Student Services Collaboration Committee

Mission:

Our mission is to collaborate to provide service excellence to the CCSU community.
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www.ccsu.edu/Here4U
Unified Customer Service Principles & Practices

RESPONSIBILITY
• Own the problem
• Timely follow through
• Research answers
• Provide accurate, concise, and complete information
• Collaborate and share information
• Be collegial
• Clearly explain next steps

ACCURACY & EFFECTIVENESS
• Listen, listen, listen
• Pay attention
• Be patient
• Paraphrase back
• Know the policies and procedures
• Understand your role
• Know the roles of the other offices

INTEGRITY & PROFESSIONALISM
• Smile and greet
• Do not assume, get all of the information
• Think of how you can help and offer alternatives
• Remember, the student may be hearing something for the first time
• Empathize
• Be aware of your tone
• Use positive language

To the students and their families, YOU are CCSU.
Department Name: **Academic Center for Student Athletes**

**Building and Room:**
Elihu Burritt Library, Room 102

**Main Office Phone:**
860-832-1979

**Department email address:**
N/A

**Department website:**
www.ccsu.edu/acsa

**Services Provided:**
- Academic counseling/advising, program planning, life skills
- Personal adjustment
- One-on-one counseling
- Career exploration
- Time management, study skills, and tutoring
- Mid-term academic progress reporting
- Computer lab
- Educational programs
- Referral to campus services

**Hours:**
Monday – Thursday: 8:00am – 8:00pm
Friday: 8:00am – 5:00pm
Saturday: Closed
Sunday: 5:00pm – 9:00pm

**Staff Listing:**

**Kevin Oliva**
Director
oliva@ccsu.edu
860-832-1920
- Oversees the operation of the Academic Center for Student Athletes

**Alicia Akers**
Team Advisor
akers_alm@ccsu.edu
860-832-1922
- Advisor to Swim Team

**Eva Vrdoljak**
Secretary
vrdoljake@ccsu.edu
860-832-1979
- Administrative and secretarial support, Study Hall

**Inez Bonilla**
Team Advisor
InezBonilla@ccsu.edu
860-832-1913
- Advisor to Men’s Basketball and Football
Michael Buzzi  
Team Advisor  
buzzimcj@ccsu.edu  
860-832-1922  
- Advisor to Men’s Golf and Softball

Rick Fasciano  
Team Advisor  
rickfasciano@ccsu.edu  
860-832-1922  
- Advisor to Football

Christopher Godfrey  
Team Advisor  
cgodfrey@ccsu.edu  
860-832-1922  
- Advisor to Men’s Track

Jim Pescarmona  
Team Advisor  
pescarmonajah@ccsu.edu  
860-832-1922  
- Advisor to Women’s Golf and Men’s Soccer

Lou Rascoe  
Team Advisor  
rascoeloj@ccsu.edu  
860-832-1922  
- Advisor to Football

Christopher Strahowski  
Team Advisor  
strahowski@ccsu.edu  
860-832-1922  
- Advisor to Baseball  
- math tutoring

Cathy Sylvester  
Team Advisor  
sylvestercab@ccsu.edu  
860-832-1921  
- Advisor to Baseball, Lacrosse, and Women’s Basketball
Department Name: **Admissions**

**Graduate Recruitment and Admissions Office**

**Building and Room:**
Henry Barnard Hall, Room 102

**Main Office Phone:**
860-832-2350

**Department email address:**
graduateadmissions@ccsu.edu

**Department website:**
www.ccsu.edu/grad

**Services Provided:**
- Recruit prospective graduate students
- Assist prospective graduate students with the graduate admissions process
- Process graduate admissions applications

**Hours:**
Monday – Friday: 8:00am – 5:00pm

**Staff Listing:**

**Patricia Gardner**  
Associate Director  
gardnerp@ccsu.edu  
860-832-3554  
- Oversees all aspects of the Graduate Recruitment and Admissions Office functions

**James Whittemore**  
Secretary  
whittemore@ccsu.edu  
860-832-3558  
- Graduate Recruitment and Admissions support staff

**Franklin Kirschner**  
University Assistant  
fkirschner@ccsu.edu  
860-832-0130  
- Graduate Recruitment and Admissions support staff

**Tang Nguyen**  
University Assistant  
nguyentv@ccsu.edu  
860-832-0130  
- Graduate Recruitment and Admissions support staff
Department Name: **Admissions**  
**Undergraduate Recruitment and Admissions Office**

**Building and Room:**  
Lawrence J. Davidson Hall, Room 115

**Main Office Phone:**  
860-832-2278

**Department email address:**  
admissions@ccsu.edu

**Department website:**  
www.ccsu.edu/admissions

**Services Provided:**
- Recruit prospective students
- Visit CT and non-CT high schools
- Review first-year and transfer applications
- Counsel prospective and current undergraduate students regarding the admissions process
- Host Fall and Spring Open House
- Host and coordinate campus tour operations for interested students, parents, and school groups
- Easy starting point to make contact with the rest of the campus community

**Hours:**  
Monday – Friday: 8:00am – 5:00pm

**Staff Listing:**

**Larry Hall**  
Director  
hallaw@ccsu.edu  
860-832-2298  
- Oversees day-to-day functions and operations of the Recruitment and Admissions Office from budgeting to enrollment management.  
- Awards the Legacy Scholarship

**Douglas Benoit**  
Assistant Director  
benoitd@ccsu.edu  
860-832-2286  
- File review for international students  
- Transfer compact students  
- Students with last names beginning with letters CAR-EE

**Jane Gardner**  
Assistant Director  
gardnerja@ccsu.edu  
860-832-2284  
- File review for last names beginning with letters HOR-MAN  
- Reviews transfer pre-nursing student files

**Nathan Bergstrom**  
Assistant Director  
n.bergstrom@ccsu.edu  
860-832-2296  
- File review for last names beginning with letters MAO-PEN
Carlos Soler  
Assistant Director  
csoler@ccsu.edu  
860-832-2238  
- File review for last names beginning with letters SMITH-Z  
- Coordinator of diversity recruitment

Lauren Patricia Turenne  
Assistant Director  
turennelap@ccsu.edu  
860-832-2299  
- File review for last names beginning with letters EF-HOQ  
- File review for athletic recruits

Nilvio Perez  
Associate Director  
nperez@ccsu.edu  
860-832-2292  
- Coordinates travel and recruitment territory and reviews files A-CAQ

Denise Chowaniec  
Office Assistant  
denisechowaniec@ccsu.edu  
860-832-2282  
- Application processing for prospective students with last names beginning with A-GG

Shannon Kalahan  
Office Assistant  
skalahan@ccsu.edu  
860-832-2354  
- Application processing for prospective students with last names beginning with O-Z

Ewa Parzych  
Office Assistant  
parzychewj@ccsu.edu  
860-832-2283  
- Application processing for prospective students with last names beginning with GH-N

Joyce Violette  
Clerk Typist  
joice.violette@ccsu.edu  
860-832-2278
Department Name: **Arts and Sciences Advising Place (ASAP)**

**Building and Room:** Clarence Carroll Hall, Room 158

**Main Office Phone:** 860-832-2600

**Department email address:** N/A

**Department website:** www.ccsuasap.wix.com/ccsuasap

**Services Provided:**
- General Advising for students in the College of Liberal Arts and Social Sciences (CLASS)
- Transfer student advising and credit evaluation
- Help with degree evaluation issues and major/ minor selection
- General education approvals and substitutions
- Peer Advising program for students in CLASS majors

**Hours:**
Monday – Friday: 8:00am – 5:00pm
(drop-ins welcome but appointments preferred)

**Staff Listing:**

**Laura Minor**
Academic Advising Specialist
lauraminor@ccsu.edu
860-832-2602
- ASAP center operations, all advising, direct Peer Advisor Program

**Allison Audet**
University Assistant
aaudet@ccsu.edu
860-832-2630
- All student advising, transfer student outreach

**Leah Skinner**
Academic Advising Specialist
skinnerlea@ccsu.edu
860-832-1645
- All student advising, freshman advising outreach

**Kimberly Dumouchel-Cody**
Academic Advising Specialist
dumouchel@ccsu.edu
860-832-1637
- All student advising, freshman advising and outreach
Department Name: **Bursars Office**

**Building and Room:**
Lawrence J. Davidson Hall, Room 221

**Main Office Phone:**
860-832-2010

**Department email address:**
Billing-bursar@ccsu.edu

**Department website:**
www.ccsu.edu/bursar

**Services Provided:**
- Student billing and revenue collection
- Administration of the Central Payment Plan
- Refunds overpaid accounts
- Collection of past-due accounts
- Oversees Perkins Loan Collection
- Generates 1098T Tuition Statement Tax Forms
- Addresses student questions related to their account activity

**Hours:**
Monday – Friday: 8:00am – 5:00pm

**Staff Listing:**

**Betsy Fangiullo**
Bursar
fangiullo@ccsu.edu
860-832-2010
- Overall administration and oversight of the university Bursar’s Office operations

**Craig Schnur**
Associate Bursar
cschnur@ccsu.edu
860-832-2021
- Administration of all Bursar banking operations
- Oversight of cashiering functions

**Alberta Deutsch**
Assistant Bursar
deutscha@ccsu.edu
860-832-2189
- Administration of third party billing
- Financial counseling

**Victoria Chandler**
Collection Agent
chandlerv@ccsu.edu
860-832-2014
- Responsible for University collections and tax offset program
Melina Lopez
Processing Technician
lopezm@ccsu.edu
860-832-2273
- Oversight of Bursar front line operation
- Returned check processing
- Tuition/Fee waiver processing

Ivette Torruella
Office Assistant
torruellai@ccsu.edu
860-832-2513
- Assistance with oversight of Bursar front line operation
- Daily bank deposit
- Co-Op billings
- Grad Assistant waivers
- Parking Tickets
Department Name: **Card Office**

**Building and Room:**
Student Center, Room 106

**Main Office Phone:**
860-832-2140

**Department email address:**
CardOffice@ccsu.edu

**Department website:**
www.cardoffice.ccsu.edu

**Services Provided:**
- ID Card Production
- Parking Stickers
- CT Transit Bus Pass distribution
- Debit Card Accounting

**Hours:**
Monday – Wednesday and Friday: 8:00am – 5:00pm
Thursday: 8:00am – 7:00pm

**Staff Listing:**

**Thomas King**  
Director of Auxiliary Services for Information Technology  
kingtl@ccsu.edu  
860-832-0113  
- Overall administration of the Card Office

**Jeffrey Benner**  
System Specialist  
bennerj@ccsu.edu  
860-832-2141  
- Responsible for technical needs of the Card Office

**Deborah Pasqurell**  
Clerk Typist  
pasqurelldej@ccsu.edu  
860-832-2140

**Kristen Sgambato**  
Office Assistant  
k.sgambato@ccsu.edu  
860-832-0087  
- Front Desk  
- Track money in and out of Card Office
Department Name: **Career Success Center**

**Mission Statement**
The Career Success Center provides both opportunities and resources that engage students and alumni and assist in the development and implementation of their career plan and goals.

**Building and Room:**
Clarence Carroll Hall, Room 154

**Main Office Phone:**
860-832-1615

**Department email address:**
career@ccsu.edu

**Department website:**
www.ccsu.edu/career

**Services Provided:**
- Career coaching / advising
- Interview skills training
- Job search assistance
- Résumé and cover letter preparation/review
- Classroom/club workshop presentations
- On-Campus recruiting program
- Internship opportunities
- Cooperative Education Program
- Online job and internship database
- Career Resources on the web
- Career Fairs in Fall and Spring Semesters
- Campus-wide programming employer relations

**Hours:**
Monday — Thursday: 8:00am - 5:00pm
Friday: 8:00am - 4:30pm
Staff Listing:
PJ Rossitto
Interim Director
rossittop@ccsu.edu
860-832-1617

Montez Johnson
Assistant Director of Career Success Center
johnsonmon@ccsu.edu
860-832-1620
- Academic Advising

Linda Kaupas
Secretary
kaupaslia@ccsu.edu
860-832-1615
- Office Management

Johnna Wiggins
Secretary
wigginsj@ccsu.edu
860-832-1623
- Office Management
Department Name:
**Center for International Education**

**Mission Statement**
The Center for International Education (CIE) has more than 20 university partnerships, approved external programs, and over 45 short-term, faculty-led programs offered annually. We also welcome and advise a growing number of international students each semester, including students who engage in intensive English language instruction, pursue a degree, or spend a semester here as exchange students. By bringing students of diverse heritages together, the Center fosters a spirit of cross-cultural understanding and provides opportunities for students to learn to respect the customs and values of others, learning more about themselves in the process.

**Building and Room:**
Henry Barnard Hall, Room 123

**Main Office Phone:**
860-832-2040

**Department email address:**
N/A

**Department website:**
www.ccsu.edu/cie

**Hours:**
Monday – Friday: 8:00am – 5:00pm

**Staff Listing:**
**Momar Ndiaye Ph.D.**
Director
mndiaye@ccsu.edu
860-832-2050
- Oversees and provides leadership to all the departments within the CIE

**Toyin Ayeni**
Associate Director, International Student & Scholar Services
ayenio@ccsu.edu
860-832-2052
- Provides advice for international students & scholars – immigration concerns and cultural adjustment counseling

**Erin-Leigh Beecher**
International Education Coordinator, Study Abroad
ebeecher@ccsu.edu
860-832-2043
- Provides advice for Study Abroad

**Patricia Burnett**
IELP Coordinator
p.burnett@ccsu.edu
860-832-2703
- Oversees and provides leadership to the Intensive English Language Program Department (IELP)

**Carmetta Williams**
Secretary, IELP
williamsC@ccsu.edu
860-832-3376
Assists the IELP department
Department Name: Diversity & Equity

Building and Room: Lawrence J. Davidson Hall, Room 102

Main Office Phone: 860-832-1652

Department email address: rosa.rodriguez@ccsu.edu

Department website: www.ccsu.edu/diversity

Services Provided:
- Provides advocacy and referral services
- Investigate complaints of discrimination and Title IX (including sexual harassment)
- Leads/manages programs and training that promote equity, diversity, and equal opportunity
- ADA coordination and affirmative action planning
- Title IX compliance including sexual violence prevention, education and programming

Hours:
Monday – Friday: 8:00am – 5:00pm
Additional times available upon request.

Staff Listing:

Rosa Rodriguez
Chief Diversity Officer (CDO) & Title IX Officer
rosa.rodriguez@ccsu.edu
860-832-0178

Nicholas D’Agostino
Associate to CDO
nicholas.dagostino@ccsu.edu
860-832-1653

Pamela Soucy
University Assistant
soucyp@ccsu.edu
860-832-1652
Department Name: **Diversity & Equity – Office of Victim Advocacy**

**Building and Room:**
Clarence Carroll Hall, Room 248

**Services Provided:**
- Provides professional advocacy for students, faculty and staff who have been impacted by sexual assault, relationship violence, and/or stalking
- Provides information on different options available to address safety and other concerns and assists in the navigation of different reporting systems
- Provides referrals to campus or community resources
- Collaborates with other offices at CCSU to develop meaningful violence prevention initiatives

**Hours:**
Monday – 9:00am – 12:30pm
Tuesday – 9:00am – 5:00pm
Wednesday – 1:00pm – 4:30pm
Friday – 9:00am – 5:00pm
Other hours upon request

**Sarah Dodd**
Victim Advocacy & Violence Prevention Specialist
sarahdodd@ccsu.edu
860-832-3795

Department Name: **Diversity & Equity – Women’s Center**

**Building and Room:**
Student Center, Room 215

**Services Provided:**
- Offers services for and about women
- Provides resources, advocacy, information and other support services
- Sponsors educational and cultural programs designed to promote gender equity, leadership, and independence
- Provides crisis intervention, advocacy and referral services to victims and/or survivors of sexual assault

**Hours:**
Monday – Friday: 9:00am – 5:00pm

**Jacqueline Cobbina-Boivin**
Women’s Center Coordinator
cobbina-boivinj@ccsu.edu
860-832-1655
Department Name: Explore Central

Mission Statement
The Exploratory Advising Center provides academic advising services to first-time exploratory students who wish to investigate various fields of study before formally declaring a major. It will also work with continuing exploratory students until they are ready to declare a major or are accepted into programs of study with specific admission requirements.

Building and Room:
Clarence Carroll Hall, Room 145

Main Office Phone:
860-832-1614

Department email address:
explore@ccsu.edu

Department website:
www.ccsu.edu/explore

Services Provided:
● One-on-one academic counseling
● Various print and online resources
● Registration for exploratory students
● Developing a four-year academic plan
● Learning about various academic departments and their majors

Hours:
Monday – Friday: 8:00am – 4:30pm

Staff Listing:
PJ Rossitto
Interim Director
rossitto@ccsu.edu
(860) 832-1617

Janice Reska
Advising Specialist
reska@ccsu.edu
(860) 832-1616
- Academic Advising

Caroline Márquez
Advising and Career Specialist
marquez@ccsu.edu
860-832-1634
Department Name: Financial Aid

Building and Room: Lawrence J. Davidson Hall, Room 221

Main Office Phone: 860-832-2200

Department email address: finaid@ccsu.edu

Department website: www.ccsu.edu/financialaid

Services Provided:
- Administers all aspects of Financial Aid
- Counsels students on financial literacy

Hours:
Monday – Friday: 8:00am – 5:00pm

Staff Listing:
Richard Bishop
Director
bishopr@ccsu.edu
860-832-2203
- Oversees the administration of the Financial Aid Office

Gladys Colon-Lawson
Assistant Director
colon_gla@ccsu.edu
860-832-2199

Keri Maynard
Assistant Director
lupachinoK@ccsu.edu
860-832-2204

Frank Bitetto
Assistant Director
fmbitetto@ccsu.edu
860-832-2223

Anthony Martinez
Office Assistant
martineza@ccsu.edu
860-832-2208

Colen Moore
Office Assistant
moore@ccsu.edu
860-832-2209

Sarah Leone
Financial Aid Counselor
leone@ccsu.edu
860-832-2200
Department Name:
**IT Help Desk and Walk-in Support**

**Building and Room:**
Marcus White Hall (Entrance facing Social Sciences Hall)

**Main Office Phone:**
860-832-1720

**Department email address:**
techsupport@ccsu.edu

**Department website:**
www.ccsu.edu/its

**Services Provided:**

**IT Help Desk**
- The single point of contact for assistance with all supported software, hardware, and other IT Services
- Acts at a liaison between all groups within IT and the University community

**Walk-in Support**
- An extension of the IT Help Desk and provides in-person technology support for your portable computer and campus technology.
- Services include configurations to access the campus network, virus and spyware removal, remote application configuration, assistance with campus systems (CentralPipeline, WebCentral-Banner Web, BlackBoard Learn), and more.

**Hours:**

**IT Help Desk:**
Monday – Thursday: 7:30am – 8:00pm
Friday: 7:30am – 5:00pm

**Walk-in Support:**
Monday – Thursday: 10:00am – 5:00pm
Friday: 10:00am – 4:00pm

**Staff Listing:**

**Tina-Marie Rivera**
IT Help Desk & Walk-in Support Manager
riverat@ccsu.edu
860-832-1789
Department Name: Library
Building and Room: Elihu Burritt Library
Main Office Phone: 860-832-2055
Department email address: elihuburritlibrary@ccsu.edu
Department website: library.ccsu.edu
Services Provided:
- Borrowing privileges for Books, DVDs, scores, and audio CDs
- Kindles, calculators, laptops, and iPads for short-term loan
- Research Help (via email, chat, or in person)
- LibGuides- subject research guides
- Inter-library loan
- Borrowing materials from other libraries
- Course reserves, includes some course textbooks
- Article Databases (available both on and off campus)
- Electronic Resources (i.e. eBooks, research tutorials, citation tools, etc.)
- Special Collections and Archives
- Jazzman’s Café
- Group study rooms and comfortable seating
- Printing, photocopying, and scanning
- 3-D printing
- Portable Device Charging Stations
- Extended hours during finals

Hours:
Monday – Thursday: 8:00am – 10:45pm
Friday: 8:00am – 4:45pm
Saturday: 9:00am – 3:45pm
Sunday: 2:00pm – 9:45pm
*See website for holiday and interim hours
Staff Listing:
Dr. Carl Antonucci
Library Director
antonucci@ccsu.edu
860-832-2097
- Manages and oversees all library services

Kim Farrington
Access Services / Circulation
farringtonk@ccsu.edu
860-832-3410
- Questions about borrowing materials both @ CCSU and within the CONSULS consortium, library fines and fees

Dana Hanford
ISAR- Information Systems and Resources
hanford@ccsu.edu
860-832-3400
- Questions or requests for rush cataloging for CCSU materials in CONSULS marked “In Process”

Susan Slaga-Metivier
Reference/Research Assistance Department
slagas@ccsu.edu
860-832-2060
- Questions or assistance about researching a topic or using library resources both on and off-campus

Sharon Clapp
Digital Services Librarian
sclapp@ccsu.edu
860-832-2059
- Questions about library website and other digital library resources

Kristin D’Amato
Electronic Resources Librarian
damatok@ccsu.edu
860-832-2074
- Questions about e-journals and database access. Contact for suggesting new orders for continuing journal and database subscriptions

Kristina Edwards
Acquisitions Librarian
kedwards@ccsu.edu
860-832-2073
- Contact for suggesting materials for purchase or to donate books or audiovisual materials to the library’s general collections

Steven Bernstein
Assistant Catalog Librarian
bernsteinstj@ccsu.edu
860-832-2079
- Assistance with 3-D Printing

Theresa Mastrogiavanni
Administrative Assistant, Administration
mastrogiovanthh@ccsu.edu
860-832-2097
- Assists Library Director with day-to-day functions of the library, and handles general questions about the Burritt Library

Jamie Ortiz
Library Technician, Reserves
ortiza@ccsu.edu
860-832-3406
- Questions about required and supplemental class materials reserved by professors for their students and include books, journal articles, DVDs, videos, CDs, textbooks, and electronic reserves

Renata Vickrey
University Archivist, Special Collections, and Community Outreach Librarian
vickreyr@ccsu.edu
860-832-2085
- Questions about outreach and fundraising; questions about the University Archives, Polish Archives, the Gender Equity Collections, and the Rare Book Collections
Sarah White  
Library Technician / Inter-library Loan Manager  
swhite@ccsu.edu  
860-832-3408  
- Questions about ordering materials not owned by CCSU from libraries outside the CONSULS consortium

Ewa Wolynska  
Head, Special Collections  
wolynska@ccsu.edu  
860-832-2086  
- Questions about the Rare Book Collections, Polish Archives, University Archives, and the Gender Equity Collections

Norman Ferriere  
Library Technician, Technical Support  
ferrieren@ccsu.edu  
860-832-0064  
- Assistance with library’s computers and printers
Department Name:
**Marcus White Student Technology Center**
* (Computer Lab)

**Building and Room:**
Marcus White, Room 100

**Main Office Phone:**
860-832-1722

**Department email address:**
N/A

**Department website:**
www.ccsu.edu/STC

**Services Provided:**
- Offers students over 200 general use computers (a mix of PCs and Mac’s)
- Wide variety of software available to meet the computing needs for student coursework
- B&W and Color printing, document/photo scanners, and a copier
- Access to the CCSU wireless network
- Staff available all hours the Center is open to assist students with technology

**Hours:**
Monday – Thursday: 7:30am – midnight
Friday: 7:30am – 6:00pm
Saturday: 9:00am – 6:00pm
Sunday: 1:00pm – 10:00pm

**Staff Listing:**

**Lisa Washko**
Manager, Student Technology Resource Center
lisa.washko@ccsu.edu
860-832-1721
- Manage the day-do-day operations of the Student Technology Center

**Arksone Anachack**
University Assistant
arksonea@ccsu.edu
- Oversees the Student Technology Center during the evening hours
Department Name: 
Office of the Registrar

Building and Room:  
Lawrence J. Davidson Hall, Room 116

Main Office Phone:  
860-832-2236

Department email address:  
regstaff@ccsu.edu

Department website:  
www.ccsu.edu/registrar

Services Provided:  
Maintenance and security of all student academic records for undergraduate, graduate, current and former students

Hours:  
Monday – Friday: 8:00am – 5:00pm

Staff Listing:

Patrick Tucker  
Registrar  
ptucker@ccsu.edu  
860-832-2294  
- Oversees the day-to-day functions of the University Registrar’s Office

Amanda Tellier  
Associate Registrar  
telliera@ccsu.edu  
860-832-2267  
- course schedules  
- classroom assignments  
- faculty load reporting

Matthew Bielawa  
Associate Registrar  
bielawam@ccsu.edu  
860-832-2242  
- Operations and Registration  
- Banner reporting and Diplomas

Nancy Boscarino  
Associate Registrar  
boscarino@ccsu.edu  
860-832-2241  
- Banner catalog and curriculum updates  
- CAPP updates and independent studies, DegreeWorks

Rebecca Pickering  
Assistant Registrar  
r.pickering@ccsu.edu  
860-832-2315  
- Transfer credit approvals and transfer credit input  
- Inactive degree audits and general graduation questions

Barbara Zalot  
Assistant Registrar  
zalotb@ccsu.edu  
860-832-2240  
- Registration  
- Independent Studies  
- Early academic alert
Melissa Davis  
Office Assistant  
davismey@ccsu.edu  
860-832-2247  
- Responsible for Student Records  
  (Last Names A-L)

Terry Moore  
Office Assistant  
mooret@ccsu.edu  
860-832-2246  
- Responsible for Student Records  
  (Last Names M-Z)

Mildred Spann  
Office Assistant  
spannm@ccsu.edu  
860-832-2236  
- Registration & Permissions

Jack Paolino  
Degree Auditor  
paolino.j@ccsu.edu  
860-832-2197  
- Undergraduate senior degree auditor  
  for students with last name A-L

Rachael Davis  
Degree Auditor  
davisrar@ccsu.edu  
860-832-2239  
- Undergraduate senior degree auditor  
  for students with last name M-Z

Elena Simon  
Initial Degree Auditor  
essimon@ccsu.edu  
860-832-2244  
- General graduation questions for  
  students prior to applying for  
  graduation

Carla Cyr  
Secretary  
cyrca@ccsu.edu  
860-832-2294  
- Applications for graduation  
- Appeals (SAP, Residency and  
  Refund)

Carol Lummis  
Secretary  
lummisc@ccsu.edu  
860-832-2271  
- Registration  
- Optical Scanning  
  (exams and course evaluations)
Department Name:  
**Office of Student Conduct**

**Building and Room:**  
Clarence Carroll Hall, Room 202

**Main Office Phone:**  
860-832-1667

**Department email address:**  
osc@ccsu.edu

**Department website:**  
www.ccsu.edu/studentconduct

**Mission Statement:**  
The mission of the Office of Student Conduct is to increase student awareness of their individual rights and responsibilities as members of the CCSU community. The office strives to educate students to apply critical thinking and other integrated skills to develop healthy decision making practices. We aim to improve a student’s perspective and appreciation regarding institutional connectedness, civic responsibility, and humanitarianism.

**Services Provided:**
- The Office of Student Conduct (OSC) administers the student conduct process for all full and part-time students
- Primary goals include the promotion of social responsibility and the resolution of discipline cases in a developmentally sound manner consistent with University policy and nationally recognized “best practices”
- OSC assists the coordination of referrals to a variety of student support services including counseling, alcohol and other drug education programs
- The OSC staff is available to all students, faculty, and staff who may have questions or concerns regarding University behavioral standards and the CSCU Student Code of Conduct and Statement of Disciplinary Procedures

**Hours:**  
Monday – Friday: 8:00am – 5:00pm

**Staff Listing:**

**Christopher Dukes**  
Director, Office of Student Conduct  
dukesc@ccsu.edu  
860-832-1667

**Stephanie Reis**  
Assistant Director, Office of Student Conduct  
swreis@ccsu.edu  
860-832-1667

**Donna Pettinelli**  
Secretary  
pettinellidoh@ccsu.edu  
860-832-1667
Department Name: Office of Transfer and Academic Articulations

Building and Room:
Clarence Carroll Hall, Room 03506 (basement level)

Main Office Phone:
860-832-3349

Department email address:
mccoyjoa@ccsu.edu

Department website:
www.ccsu.edu/artriculations

Services Provided:
- Academic Advising for Prospective Transfer Students
- Advise accepted students on questions concerning course articulations and transfer evaluations
- Advise Dual Admissions Students
- Process course to course and program to program articulations
- Revise, print and distribute Transfer Guides
- Offer newly accepted Transfer Student Mentoring Program
- Transfer Tuesday Program

Hours:
Monday – Friday: 8:00am – 5:00pm

Staff Listing:
Myrna Garcia-Bowen
Director
garciaBowenm@ccsu.edu
860-832-2285
- Manages and oversees all operations of the Office of Transfer and Academic Articulations.

Joanne McCoy
Secretary II
mccoyjoa@ccsu.edu
860-832-3349
- Front Office Management and assists and supports the Director
Department Name:
Office of the Vice President for Student Affairs

Building and Room:
Lawrence J. Davidson Hall, Room 103

Main Office Phone:
860-832-1601

Department email address:
student_affairs@ccsu.edu

Department website:
www.ccsu.edu/studentaffairs

Services Provided:
- The Office of the Vice President for Student Affairs provides leadership to the departments within the Division, serves as a resource for questions regarding University policies and procedures, and, when appropriate, makes referrals to other offices for more information or problem resolution.
- We are committed to providing students with the services, activities, and support that will enhance their ability to fully engage in their educational experience here at CCSU.
- Several campus offices collaborate to provide Student and Parent Orientation programs.
- In collaboration with the Learning Center, our staff is actively involved in the Early Alert (formerly known as the Early Academic Warning) program. The goal of the Early Alert program is to intervene with students who have poor grades, attendance issues, or personal issues affecting their progress in courses. Poor academic performance and/or attendance issues can often be a symptom of a deeper problem for a student. If we can meet and help students to resolve or improve personal, medical, and other issues, we may positively impact their academic performance and daily life on campus.
- We process absence notices for students, and work with Student Disability Services to facilitate medical absences and accommodations.
- Students are welcome to stop by our office in Lawrence J. Davidson Hall, Room 103 or call us at 860-832-1601 to schedule an appointment.

Hours:
Monday – Friday: 8:00am – 5:00pm

Staff Listing:
Dr. Peter Troiano  
Interim Vice President for Student Affairs  
troianop@ccsu.edu  
860-832-1601

Mr. Ramón Hernández  
Associate Dean  
hernandez@ccsu.edu  
860-832-1601

Ms. Jan Taddei  
Administrative Assistant  
taddeijaa@ccsu.edu  
860-832-1601
Department Name: **Payroll (Student/University Assistant)**

**Building and Room:**
Marcus White Annex, Room 006

**Main Office Phone:**
860-832-2503

**Student Employee Support Line:**
860-832-2525

**Department website:**
www.ccsu.edu/fiscalaffairs/payroll_studentemployment.html

**Services Provided:**
- Collect and process student employment hiring paperwork
- Assist students and University Assistants with CORE-CT timesheet entry and sick leave use/balances
- Provide students and University Assistants with CORE-CT password resets

**Hours:**
Monday – Friday: 8:00am – 5:00pm

**Staff Listing:**
D’Lon Wilcox
Fiscal Administrative Assistant
wilcoxd@ccsu.edu
860-832-2503
- Process student and University Assistant payroll
Department Name: 

Perkins Loan Office

Building and Room:
CCSU’s ITBD Building, 185 Main Street, Suite 214, (Downtown Campus)
New Britain

Main Office Phone:
860-832-0150

Department email address:
N/A

Department website:
www.ccsu.edu/fiscalaffairs/perkins.html

Services Provided:
Aids students in the repayment of Federal Perkins Loans

Hours:
Monday – Friday: 8:00am – 5:00pm

Staff Listing:

Shiann Rutledge
Assistant Bursar
Rutledge@ccsu.edu
860-832-0158
- Supervisor of the Perkins Loan Collection process

Yvonne Wynter
Office Assistant
wynter@ccsu.edu
860-832-0159
- Assists in the Perkins Loan Collection process
Department Name: Residence Life

Building and Room:
Mid-Campus Residence Hall, Room 118

Main Office Phone:
860-832-1660

Department email address:
reslife@ccsu.edu

Department website:
www.ccsu.edu/reslife

Services Provided:
- Housing assignments
- Room changes
- Break housing
- Social and educational programming
- Residential and Commuter Meal Plans
- Summer conference services

Hours:
Monday – Friday: 8:00am – 5:00pm

Staff Listing:
Jean Alicandro
Director of Residence Life
alicandro@ccsu.edu
860-832-1664
- Responsible for the overall administration of the Residence Life program including managing the departmental budget and strategic planning

Sandra Matthews
Associate Director of Residence Life
matthewssas@ccsu.edu
860-832-2738
- Manages the Resident Assistant program and resident education component of the department in addition to supervising the selection and training of new student staff members

Ryan Baumann
Associate Director of Residence Life
baumannryf@ccsu.edu
860-832-1663
- Manages the housing assignment process, coordinates all late stay and early return to campus, and supervises the live in professional staff members

Susanne Ventura
Secretary
sventura@ccsu.edu
860-832-1661
- Manages the central office and assists the Associate Director in regards to the housing assignments process
Department Name:
**School of Business Student Services Center**

**Building and Room:**
Robert C. Vance Hall, Room 216

**Main Office Phone:**
860-832-3205

**Department email address:**
ccsusob.wixsite.com/sobssc

**Department website:**
ccsusob.wixsite.com/sobssc

**Services Provided:**
- Academic Advising
- Career Services for School of Business Majors

**Hours:**
Monday – Friday 9:00am – 5:00pm

**Staff Listing:**

**Jason Snyder**
Associate Dean
snyderjal@ccsu.edu
860-832-3205
- Career Advising for School of Business Majors and Minors

**Cristina Higham**
Advising and Student Support Specialist
chigham@ccsu.edu
860-832-3242
- Academic Advising for Pre-Major Students

**Jacqueline Guzmán**
Advising and Student Support Specialist
jguzman@ccsu.edu
860-832-3248
- Academic Advisor

**Michelle Nickerson**
University Assistant
michellen@ccsu.edu
860-832-3205
- Academic Advising for Pre-Major Students

**Valentina McBride**
University Assistant
mcbridevap@ccsu.edu
860-832-3205
- Academic Advising for Pre-Major Students
Department Name:
School of Education & Professional Studies Advising Center (SEPS)

Building and Room:
Henry Barnard Hall, Room 229

Main Office Phone:
860-832-2370

Department email address:
SEPSAdvising@ccsu.edu

Department website:
www.ccsu.edu/seps/studentservices

Services Provided:
- Academic Advising
- Taskstream assistance
- Change of Major into Education Programs
- Course registration assistance
- Praxis questions
- Praxis and other test resources
- Professional program for Teacher Certification information
- Transfer Student Advising
- Pre-Social Work Portfolio Assistance

Hours:
Monday – Friday: 9:00am – 5:00pm, or by appointment

Staff Listing:
Mary Pat Bigley
Counselor
bigleymap@ccsu.edu
860-832-2112

Elizabeth Wright
Academic Advisor
wrighte@ccsu.edu
860-832-1636

Sarah LoGiudice
Academic Advisor
logiudice@ccsu.edu
860-832-2127
Department Name:
School of Engineering, Science, and Technology
Student Services Center (SEST)

Building and Room:
Nicolaus Copernicus Hall, Room 241

Main Office Phone:
860-832-1863

Department email address:
sestssc@ccsu.edu

Department website:
www.ccsu.edu/sest/ssc

Services Provided:
● Academic Advising
● Career Resources
● Transfer Advising Sessions
● Tutoring
● Computer Lab

Hours:
Monday – Thursday: 8:30am – 8:30pm
Friday: 8:30am – 5:30pm
Saturday: 10:00am – 3:00pm

Staff Listing:

Justine Gamache
Academic Advisor and Student Support Specialist
gamache_jum@ccsu.edu
860-832-1956
- Academic and Career Advising

Donna DeCarlo
Academic Advisor and Student Support Specialist
decarlo_dom@ccsu.edu
860-832-1805
- Academic and Career Advising

Joseph Zeoli
Academic Advisor and Student Support Specialist
zeoli@ccsu.edu
860-832-1643
- Academic and Career Advising
Department Name: School of Graduate Studies

Building and Room: Henry Barnard Hall, Room 102

Main Office Phone: 860-832-2363

Department email address: gradstudies@ccsu.edu

Department website: www.ccsu.edu/gradstudies

Services Provided:
- Oversees graduate student probation/dismissal process
- Enforces Graduate School policy
- Oversees all program changes/revisions/extensions
- Processes all thesis and special projects submissions
- Maintains continuous enrollment fees
- Coordinates all aspects of graduate admissions

Hours: Monday – Friday: 8:00am – 5:00pm

Staff Listing:
Dr. Glynis Fitzgerald
Dean, School of Graduate Studies
fitzgeraldg@ccsu.edu
860-832-2364
- Oversees all aspects of the School of Graduate Studies

Carolyn Yousef
Administrative Assistant
yousefc@ccsu.edu
860-832-2346
- Provides administrative support to the School of Graduate Studies

Jillian Holt
Degree Auditor
jholt@ccsu.edu
860-832-2361
- Responsible for processing applications for graduation and auditing degree requirements

Tasha Oliver
Secretary
to9137@ccsu.edu
860-832-1928
- Processes applications for comprehensive examinations, theses, and special projects for graduate students
Department Name:
Student Activities/Leadership Development/Recreation (SA/LD)

Building and Room:
Student Center, Room 201

Main Office Phone:
860-832-1990

Department email address:
N/A

Department website:
www.ccsu.edu/sald

Services Provided:
- Student organization advising & training
- Guidance for the coordination, organization and supervision of student-sponsored events
- Facilitation of leadership development workshops
- Vast student leadership roles and opportunities—many student orientated, major campus events
- Recreation and wellness activities
- Support and celebration of our diverse student body

Hours:
Monday – Friday: 8:00am – 5:00pm

Staff Listing:
Scott Hazan  
Director  
hazanscz@ccsu.edu  
860-832-1992  
- Oversees all departmental functions

Sue Sweeney  
Associate Director  
sweeney@ccsu.edu  
860-832-1991  
- Oversees Media Board, Mosaic Center, new club process, and office management

Ken DeStefanis  
Assistant Director  
destefanis@ccsu.edu  
860-832-3732  
- Oversees RECentral

Maria Santilli  
Assistant Director  
santilli@ccsu.edu  
860-832-1999  
- Oversees SA/LD
Department Name: Student Center

Building and Room: Student Center, Room 1160000

Main Office Phone: 860-832-1960

Department email address: N/A

Department website: www.ccsu.edu/studentCenter

Services Provided:
- Central Reservations Office (CRO)
- STAR Student Employment Program
- Information Center and Campus Telephone Operators
- Campus Box Office Services
- Breakers Gameroom
- Meeting/Conference Rooms
- TV and Study Lounges
- Locker and Mailbox Rentals
- Internships

Hours: Monday – Friday: 8:00am – 5:00pm

Staff Listing:

**W. “Otis” Mamed**
Director Student Center
mamed@ccsu.edu
860-832-1984
- Supervisor of the Student Center, accountability office, campus calendar software and server administrator, Residential Dining and Catering Services Quality liaison

**Katherine Poirier**
Associate Director Operations and Services
poirier@ccsu.edu
860-832-1982
- Oversees daily operations and services, supervises graduate intern program and development, building manager team, coordinates evening supervision

**Tiffany Moffo Simpson**
Assistant Director Services
moffot@ccsu.edu
860-832-1972
- STAR student employee development coordinator, supervisor Info Center, Box Office, Breakers, Tech services and supervisor for major events

**Debbie Peterson**
Fiscal Administrative Assistant
peterson@ccsu.edu
860-832-1985
- Campus event and catering invoicing, Box Office support, cash accountability, department purchasing and budget records
Department Name: **Student Disability Services**

**Building and Room:**
Clarence Carroll Hall, Room 150

**Main Office Phone:**
860-832-1952

**Department email address:**
disabilityservices@ccsu.edu

**Department website:**
www.ccsu.edu/sds

**Services Provided:**
- CCSU’s Office of Student Disability Service (SDS) is committed to providing equal access to an educational experience, through the provision of reasonable accommodations and services, to qualified students with disabilities, in order to reduce or eliminate any disadvantages that may occur as a result of an individual’s disability.
- In determining reasonable accommodations, CCSU is guided by the federal definition of “disability” which describes an individual with a disability as someone who has “A physical or mental impairment that substantially limits one or more major life activities of an individual; for example caring for oneself, standing, lifting, bending, speaking, breathing, eating, sleeping, walking, performing manual tasks, learning, reading, concentrating, thinking, and working.”
- SDS offers a wide variety of legally mandated services for students with documented disabilities.
- After reviewing the documentation of disability, the coordinator will provide appropriate academic accommodations specific to the student’s functional limitations in the academic setting, and inform the student on how to access the approved accommodations.
- Students should request accommodations in a timely manner and follow SDS policies and procedures for accessing accommodations as outlined on the website.
- Note: SDS does not provide assistance or equipment, i.e. homework assistance, typing, personal laptops, or personal aids.
- There are six main services at SDS: Exam Accommodations, Readers/Scribes, Alternate Format Instructional Materials, Sign Language Interpreting / Transcribing Services, Notakers, and Auxiliary Support

**Hours:**
Monday – Friday: 8:00am – 5:00pm
Staff Listing:
Valerie Hamilton-Brodie
Director of Student Disability Services
valerie.hamilton-brodie@ccsu.edu
860-832-1957

Ms. Carol Savelle
University Assistant
savellec@ccsu.edu
860-832-1952

Ms. Stephanie Scapeccia
Secretary
scapeccia@ccsu.edu
860-832-1952
Department Name:

**Student Wellness Services**

**Building and Room:**
Multiple Locations –
Counseling Services – Marcus White, Room 205
Medical Services – Marcus White (next to the computer lab)
Wellness Education – Clarence Carroll Hall, Room 240

**Main Office Phone:**
General - 860-832-1925
Appointments - 860-832-1926

**Department email address:**
sws@ccsu.edu

**Department website:**
www.ccsu.edu/sws

**Services Provided:**
- Student Wellness Services provides focused, problem-specific, integrated medical mental health care, substance abuse prevention programs, general wellness outreach education, and support to the CCSU community

**Hours:**
Monday – Friday: 8:00am – 5:00pm (Closed University Holidays)

**Staff Listing:**

**Jaqueline Harris, M.D., MPA**
Director of Student Wellness Services
jharris@ccsu.edu
860-832-1934
- Oversees all departmental services and functions

**Shannon Jackson, Psy.D., M.S. Ed.**
Associate Director, Counseling
sjackson@ccsu.edu
860-832-1629
- Oversees Counseling Services and provides direct counseling to students

**Marisol Cruz Meléndez, A.P.R.N**
Associate Director, Health Services
marisolaponte@ccsu.edu
860-832-1930
- Oversees Health Services and provides direct medical services to students
Jonathan Pohl, Ph.D.
Coordinator of Wellness Education
pohlj@ccsu.edu
860-832-1948
- Oversees Wellness Education and provides counseling services to students

William Fothergill, M.A., M.S.W., C.P.C, L.P.C.
Associate Counselor, Counseling
fothergillw@ccsu.edu
860-832-1945
- Direct counseling services to students

Heidi Huguley
Administrative Assistant
huguleyh@ccsu.edu
860-832-1977
- Assists in the day-to-day operations of all areas, assists in supervision and management of clerical staff

Gladys Moreno-Fuentes, L.C.S.W.
Assistant Counselor
Morenofuent_gla@ccsu.edu
860-832-1945
- Direct counseling services to students

April Palombizio, A.N.P., B.C.
Nurse Practitioner
apalombizio@ccsu.edu
860-832-1925
- Direct medical services to students

Susan Steen
Secretary
susansteen@ccsu.edu
- Provides main desk reception duties

Kathleen Sullivan, RN
Registered Nurse
kasullivan@ccsu.edu
860-832-1932
- Provides direct medical services to students
Department Name: The Learning Center

Building and Room: Clarence Carroll Hall, Room 016

Main Office Phone: 860-832-1900

Department email address: LearningCenter@ccsu.edu

Department website: www.ccsu.edu/tlc

Services Provided:
- Academic Coaching
- Tutoring - Math, Stats, Psychology, Physics 125, Chem 161 & 210
- Academic Probation Interventions
- Early Alert
- Placement Testing - Math, French, German, Italian and Spanish

Hours:
Monday – Friday: 8:00am – 5:00pm   Evening hours - 3 nights per week. Tutoring hours vary each semester. Current Tutoring Center hours available on our website

Staff Listing:
Elizabeth Spear
Assistant Director, Academic Support Specialist
spear@ccsu.edu
860-832-1908
- Develops and delivers the academic support programs and services
- Coordinates Early Alert and Tutoring Center

Natalie Ford
Secretary
fordnac@ccsu.edu
860-832-1900
- General office management
- Administrative support to TLC staff
- Supervises information specialists
Department Name: **Office of Veterans Affairs**

Building and Room: Clarence Carroll Hall, Room 035

Main Office Phone: 860-832-2838

Department email address: vetaffairs@ccsu.edu

Department website: www.ccsu.edu/veteransaffairs

**Services Provided:**
- Serves as school’s certifying officials
- Assist veterans, dependents of veterans, guardsmen, and reservists with educational benefits, advising, and transitioning from the military to college

**Hours:**
Monday – Friday: 8:00am – 5:00pm
Veterans Drop In Center: Monday – Thursday: 8:00am – 9:00pm

**Staff Listing:**

**Chris Gutierrez**  
Veterans Affairs Coordinator  
gutierrezc@ccsu.edu  
860-832-1869  
- Oversees the operation of the Office of Veterans Affairs (VA)  
- Assists veterans, dependents of veterans, guardsmen, and reservists with obtaining VA educational benefits and academic needs

**Nicole Spencer**  
Veteran Retention Assistant  
spencern@ccsu.edu  
- Assists veterans, dependents of veterans, guardsmen, and reservists with obtaining VA educational benefits and academic needs
Student parking. All resident hall students should park in CG, SC, or WG. For more information visit: www.ccsu.edu/police.