

IT Department Newsletter

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Ann Retires

Back in 1969, when life was easy, and tie-dye was a fashion statement, Ann Pandolfi graduated from STCC. She was part of the first class that graduated from the newly accredited community college.



After graduation Ann accepted a full time job in the computer center where she had previously been employed as a work-study student. Ask her about clearing card jams (yes, cards!!) on an IBM sorter.

Along with writing songs for every occasion, she has been known to bake individualized birthday cakes from scratch for fellow employees. But her generous spirit goes way beyond entertainment and food. Ann was always willing to do whatever was needed to keep the school up and running. That includes countless hours at home and

even on vacations, working behind the scenes.

She has tutored many new employees, some of which were her supervisors, and speaking of supervisors, she served with quite a few:

- John Fortsch
- George Cusson
- Michael Hanna
- Mark Curto
- Ralph Robinson
- Thomas Tetlow
- Doug Walter
- Robert Baraldi
- Eileen Cusick

With almost as many offices as Mark Curto, Ann has squirreled away as much paper as the IRS, and has data that no one else even remembers. She truly has been the keeper of all that is STCC.



We wish her the very best and thank her for her many years of dedicated service to STCC.

I "Goofed" on a GroupWise email and need to resend it "corrected"...

If you "goof" on a first email send, and need to resend it,

- go to your "Sent Items" folder, find the item sent, and click on "resend..."
- after you "fix" whatever, click OK
- the question will pop up, "do you wish to retract original item?" click on the "Yes" button.

To anyone who has not yet opened the first item - that item will disappear from their inbox, and they will only see the 2nd item. If the first item was opened, the recipient will still see the original, **and** the corrected item.

Now that Registration has started...

If you enter a student's record for whatever purposes, **PLEASE be sure to exit that student's record when you are finished.** During registration students often go to many offices during the process for help and information. By staying in a student's record you are locking that student from being used by anyone else. If you enter a student's record to view data and do not change any information... **Be Sure To Cancel Out - Do Not Save/Update.**

STCC Main phone number, 781-7822 Menu has Changed

Effective this past Veteran's Day Holiday, the College's main phone number, now offers a more student-centered focus. This new "telephone tree" will get general information to the students (and prospective students) prior to connecting to an office. Callers can now self-service to find out office hours, information on filing papers, deadlines, and directions for the website. Each menu has sub-menus with additional information. This new telephone tree should prove to be a more efficient means of getting requested information out to the callers. Below is the structure of the new telephone tree:

From the Main Menu, Press **1**, Followed by the party's 4-digit extension, to go directly to that extension (caller must know the number that is to be contacted)

- 2. Admissions**
 - Office hours
 - Tours, events
 - Application deadlines
 - College Now program, or Dual Enrollment
 - International applications
 - To speak with admissions staff
- 3. Registering for courses, training, ordering transcript**
 - Order transcript
 - English as Second Language

- Credit-free courses and training
- Withdrawing from a course
- To speak with registrar's staff

- 4. Financial Aid**
 - General information
 - Financial aid deadlines
 - Student loans
 - Connect to Financial Aid office
- 5. Billing questions, to make a payment, and for questions on student health insurance**
 - General information
 - Make a payment
 - Information on the College's payment plan
 - Waive health insurance charge
 - Employer payment, or receiving scholarship and want to make outside payment
 - Veteran's affairs representative
 - Account placed on Collection agency, state intercept program
 - All other student accounts questions
- 6. Other Student Related Offices**
 - Student Parking
 - Bookstore
 - Student ID's
 - Bilingual Services
 - Library
 - Center for Business and Technology
 - Veteran Affairs
 - Athletic Events
 - Campus Police
- 7. Campus events.**
 - Athletic events
 - Other campus events