

# Appendix

## Contact Lists

- Directory (source: [http://www.trcc.commnet.edu/President/Directory/admin\\_cred.shtml](http://www.trcc.commnet.edu/President/Directory/admin_cred.shtml))
- Administrative Services
- Human Resources
- Student Services

## Forms

- Add/Drop Form (sample included)  
[http://www.trcc.commnet.edu/Div\\_StudentServices/Registrar/documents/Add Drop Form.pdf](http://www.trcc.commnet.edu/Div_StudentServices/Registrar/documents/Add_Drop_Form.pdf)
- Copy Request Form (sample included)  
<http://www.trcc.commnet.edu/Intranet/AllTRCC/>
- Folding Mailing Request (sample included)  
<http://www.trcc.commnet.edu/Intranet/AllTRCC/>
- Facilities Usage Form (sample included)  
<http://www.trcc.commnet.edu/Intranet/AllTRCC/>
- Incomplete Form Link (sample included)  
[\\trshare\AcademicDivision\\$\AcademicForms](\\trshare\AcademicDivision$\AcademicForms)
- Proctoring Request Form (sample included)  
[http://www.trcc.commnet.edu/Div\\_StudentServices/admissions/documents/CombinedProctoringRequestForm.pdf](http://www.trcc.commnet.edu/Div_StudentServices/admissions/documents/CombinedProctoringRequestForm.pdf)
- Key Request and Lock Repair Form Link (sample included)  
<http://www.trcc.commnet.edu/Intranet/AllTRCC/>

## Miscellaneous

- Pay Periods and Check Dates
- Text Book Publisher Contacts
- Strategic Plan
- Telephone Listings (listing as of July 1, 2016 included)  
<http://www.trcc.commnet.edu/President/Directory/phone.shtml>
- Telephone Basic Phone Tasks and Voice Mail Instructions (sample included)  
[http://www.trcc.commnet.edu/President/Directory/PDF/Cisco\\_Phone\\_Quick\\_Guide.pdf](http://www.trcc.commnet.edu/President/Directory/PDF/Cisco_Phone_Quick_Guide.pdf)

## **DIRECTORY**

### **Office of the President**

Mary Ellen Jukoski, President - B.A. cum laude, M.A, The College of Saint Rose; M.S., State University of New York; Ed.D., University of Memphis in Memphis, TN

April Hodson, Executive Assistant to the President - A.S., Three Rivers Community College; B.S., Eastern Connecticut State University

### **Institutional Advancement**

Betty Baillargeon, Director of Institutional Advancement - A.S., Three Rivers Community College; B.A., Eastern Connecticut State University

Meghan La Casse, Assistant Director of Institutional Advancement - B.S., University of Connecticut

### **Marketing and Public Relations**

Kathryn Gaffney, Director of Marketing and Public Relations - B.A., Saint Mary's College, Notre Dame, IN; M.S., University of Saint Joseph

### **Institutional Research**

Laura Qin, Director of Institutional Advancement - B.A., Wellesley College; M.B.A., Babson College

### **Academic Division**

Jerry Ice, Academic Dean - B.A., Salem-International University (formerly Salem College); M.A., Montclair State University; Ed.D., Fordham University

Kacey McCarthy-Zaremba, Assistant to the Academic Dean - B.A., Eastern Connecticut State University

Kayla Moreno, Educational Assistant - B.S.B.A., Western New England University

Carole Lee, Administrative Assistant to the Academic Dean - A.S., Three Rivers Community-Technical College

Ronda Charette, Secretary I

### **Library**

Mildred H. Hodge, Director of Library Services - B.A., Eastern Connecticut State University; M.L.S., University of Rhode Island; 6th Year Certificate, Southern Connecticut State University

Pamela Williams, Reference and Instruction Librarian - B.S., M.S.L.S., Florida State University

Kumar Appadwedula, Acquisitions and Interlibrary Loan Librarian - A.S., Three Rivers Community-Technical College; B.S., M.L.S., Southern Connecticut State University

Michele DeVeau, Cataloging Librarian - A.A., Mitchell College; B.A., Eastern Connecticut State University

Annie McCosh, Serials Librarian - A.A., Front Range Community College; B.A. Spring Arbor University

Laura Vasselle, Circulation and Reserves Librarian - B.F.A., Ohio State University; B.A., Trinity College; M.L.S., Kent State University

### **Nursing and Allied Health**

Edie Ouellette, Director of Nursing and Allied Health, Associate Professor of Nursing - R.N., Saint Francis Hospital School of Nursing; B.S.N., Central Connecticut State University; M.S.N., University of Hartford.

Suzanne Turner, Full time Nursing Laboratory Coordinator - B.S.N., University of Rhode Island; M.S.N., St. Joseph's College, Maine

### **Learning Initiatives & College Career Pathways**

Jodi Calvert, Director of Learning Initiatives - B.S./B.A., University of Arizona; M.Ed., Arizona State University

Amanda Caffary, Educational Assistant - B.A., University of Connecticut; M.A., University of Massachusetts Boston; M.A., University College London.

Erin Sullivan, Educational Assistant, Program Coordinator - B.A., Saint Joseph College; M.S.W., University of Connecticut

Tracy Dickson, Educational Assistant, College Career Pathways Data Administrator - B.A., Saint Joseph College; MALS, Wesleyan University

### **Tutoring Center**

Matthew Burbine, Academic Assistant - A.S., Three Rivers Community College; B.S., Eastern Connecticut State University

### **Writing Center**

Jon Brammer, Writing Center Coordinator - B.A., University of California-Santa Barbara; M.A., University of Wisconsin-Milwaukee; M.A., Sacred Heart University

### **Maintenance**

Arnie DeLaRosa, Director of Facilities - A.S., Thames Valley Community College; A.S., B.A., Wentworth University

Marc Filiatreault, Maintenance Supervisor 1 (Electrical) - A.S., University of Connecticut

Linda Champagne, Custodian

James Ellis, Lead Custodian

Otto Erazo, Custodian

James Fonner, Building Superintendent 1

Louis Forand, Custodian

Dale Hill, Skilled Maintainer

Darryl Hill, Custodian

Emilio Martinez, Custodian

Amy Strong, Maintainer

Roy Tookes, Maintainer

Kurt Topping, Custodian

David Trahan, Custodian

Kevin Watson, Maintainer - B.S.G.S., Unity College

### **Business Office**

Stephen H. Goetchius, Dean of Administrative Services & I.T. - B.S., U.S. Coast Guard Academy; M.S., U.S. Naval Postgraduate School

Gayle C. O'Neill, Director of Finance and Business Services - A.S., Mohegan Community College; B.S., Eastern Connecticut State University; M.B.A., Quinnipiac College

Christine Marceau, Administrative Assistant to the Dean of Administrative Services

Diane Jewett, Associate Fiscal Administrative Officer - A.S., Mohegan Community College

Barbara Watson-Barboza, Financial Clerk - A.S., Three Rivers Community College; B.S., Eastern Connecticut State University

Valerie Smith, Fiscal Administrative Officer - A.S., Three Rivers Community College; B.S., Charter Oak State College; M.S., Baypath College

Sharon Pirt, Accountant - B.S., Slippery Rock University of Pennsylvania

Sandra Dean, Facilities Scheduler - A.S., Three Rivers Community College

**Cashier**

Phyllis Brown, Fiscal Administrative Assistant - A.S., Commonwealth College of Virginia; A.S. Three Rivers Community College

Erik Wright, Financial Clerk - B.A., University of Connecticut

**Purchasing**

James M. Kelly, Fiscal Administrative Officer

Amy Main, Materials Storage Specialist

**Human Resources/Payroll**

Louise J. Summa, Director of Human Resources - B.A., M.B.A., Anna Maria College

Anthony Mitta, Associate Director of Human Resources for Payroll and Contract Administration - B.S., Eastern Connecticut State University

Barbara Billups, Administrative Assistant

Lori Angel, Coordinator of Benefits/HRIS - A.S., Three Rivers Community-Technical College; B.G.S., University of Connecticut

Susan Senay, Assistant Human Resources - B.S., Nichols College

**Information Technology Services**

Stephen H. Goetchius, Dean of Administrative Services & I.T. - B.S., U.S. Coast Guard Academy; M.S., U.S. Naval Postgraduate School

Cheryl A. Salva, Administrative Assistant to the Dean of Information Technology - A.S., Three Rivers Community-Technical College

Cathy D. Davenport, Director of Information Technology Support - A.S., Quinnipiac College; A.S., Thames Valley State Technical College; B.G.S., Eastern Connecticut State University

Larry Davenport, Assistant Director of Information Technology - B.S., Roger-Williams University

Steven E. Pudlo, Network Coordinator - A.S., Thames Valley State Technical College; A.S. (2 Degrees), Three Rivers Community-Technical College; B.S., Eastern Connecticut State University; M.B.A., Rensselaer Polytechnic University

Victoria Baker, Information Technology Technician 2 - A.S., Thames Valley State Technical College; B.G.S., M.A., University of Connecticut

Terry Browder, Information Technology Technician 2 - A.S., Three Rivers Community College (2 degrees), Certificates in Computer Applications and Networking Technology; B.S., Eastern Connecticut State University; CompTIA A+ Certified

Skye Cohen, Information Technology Technician 2 - B.S., University of Connecticut; B.S., Eastern Connecticut State University

Mark Davis, Coordinator of Academic Information Technology - Certificate, Porter & Chester Institute; A.S., Three Rivers Community College; Microsoft Certified Systems Engineer + Internet

Andrew Cullan, Information Technology Technician 2 - A.S., New England Institute of Technology; B.S., Western Governors University; Cisco Certified Network Associate

Olan Angulo, Information Technology Technician 2 - A.S., Three Rivers Community College; B.S., Western Governors University; Cisco Certified Network Associate

**Educational Technology**

Kem Barfield, Director of Educational Technology - B.S., Southern Illinois University; M.S., University of New Haven

### **Workforce & Community Education**

Marjorie R. Valentin, Associate Dean of Continuing Education/Community Service - A.S./A.A., Quinebaug Valley Community College; B.S., Nichols College; M.P.A., University of Hartford

Ana A. Gonzales, Continuing Education Assistant - A.S., Mohegan Community College; B.G.S., Eastern Connecticut State University

Judy Hardy, Administrative Assistant

Jackie Staller, Office Assistant

### **Student Services**

Stephan Finton, Acting Dean of Student Services, Enrollment Management and Workforce Development - B.S., United States Coast Guard Academy; M.B.A., John F. Kennedy University

Christine Languth, Acting Director of Student Success - B.A., Marist College; M.P.S., New York Institute of Technology

Jacqueline Phillips, Director of Student Services - A.A., Capital Community College; B.A., M.A., American International College; Ed.D., Nova Southeastern University

Marie Hoffman, Administrative Assistant - A.S., Quinebaug Valley Community College

Carolyn Prunier, Educational Assistant, Welcome Center Coordinator

Sandra Farwell, Part-time Educational Assistant, Welcome Center

Avery Rondeau, Part-time Educational Assistant, Welcome Center - B.M., Palm Beach Atlantic University; M.M., University of Connecticut

Sonia Rutchick, Part-time Educational Assistant, Welcome Center

Felicia Bullock, Part-time Educational Assistant, Evening Assistant for the Welcome Center

Kathleen Williams, Part-time Educational Assistant, Evening Assistant for the Welcome Center - B.S., Eastern Connecticut State University

### **Retention**

Edward Derr, ConnCAS Educational Success Program Coordinator - B.A., Central CT State University; M.A., Northwestern University; 6th Year Degree in Education Administration, Sacred Heart University

Deirdre Sebastian, ConnCAS Counselor - B.A., Lincoln University, Lincoln, Pennsylvania; Masters in Developmental Psychology, Teachers College, Columbia University; Masters, Developmental Psychology, Boston University

Meg Wichser, Transition & Retention Specialist - B.A., Hartwick College; M.A., Colgate University; Graduate Certificate, Hartford Seminary

### **Admissions/Outreach/Recruitment**

Margaret Hogan Stroup, Director of Admissions - B.A., M.A., Ohio State University

Steven Paternoster, Assistant Director of Admissions - B.S., M.B.A. University of New Haven

Rashita L. Parker, Registration Services Assistant - A.S., Quinebaug Valley Community College

Deborah DiCarlo, Registration Services Assistant - A.S., Mohegan Community College; B.S., Eastern Connecticut State University

Cynthia Andeen, Secretary I

### **Advising and Counseling**

Scott Carolan, Advisor/Testing Coordinator - A.S., Lackawanna College; B.A., Wilkes University; M.A., National University

Kathleen Gray, Counselor/Transfer Credit Evaluation - B.A., University of Connecticut; M.S., Southern Connecticut State University

Sharon Lincoln, Advisor/WIA Advisor/Student Support Services - B.A., Connecticut College

Matthew Liscum, Counselor - B.S., State University of New York - Cortland; M.S., State University of New York - Oneonta

Elizabeth Willcox, Advisor - B.A. Eastern Connecticut State University

Celeste Warner, Part-time Educational Assistant, Career Placement - A.S., Mohegan Community College; B.S., Eastern Connecticut State University; Certificate, Three Rivers Community College

### **Financial Aid**

Kenneth Briggs, Acting Director of Financial Aid - A.A., A.S., Three Rivers Community College; B.A., M.S., Eastern Connecticut State University

Hong-Yu Kovic, Financial Aid Counselor - B.S., Peking University; M.A., University of Texas; M.Div., Unification Theological Seminary; M.Ed., SUNY College

Donna Ramos, Financial Aid Assistant - A.S., Three Rivers Community-Technical College

Elaine M. Topalis, Processing Technician - A.S., Mohegan Community College; B.G.S., University of Connecticut

### **Registrar**

Betty Williamson, Acting Registrar - A.S., Three Rivers Community College; B.S., Eastern Connecticut State University; M.S., Central Connecticut State University

Patrick Keller, Assistant Registrar - B.A., University of Connecticut

Terri DeBarros, Processing Technician - A.S., Three Rivers Community College

Veda Wellington, Secretary I - A.S., Three Rivers Community-Technical College; B.S., Eastern Connecticut State University; M.S., Southern Connecticut State University

Pauline Goyette, Office Assistant - A.S., Quinebaug Valley Community-Technical College; B.A., Eastern Connecticut State University

Jean Gustafson, Part-time Educational Assistant at the Groton Submarine Base - A.S., Mitchell College

### **Student Programs**

Rhonda Spaziani, Director of Student Programs - B.A., Quinnipiac College; M.S., Southern Connecticut State University

### **Faculty**

Larisa Alikhanova, Department Chair- Mathematics, Professor of Mathematics - B.S. University of Yerevan; M.S., Moscow State University

Kevin Amenta, Assistant Professor of Communications and English - B.A., Television and Film Production, Hofstra University; M.A., Interactive Communications, Quinnipiac University

Allan A. Anderson, Department Chair - Technologies, Professor of Computer Science - B.S., Mankata State College; M.S., Purdue University

Cynthia Arpin, Assistant Professor of Nursing - B.S.N., M.S.N., University of Hartford

Maria Celesté Arrieta, Associate Professor of Foreign Language - M.A., University of Connecticut; J.D. & B.A., University of Mórón, Argentina

Teri Ashton, Professor of Nursing - B.S.N., Central Connecticut State University; M.S.N., University of Hartford; CNE

Todd Barry, Full-Time Instructor of English - B.A., Princeton University; J.D., University of Connecticut;

Ph. D., University of Connecticut

Richard Bennett, Professor of Business - B.S., University of Akron College of Business; J.D., University of Akron School of Law

Arthur J. Braza, Professor of Accounting - B.S., B.A, M.B.A, Bryant College

Marcel Burch, Professor of English - B.A., Eastern Connecticut State University; M.A., Southern Connecticut State University

Pamela Carroll, Professor of Psychology - B.A., Merrimack College; M.Ed., Harvard University

Michael Carta, Associate Professor of Chemistry - B.A., M.S., University of Dayton

Irene Woods Clampet, Professor of Marketing/Retailing - A.A., City University of New York - Queensborough Community College; B.A., City University of New York - Queens College; M.B.A., St. John's University

Patricia Colonghi, Assistant Professor of Nursing - A.S., Middlesex Community College; B.S., Charter Oak State College; M.S.N., University of Hartford.

Mark Comeau, AIA, Professor of Architectural Design Technology - A.S., Thames Valley State Technical College; B.S., B.Arch., Roger Williams University; M.S., Rensselaer Polytechnic Institute; Licensed-Registered Architect, CT, RI, NY; NCARB Board Certified

Dan Courtney, Assistant Professor of Electrical Engineering Technology - A.S.E.T., Springfield Technical Community College; M.S.E.E., University of Massachusetts

Jeffrey Crouch, Professor of Criminal Justice - A.S., Mohegan Community College; A.A.S., Community College of the Air Force; B.S., Western Connecticut State University; M.P.A., Ph.D., University of Idaho

June Decker, Professor of Mathematics - A.B., Harvard College; M.S., University of Connecticut

Jennifer DeFrance, Associate Professor of Early Childhood Education - B.S., Rhode Island College; RI Certified K - 3; M.A., Rhode Island College; Ed.D., Johnson and Wales University

Terrence Delaney, Department Chair - Humanities, Professor of History - B.A., Eastern Connecticut State University; M.A., Ph.D., Clark University

Victoria Holdridge DiFilippo, Full-Time Instructor of English - B.S., University of New Hampshire; M.S., School for International Training

William Dopirak, Professor of Natural Sciences - A.S., Mohegan Community College; B.S., Eastern Connecticut State University; M.A. Central Connecticut State University

Michael Gentry, Assistant Professor of Engineering - B.S., M.S., Cornell University

Betti Gladue, Professor of Business - B.A., M.S., Eastern Connecticut State University

Elizabeth Godwin, Instructor of Mathematics - B.S., Miami University; M.S., Central Connecticut State University

Joan Graham, Professor of Nursing - B.S.N., Holy Family University; M.S.N, Drexel University; CNE

Janet Hagen, Professor of English and Women's Studies - B.S., Minnesota State University; M.A., St. Cloud State University

G. Kent Harding, Professor of Business and Electrical Engineering Technology - B.S., M.S.E.E., University of Maryland; M.B.A., Harvard; Certified Cost Analyst

Sandra Jeknavorian, Professor of Art - B.F.A., University of Hartford; M.F.A., University of Massachusetts

Joseph Johnson, Assistant Professor of Computer Science - B.S., University of Connecticut; M.S., Rensselaer Polytechnic Institute

Brian Kennedy, Professor of Mathematics - B.S., Rensselaer Polytechnic Institute; M.A., State University of New York

Diba Khan-Bureau, Professor of Environmental Engineering Technology - A.S., Thames Valley State Technical College; B.S., University of Connecticut; M.S., Rensselaer Polytechnic University; Ph.D., University of Connecticut

Frederick-Douglas Knowles, Associate Professor of English - B.A., Eastern Connecticut State University; M.A., Southern Connecticut State University

Dov Kugelmass, Department Chair - Social Science, Professor of Psychology - B.A., University of Connecticut; M.A., Southern Connecticut State University; Ph.D., University of Connecticut

Anne Lamondy, Professor of Nursing - B.S.N., St. Joseph College; M.S.N., Medical College of Pennsylvania, Hahnemann University; APRN

Jennifer Long, Professor of English - B.A., Northeastern University; M.Ed., Millersville University

Joyce M. Martin, Professor of Human Services - B.A., North Carolina Central University; M.S.W., University of Connecticut School of Social Work; Ph.D., Fordham University

Andrew Marvin, Full-Time Lecturer of English - B.A., Sacred Heart University; M.A., Southern Connecticut State University

Philip Mayer, Jr., Professor of Economics and Political Science - B.S., Villanova University; M.A., Kansas State University; M.L.S., Fort Hays State University

Ann McNamara, Professor of Science - B.S., M.S., University of Connecticut; Registered Dietitian



Kelly Molkenhain, Full-Time Instructor of Mathematics - B.S., Fairfield University; M.S., Ph.D., University of Rhode Island

Edwin Muenzner, Department Chair - Business, Professor of Accounting - A.S., Three Rivers Community College; B.S., Eastern Connecticut State University; M.S.A.T., University of Hartford; Certified Public Accountant

Steven Neufeld, Professor of Sociology and International Studies - B.A., Brown University; M.A., Ph.D., Northwestern University

Robert Niedbala, Professor of Physics and Mathematics - B.S. Lowell Technological Institute; M.S., Trinity College

William O'Hare, Associate Professor of Anthropology. M.A., University of Connecticut; B.A., Marist College.

Edith Ouellet, Director of Nursing and Allied Health, Associate Professor of Nursing. R.N., The Saint Francis Hospital School of Nursing; B.S.N., Central Connecticut State University; M.S.N., University of Hartford.

D. David "Don" Pascal, Full-Time Lecturer of Chemistry - M.A., Ph.D., Indiana State University  
Peter Patsouris, Professor of History and International Studies - B.A., Boston University; M.A., Providence College

Peter Patsouris, Professor of History and International Studies - B.A., Boston University; M.A., Providence College

Mary Ann Perez-Brescia, Assistant Professor of Nursing - A.S., Greater Hartford Community College; B.S.N., M.S.N., University of Hartford

Krista Prendergast, Assistant Professor of Nursing - B.S.N., University of Connecticut; M.S.N., University of Rhode Island; CNE

Lillian Rafeldt, Professor of Nursing - B.S.N., State University of New York; M.A., New York University; CNE

James A. Rhoades, Professor of Electrical Engineering Technology - B.S.E.E., Virginia Polytechnic Institute and State University; M.S.E.E., Rensselaer Polytechnic Institute

Nicola Ricker, Assistant Professor of Science - B.S., University of Connecticut; M.S., University of New Haven

Leslie Samuelson, Department Chair - Natural Sciences, Professor of Biology and Environmental Sciences - B.A., University of California at San Diego; M.S., San Diego State University

Patricia Sauter, Professor of Criminal Justice - B.A., Rosemont College; M.S., University of New Haven; Certificate of Advanced Graduate Studies, Johnson & Wales University

Sarah Selke, Associate Professor of Biology - B.S., Bates College; Ph.D., University of Florida

Joseph Selvaggio, Associate Professor of English - B.A. Rutgers University; M.A., Southern Connecticut State University

James R. Sherrard, Professor of Nuclear Engineering Technology - B.S., U.S. Coast Guard Academy; M.S.N.E., M.S.N.A., Nav.E., Massachusetts Institute of Technology; M.S.M.E., University of Connecticut; M.S.N.S., Ph.D. (ABD), Catholic University of America; PE, Maryland

Shelia Skahan, Professor of Early Childhood Education - B.S., Lesley University; M.S., Wheelock College

Michael Stutz, Department Chair- English, Associate Professor of Communications - B.A., M.A., University of South Carolina

Roxanne Tisch, Associate Professor of Mathematics - B.S., Worcester Polytechnic Institute; M.S., M.A., Ph.D., University of Rhode Island

Susan Topping, Professor of English - B.A., Hunter College-City University of New York; M.A., Rutgers SUNJ

Heidi Zenie, Associate Professor of Exercise Science and Sports and Leisure Management, Acting Health and Wellness Coordinator - A.S., Mitchell College; B.S., Northeastern University; M.S., West Virginia University

## **ADMINISTRATIVE SERVICES DIVISION**

Stephen Goetchius, Dean of Administration and Information Technology – (860) 215-9002  
Chris Marceau, Administrative Assistant – (860) 215-9268

### **Bookstore**

Cheryl Pollard, Manager – (860) 887-6842

### **Business Office**

Gayle O'Neill, Director of Finance & Admin. Services – (860) 215-9276  
Diane Jewett, Associate Fiscal Administrative Officer – (860) 215-9254  
Barbara Barboza, Financial Clerk – (860) 215-9209  
Valerie Smith, Fiscal Administrative Officer (860) 215-9313  
Sharon Pirt, Accountant – (860) 215-9280  
Sandra Dean, Facilities Scheduler – (860) 215-9234

### **Cashier**

Phyllis Brown, Financial Clerk – (860) 215-9217  
Erik Wright, Financial Clerk – (860) 215-9312

### **Food Services**

Manager – (860) 215-9023

### **Maintenance**

Annie Delarosa, Director of Facilities – (860) 215-9236  
Marc Filiatreault, Maintenance Sup. – (860) 215-9241  
James Fonner, Bldg Superintendent  
Dale Hill, General Trades Worker  
Darryll Hill, Custodian  
Roy Tookes, Lead Custodian  
James Ellis, Lead Custodian  
Louis Forand, Custodian  
Kevin Watson, Maintainer  
Otto Erazo, Custodian  
Amy Strong, Maintainer  
Linda Champagne, Custodian  
Kurt Topping, Custodian  
David Trahan, Custodian  
Emilio Martinez, Custodian

### **Purchasing**

James Kelly, Fiscal Administrative Officer – (860) 215-9258  
Amy Main, Materials Storage Specialist – (860) 215-9267

# HUMAN RESOURCES AND PAYROLL

The Human Resources and Payroll Offices are responsible for all employment related processes and services including :  
Searches-Orientations-Benefits Counseling-Payroll and Paychecks-Employee Relations-Contractual Processes-  
Workers Compensation-Retirements

## HR/PR Staff

Louise Summa -Director of HR 860-215-9298  
Barbara Billups -Administrative Assistant 860-215-9212  
Anthony Mitta-Associate Director HR/PR 860-215-9275  
Lori Angel-Coord HRIS and Employee Benefits 860-215-9202  
Sue Senay-Assistant Director HR/PR 860-215-9291

## Key Services /Information: Web Sites/Links

### Benefits Information

Health Insurance	Lori	<a href="http://www.osc.state.ct.us/empret/">http://www.osc.state.ct.us/empret/</a>
Life Insurance	Lori	see above OSC link
Retirement Plans	Lori	see above OSC link
Supplemental Benefits	Lori	see above OSC link
Beneficiary Changes	Lori	
FMLA-Info for Employees	Louise/Tony	<a href="http://www.ct.gov/dmhas/lib/dmhas/hrd/fmla-understanding.pdf">http://www.ct.gov/dmhas/lib/dmhas/hrd/fmla-understanding.pdf</a>

### Collective Bargaining Agreements

Classified Agreements-NP2,NP3,P-5	Louise/Tony	<a href="http://www.ct.gov/opm/cwp/view.asp?a=2992&amp;Q=215228&amp;opmNav_GID=1792&amp;opmNav">http://www.ct.gov/opm/cwp/view.asp?a=2992&amp;Q=215228&amp;opmNav_GID=1792&amp;opmNav</a>
Unclassified Agreements-4C's,AFCSME Admin,AFT	Louise/Tony	<a href="http://www.comnet.edu/employee_info_schedule.asp">http://www.comnet.edu/employee_info_schedule.asp</a>

### Compensation Plans

Classified Units (NP 2,NP3,P5)	Louise/Tony	<a href="http://das.ct.gov/fp1.aspx?page=112">http://das.ct.gov/fp1.aspx?page=112</a>
Unclassified Unions- AFT, Afscome Admins, Congress	Louise/Tony	see collective bargaining agreements-no link to comp plans

### Contracts/Notices of Appointment

Full Time	Louise	
PTL/Adjuncts	Lori	
Part Time EA's	Lori	

### EAP-Provider is Solutions EAP

Free Confidential Counseling <a href="http://www.solutions-eap.com">\\www.solutions-eap.com</a>	Louise	1-800-526-3485
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## Employee Data/Records Management

Employee data	Louise/Lori	
Personnel File	Louise	
Payroll File	Tony/Sue	
Records Retention Information	Louise	<a href="http://www.cslib.org/publicrecords/retstate.htm">http://www.cslib.org/publicrecords/retstate.htm</a>
Seniority	Louise	
State Employee Directory see Link		<a href="http://www.phone.ct.gov/phonesearch.aspx">http://www.phone.ct.gov/phonesearch.aspx</a>

## Employee Relations

Classified Collective Bargaining Agreements	Louise	
Contractual Programs	Louise	
Grievances	Louise	
Orientations	Louise/Lori	
Union Business Release	Louise/Barbara	

## Ethics-Office of State Ethics Information

### Forms

Applications Forms-Classified	Louise	<a href="http://www.ct.gov/ethics/site/default.asp">http://www.ct.gov/ethics/site/default.asp</a>
Applications Forms-Unclassified	Barbara/Class	<a href="http://www.das.state.ct.us/exam/AppForm.pdf">http://www.das.state.ct.us/exam/AppForm.pdf</a>
Benefits	Barbara/Uncla	<a href="http://www.commnet.edu/employment.asp">http://www.commnet.edu/employment.asp</a>
Med Cert Forms	Lori	
Unclassified Evaluation Forms - 4c's ,AFSCME S Admin,AFT	Barbara	<a href="http://www.das.state.ct.us/HR/HR_Forms_Index.htm">http://www.das.state.ct.us/HR/HR_Forms_Index.htm</a>
Faculty Evaluation - FDRP	Louise	<a href="http://www.commnet.edu/emprel/facultyplan.asp">http://www.commnet.edu/emprel/facultyplan.asp</a>
New Employee packet	Lori	
Tuition Waivers	Barbara/Louise	

## Job Openings/TRCC Searches/State Exams

TRCC Positions- Postings and New Positions	Louise	
TRCC Job Openings	Louise /Barbara	<a href="http://www.trcc.commnet.edu/Human_Resources/updates/jobs_3rivers.htm">http://www.trcc.commnet.edu/Human_Resources/updates/jobs_3rivers.htm</a>
Search Guidelines	Louise Unclassified Manual	
State Classified Openings/ Exams		<a href="http://www.das.state.ct.us/exam/default.asp">http://www.das.state.ct.us/exam/default.asp</a>
CC System Openings		<a href="http://www.commnet.edu/employment.asp">http://www.commnet.edu/employment.asp</a>

## Payroll Services

Paycheck Questions	Tony/Sue	
Payroll Schedule	Tony/Sue	<a href="http://das.ct.gov/images/1090/Calendar_2016.pdf">http://das.ct.gov/images/1090/Calendar_2016.pdf</a>
Paycheck Distribution	Tony/Sue	
Tax forms/changes	Tony/Sue	
Direct Deposit	Tony/Sue	
W-2's	Tony/Sue	
Student Employees	Tony/Sue	

## Personal Information Changes

Address changes Lori  
Family Status Changes Lori

## Policies-Board of Regents for Higher Education

### Position Descriptions/Processes

Classified Positions Louise [http://www.comnet.edu/ccc\\_policies.asp](http://www.comnet.edu/ccc_policies.asp)  
Unclassified Positions and CC Grade Placements Louise [http://www.das.state.ct.us/HR/HR\\_Managers.asp](http://www.das.state.ct.us/HR/HR_Managers.asp)  
Minimum Qualifications Louise see Unclassified Collective Bargaining Agreements/AFT/4C's/AFSCME Admins  
Willis /OJE Processes Louise  
Organization Charts Louise/Lori

### Time & Attendance Info

Accrual Balances Sue  
Holiday Schedule Sue [http://das.ct.gov/images/1090/Calendar\\_2016.pdf](http://das.ct.gov/images/1090/Calendar_2016.pdf)

Time Cards Sue  
Diversity -Mandated Louise <http://www.cga.ct.gov/2002/olrdata/jud/rpt/2002-R-0417.htm>  
Sexual Harassment-Mandated Louise <http://www.ct.gov/chro/cwp/view.asp?a=2527&q=333112>  
State In-Service Barbara

### Tuition Waivers

4C's,AFT,AFSCME ADMIN Louise/Barbara Forms available in HR  
NP2,NP3,P-5--Refer to collective Bargaining Agreements Louise

### Workers Compensation

Lori

## **Student Services Division**

Stephan Finton, Acting Dean of Student Services, Enrollment Management and Workforce Development  
– 860-215-9003

Christine Languth, Acting Director of Student Success – 860-215-9260

Marie Hoffman, Administrative Assistant – 860-215-9230

### **Student Development**

Jacqueline Phillips, Ed.D., Director of Student Development – 860-215-9279

Carolyn Prunier, Welcome Center Coordinator and Testing Center Coordinator – 860-215-9318

Sandra Farwell, Educational Assistant/Welcome Center (part-time) – 860-215-9326

Felicia Bullock, Educational Assistant/Evening Assistant (part-time) – 860-215-9016

Kathleen Williams, Educational Assistant/Evening Assistant (part-time) – 860-215-9016

Edward Derr, ConnCAS Coordinator – 860-215-9255

Deirdre Sebastian, ConnCAS Counselor – 860-215-9290

Kirsten Pennie, Ph.D., ConnCAS Tutor (part-time) – 860-215-9255

### **Admissions/Outreach/ Recruitment**

Peg Stroup, Director of Admissions – 860-215-9296

Steven Paternoster, Assistant Director of Admissions – 860-215-9323

Deborah DiCarlo, Registration Services Assistant – 860-215-9237

Rashita Parker, Registration Services Assistant – 860-215-9277

Cynthia Andeen, Secretary I – 860-215-9201

### **Counseling and Advising**

Kathleen Gray, Counselor/Transfer – 860-215-9248

Matt Liscum, Counselor/Disabilities – 860-215-9265

Sharon Lincoln, Advisor/Student Support Specialist/WIA, TAA, Veterans – 860-215-9264

Meg Wichser, Retention Specialist/Advisor – 860-215-9304

Elizabeth Willcox, Advisor – 860-215-9289

Celeste Warner, Educational Assistant, Career Services & Advisor (part-time) – 860-215-9302

### **Financial Aid**

Kenneth Briggs, Acting Director of Financial Aid – 860-215-9215

Hong-Yu Kovic, Financial Aid Counselor – 860-215-9259

Donna Ramos, Financial Aid Assistant – 860-215-9283

Elaine Topalis, Processing Technician – 860-215-9299

### **Groton Submarine Base**

Jean Gustafson, Educational Assistant (part-time) – 860-445-5575

### **Registrar**

Betty Williamson, Acting Registrar – 860-215-9307

Patrick Keller, Assistant Registrar – 860-215-9211

Terri DeBarros, Processing Technician/Veterans Services – 860-215-9235

Veda Wellington, Secretary I – 860-215-9303

Pauline Goyette, Office Assistant – 860-215-9247

**Student Programs**

Rhonda Spaziani, Director of Student Programs – 860-215-9293

**Workforce and Community Education**

Marge Valentin, Associate Dean of Workforce Development – 860-215-9006

Judy Hardy, Administrative Assistant – 860-215-9200

Ana Gonzales, Program Coordinator – 860-215-9246

Jaqueline Staller, Office Assistant – 860-215-9294



## ADD/DROP FORM

Add/Drop forms will not be accepted after the deadline posted in the academic calendar.

Student ID Number @ _____	Semester: Fall 20____ Winter 20 ____ Spring 20____ Summer 20____
Last Name _____	First Name _____ M. I. _____
Date of Birth ____/____/____	Primary Phone Number _____ - _____ - _____
Address _____	City _____ State _____ Zip _____

- Are you receiving Financial Aid for this semester?  Yes  No
- Have you spoken with a Financial Aid representative?  Yes  No (strongly recommended)
- Are you currently receiving VA benefits?  Yes  No (contact the VA representative)
- 50% of tuition is charged for dropped course credits between semester start and Add/Drop deadline unless they are replaced with an equivalent number of course credits.

D R O P	CRN	Subj	Course	Sec	Course Title	Credit	Advisor Notes	Date

A D D	CRN	Subj	Course	Sec	Course Title	Credit	Advisor Notes	Date

**Instructor Override Authorization (sign & date all that apply)**

	CRN	Subj	Course	Sec	Instructor Name & Signature	Date(Required)
<b>Closed Section Override</b>						
<b>Prerequisite Override</b>						
<b>Late Registration Override (2<sup>nd</sup> week registration approval)</b>						

Student Signature \_\_\_\_\_ Date \_\_\_\_\_

**REGISTRAR'S OFFICE SECTION ONLY\_\_**

Processed by: \_\_\_\_\_ Date: \_\_\_\_\_ Total Credits Remaining: \_\_\_\_\_

White copy-Registrar's Office    Pink copy-VA Office    Yellow copy-Student

# Three Rivers Community College

[copycenter@trcc.commnet.edu](mailto:copycenter@trcc.commnet.edu)

Copy Center (XT 59029)

## Copy Request Form

Requested By: \_\_\_\_\_ Department: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Date/Time Submitted: \_\_\_\_\_ Date/Time Required: \_\_\_\_\_

(Please allow **3 business days** for all jobs)

# of pages of ORIGINALS: \_\_\_\_\_ Are Originals double sided? Y \_\_\_ N \_\_\_ # OF COPIES: \_\_\_\_\_

Collated \_\_\_\_\_ Uncollated \_\_\_\_\_ (If uncollated is each original/page copied to be placed into separate stacks?) \_\_\_\_\_

**DOUBLE SIDED:** 1-1 \_\_\_\_\_ 1-2 \_\_\_\_\_ 2-1 \_\_\_\_\_ 2-2 \_\_\_\_\_

**STAPLED:** 1 Staple: Left \_\_\_\_\_ or Right \_\_\_\_\_ 2 Staples: Top \_\_\_\_\_ or Side \_\_\_\_\_

**HOLE PUNCHED:** 2 Holes: \_\_\_\_\_ 3 Holes: Left \_\_\_\_\_ or Right \_\_\_\_\_ or Top \_\_\_\_\_

*Special Instructions:* \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Special Options

**Color Paper:** Blue: \_\_\_\_\_ Yellow: \_\_\_\_\_ Pink: \_\_\_\_\_ Green: \_\_\_\_\_ Ivory: \_\_\_\_\_

**Special Paper:** 8.5 x 14 (legal) \_\_\_\_\_ 11 x 17 \_\_\_\_\_ Card Stock (heavier): 8.5 x 11 \_\_\_\_\_ 11 x 17 \_\_\_\_\_

**Booklet Binding:** \_\_\_\_\_ Number pages? Yes (where?) \_\_\_\_\_ No \_\_\_\_\_

\*For more detailed booklet binding and other folding jobs please see Fold/Mail request form

\_\_\_\_\_

### Copy Center Staff Use Only

Completed By: \_\_\_\_\_ Date/Time: \_\_\_\_\_

Date Notified: \_\_\_\_\_ By Phone: \_\_\_\_\_ By Email: \_\_\_\_\_

Three Rivers Community College

[copycenter@trcc.commnet.edu](mailto:copycenter@trcc.commnet.edu)

Copy Center (XT 59029)

# Folding and/or Mailing Request

Requested By: \_\_\_\_\_ Department: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
Date/Time Submitted: \_\_\_\_\_ Date/Time Required: \_\_\_\_\_  
(Please allow **3 business days** for all folding jobs)

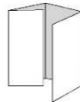
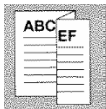
**NUMBER OF COPIES:** \_\_\_\_\_ Collated \_\_\_\_\_ Uncollated \_\_\_\_\_ (If uncollated, placed in separate stacks?) \_\_\_\_\_

**Booklet Binding:** Small (5.5 x 8.5) \_\_\_\_\_ Large (8.5 x 11) \_\_\_\_\_ Hard cover: \_\_\_\_\_

Numbered pages: **Yes** (top or bottom) \_\_\_\_\_ (centered, left, right) \_\_\_\_\_ or **No** \_\_\_\_\_

Other instructions: \_\_\_\_\_

**Folded:** Z-fold \_\_\_\_\_ Tri-fold In \_\_\_\_\_ Tri-fold Out \_\_\_\_\_ Double Parallel \_\_\_\_\_ Gate \_\_\_\_\_ Half-fold \_\_\_\_\_



**Multi-paper Fold:** Half-fold \_\_\_\_\_ Tri-fold In \_\_\_\_\_

## Mail

**Envelopes** (circle one): **Window** or **Non-Window** How Many envelopes in total: \_\_\_\_\_

How Many Sheets per Envelope: \_\_\_\_\_ (If more than 1 sheet please indicate the sequence)

Are there Any Inserts (i.e. envelope or brochure): \_\_\_\_\_

**After Stuffing** (circle one): **Mailed Out Directly** or Returned To: \_\_\_\_\_

Special Instructions: \_\_\_\_\_

## Special Options

**Color Paper:** Blue: \_\_\_\_\_ Yellow: \_\_\_\_\_ Pink: \_\_\_\_\_ Green: \_\_\_\_\_ Ivory: \_\_\_\_\_

**Special Paper:** 8.5 x 14 (legal) \_\_\_\_\_ 11 x 17 \_\_\_\_\_ Card Stock (heavier): 8.5 x 11 \_\_\_\_\_ 11 x 17 \_\_\_\_\_

## Copy Center Staff Use Only

Completed By: \_\_\_\_\_ Date/Time: \_\_\_\_\_

Date Notified: \_\_\_\_\_ By Phone: \_\_\_\_\_ By Email: \_\_\_\_\_



## REQUEST FOR USE OF COLLEGE FACILITIES FOR INTERNAL ACTIVITIES

This request is mandatory for any internal event held at Three Rivers Community College and should be submitted a minimum of ten (10) days in advance of the event. Fill the form out completely and return to the Dean of Administrative Services for confirmation. Space is not authorized until receipt of an approved copy of the form.

Day(s) of the week: \_\_\_\_\_

Dates of Activity: \_\_\_\_\_

Room(s) Requested: \_\_\_\_\_

Time of Activity: \_\_\_\_\_ From  a.m.  p.m. To  a.m.  p.m.

Time of Activity: \_\_\_\_\_ From  a.m.  p.m. To  a.m.  p.m.

Time of Activity: \_\_\_\_\_ From  a.m.  p.m. To  a.m.  p.m.

Access to Facility: \_\_\_\_\_ From  a.m.  p.m. To  a.m.  p.m.

Access to Facility: \_\_\_\_\_ From  a.m.  p.m. To  a.m.  p.m.

Access to Facility: \_\_\_\_\_ From  a.m.  p.m. To  a.m.  p.m.

Name of College Organization: \_\_\_\_\_

Telephone: ( ) -

Describe event to be held: \_\_\_\_\_

Open to:  College Community only  General Public Number Expected \_\_\_\_\_

Admission or other fee?  Yes  No If yes, how much? \_\_\_\_\_

Organization Representative who will be present to supervise event: \_\_\_\_\_

**Set-up Instructions** – If none needed check this box . If set up required, please indicate all items required and the number of each item desired. List details or special instruction below:

Details: \_\_\_\_\_  
\_\_\_\_\_

**Food and Beverage Usage** – If event involves the use of food or beverages, please describe what is planned, who will provide this food service, and who will be responsible for clean up.

Details: \_\_\_\_\_  
\_\_\_\_\_

Your signature below affirms that you and your organization understand and agree to abide by all rules governing use of college facilities.

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Today's Date: \_ / \_ / \_

### FOR OFFICE USE ONLY

Facilities Authorized: \_\_\_\_\_ Campus: \_\_\_\_\_ Food Service Authorized?  Yes  No

Security Required  Evening Administrator Required  Maintenance Overtime

Approval Signature: \_\_\_\_\_

Date: \_ / \_ / \_

Copies to:  Originator  Space Coordinator  Maintenance  Dean  EA Coordinator  
 Purchasing  Billing  Scheduling  Other: \_\_\_\_\_

THREE RIVERS COMMUNITY COLLEGE  
AGREEMENT TO COMPLETE ASSIGNED WORK

DATE: \_\_\_\_\_

College policy states: "An incomplete (I) is a temporary grade assigned to a student who does not complete the requirements of a course in the time allowed and who received a written time extension from the instructor. The I must be resolved by the end of the **10th week** of the next academic semester or it automatically converts to an **F**."

In order to complete the course specified in this agreement, the student must:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The student has already completed the following assignments and tests and earned the following grades:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

In the event that the instructor awarding the grade of "I" is unavailable during the term the student wishes to complete the assigned work, the student must see the Academic Dean.

Student's Name (please print) \_\_\_\_\_

Student's Signature \_\_\_\_\_

Student ID Number \_\_\_\_\_

Instructor's Name (please print) \_\_\_\_\_

Instructor's Signature \_\_\_\_\_

Academic Dean's Signature \_\_\_\_\_

Course/CRN: \_\_\_\_\_ Term: \_\_\_\_\_

A copy of this agreement should be retained by the student, the instructor and the Academic Dean.



# Proctoring Request Form

How to Contact the Testing Center:

Phone: 860- 215-9061  
Email: testing@threerivers.edu  
Interoffice Mail: Testing Center  
Room: A117

Date: \_\_\_\_\_

Instructors: *Please attach this form to your test and send via email, fax, Interoffice mail or walk in.*

### INSTRUCTOR INFORMATION

Instructor: \_\_\_\_\_ Phone: \_\_\_\_\_ Course: \_\_\_\_\_

Signature: \_\_\_\_\_ or check this box:

### STUDENT INFORMATION

Student name: \_\_\_\_\_ Banner ID# \_\_\_\_\_

### TEST INFORMATION

*I request use of the testing center to proctor a:*

- Make-up Test - Time allotted for Test:
- Challenge Test - Time allotted for Test:
- Special Accomodations Test - Time allotted for Test:

Test name: \_\_\_\_\_ Test deadline: (STRICTLY ENFORCED) \_\_\_\_\_

### TESTING INSTRUCTIONS

*During the test, please check the items that may be used:*

- ANSWER ON:            Blank paper    Blue Book    ScanTron    Directly on test    Online
- SUPPLIES ALLOWED :    Calculator    Dictionary    Scratch paper    Open notes    Note cards
- ACCOMMODATIONS:    Quiet room    Extended Time    Headphones    Scribe    Reader    Other (please explain below)

ADDITIONAL INSTRUCTIONS: \_\_\_\_\_

### FOR TESTING OFFICE USE ONLY:

Date of appointment: \_\_\_\_\_ Time of appointment: \_\_\_\_\_

Start of test: \_\_\_\_\_ End of test: \_\_\_\_\_

Questions, comments, concerns: \_\_\_\_\_

Proctored by: \_\_\_\_\_ Date: \_\_\_\_\_

# THREE RIVERS COMMUNITY COLLEGE

## KEY AND KEYCARD REQUEST FORM

### Instructions:

1. All requests for keys and keycards must be submitted and approved by the responsible dean. Requests for access to computer labs for other than scheduled classes will also require the approval of the Dean or Director of Information Technology.
2. Completed forms should be submitted to the Director of Facilities. When requested keys are available, they will be returned to the requesting division for issuance.
3. Individuals receiving keys will be expected to sign a receipt and a statement of basic responsibilities regarding keyuse.

### Please place a checkmark in all applicable boxes below:

- |  |   |
|--|---|
| <input type="checkbox"/> New Key Request | <input type="checkbox"/> Add a Room on a Keycard    |
| <input type="checkbox"/> New Keycard     | <input type="checkbox"/> Replacement Key or Keycard |

### Individuals to Receive Keys:

### Room Number(s) for Keys Requested:

### Justification / Explanation (if necessary):

Submitting Division: \_\_\_\_\_

Approved: \_\_\_\_\_

Date: \_\_\_\_\_

### To be completed by Facilities Personnel Only:

Date Issued:     /     /

Issued by: \_\_\_\_\_

PRIORITY		
EMERGENCY	SECURITY	NORMAL
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	<b>PAY SCHEDULE</b>	
	<b>2016 - 2017</b>	
<b>Payroll #</b>	<b>Pay Period</b>	<b>Check Date</b>
1	06/10/16 - 06/23/16	07/08/16
2	06/24/16 - 07/07/16	07/22/16
3	07/08/16 - 07/21/16	08/05/16
4	07/22/16 - 08/04/16	08/19/16
5	08/05/16 - 08/18/16	09/02/16
6	08/19/16 - 09/01/16	09/16/16
7	09/02/16 - 09/15/16	09/30/16
8	09/16/16 - 09/29/16	10/14/16
9	09/30/16 - 10/13/16	10/28/16
10	10/14/16 - 10/27/16	11/10/16
11	10/28/16 - 11/10/16	11/25/16
12	11/11/16 - 11/24/16	12/09/16
13	11/25/16 - 12/08/16	12/23/16
14	12/09/16 - 12/22/16	01/06/17
15	12/23/16 - 01/05/17	01/20/17
16	01/06/17 - 01/19/17	02/03/17
17	01/20/17 - 02/02/17	02/17/17
18	02/03/17 - 02/16/17	03/03/17
19	02/17/17 - 03/02/17	03/17/17
20	03/03/17 - 03/16/17	03/31/17
21	03/17/17 - 03/30/17	04/13/17
22	03/31/17 - 04/13/17	04/28/17
23	04/14/17 - 04/27/17	05/12/17
24	04/28/17 - 05/11/17	05/26/17
25	05/12/17 - 05/25/17	06/09/17
26	05/26/17 - 06/08/17	06/23/17



## **A Listing of Phone Numbers for Often-Used Publishers:**

### **Anderson Publisher**

Customer Service 1-800-833-9844

Desk copy 1-877-374-2919

### **American Medical Association**

Customer Service 1-800-621-8335

Desk copy 1-800-621-8335

Email [amacatalog@ama-assn.org](mailto:amacatalog@ama-assn.org)

### **Best Value Textbooks**

Customer Service 1-800-646-7782

Desk copy [braeb@bvtpublishing.com](mailto:braeb@bvtpublishing.com)

### **Cambridge University Press**

Customer Service 1-800-872-7423

Desk copy [www.cambridge.org](http://www.cambridge.org)

### **Cengage Publisher**

Customer Service 1-800-354-9706

Desk copy 1-800-842-3636

Brooks/Cole

Chapman & Hall

Course Technology

Delmar

Heinle & Heinle

Souther- Western

Wadsworth

West

Houghton-Mifflin

### **Columbia University Press**

Customer Service/Desk Copy 1-800-343-4499

### **Dearborn Financial Publishing**

Customer Service 1-800-554-4384

Desk copy X 4414

Customer Service 1-800-338-3987

Desk copy 1-800-338-3987 # opt. 3

**Elsevier**

Customer Service 1-800-545-2522

Pub Rep-Sean Paravano

800-222-9570

s.paravano@elsevier.com

Mosby

Saunders

Churchill Livingstone

Butterworth-Heinemann

**F.A. Davis**

Customer Service/Desk Copy 1-800-323-3555

**Fire Protection Publication**

Customer Service 1-800-654-4055

Desk copy [www.IFSTA.org](http://www.IFSTA.org)

**Goodheart & Wilcox**

Customer Service 1-800-323-0440

Desk copy [www.G-W.com](http://www.G-W.com)

**Greenwood Heinnemann**

Customer Service/Desk Copy 1-800-225-5800

**Hopkins Fulfillment**

Customer Service 1-800-537-5487

Desk copy [hfcustserv@press.jhu.edu](mailto:hfcustserv@press.jhu.edu)

**John Wiley & Sons**

Customer Service 1-800-225-5945

Desk copy 1-800-225-5945 opt 3

**Jones & Bartlett**

Customer Service 1-800-832-0034

Desk copy 1-800-832-0034 opt 3

**Lexis Nexis - Matthew Bender  
Pearson**

Customer Service 1-800-833-9844

Desk copies

Criminal Justice 1-877-374-2919

All other Titles 1-800-533-1646

Customer Service 1-800-922-0579

Desk copy 1-800-526-0485

Addison Wesley  
Benjamin Cummings  
Allyn & Bacon  
Longman  
Prentice Hall

**Logical Operations**

Customer Service 1-800-456-4677

**Macmillan Publishers**

Customer Service/Desk Copy 1- 888-330-8477  
MPS  
Bedford St. Martin  
WH Freeman  
Worth

**McGraw Hill**

Customer Service/Desk Copy 1-800-338-3987

**Morton Publishing Company**

Customer Service/Desk Copy 1-800-348-3777

**National Fire Protection Association**

Customer Service 1-800-344-3555  
Desk copy [www.NFPA.org](http://www.NFPA.org)

**Oxford University Press**

Customer Service/Desk Copy 1-800-445-9714

**Sage Publications**

Customer Service 1-800-818-7243  
Desk copy 1-800-818-7243 ext 7800

**Townsend Press**

Customer Service/Desk Copy 1-800-772-6410

**Waveland Press**

Customer Service/Desk Copy 1-847-634-0081

**W.W. Norton**

Customer Service 1-800-233-4830  
Desk copy 1-800-233-4830 opt 4

# Three Rivers Community College Strategic Plan

## Strategic Planning

During academic year 2016-2017, the College will undertake a strategic planning process to update the current strategic plan, "Bridging to the Future." A consultant will be hired to facilitate this process in September, and during the fall semester, members of the College community (faculty, staff and students) will be invited to participate in focus groups to solicit their ideas about the College's future. The planning process will occur concurrently with the writing of the NEASC 5<sup>th</sup> Year Interim Report which is due in June 2017.

## NEASC 5<sup>th</sup> Year Interim Report Committee

This Committee was formed in May 2016 and a meeting was convened with all the faculty and staff members of the nine (9) Standards. Students will be added to the committee on Standard Five: Students. The committees will meet during the fall semester and present a draft of the committee standard by the start of the Spring semester in January. A draft of the complete report will be edited during the month of February and during the month of March the draft report will be reviewed by all members of the committees. Final editing will occur during the month of April and May with the final document submitted in June 2017. The members of this committee are:

<b>NEASC Interim Report Committee Members</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Title</b>	<b>Standard Name</b>
Amenta	Kevin	Assistant Professor of Communications and English	Students
Arpin	Cindy	Assistant Professor of Nursing	Mission and Purposes
Arrieta	Celeste	Associate Professor of Foreign Language	Students
Barfield	Kem	Director of Educational Technology	Mission and Purposes
Barry	Todd	Full-Time Instructor of English	Mission and Purposes
Brammer	Jon	Writing Center Coordinator	Organization and Governance
Braza	Art	Professor of Accounting	Educational Effectiveness
Calvert	Jodi	Director of Learning Initiatives	Teaching, Learning and Scholarship
Carrol	Pamela	Professor of Psychology	Teaching, Learning and Scholarship
Carta	Mike	Associate Professor of Chemistry	Planning and Evaluation
Delaney	Terry	Professor of History	Educational Effectiveness
Dickson	Tracey	College Career Pathways Data Administrator	Teaching, Learning and Scholarship
Gaffney	Kathryn	Director, Marketing and Public Affairs	Integrity, Transparency and Public Disclosure
Jeknavorian	Sandra	Professor of Art	Planning and Evaluation
Hodson	April	Executive Assistant to the President	All
Kennedy	Brian	Professor of Mathematics	Institutional Resources
Languth	Christine	Director of Student Success	The Academic Program

**NEASC Interim Report Committee Members**

<b>Last Name</b>	<b>First Name</b>	<b>Title</b>	<b>Standard Name</b>
McCarthy-Zaremba	Kacey	Assistant to the Academic Dean	Planning and Evaluation
Molkenthin	Kelly	Full-Time Instructor of Mathematics	Organization and Governance
Muenzner	Ed	Professor of Accounting	Institutional Resources
O'Neill	Gayle	Director of Finance and Administrative Services	Institutional Resources
Ouellet	Edie	Director of Nursing and Allied Health	Integrity, Transparency and Public Disclosure
Qin	Laura	Director, Institutional Research	Educational Effectiveness
Rafeldt	Lillian	Professor of Nursing	Educational Effectiveness
Ricker	Nicola	Assistant Professor of Science	Organization and Governance
Selke	Sarah	Associate Professor of Biology	Integrity, Transparency and Public Disclosure
Selvaggio	Joe	Associate Professor of English	Teaching, Learning and Scholarship
Stutz	Mike	Associate Professor of Communications	The Academic Program
Summa	Louise	Director, HR and Contract Administration	Integrity, Transparency and Public Disclosure
Williamson	Betty	Acting Registrar	Students
Zenie	Heidi	Associate Professor of Exercise Science and Sports and Leisure Management	The Academic Program

# ***Bridging to the Future***

## **Three Rivers Community College Strategic Plan 2013-2016**

**January, 2013**

# Strategic Planning Team

## ***Members***

Allan Anderson, Associate Professor of Computer Science  
Betty Baillargeon, Director of Institutional Advancement  
Kem Barfield, Director of Distance Learning  
Ann Branchini, Dean of Academics  
Karen Edwards, Dean of Student Services  
Ellen Freeman, Director of Nursing and Allied Health  
Stephen Goetchius, Dean of Information Technology  
Brenna Jackiewicz, Interim Director of Admissions  
Grace Jones, President  
Michael Lopez, Dean of Administration  
Anthony Mitta, Assistant Director of Human Resources  
Kelly Molkenthin, Instructor of Mathematics  
Gayle O'Neill, Director of Finance  
Peter Patsouris, Associate Professor of History and International Studies  
George Rezendes, Director of Institutional Research  
Jacqueline Phillips, Director of Student Development  
Louise Summa, Director of Human Resources  
Marjorie Valentin, Associate Dean of Continuing Education  
Pamela Williams, Reference and Instruction Librarian  
Betty Williamson, Associate Registrar  
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## ***Planning Coordinator***

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## ***Consultants***

Richard Alfred, University of Michigan

Patricia Carter, Center for Community College Development

# **Three Rivers Community College**

## ***Bridging to the Future***

### **Executive Summary**

The findings and priorities presented in the Three Rivers Community College 2013-2016 Strategic Plan are the result of a comprehensive examination of forces and factors that will influence the development of the College in the foreseeable future. Multiple sources of information were used to frame priorities, including published documents and reports describing regional trends; interviews with senior administrators; and a series of listening sessions with internal campus groups (faculty, professional staff, and classified staff) and external constituencies between September and November 2012 to gauge stakeholder perceptions and expectations of the College. External listening sessions were conducted with seven groups involving more than 80 individuals representing business and industry employers, K-12 school district superintendents, K-12 counselors, the TRCC Foundation and Regional Advisory Council, 4-year college and university academic and admissions personnel, hospital and health organizations and alumni. Approximately 120 individuals attended thirteen internal listening sessions organized for TRCC faculty, staff, administrators, and students. Multiple source data were synthesized by the consultants and shared with College faculty, staff, and administrators in two reports—a Capacity Analysis and Opportunity Analysis. These reports and a portfolio of supporting information served as the resource platform for formulation of College-wide priorities by TRCC’s Strategic Planning Team in December 2012.

#### **Background and Strengths**

Three Rivers Community College (TRCC) was created in 1992 through legislation enacted by the Connecticut General Assembly which merged community and technical colleges in five geographic regions in Connecticut. Named in recognition of three rivers in the region—the Shetucket, the Yantic, and the Thames—Three Rivers Community College was formed from the merger of Mohegan Community College and Thames Valley State Technical College. The College operated on geographically separate campuses on opposite sides of Norwich until 2009 when new construction and renovation at the Thames Valley campus, supported by a \$75 million appropriation from Connecticut State Legislature in 2003, enabled consolidation. In addition to the main campus on New London Turnpike, TRCC also has off-campus instructional centers located at the Naval Submarine Base and Ella Grasso Technical School in Groton.

By all accounts, TRCC is a valued resource in its service region as:

- a visible and respected community asset that makes a significant contribution to the community, including involvement and interaction with regional and local boards and for-profit and non-profit organizations;
- a hub for regional and community development—an intellectual, cultural and physical resource for the community;



- a “gateway to opportunity” that offers a valuable and affordable postsecondary alternative and a rich learning experience through an array of programs that prepare students for transfer to 4-year institutions or for entry into the workforce;
- an important provider of affordable training and retraining for regional business and industry;
- an institution offering recognized signature and magnet programs in nursing, sciences, nuclear engineering and engineering technology.

College employees take great pride in TRCC’s strengths and capabilities which they characterize as:

- making a difference in the lives of those touched by the College
- strongly supporting student success
- having dedicated faculty, staff, and instructional resources that contribute to TRCC’s effectiveness as an organization
- being an important community resource
- providing unparalleled educational resources
- having outstanding facilities and technology resources

### **Challenges and Opportunities**

Like all institutions, Three Rivers Community College is not without challenges. While having made important contributions to the service region it has yet to achieve its full potential for outreach and collaboration. Among the opportunities on its horizon are bridge building and partnerships with K-12 school districts and business and industry employers. School districts are eager to partner with TRCC in dual enrollment, curriculum laddering and staff development toward the goal of enhancing student success. Employers recognize TRCC’s strength and potential as a resource for job training and retraining and express a need for strengthened linkages in course and curriculum development, skill training and retraining, needs assessment, and school to work transition through internships and school-to- work partnerships.

TRCC has established excellent transfer relationships with regional 4-year colleges and universities, but there is significant potential for improved collaboration in areas of mutual benefit such as reverse transfer, two-way reporting systems, curriculum development and articulation and teaching methods. Opportunities were also indentified in the area of community development in the form of linkages with organizations involved in the regional economic and workforce development with TRCC serving as a hub for regional collaboration.

The strategic planning process has provided TRCC with a foundation for the pursuit of opportunity through a rich portfolio of information describing current and projected needs of the service region. The priorities articulated in *Bridging to the Future* will both continue the College’s tradition of excellence and put it on track toward establishing a brand as a premier institution of postsecondary education and training in Southeastern Connecticut.

# Priorities

Priorities for college development were identified through an extensive planning process that included internal and external listening sessions and analysis of published documents and reports describing regional trends and economic, demographic and occupational projections. The Strategic Planning team identified six priorities through intensive analysis and collective action that build on the strengths of the College and that optimally use its resources. Each is integral to the TRCC's continuing development and success, therefore the priorities listed below are not presented in order of importance.

## 1. FACILITATE AND SUPPORT STUDENT SUCCESS

### **Key Action Steps:**

#### ***TRCC will provide:***

- a seamless transition to 4-year colleges and universities
- clear educational and career pathways
- programs that connect students to careers through internships, credentialing and certification
- resources to develop college-level academic skills including support for tutoring, distance learning, advising and computer and information literacy
- a simplified and streamlined enrollment process
- systems and processes that are easily navigated by students
- opportunities for civic engagement and personal development
- outreach services that prepare students for collegiate study before they arrive on campus
- academic rigor in all programs, courses and curricula culminating in transfer and workplace success
- multiple delivery options to students (on-ground/traditional, on-line and hybrid) programs and courses

### **Performance Indicators:**

- ✓ Semester-to-semester retention
- ✓ Achievement of student learning goals
- ✓ Graduation rate
- ✓ Credits completed
- ✓ Transfer rate
- ✓ Attainment of job related to curriculum
- ✓ Attainment of advanced educational degrees

## **2. ENSURE RESPONSIVENESS AND RELEVANCE OF CURRICULA, SERVICES AND DELIVERY SYSTEMS TO CONSTITUENCY NEEDS**

### **Key Action Steps:**

#### ***TRCC will:***

- continually identify and respond to changing educational needs of the regional population
- align curricula with regional educational and workforce needs
- enhance communication with community constituencies regarding program and service offerings and college resources
- make expertise and educational resources available to the community
- systematically solicit information about employer educational and workforce needs through on-going contact with employers
- create and share memoranda of understanding outlining expectations, collaboration and delivery of services between TRCC and key constituencies

### **Performance Indicators:**

- ✓ Evidence of curricular and program changes
- ✓ Employer satisfaction ratings
- ✓ Number of memoranda of understanding generated with employers
- ✓ Placement rate of students
- ✓ Relationship of job to program or curriculum field
- ✓ Ratings of employer satisfaction

## **3. ESTABLISH WORKING PARTNERSHIPS AND COLLABORATION WITH SENDING AND RECEIVING ORGANIZATIONS**

### **Key Action Steps:**

#### ***TRCC will:***

- work closely with K-12 schools to identify areas of mutual benefit (developmental skills preparation, professional development, college preparedness, retention to diploma/degree, etc.)
- improve articulation and communication with 4-year colleges and universities to ensure that courses, curricula and degree requirements lead to successful transfer
- partner with 4-year colleges and universities to offer programs, courses and curricula on TRCC's campus
- establish mutual gain partnerships with employers
- serve as a catalyst for regional economic development by bringing together key community partners

**Performance Indicators:**

- ✓ Evidence of active partnerships with K-12 schools (programs, activities, agreements, etc.)
- ✓ Evidence of improved articulation with 4-year colleges (expression of satisfaction with articulation by 4-year college officials)
- ✓ Number of 4-year courses offered on-campus at TRCC
- ✓ Number of partnerships with employers
- ✓ Activities geared toward regional economic development initiated by TRCC

**4. ESTABLISH AND AFFIRM A BRAND IDENTITY THAT DISTINGUISHES THE COLLEGE AS A FIRST CHOICE EDUCATIONAL PROVIDER IN THE SERVICE REGION**

**Key Action Steps:**

*TRCC will:*

- engage members of the college community in brand development
- distinguish and augment elements of TRCC's unique identity with key constituencies
- develop a comprehensive marketing plan
- create a synergy with partners in the community to foster brand recognition
- leverage resources using brand recognition to create working partnerships
- position TRCC effectively for resource acquisition and use through alignment with higher education partners in Connecticut

**Performance Indicators:**

- ✓ Clear statement of brand for TRCC
- ✓ Development and implementation of a comprehensive marketing plan
- ✓ Evidence of faculty/staff understanding and commitment to brand
- ✓ Evidence provided by external constituencies of TRCC becoming a "go to" first step for a baccalaureate degree

## 5. FOSTER A CULTURE OF INCLUSIVENESS, COLLABORATION AND INNOVATION

### **Key Action Steps:**

#### ***TRCC will:***

- reaffirm and connect the college community to organizational core values
- promote a college culture that encourages risk taking, innovation and entrepreneurial pursuit
- promote a culture that values and acknowledges the contributions of individuals
- develop and institutionalize a process to encourage and promote new initiatives and innovation
- systematically provide opportunities for employee development and continuous improvement

### **Performance Indicators:**

- ✓ Evidence of employee satisfaction
- ✓ Number and frequency of initiatives undertaken
- ✓ Frequency of, and value-added by, opportunities for professional and career growth and development for employees

## 6. EXERCISE RESPONSIBLE STEWARDSHIP OF RESOURCES

### **Key Action Steps:**

#### ***TRCC will:***

- systematically identify and evaluate the utilization of resources (people, facilities, energy, processes, funding and time)
- implement measures to improve the efficient use of resources
- identify all possible sources of revenue and generate alternative sources of revenue

### **Performance Indicators:**

- ✓ Increase funding stream for operations by 1 percent over previous year
- ✓ Evidence of enhancement in annual report of metrics provided to governance bodies (human resource metrics, funding streams, student enrolment and graduation)
- ✓ Year-to-year cost savings
- ✓ Evidence of revenue enhancement through alternative sources

## Strategic Intent

Three Rivers Community College aspires to the goal of becoming a premier provider of postsecondary education and training in southeastern Connecticut. Our 2013-2016 Strategic Plan, *Bridging to the Future*, is a step into the future in partnership with people and organizations in southeastern Connecticut and the State of Connecticut. Standing in the way of our aspiration are resources—both tangible and intangible—that must be leveraged in order to achieve our stated priorities. We are a strong and respected institution that makes a valuable contribution to learners and communities alike in our service region. Our resilience is evident in our ability to weather tidal waves of change that have occurred since our establishment as a unified institution in 1992: delivering education on geographically separate campuses for seventeen years; navigating contractual bargaining agreements with six different unions; enduring waves of budget reduction stemming from the national and state economic recession beginning in 2007; coping with a sudden and dramatic change in public higher education governance in 2011 that merged public 2-year and 4-year colleges (other than UConn) in one system; and undergoing intensive change in internal operating systems and procedures initiated by a new governing board and postsecondary education system.

Unquestionably, these challenges have created constraints to development. If viewed in broad perspective, however, they also open opportunity. As a learning community, we have the opportunity to come together to build on our rich intellectual and learning resources, our established base within the community, and our unparalleled physical and technological resources. More than ever before, we are at the cusp of an opportunity to establish a shared sense of community—the community that was in place at each of two geographically separate campuses that must now establish itself on a unified campus. There is no going back to the old—the only path for our College is one of going forward into the future as a united learning community. This path is one of collegiality, collaboration, teamwork and continuous improvement. The 2013-2016 strategic plan provides the building block for a process of change that must occur to enable us to achieve our aspiration and potential as a premium provider of postsecondary education in Southeastern Connecticut.

**A**

215-9011 Academic Division – C213  
 215-9258 Accounts Payable – F106  
 215-9308 Accounts Receivable – A107  
 215-9280 Accounting Office – C241  
 Ext. 19020 Admissions – A113  
 215-9016 Admissions Welcome Desk  
 215-9017 Advising - A119  
 215-9401 Alikhanova, Larisa – C104  
 215-9402 Amenta, Kevin – C136  
 215-9200 Ames, Judy – A111  
 215-9201 Andeen, Cynthia – A111  
 215-9403 Anderson, Allan – C106  
 215-9202 Angel, Lori – C247  
 215-9203 Angulo, Olan – C135A  
 215-9018 APL – D113  
 215-9204 Appadwedula, Kumar – C123  
 215-9465 Arpin, Cynthia – C220  
 215-9404 Arrieta, Maria Celeste – C146  
 215-9405 Ashton, Teri – C228

**B**

215-9207 Baillargeon, Betty – C211C  
 215-9208 Baker, Victoria – E110  
 215-9209 Barboza, Barbara – C241  
 215-9210 Barfield, Kem – E123  
 215-9406 Barry, Todd – C272  
 215-9407 Bennett, Richard – D209E  
 215-9212 Billups, Barbara – C247  
 887-6842 Bookstore – A101  
 215-9214 Brammer, Jon – C117  
 215-9223 Branchini, Ann – C213  
 215-9409 Braza, Arthur - C114  
 215-9215 Briggs, Kenneth – A106  
 215-9216 Browder, Terry – C135D  
 215-9217 Brown, Phyllis – A109  
 215-9016 Bullock, Felicia – A113  
 215-9219 Burbine, Matthew – C117  
 215-9410 Burch, Marcel – C256  
 215-9026 Bursar's Office – A109  
 215-9276 Business Office – C241

**C**

215-9022 Café, Cyber – A\_Wing  
 215-9295 Caffary, Amanda – D113  
 215-9220 Calvert, Jodi – D111  
 215-9100 CAMI Grant Line – D111  
 215-9302 Career Services Office – A119  
 215-9484 Carr, Beverly – D201  
 215-9412 Carroll, Pamela – C116  
 215-9413 Carta, Michael – C168  
 215-9026 Cashier's Office – A109  
 215-9301 Charette, Ronda – D111  
 215-9033 Child Care Center – E102  
 215-9414 Clampet, Irene – C126  
 215-9225 Cohen, Skye – C135E  
 215-9477 Colonghi, Patricia – C246

215-9226 Columbus, Brad – E207  
 215-9415 Comeau, Mark – C218  
 215-9238 Contac-EOC – A104  
 215-9029 Copy Center – D207  
 215-9017 Counseling – A119  
 215-9417 Courtney, Daniel – C134  
 215-9418 Crouch, Jeffrey – D209C  
 215-9229 Cullan, Andrew – C135A  
 215-9032 Current (Main) – E121  
 215-9031 Current (Business) – E121  
 215-9022 Cyber Café' – A\_Wing

**D**

215-9278 Darby-Hudgens, Fionnuala D111  
 215-9231 Davenport, Cathy – C135F  
 215-9232 Davenport, Larry – C135B  
 215-9233 Davis, Mark – D217  
 215-9234 Dean, Sandra – C241  
 215-9004 Dean of Academics – C213  
 215-9002 Dean of Administration – C241  
 215-9003 Dean of Student Services – A113  
 215-9235 DeBarros, Terri – A115  
 215-9420 Decker, June – C124  
 215-9421 DeFrance, Jennifer – C110  
 215-9422 Delaney, Terrance – C118  
 215-9236 DeLaRosa, Arnie – G105  
 215-9496 Delucia, Christopher – E205  
 215-9255 Derr, Edward – A116  
 215-9243 DeVeau, Michele – C123A  
 215-9237 DiCarlo, Deborah – A111  
 215-9320 Dickson, Tracy – D111E  
 215-9449 Dobkowski, Thomas – B105  
 215-9424 Dopirak, William – C130  
 215-9238 Dover, Gloria – A112

**E**

55555 Emergency Hotline  
 215-9016 Evening Assistant – A113

**F**

215-9054 Facilities Management – G100  
 215-9234 Facility Reservation- G100  
 215-9326 Farwell, Sandra – A113  
 215-9900 Fax – Academic Division  
 215-9901 Fax – Admin Services  
 215-9902 Fax – Admissions  
 215-9906 Fax – Advising and Counseling  
 215-9904 Fax – Cashiers Office  
 215-9907 Fax – Dean of Students  
 215-9902 Fax – Financial Aid  
 215-9909 Fax – Foundation  
 215-9910 Fax – IT Department  
 215-9911 Fax – Library  
 215-9912 Fax – Maintenance  
 215-9913 Fax – Middle College  
 215-9914 Fax – Nursing Office  
 215-9915 Fax – Payroll Office  
 215-9915 Fax – Personnel

215-9917 Fax – President's Office  
 215-9918 Fax – Purchasing  
 215-9919 Fax – Registrar  
 215-9920 Fax – Student Programs  
 215-9902 Fax – Student Services  
 445-9186 Fax – SubBase Groton  
 215-9902 Fax – Workforce Development  
 215-9241 Filiatreault, Marc – G103  
 215-9040 Financial Aid Office – A111  
 215-9003 Finton, Stephan – A113  
 215-9254 Fixed Assets (Inventory) C241  
 215-9242 Fonner, James – G100  
 215-9023 Food Service Office – F131  
 215-9043 Foundation – C211

**G**

215-9266 Gaffney, Kathryn – C211A  
 215-9428 Gentry, Michael - C154  
 215-9430 Gladue, Betti – C138  
 215-9452 Godwin, Elizabeth – C206  
 215-9002 Goetchius, Stephen – C241  
 215-9489 Goldreich, Marcia – E205  
 215-9246 Gonzales, Ana – A113B  
 215-9247 Goyette, Pauline – A115  
 215-9431 Graham, Joan – C222  
 215-9254 Grants Accounting – C241  
 215-9248 Gray, Kathleen – A119C  
 445-5575 Gustafson, Jean – SubBase  
 215-9490 Guzman, Graciela – E201

**H**

215-9433 Hagen, Janet – C216  
 215-9435 Harding, G. Kent – C148  
 215-9285 Hastings, Traci – C131  
 215-9047 Health & Wellness – F105  
 215-9251 Hill, Dale – G104  
 215-9252 Hodge, Mildred – C121A  
 215-9007 Hodson, April – C209B  
 215-9230 Hoffman, Marie – A119  
 215-9466 Holdridge-DiFilippo, Victoria – C236  
 22222 Hotline Non-Emergency  
 55555 Hotline Emergency

**I**

215-9004 Ice, Jerry – C213  
 215-9043 Institutional Advancement  
 215-9049 IT Service Desk – C135  
 215-9664 IT Training Lab – E108

**J**

215-9439 Jeknavorian, Sandra – C152  
 215-9254 Jewett, Diane – C241  
 215-9440 Johnson, Joe – C162  
 215-9001 Jukoski, M.E. Dr (Pres.) C209

**K**

215-9211 Keller, Pat – A117  
 215-9258 Kelly, James – F104  
 215-9441 Kennedy, Brian – C156  
 215-9443 Khan-Bureau, Diba – C264

215-9442 Korpak, Sarah – C260  
 215-9444 Knowles, Frederick- C120  
 215-9259 Kovic, Hong-Yu – A104  
 215-9446 Kugelmass, Dov – C164

**L**

215-9249 La Casse, Meghan – C211B  
 215-9447 Lamondy Anne – C212  
 215-9260 Languth, Christine – A128  
 215-9262 Lee, Carole – C213  
 215-9051 Lib-Circ. Desk – C119  
 215-9052 Lib-Ref. Desk – C119  
 215-9264 Lincoln, Sharon – A122  
 215-9265 Liscum, Matt – A124  
 215-9033 Little Learners – E102  
 215-9450 Long, Jennifer – C252  
 215-9053 Lost & Found – Security Desk

**M**

215-9267 Main, Amy – F100  
 215-9267 Mail Room – F100  
 215-9054 Maint-Help Desk – G100  
 215-9268 Marceau, Chris – C241  
 215-9327 Marr, Michael – D111  
 215-9451 Martin, Joyce – C204  
 215-9434 Marvin, Andrew – C160  
 215-9453 Mayer, Philip Jr. – C208  
 215-9269 McCarthy-Zaremba, Kacey – C213  
 215-9270 McCosh, Anne – C123  
 215-9272 McGuire, Jessica – A213  
 215-9454 McNamara, Ann – C166  
 215-9055 Middle College – E205  
 215-9275 Mitta, Anthony – C247  
 215-9455 Molkenthin, Kelly – C234  
 215-9315 Moreno, Kayla – C213  
 215-9456 Muenzner, Ed – C172

**N**

215-9457 Neufeld, Steven – C142  
 215-9458 Niedbala, Robert – C224  
 215-9056 Nursing Admissions – A114  
 215-9301 Nursing Department – D111

**O**

215-9436 O'Hare, Will – C202  
 215-9276 O'Neill, Gayle – C241  
 215-9460 Ouellet, Edith – D111

**P**

215-9277 Parker, Rashita – A111  
 215-9461 Pascal, Donald – C150  
 215-9323 Paternoster, Steven – A111  
 215-9462 Patsouris, Peter – C108  
 215-9275 Payroll Office – C247  
 215-9438 Perez-Brescia, MaryAnn – C226  
 215-9060 Personnel Office – C247  
 215-9279 Phillips, Jacqueline – A113A  
 215-9280 Pirt, Sharon – C241  
 215-9061 Placement Testing – A117  
 215-9423 Prendergast, Krista – C266

215-9007 President's Office – C209  
 215-9318 Prunier, Carolyn – A109  
 215-9258 Purchasing Office – F104

**Q**

215-9305 Qin, Laura – C131

**R**

215-9463 Rafeldt, Lillian – C230  
 215-9283 Ramos, Donna – A105B  
 215-9063 Receiving – F100  
 215-9064 Reg. Office – A113  
 215-9464 Rhoades, James – C232  
 215-9408 Richards, Joseph – C158  
 215-9474 Ricker, Nicola - C270  
 215-9287 Rosiene, Tracy – C211

**S**

215-9288 Salva, Cheryl – C135  
 215-9467 Samuelson, Leslie – C238  
 215-9488 Santerre, Pamela – E205  
 215-9468 Sauter, Patricia – C240  
 215-9492 Savoie, Jeffery – E205  
 215-9290 Sebastian, Deirdre - A126  
 215-9053 Security Desk – Main Lobby  
 215-9066 Security Supervisor  
 215-9470 Selke, Sarah – C214  
 215-9471 Selvaggio, Joe – C268  
 215-9291 Senay, Sue – C247  
 215-9472 Sherrard, James – C210  
 215-9267 Shipping & Receiving  
 215-9493 Singletary, Heather – E205  
 215-9475 Skahan, Sheila – C250  
 215-9313 Smith, Valerie – C241  
 215-9293 Spaziani, Rhonda – F211  
 215-9294 Staller, Jacqueline – A111  
 215-9296 Stroup, Peg – A112  
 215-9017 Student Development-A119  
 215-9308 Student Billing – A107  
 215-9072 Student Government – F207  
 215-9073 Student Organization – F209  
 215-9074 Student Programs – F211  
 215-9016 Student Services – A113  
 215-9076 Student Workshop  
 215-9479 Stutz, Michael – C258  
 445-5575 Subase Staff  
 215-9297 Sullivan, Erin – D111  
 215-9298 Summa, Louise – C247  
 215-9023 Sypher, Kim – F131

**T**

215-9061 Testing Office – A119E  
 215-9480 Tisch, Roxanne – C248  
 215-9299 Topalis, Elaine – A105B  
 215-9481 Topping, Susan – C254  
 215-9482 Turner, Suzanne – A210  
 215-9082 Tutoring Desk – C117

**V**

215-9006 Valentin, Marjorie – A114

215-9286 Vasselle, Laura – C123  
 215-9083 Veteran's OASIS – F203  
 215-9235 Veteran's Office – A115

**W**

215-9302 Warner, Celeste – A119A  
 215-9210 WebCT Contact – E117  
 215-9303 Wellington, Veda – A115  
 215-9304 Wichser, Meg – A120  
 215-9289 Willcox, Elizabeth – A119D  
 215-9016 Williams, Kathy – A113  
 215-9306 Williams, Pamela – C119  
 215-9307 Williamson, Betty – A118  
 215-9487 Wong, Chun Kong – E201  
 215-9028 Workforce Development – A111  
 215-9312 Wright, Erik – A109  
 215-9082 Writing Center Desk - C117

**Y**

**Z**

215-9485 Zenie, Heidi – C-102



# Three Rivers Community College Cisco Phone User Training Guide

Cisco Telephone with Voice Messaging



**SECTION 1: Cisco Basic Phone Tasks**

**SECTION 2: Cisco Unity Voicemail**



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# Three Rivers Community College Cisco Phone User Training Guide

## CISCO Phone Tasks

**To place an inside call:** (will be 5 digits **example: 52xxx**)

- **Lift** the Handset, **dial the number**  
*OR*
- **Press** the Speaker button, **dial the number**  
*OR*
- **Press** the NewCall soft key, **dial the number**  
*OR*
- **Press** the Headset button, **dial the number**

**To place an outside call:** (You Must Always Dial 8 and the 10 Digits **example: 8 860-xxx-xxxx**)

- **Lift** the Handset, **dial 8** to access an outside line and **dial the number**  
*OR*
- **Press** the Speaker button, **dial 8** to access an outside line and **dial the number**  
*OR*
- **Press** the NewCall soft key, **dial 8** to access an outside line and **dial the number**  
*OR*
- **Press** the Headset button, **dial 8** to access an outside line and **dial the number**

**To place a call to 911:**

- **Lift** the Handset and then **dial 911** instead of a ten-digit phone number  
*OR*
- **Lift** the Handset and then **dial 9911** instead of a ten-digit phone number  
*OR*
- **Lift** the Handset and then **dial 8911** instead of a ten-digit phone number

**To answer a call:**

- **Lift** the Handset  
*OR*
- **Press** the Answer soft key  
*OR*
- **Press** the Speaker button  
*OR*
- **Press** the Headset button

**To end a call:**

- **Hang** up the Handset  
*OR*
- **Press** the EndCall soft key  
*OR*
- **Press** the Speaker button

**To put a call on Hold:**

- Press the **Hold** soft key
- To return to the call, press the **Resume** soft key
- If multiple calls are on hold, use the **Navigation button**, which is the up down arrow button, to select the desired call before you press **Resume**

*Note: Placing a call on hold generates Music on Hold. Please avoid placing a conference call on hold.*

# Three Rivers Community College Cisco Phone User Training Guide

## To Park a call: (Your Park Range is 14100-14299)

1. Press the **Park** soft key

*Note: Your PARK Extension will be displayed on your Phone. You Must Remember This Extension.*

## To Pick up a Parked Call: (Your Park Range is 14100-14299)

1. Lift Handset
2. Dial park number, **Example: 14100**
3. You will then be connected to the party

## To Blind Transfer a call:

1. Press the **Transfer** soft key
2. Dial the extension
3. Press the **Transfer** soft key to complete

## To Announce Transfer a call:

1. Press the **Transfer** soft key
2. Dial the extension
3. When the party answers, let them know about the call
4. If they want the call press the **Transfer** soft key to complete
5. If they do not want the call, resume the initial call. Let the caller know the person is not available.

## To Transfer a call Direct to Voicemail:

1. Press the **Transfer** soft key
2. Dial the \* and the extension (\*52XXX)
3. Press the **Transfer** soft key to complete

## To create an ad hoc Conference call:

1. Initiate the call
2. Press the **Conference** soft key
3. Dial the number of the party you would like to add to the call
4. Once the party answers press the **Conference** soft key to join to the call
5. This may be done more than once to add additional parties

# Three Rivers Community College Cisco Phone User Training Guide

## To Redial a number:

- To redial the most recently dialed number, press the **Redial** softkey.

## To view missed calls:

1. Press the **Directories** button.
2. Press **1** for Missed Calls  
*OR*  
Press Select

## To Call Forward your extension to Voicemail:

1. Press the **CFwdAll** soft key
  2. Press your **Messages** button
- Note: Press the **CFwdAll** soft key to cancel the Call Forward to Voicemail

## To Call Forward your extension to an Extension:

1. Press the **CFwdAll** soft key
  2. Enter the desired extension
- Note: Press the **CFwdAll** soft key to cancel the Call Forward

## To Remove Call Forwarding:

- Press the **CFwdAll** soft key

## To Mute a Call:

- Press the **Mute** button. To disengage Mute, press the **Mute** button again.

# Three Rivers Community College Cisco Phone User Training Guide

## CISCO UNITY VOICEMAIL

### Login to Unity

#### From a Cisco phone:

- Press **Message** key
- Enter your PIN

#### Remote voicemail access:

- Dial your phone number
- Press the \*
- When prompted for your ID, enter your 5 digit extension
- When prompted for your PIN, enter your PIN

### First-time Enrollment (This must be done from your phone)

*During this phase you will be guided by Unity to **Record your Name**, **Change your temporary PIN** from 123456 and **Record a Personal Greeting**.*

- Press the **Messages** button
- Enter your temporary PIN 123456
- Follow the prompts to create your new PIN, must be 6 digits minimum
- Follow the prompts to create your name and personal greetings

## TO CHANGE YOUR RECORDED NAME

### LOG INTO YOUR MAILBOX

- **Press 4** (Setup Options), **Press 3** (Personal Settings), **Press 2** (Record Name)
- wait for tone
- Record your name, then press **#**

## CHANGE YOUR PASSWORD

### LOG INTO YOUR MAILBOX

- **Press 4** (Setup Options), **Press 3** (Personal Settings), **Press 1** (Change Password)
- Enter your new password, then press **#**
- Enter your new password again, then press **#**

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## TO CHANGE GREETING SETTINGS

### LOG INTO YOUR MAILBOX

- **Press 4** (Setup Options), **Press 1**(Work with Greetings), **Press 3** (Edit Greetings)
- Enter Greeting number When Prompted
- Press **1** to re-record

### STANDARD GREETING

This greeting plays during your work hours. This greeting plays unless it is overridden by another greeting.

### ALTERNATE GREETING

This greeting plays to indicate special circumstances (vacation). The alternate greeting overrides all other greetings; this includes your primary greeting.

## PLAYING MESSAGES

### LOG INTO YOUR MAILBOX

- Press **1** to play new messages
- Press **3** to play old messages

#### DURING A MESSAGE:

- Press **1**: Repeat
- Press **2**: Save
- Press **3**: Delete
- Press **5**: Change Volume
- Press **7**: Reverse
- Press **8**: Pause or continue
- Press **9**: Fast-forward to end
- Press **\***: Cancel or back up
- Press **#**: Skip or move ahead

#### AFTER A MESSAGE:

- Press **1**: Repeat
- Press **2**: Save
- Press **3**: Delete
- Press **4**: Reply
- Press **5**: Forward Message
- Press **6**: Mark as new
- Press **7**: Reverse
- Press **9**: Message Properties
- Press **\***: Cancel or back up
- Press **#**: Skip or move ahead