDENT LIFE AND LEADERSHIP DEVELOPMENT (Continued)

Mitch Albom, Award Winning Author

Mitch Albom, award winning author of *Tuesdays with Morrie*, was hosted on campus in the fall as part of the Visiting Scholar Series. Albom's visit focused on his latest book, *Have a Little Faith: A True Story*. A committee of students, faculty, and staff developed the details of Albom's visit. The book and Albom's presentations focused on why faith is still needed and embraced in this modern world where all the answers are known. Rather than divide us, Albom found through time spent with an inner-city pastor of a poor church and an aging rabbi of a wealthy suburban synagogue, that faith can pull people together. In the spirit of the book, members of the campus committee accompanied Albom to the House of Mercy where Albom discussed the book with that community. In the main presentation on campus, Albom spoke to an audience of over 1,000 faculty, staff, students, and members of the Rochester community and conducted a book signing. Albom's visit was co-sponsored by the Campus Center, Campus Ambassadors, Hillel, Campus Activities Board, and Phi Theta Kappa.



PUBLIC SAFETY

The Public Safety Department completed its transition to sworn Campus Peace Officers, culminating with the October academy graduation of nine (9) officers. Public Safety has nineteen (19) Campus Peace Officers serving the Brighton and Damon City campuses.

The department assumed security duties and responsibilities for the Damon City Campus in September 2009. Several enhancements have been made to the DCC security program, including card access, a new safety brochure, and monthly information sharing meetings.

Public Safety provided educational and awareness training throughout the year on issues such as personal safety, fire safety, emergency preparedness and response. A half-day H1N1 tabletop exercise involving all senior campus administrators was conducted in the fall.



Public Safety continued their educational outreach efforts with programs such as Achieving Voluntary Compliance, the Kids College, and the ongoing delivery of educational awareness programs in the residence halls.

Public Safety coordinated the first “Enough Is Enough” national anti-violence campaign in May 2010. The MCC Making Courtesy Common campaign was highlighted during the College Civility Week in October 2010. Activities focused on the P.M. Forni book, *“Choosing Civility.”* Dr. Forni visited MCC for a series of discussions and workshops including a community challenge. Civility has also been incorporated into all College Orientation Courses (COS). All MCC faculty and staff were provided Making Courtesy Common ID lanyards in the spring and were offered a free copy of the *“Choosing Civility”* book.



Photo credit: Marten Czamanske



Photo credit: Marten Czamanske



Photo credit: Marten Czamanske



Photo credit: Marten Czamanske



Photo credit: David G. Maiolo



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