Student Services Collaborative Group 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:
NA

Department web site:
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: 8:00a – 8:00p
Friday: 8:00a – 5:00p
Saturday: Closed
Sunday: 5:00p – 9:00p

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

Alicia Akers
akers alm@ccsu.edu
Advisor
860-832-1922
-Advisor to Swim Team

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

Gail Babington
Gbabington@ccsu.edu
Advisor
860-832-1922
-Advisor to Baseball
Michael Buzzi
buzzimcj@ccsu.edu
Advisor
860-832-1922
- Advisor to Men’s Golf and Softball

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

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

Bobbie Koplowitz
Koplowitz@ccsu.edu
Academic Coordinator, Men’s and Women’s Basketball
860-832-3172

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

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

Christopher Strahowski
strahowski@ccsu.edu
Advisor 860-832-1922
- Advisor to Baseball
- Math tutoring
Department Name: ADMISSIONS
Graduate Recruitment and Admissions Office

Building and Room:
Henry Barnard Room 102

Main Office Phone:
860-832-2350

Department email address:
graduateadmissions@ccsu.edu

Department web site:
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: 8:00a – 5:00p

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
Office Assistant
whittemore@ccsu.edu
860-832-3558
- Graduate Recruitment and Admissions support staff

Carol Jacques
University Assistant
jacquesc@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 & Admissions Office

Building and Room: Davidson Hall Room 115

Main Office Phone: 860-832-2278

Department email address: admissions@ccsu.edu

Department web site: 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: 8:00a – 5:00p

STAFF LISTING:

Larry Hall
Director
halllaw@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
benoid@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

Donna DeCarlo
Assistant Director
decarlo_dom@ccsu.edu
860-832-2296
- File review for last names beginning with letters MAO-PEN
Caroline Marquez  
Assistant Director  
marquez@ccsu.edu  
860-832-2280  
- File review for last names beginning with letters PEO-SMITH

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  
tureenelap@ccsu.edu  
860-832-2299  
- File review for last names beginning with letters EF-HOQ  
- File review for athletic recruits

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

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

Josie Vesci  
Unit Supervisor  
vescij@ccsu.edu  
860-832-2290  
- Oversees the download of all applications into the Banner system  
- Oversees the day-to-day functions and operations of application processing/download, scanning of documents and decision letters  
- Oversees the Admissions email inbox

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

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

Building and Room: Emma Willard Hall Room 305
Main Office Phone: 860-832-2602
Department email address: NA
Department web site: www.ccsuasap.wix.com/ccsuasap

Services Provided:
• General Advising for students in the College of Liberal Arts and Social Sciences
• 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: 8:00a – 5:00p
(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
Department Name: Bursars Office

Building and Room:
Davidson Hall Room 221

Main Office Phone:
860-832-2010

Department email address:
Billing-bursar@ccsu.edu

Department web site:
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: 8:00a – 5:00p

Staff Listing:

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

Tara Crescentini
crescentini@ccsu.edu
Associate Bursar
860-832-2021
- Administration of all Bursar banking operations
- Oversight of cashiering functions

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

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

Ivette Torruella
torruellai@ccsu.edu
Office Assistant
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 web site:
www.cardoffice.ccsu.edu

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

Hours:
Monday – Wednesday and Friday: 8:00a – 5:00p
Thursday: 8:00a – 7:00p

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

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

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

Kristen Sgambato
k.sgambato@ccsu.edu
Office Assistant
860-832-0087
- Front Desk
- Track money in and out of Card Office
Department Name:
Center for Advising and Career Exploration (CACE)

Mission Statement
The Center for Advising & Career Exploration (CACE) provides academic advising and career exploration opportunities that engage students and assist in the development and implementation of their educational plan and career goals.

Building and Room:
Willard Hall Suite 103

Main Office Phone:
860-832-1615

Department email address:
cace@ccsu.edu

Department web site:
www.ccsu.edu/cace

Services Provided:
• Pre-registration of all new incoming Freshmen
• Academic Advising for new Freshmen and continuing Undeclared students
• Participates in Summer Advising & Information Program for new Freshmen
• Career Advising
• Interview Skills Training
• Job Search Assistance
• Resume & Cover Letter Preparation/Review
• Classroom/Club workshop presentations
• Resume Referral Service
• On-Campus Recruiting Program
• Internships
• Cooperative Education Program
• Online Job Listing Service for part-time, full-time, internship and co-op positions
• Information on Occupations & Employers
• Career Resources on the Web
• Career Fairs in Fall and Spring
• Career Week activities in Spring

Hours:
Monday – Friday: 8:00a – 5:00p
Staff Listing:
Ken Poppe
poppe@ccsu.edu
Director
860-832-1635
- Oversees the operation of the Center for Advising & Career Exploration

PJ Rossitto
rossittop@ccsu.edu
Associate Director
860-832-1617
- Assists with the oversight and operation of the Center for Advising & Career Exploration

Kimberley Dumouchel-Cody
dumouchel@ccsu.edu
Advising & Career Exploration Specialist
860-832-1637
- Academic and Career Advising

Montez Johnson
johnsonm@ccsu.edu
Advising & Career Exploration Specialist
860-832-1620
- Academic and Career Advising

Janice Reska
reska@ccsu.edu
Advising & Career Exploration Specialist
860-832-1616
- Academic and Career Advising

Leah Skinner
skinnerlea@ccsu.edu
Advising & Career Exploration Specialist
860-832-1645
- Academic and Career Advising

Cathy Sylvester
sylvestercab@ccsu.edu
Advising & Career Exploration Specialist
860-832-1634
- Academic and Career Advising

Inez Bonilla
verainm@ccsu.edu
Advising & Career Exploration Specialist
860-832-1638
- Academic and Career Advising

Elizabeth Wright
wrighte@ccsu.edu
Advising & Career Exploration Specialist
860-832-1636
- Academic and Career Advising

Joe Zeoli
zeoli@ccsu.edu
Advising & Career Exploration Specialist
860-832-1643
- Academic and Career Advising

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

Johnna Wiggins
wigginsj@ccsu.edu
Secretary
860-832-1623
- Office Management
Department Name: Diversity & Equity

Building and Room: Davidson Hall Room 102

Main Office Phone: 860-832-1652

Department email address: rosa.rodriguez@ccsu.edu

Department web site: www.ccsu.edu/diversity

Services Provided:
• Provide 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: 8:00a – 5:00p
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:
DiLoreto 207

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

Hours:
Monday – Friday: 8:00a – 5:00p (Additional times available upon request.)

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

Department Name:
Diversity & Equity – Women’s Center

Building and Room:
Student Center, RM 215

Jacqueline Cobbina-Boivin
Women’s Center Coordinator
cobbina-boivinj@ccsu.edu
860-832-1655

Hours:
Monday – Friday: 9:00a – 5:00p

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/survivors of sexual assault
Department Name: Financial Aid

Building and Room: Davidson Hall Room 221
Main Office Phone: 860-832-2200
Department email address: finaid@ccsu.edu
Department web site: www.ccsu.edu/financialaid

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

Hours: Monday – Friday: 8:00a – 5:00p

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

Dennis Williams
Associate Director
williamsd@ccsu.edu
860-832-2201

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

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

Frank Bitetto
Financial Aid Counselor
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
University Assistant
leone@ccsu.edu
860-832-2200
Department Name:
IT Help Desk and Walk-in Support

Building and Room:
Walk-in Support: Willard Hall Room 013

Main Office Phone:
860-832-1720

Department email address:
techsupport@ccsu.edu

Department web site:
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: 7:30a – 8:00p
Friday: 7:30a – 5:00p

Walk-in Support:
Monday – Thursday: 10:00a – 5:00p
Friday: 10:00a – 4:00p

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 web site: 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
• Interlibrary 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: 8:00 – 10:45p
Friday: 8:00 – 4:45p
Saturday: 9:00-3:45p
Sunday: 2:00 – 9:45p
*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 and 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

Rick Churchill
Associate Head, Reference
(Government Documents Librarian)
churchill@ccsu.edu
860-832-2066
- Help with information sources from agencies of federal, state and international governments

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 libraries general collections

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

Theresa Mastrogiovanni
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
Donna Wallach  
Library Technician, Curriculum Laboratory  
wallachd@ccsu.edu  
860-832-2069  
- Questions about materials and research assistance for the libraries’ education collections and resources  

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 / Interlibrary Loan Manager  
whtes@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 Hall Room 100

Main Office Phone:
860-832-1722

Department email address:
NA

Department web site:
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: 7:30a – midnight
Friday: 7:30a – 6:00p
Saturday: 9:00a – 6:00p
Sunday: 1:00p – 10:00p

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

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

Building and Room:
Davidson Hall Room 116

Main Office Phone:
860-832-2236

Department email address:
regstaff@ccsu.edu

Department web site:
www.ccsu.edu/registrar

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

Hours:
Monday – Thursday: 8:00a – 6:00p  Friday: 8:00a – 5:00p

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

Maria Alvarez
Associate Registrar
Alvarez@ccsu.edu
860-832-2240
- 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

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

Amanda Tellier
Assistant Registrar
telliera@ccsu.edu
860-832-2267
- Registration
- Independent studies
- Early academic alert
Melissa Davis
Office Assistant
davismey@ccsu.edu
860-832-2247
- Responsible for Student Records (Last Names A-L)

Barbara Salvador
Office Assistant
salvadorb@ccsu.edu
860-832-2246
- Responsible for Student Records (Last Names M-Z)

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

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

Carol Lummis
Secretary
lummiscaj@ccsu.edu
860-832-2271
- Registration
- Optical Scanning (exams & course evaluations)

Gail Gionfriddo
Unit Supervisor
gionfriddo@ccsu.edu
860-832-2263
- Registration & Permissions

Patti Albert
University Assistant
albertp@ccsu.edu
860-832-2245
- Records

Carol Johns
University Assistant
johnsc@ccsu.edu
860-832-2243
- Operations

Charmaine Navikonis
University Assistant
navikonisc@ccsu.edu
860-832-2236
- Front desk customer assistance
Department Name:
Office of Student Conduct

Building and Room: Emma Hart Willard Room 107

Main Office Phone: 860-832-1667

Department email address: osc@ccsu.edu

Department web site: 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, and 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 8:00 – 5:00p

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

Donna Pettinelli
Secretary
pettinellidoh@ccsu.edu
860-832-1667

Stephanie Reis
Assistant Director, Office of Student Conduct
swreis@ccsu.edu
860-832-1667
Department Name:
Office of Transfer and Academic Articulations

Building and Room:
Emma Hart Willard Hall Suite 110

Main Office Phone:
860-832-3349

Department email address:
mccoyjoa@ccsu.edu

Department web site:
www.ccsu.edu/artriculation

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 8:00 – 5:00p

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 assist and supports the Director
Department Name:
Office of the Vice President for Student Affairs

Building and Room:
Davidson Hall Room 103

Main Office Phone:
860-832-1601

Department email address:
Student_affairs@ccsu.edu

Department web site:
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 Davidson Hall, Room 103 or call us at (860) 832-1601 to schedule an appointment.

Hours: Monday – Friday 8:00-5:00p

Staff Listing:
Dr. Laura Tordenti
Vice President for Student Affairs
tordentilau@ccsu.edu
860-832-1601

Ms. Jan Taddei
Administrative Assistant
taddeijaa@ccsu.edu
860-832-1601

Mr. Ramón Hernández
Associate Dean
hernandez@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

Department email address:
NA

Department web site:
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 8:00-5:00p

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, New Britain

Main Office Phone:
860-832-0150

Department email address:
NA

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

Services Provided:
• Aids students in the repayment of federal Perkins Loans

Hours:
Monday – Friday: 8:00a – 5:00p

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 Room 118

Main Office Phone:
860-832-1660

Department email address:
reslife@ccsu.edu

Department web site:
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: 8:00a – 5:00p

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
Assistant Director of Residence Life
mathewssas@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 returns 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 regard to the housing assignments process
Department Name:  
School of Business Student Services Center

Building and Room:  
Vance Room 216

Main Office Phone:  
860-832-3205

Department email address:  
NA

Department web site:  
NA

Services Provided:
• Academic Advising
• Career Services for School of Business Majors

Hours:
Monday – Thursday 8:30 – 5:00p  
Friday 9:00 – 5:00p

Staff Listing:
Sharon Braverman  
Assistant Dean  
braverman@ccsu.edu  
860-832-3276  
- 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

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

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

Building and Room:
Barnard Room 229

Main Office Phone:
860-832-2370

Department email address:
SEPSAdvising@ccsu.edu

Department web site:
www.ccsu.edu/seps/studentservices

Services Provided:
• Academic Advising
• Taskstream Assistance
• Change of Major
• 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

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

Building and Room:
Copernicus Hall Room 241

Main Office Phone:
860-832-1863

Department email address:
sestssc@ccsu.edu

Department web site:
www.ccsu.edu/set/sscenter

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

Hours:
Monday – Friday, 8:30am – 8:30p
Saturday 10:00 – 3:00p

Staff Listing:
Justine Gamache
Academic Advisor and Student Support Specialist
Gamache_jum@ccsu.edu
860-832-1956
- Academic & Career Advising
Department Name:
School of Graduate Studies

Building and Room:
Henry Barnard Room 102

Main Office Phone:
860-832-2363

Department email address:
gradstudies@ccsu.edu

Department web site:
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: 8:00a – 5:00p

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

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

Debby Sokolowski
Secretary
debr.a.sokolowski@ccsu.edu
860-832-1928
- Processes applications for comprehensive examinations, thesis, and special projects for graduate students
Department Name:
Student Activities/Leadership Development/Recreation

Building and Room:
Student Center Room 201

Main Office Phone:
860-832-1990

Department email address:
NA

Department web site:
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 8:00 –5:00p

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
Department Name: Student Center

Building and Room: Student Center Room 1160000

Main Office Phone: 860-832-1960

Department email address: NA

Department web site: 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 Rooms
• TV and Study Lounges
• Locker and Mailbox Rentals
• Internships

Hours: Monday – Friday 8:00-5:00p

Staff Listing:
W. “Otis” Mamed
Director Student Center
mamed@ccsu.edu
860-832-1984
- Supervisor of the Student Center, and accountability office including campus event billing and collections, custodial services and liaison for Catering Services Quality

Tiffany Moffo Simpson
Assistant Director Services
moffot@ccsu.edu
860-832-1972
- STAR student employee development coordinator, supervisor of graduate interns, Breakers, technical services and supervisor for major events
Maria Santilli
Assistant Director Operations
santillimai@ccsu.edu
860-832-1973
- Oversees Central Reservations Office, supervises graduate interns, student building manager team, student setup/maintenance crews, coordinates evening supervision

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

Maureen Zukowski
Administrative Assistant
zukowski@ccsu.edu
860-832-1976
- General office management, supervises campus telephone operators, student/staff travel arrangements, coordinates annual staff searches, inventor records
Department Name:  
Student Disability Services

Building and Room:  
Willard Hall Room 101

Main Office Phone:  
860-832-1952

Department email address:  
disabilityservices@ccsu.edu

Department web site:  
www.ccsu.edu/sds

Services Provided:

• CCSU’s Office of Student Disability Services (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, Note-takers, and Auxiliary Support

Hours:  
Monday – Friday 8:00-5:00p
Staff Listing:
Mr. Ramón Hernández
Associate Dean for Student Affairs
hernandez@ccsu.edu
860-832-1601

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 205
Medical Services – Marcus White Annex (next to the computer lab)
Wellness Education – Willard Hall 113

Main Office Phone:
Counseling Services – 860-832-1945
Medical Services – 860-832-1925
Wellness Education – 860-832-1618

Department email address: marisolaponte@ccsu.edu

Department web site: www.ccsu.edu/wellness

Services Provided:
• Student Wellness Services provides focused, problem-specific, and integrated medical and mental health care
• Substance abuse prevention programs
• General wellness outreach
• Education and support to the CCSU community
• Please call numbers above to schedule an appointment or speak to a licensed medical or mental health provider

Hours:
Monday – Friday 8:00-5:00p

Staff Listing:
Shannon Jackson, Psy.D., M.S. Ed.
Interim Director of Student Wellness Services for Counseling
sjackson@ccsu.edu
860-832-1629
- Direct psychological services to students, clinical management and supervision for professional mental health staff, assist with Supervision and management of department, resource to faculty and staff
(Licensed Psychologist)

Marisol Cruz Meléndez, A.P.R.N
Associate Director, Health Services
marisolaponte@ccsu.edu
860-832-1930
- Direct medical services to students
(Family Advanced Practice Nurse), day-to-day management of Health Services office, outreach, resource to faculty and staff
William Fothergill, M.A., M.S.W., C.P.C, L.P.C.
Associate Counselor
fothergillw@ccsu.edu
860-832-1945
- Direct counseling services to students (Licensed Professional Counselor)

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

Janice Keeman, L.C.S.W., L.A.D.C
Part-time Counselor, Veterans Support
keemanja@ccsu.edu
860-832-1945
- Direct counseling services to students, assists the Office of Veteran Affairs, and provides other assistance as needed to student veterans (Licensed Clinical Social Worker)

Gladys Moreno-Fuentes, L.C.S.W.
Assistant Counselor
Morenofuent_gla@ccsu.edu
860-8321945
- Direct counseling services to students (Licensed Clinical Social Worker)

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

Jonathan Pohl, Ph.D.
Coordinator of Wellness Education
pohlj@ccsu.edu
860-832-1948
- Organizes and facilitates the department’s Wellness Education Programs and assists other departments and CCSU groups with their outreach, provides direct psychological services to students, resource to faculty and staff (Licensed Psychologist)

De’Bree Robinson
Secretary 2
dmrobinson@ccsu.edu
860-832-1945
- Scheduling and office administrative duties
Department Name: The Learning Center

Building and Room: Willard Hall Room 101
Main Office Phone: 860-832-1900
Department email address: LearningCenter@ccsu.edu
Department web site: 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: 8:00a – 5:00p   Evening hours - 3 nights per week
Tutoring hours vary each semester. Current tutor lab hours available on our website

Staff Listing:

Meg Leake
Director
leake@ccsu.edu
860-832-1901
- Manages all operations of The Learning Center

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

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:
Willard Hall Room 102

Main Office Phone:
860-832-2838

Department email address:
vetaffairs@ccsu.edu

Department web site:
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: 8:00a – 5:00p

Staff Listing:
Chris Gutierrez
Veterans Affairs Coordinator
gutierrezc@ccsu.edu
860-832-1869
- Oversees the operations of the Office of Veterans Affairs
- 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, SG, or WG. For more information visit: www.ccsu.edu/police