

Making an Impact Here and Abroad

WORCESTER STATE UNIVERSITY'S COMMUNITY IMPACT



WORCESTER
STATE
UNIVERSITY



Commitment to Our Communities

Worcester State University has been a part of the fabric of our region since our founding in 1874. From our original commitment to the new thinking in education in the 19th century to our growing global emphasis today, we empower our students to transform their curiosity and passion into the knowledge and skills that can shape our communities—and our world.

We recommitted to that founding vision in 2006 with a multi-disciplinary approach fostered by the new Center for Service Learning and Civic Engagement. The center enables collaborations among faculty and local organizations and businesses to develop student projects and internships.

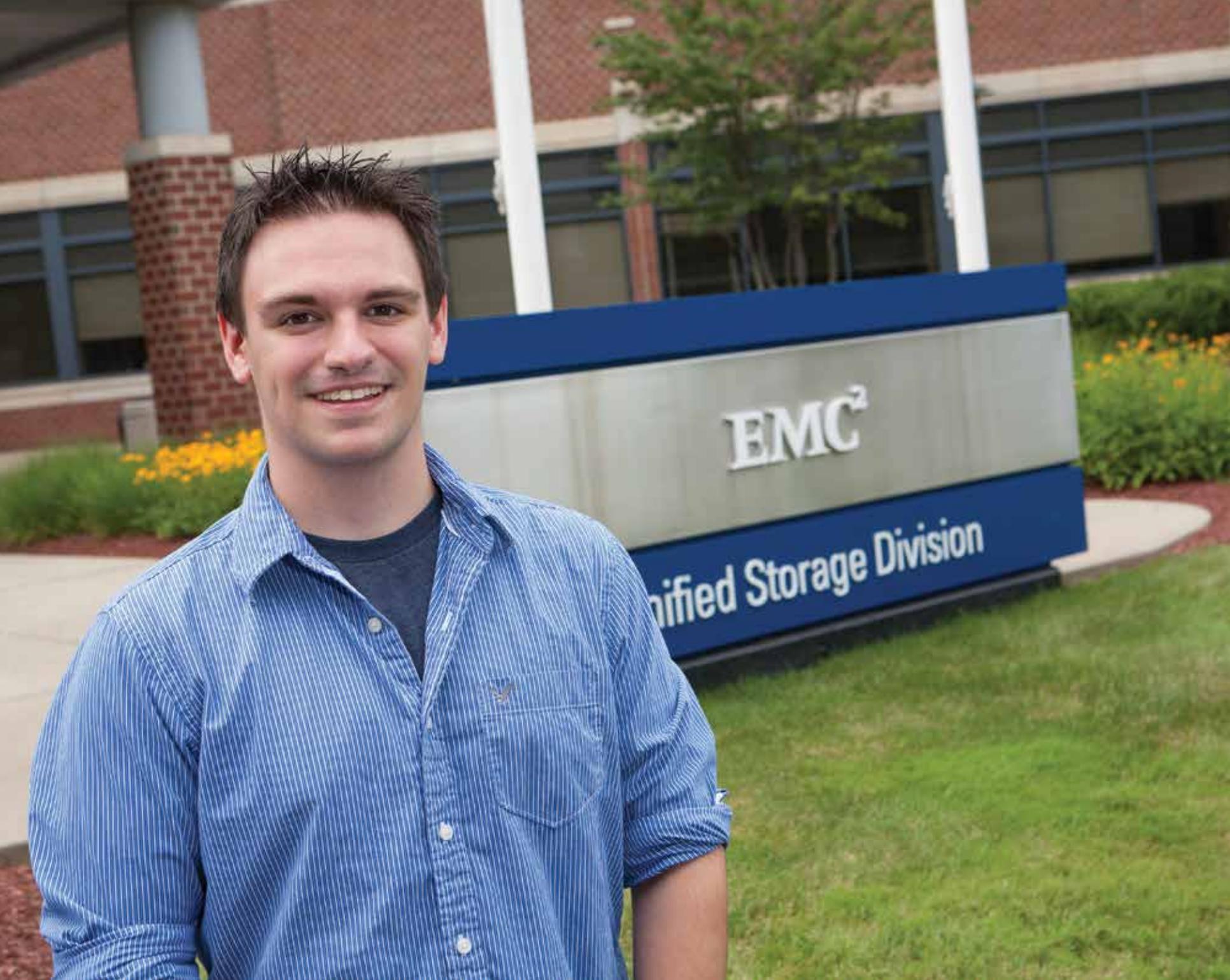
“Instilling in students a desire to work toward the betterment of our communities is a central goal in our collaborative process,” states Mark Wagner, the Center’s director. In 2012, the center and our Residence Life Office united to enhance this work through the creation of the Community and Leadership Experience at Worcester State (CLEWS) and the Community and Leadership Experience Hall. Each year, a select group of first-year students lives on designated gender-specific floors in Dowden Hall, take two linked courses, and participate in extracurricular activities and trainings that explore themes of self-development, community building and leadership.

Through these efforts, we contributed approximately 150,000 hours of service with 380 partners in 2013, earning us our fourth recognition by the President’s Higher Education Community Service Honor Roll. The willingness of our partners to open their doors to WSU students—and share their expertise with faculty—is a key to our success. Their involvement will shape our civic service and economic activities for decades to come.



“At Worcester State University, it’s not only about educating students well. We are committed to graduating active, engaged citizens of the community and the world. Our students can be found helping out in Worcester schools, providing health screenings in the Blackstone Valley, working in local businesses and organizations, and even feeding the hungry in Nicaragua.”

—BARRY M. MALONEY, WSU PRESIDENT



EMC²

Unified Storage Division

Feeding the Economic Engine

Internships get Worcester State University students out in the business community, preparing them to be contributors to the local economy. They offer hands-on learning opportunities that relate to what they learn in the classrooms and labs. This on-the-job exposure lets them explore a field of interest while gaining relevant knowledge and skills.

Worcester State University has a growing network of businesses and organizations we partner with to provide these meaningful experiences. In our response to business needs, we have established internship programs with Massachusetts businesses such as the DCU Center, EMC Corp., Staples and Unum Group.

We work closely with each internship coordinator to tailor an opportunity to meet the needs of the business and students. This sometimes leads to full-time employment placements for our students upon graduation. “Since many Worcester State University students remain in the greater Worcester area after they graduate, internships provide local businesses with higher quality job applicants and future employees,” says Business Administration Professor Elizabeth Wark, Ph.D.

Worcester State University faculty and students also work directly with small business owners on projects that meet their myriad needs. For instance, faculty and students from our business administration, computer science and communication programs collaborated with the West Side Business Network to improve communication among themselves, local residents and the Worcester State community. Business faculty also oversee consulting services for area small businesses offered by students who are part of the Enactus team and “entrepreneur shop” program.



COMMUNITY LOCATION: UNUM GROUP

“Our Worcester State interns spent time learning about the claim process, our legal department and other areas of Individual Business Operations. They grasped a broad view of our business and the functions specifically located in Worcester.”

—CHERYL EGGERT, DIRECTOR OF
OPERATIONS MANAGEMENT, UNUM



Learning in the Community

Since Worcester State University's founding in the 19th century as the state's fifth normal school, student-teaching practicums in area schools have been a part of our curriculum. Our first principal, E. Harlow Russell, and first apprentice supervisor, Rebecca Jones, were proponents of the Child Study Movement. Together, they implemented the innovative practice of placing apprentice teachers in public school classrooms.

Student-teachers in early childhood and elementary education programs begin with careful observation, transition to working with a host teacher on daily lessons, and finally assume full responsibility of a classroom in their final two weeks. Secondary education teacher candidates progress from being responsible for one class to four classes during a semester. "The practicum experience provides teacher candidates with enough on-the-ground practice and experience to ensure they will be successful professional teachers from their first day in a classroom," says Education Department Chair Carol Donnelly, Ed.D.

Worcester State's student-teachers work a total of 15,000 hours in schools throughout the state while other Education majors spent another 8,400 hours in area schools applying theories covered in WSU courses. "We're very grateful to our host schools and teachers for helping us prepare high-quality teachers," Donnelly says.



COMMUNITY LOCATION: WORCESTER PUBLIC SCHOOLS

"The professional development schools have a valuable role in examining, refining and enriching the preparation of our prospective teachers. The student-teaching experiences promote community learning and encourage reflection and analysis of the teaching and learning process."

—JESSICA BRISTOL '94, M.ED. '01, ELEMENTARY
CLINICAL PROFESSOR, WSU EDUCATION DEPARTMENT



Real-World Learning

Non-profit organizations are actively effecting change in Worcester—and beyond—and they want Worcester State University students' help to sustain solutions to complex societal problems. A growing number of opportunities that are more substantial than traditional community service and service-learning projects are available. They put our students in a variety of settings that provide them ways to contribute to the betterment of society.

- The Robert F. Kennedy Children's Action Corps in Lancaster, Mass., a residential counseling center for troubled youth, is a leader in this new approach. Its Fellows Program—the brainchild of David Tivnan, a 1993 graduate of Worcester State's urban studies program—recruits four seniors who, in exchange for paid, part-time internships working with young clients, commit to working full-time for at least six months after graduation.
- Behavioral Concepts, Inc. in Worcester established a fellowship program that gives our students experience assisting individuals with autism. Students shadow staff, implement skill-acquisition programs and behavior-support plans for clients, collect and graph data on client progress and more for one year.

These service positions typically attract students majoring in social science disciplines such as sociology, psychology, criminal justice and urban studies, but are available to eligible students in any major. Hiring students interested in combining their new-found knowledge with their compassion for others is what's vital. Students finish their placement with dynamic academic engagement under their belt and a stronger foundation in civic participation.



COMMUNITY LOCATION: RFK CHILDREN'S ACTION CORPS

“I’ve always been interested in working with adolescents. They just want someone to actually care. I remind them that this is one small part of life, there’s a lot of life ahead. I treat them like normal kids.”

—EMELYN GUEVARA '13, SOCIOLOGY MAJOR



GHOSH SCIENCE & TECHNOLOGY CENTER



Health Care of Tomorrow

Worcester State University's health care programs pioneered community-based, hands-on learning for our students, both locally and globally. Guided by accreditation and certification requirements, our nursing, communication sciences and disorders, occupational therapy, and health sciences programs have developed symbiotic connections with health care providers, area schools and non-profits for decades.

Students put their classroom and lab assignments to the test, caring for others in real-world settings and sharing new ideas, practices and perspectives. Their impact is felt locally and as far away as Central America.

- Each semester, nursing majors are placed in about 20 clinical settings, including UMass Memorial Health Care, Fairlawn Rehabilitation Hospital and Worcester Public Schools. They gain experience in long-term care, medical surgery, maternity, pediatrics, psychiatry, community health and school nursing. For their final practicum, seniors work side-by-side with registered nurses caring for patients. Graduate nursing students spend 500 practicum hours working on issues such as environmental toxins and immigrant health literacy to earn their master's degree.
- Occupational Therapy partners with 250 organizations such as Fairlawn Rehab, UMass Memorial and Life Care Center of America to provide fieldwork opportunities. All OT students complete two field assignments—often leading to employment.
- Communication Sciences and Disorders sends graduate students to more than 75 practicum sites—area public schools, acute care hospitals, rehabilitation centers, outpatient clinics, private practices and skilled nursing facilities—for at least two semesters. They also spend two semesters working with the WSU Speech-Language-Hearing Center.
- Health Sciences works with about 30 community partners offering practicums to public health students at The Boys and Girls Club, Girls Inc., YWCA, YMCA, Big Brothers Big Sisters of Central Mass/Metrowest and the Worcester Division of Public Health.



COMMUNITY LOCATION: WORCESTER HEALTHY BABY COLLABORATIVE

“While researchers look for reasons the infant mortality rate is high among Ghanaian women living in Worcester, we are working directly with these women to help them be healthier during this critical time in their lives. My weekly radio show on 102.9 FM is one way we reach them.”

—GRACE WILLIAMS, M.S. '13, PUBLIC HEALTH NURSING, AND CHAIR OF NHYIRA BA, WORCESTER HEALTHY BABY COLLABORATIVE



Campus Resources

Author's Institute
Center for Business and Industry
Center for Community Media
Center for Effective Instruction
Center for Global Studies
Center for Health Professions
Center for Service Learning and Civic Engagement
Center for Social Innovation
Center for Teaching and Learning
Dennis Brutus/Merrill Goldwyn Center for the Study
of Human Rights
Diversity Lecture Series
ENACTUS
Intensive English Language Institute
Intergenerational Urban Institute
Latino Education Institute
Learn-to-Ride Event
March Hare Reading Series
Martin Luther King, Jr. Youth Breakfast
Mary Cosgrove Dolphin Gallery
Mass Export Center
Math Madness
Shakespeare Undergraduate Conference
Singapore Math
Speech-Language-Hearing Center
Student Government Association Have-A-Heart
Auction
Upward Bound
Volunteer Income Tax Assistance
Worcester Center for Crafts
Worcester State Theatre
WSU Chorale
WSU Presidential Fellow for Arts, Education
and Community

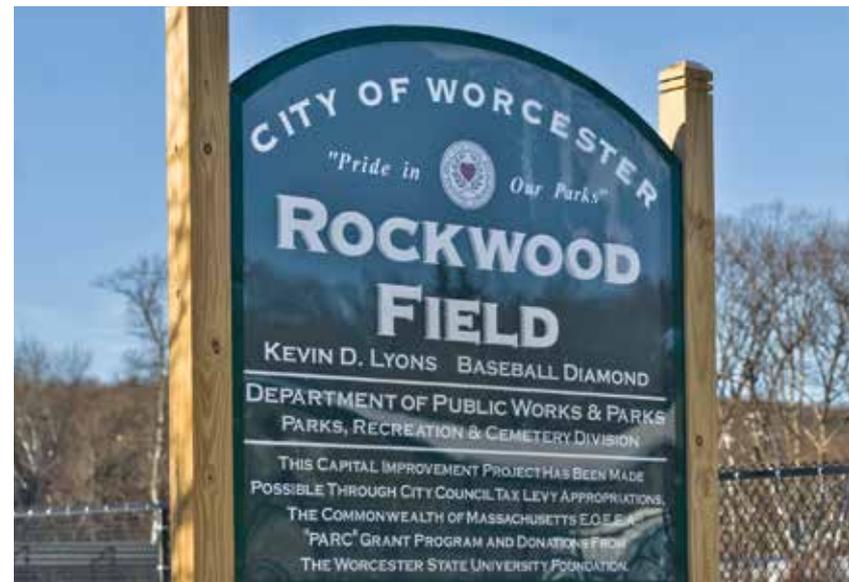
Opening Doors to Our Neighbors

We take our role in the community seriously. Worcester State University's campus community serves as a resource to the region. Our programming—from theatre stage productions to guest lectures to resource fairs—attracts thousands throughout the year.

One of our most active programs is the Intergenerational Urban Institute. It channels the talents of college students of all ages to meet the challenges that face greater Worcester by providing opportunities for service in the community. It supports the lifelong education of senior citizens, coordinates community service opportunities such as English-language tutoring and a Garden for All Ages, and hosts an Empty Bowl anti-hunger fundraising event, to name a few. Its annual recognition event underscores the importance it places on community service at any age.

During tax season, Worcester State is a destination for an average of 500 taxpayers who qualify for an Internal Revenue Service Volunteer Income Tax Assistance (VITA) site to file their federal and state income taxes. Since the 1970s, WSU has become the largest VITA site in Worcester. The program has filed more than 3,000 federal tax returns and helped clients recoup nearly \$3.5 million in tax returns since 2004. "Most of the people who come to us are targets of predatory preparers such as those that offer refund anticipation loans to low-income filers," says Director Michael Shamgochian. Clients include WSU and other college students, parents and retirees.

For more than 35 years, our Speech-Language-Hearing Center has served community members of all ages. The center offers a range of prevention, evaluation, and intervention services for people with speech and language disorders and hearing difficulties.



ROCKWOOD FIELD

Worcester State University and the Worcester State Foundation contributed \$564,000 toward the \$2.8 million, five-year renovation project at Rockwood Field, a city-owned property adjacent to the University's north parking lot.

Upgrades included state-of-the-art irrigation and groundwater mitigation, new playing surfaces, dugouts, lighting, a press box, Americans with Disabilities Act-compliant bleachers, batting cages, removable fencing, scoreboards and annual, professional maintenance of the Kevin D. Lyons '65 Baseball Diamond.

Multiple youth and adult sports programs utilize the facility for seasonal practices and games. A walking trail, with support from Reliant Medical Group, was also created as part of the project.



Tapping Our Students' Potential

Sometimes all it takes is a local executive who graduated from a public higher education institution to champion the idea of creating career pathways for Worcester State University students. That was the impetus for a new affiliation between WSU and The Hanover Insurance Group, Inc.

As assistant vice president in Hanover's actuarial division, one of Marc Cournoyer's responsibilities is training the actuarial staff and hiring new actuaries. In 2010, he shifted the focus of the Future Leaders Internship Program to recruit local talent.

"I believe there are plenty of good students at schools not very well-known in my industry, so I tried to break down some of those barriers and got us to think locally," says Cournoyer, a graduate of North Adams State College (now Massachusetts College of Liberal Arts).

It was the relationship with Mathematics Department Chair Mary Fowler, Ph.D., that strengthened Hanover's ties with WSU. She seized the opportunity to groom math majors toward an actuarial career with independent studies and developed an actuarial science track for math majors. "The Worcester State relationship became a model for me to show other schools," Cournoyer says.

Worcester State math majors are now invited to Hanover's job shadow day and some go on to land summer internships. To date, five WSU students have completed internships and been hired full-time by various units. A few have passed an actuarial exam and joined the actuarial division. Cournoyer expects more to follow. "The competition is stiff, and Worcester State students are competing," he says.



COMMUNITY LOCATION: THE HANOVER INSURANCE GROUP, INC.

"By recruiting locally, our interns and those who move up to full-time employment are likely to have more of an eye toward a longer term relationship with us."

—MARC COURNOYER, ASSISTANT VICE PRESIDENT OF ACTUARIAL, HANOVER INSURANCE



Promising Futures

Worcester State University students are often first-generation college students. The process of selecting, applying and enrolling can be daunting for high-school students. Therefore, we created a program that helps remove barriers for Worcester's disadvantaged youth.

Our Upward Bound program has prepared more than 2,000 public high school students for successful graduation and enrollment in college since 1977. Financially supported by WSU and operated by the Office of Multicultural Affairs, Upward Bound recruits 9th- and 10th-graders who are potential first-generation college students, minorities or from low-income families to participate in workshops and a Summer Residential Academy on campus. Accepted students demonstrate their motivation, desire to succeed and aspiration for a college education. Sixty students complete the program every year. Since its inception, nearly 100 percent of participants have graduated from high school and 95 percent have gone on to enroll in college.

Programs offered by our Latino Education Institute also support school-age children who have the desire, determination and resolve to enroll in college. It was founded in 2000 by a partnership of community leaders to provide outcomes-based development programs in education, literacy, leadership, civic engagement and health. Its programs seek to improve the academic achievement and well-being of Latino students, and it is an active educational resource for the Latino community.

Our Alternatives for Individual Development program helps a number of high-school graduates achieve their dream of a college education. AID provides educational assistance for qualified first-year students who show motivation and require additional support services to have a successful college experience, including applicants of ALANA (African, Latino, Asian and Native American) decent, with low-income backgrounds and who would be first-generation college students. Support begins with a summer residential program and ends after successful completion of two academic semesters.



COMMUNITY LOCATION: UPWARD BOUND, WSU CAMPUS

“I first learned about the Upward Bound program when I was a freshman at South High Community School. I was already planning to go to college so it gave me the extra direction I needed. It taught me how to think about the choices I had to make.”

—HUY NGO '17, BUSINESS ADMINISTRATION
MAJOR, COMMUTER ADVISORY BOARD MEMBER,
THIRD WORLD ALLIANCE MEMBER



Educating Locally, Acting Globally

The world has become smaller and flatter, and Worcester State University believes it is imperative to internationalize our curriculum as well as to encourage students to “study away” in some capacity before graduation.

While available to all students, Worcester State has set an expectation for students majoring in global studies, physical and earth sciences, sociology and world languages to travel abroad. Increasingly, our students’ experiences are service-oriented so they can play a role in solving an international problem. Our students work in health clinics, schools and conservation areas—to name a few places—around the world.

Armed with a globally focused perspective, Worcester State University students will be ready to compete in the multinational job market, speak with people in other countries, and understand other cultures and practices.



COMMUNITY LOCATION: MANNA PROJECT INTERNATIONAL – MANAGUA, NICARAGUA

“Some of the kids and families that we met live in extreme poverty, but they always seem to be happy and have an uplifting spirit. The way they cherish the little things like family and education makes you feel that the material things that we cherish here are insignificant.”

—CHEYENNE JENNINGS '15, SPANISH MAJOR



\$3,500,000

total received in tax returns by Worcester State University's VITA clients since 2004.

43%

Worcester Public School teachers are Worcester State University graduates.



250

occupational therapy fieldwork partners

336

community projects

380

community partners

149,718

student hours

800

Worcester State University students in health-related majors who took assignments in the community.



WORCESTER STATE UNIVERSITY

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23,400

hours education majors spent in area classrooms as student-teachers.



4

years Worcester State University has been named to the President's Higher Education Community Service Honor Roll.