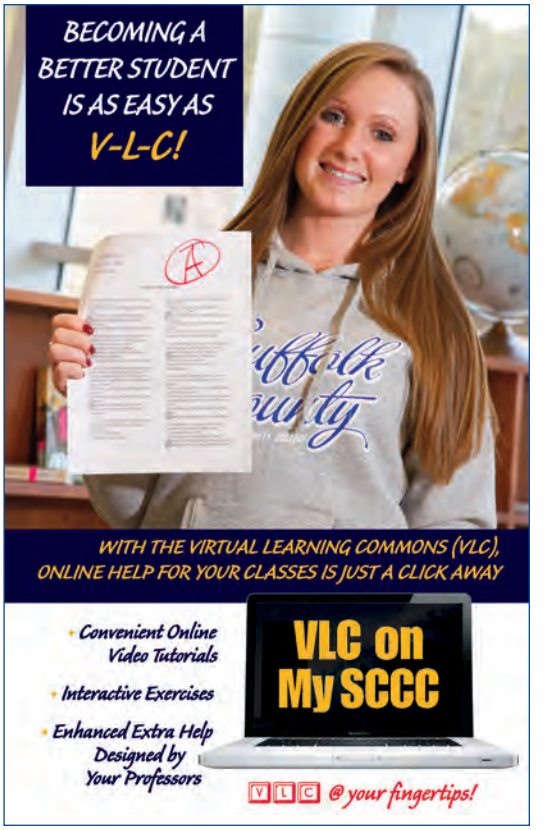
Title III Grant Progress. We have completed year three of this five-year $2 million grant. Highlights from the past year include:

- Writing Centers on the Michael J. Grant and Eastern campuses have been opened for student use.
- With increased college-wide collaboration and assessment, the three writing centers are making substantial contributions to the academic support that is made available centrally on the Virtual Learning Commons (VLC). In Spring 2013 (through 5/15/2013):
  1. The Grant Writing Studio helped 476 students through 1,622 visits.
  2. The Eastern Campus Writing Center helped 83 students through 285 visits.
  3. The Ammerman Writing Center helped 1,642 students through 7,762 visits.

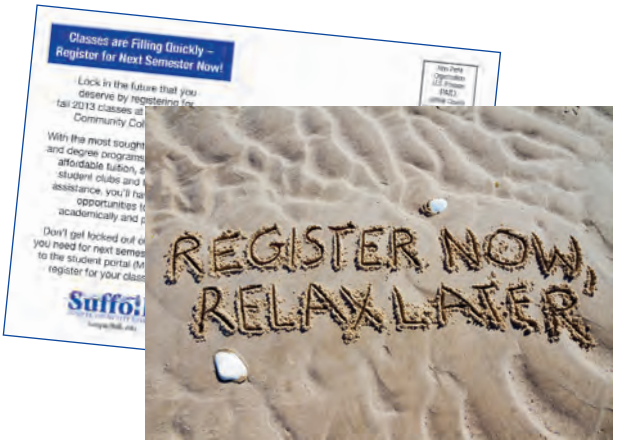
- The Grant Faculty Advising Center has produced the most visible impact on the Title III objective of reorganizing faculty advising processes.
  1. Through collaboration with student services and a newly-developed routing system to direct flow between offices, in Spring 2013, 984 students made 1,019 visits to the Faculty Advising Center (FAC).
  2. Fifty-two professors collaborated with the FAC during spring 2013. Among them, 23 worked in the center and/or have split time between their offices and the center, and 29 coordinated advising time with the FAC from their office.

The Title III Project Office has developed a flyer that lists onsite and online Academic Support at SCCC: academic skills centers, writing centers, other learning centers, and Virtual Learning Center resources. The flyer brings together all available academic resources for students, fulfilling Title III objectives and responding to the Foundations of Excellence findings that contributed to the Title III grant narrative.



Enrollment Management. As part of the College's enrollment management strategy, a spring semester marketing campaign was designed. This campaign includes e-blast and postcard mailings, enhanced media presence on radio and cable television and automated phone calls. For the first time, the College also used the Newsday Note, the removable 3-inch square affixed to the cover of the paper. The campaign has been designed to deliver redundant messages within a short period of time, with a special phone extension and URL for individuals to access information.

The Central Admissions Call Center is now fully operational at the Sayville Center. The Call Center was developed after a workflow review revealed that staff from Central Admissions who are responsible for the data entry of applications to the College, were being inundated with telephone calls. Call volume was confirmed by an analysis conducted by the telecommunications department. In light of the findings from this review, a decision was made to establish a call center to address the extraordinary volume of college-wide telephone calls seeking information related to admissions inquiries and the application process. By redirecting calls to the Call Center, Central Admissions staff is now free to process admissions applications without the distraction of continuous phone interruptions. A Central Admissions Call Center training manual was developed by the Office of Enrollment Management and the Campus Directors of Admissions. A full-day training session was conducted for the staff to review the operational aspects of the telecommunication system, the Call Center training manual, and federal FERPA regulations. The Call Center staff at the Sayville Center now receives all central admissions telephone calls. Should call volume spike to the point where there are no open lines at the Sayville Center, calls will be automatically transferred to the Central Admissions office staff.





Newsday Notes, which ran on the cover of Suffolk Newsday editions, proved to draw interest from potential students.