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A USMH PUBLICATION FOR STUDENTS, FACULTY, STAFF AND THE COMMUNITY

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Satisfaction Reported and Assessed in USMH Student Survey

Would you recommend USMH to a friend? Overwhelmingly students said, yes they would. What is the most important service at the University System of Maryland at Hagerstown (USMH)? Students responded: the library, security and parking. Are you satisfied with the technology in your classroom? Most students answered, yes. These are just three of the questions asked in a student satisfaction survey conducted in December.

The survey, conducted by the USMH Office of Planning and Institutional Effectiveness, was sent via email to all fall 2007 USMH students. Of the 391 recipients of the survey, 102 students responded representing a 28-percent response rate.

Most survey participants listed convenience as the primary reason for choosing to attend USMH, with 73.4 percent citing a commute of 30 minutes or less. Most students, 93.6 percent of those surveyed, participate in online learning at USMH.

A focus group formed in the fall 2006 semester identified what services USMH students would like to have available for use. Of the responses, 92 percent identified they would like a bookstore, 82 percent valued health and fitness services, 75 percent deemed workshops and

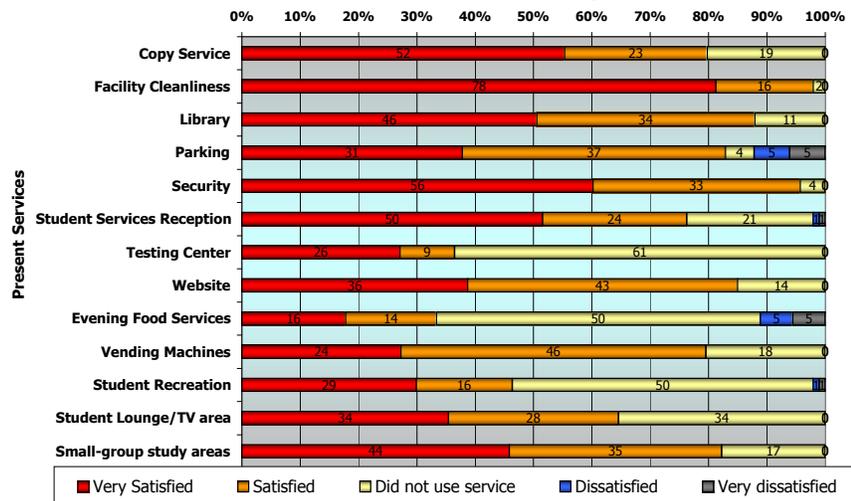
seminars important, and 72 percent marked a writing center as a service they would like to see at USMH.

Survey participants replied that they feel most welcome at USMH when they are with other students in the classroom, with faculty, and with their advisor.

Over 95 percent of students marked that they felt respected by security and staff. Eighty percent of students responded that USMH is allowing them to meet their educational goals, and allowing them to complete their education while working.

The end of the survey allowed students to write-in comments. Twenty-seven percent of respondents shared their thoughts. Most comments were regarding the need for a bookstore and the concern about paying for parking. Other comments focused on the high level of service the

Students' Satisfaction With Existing USMH Services



security guards provide and the benefits of the welcoming lounge areas.

The Office of Institutional Research at USMH uses the survey results to develop a long-term trend analysis to measure and monitor academic and support services at USMH. The results of this survey are part of a larger continuous quality improvement study.

For more information, including a detailed report on the survey, visit USMH's Web site, www.hagerstown.usmd.edu.

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HAGERSTOWN

NOW IS THE TIME TO DISCOVER YOUR OPTIONS

Attend the USMH Open House and Academic Advising Seminar on March 12 from 5 – 8 PM

Mark Your Calendar to Learn More About Our Programs and Meet One-On-One with Advisement Staff



NURSING PROGRAMS

Director Lends her **Experience** and **Knowledge** to Nursing Students

“It is important to teach a realistic perspective. Many students come in not realizing what nurses do and expecting it will be an easy way to make a living,” said Judy Breitenbach, nursing programs director for Towson University at the University System of Maryland at Hagerstown (USMH).



After 28 years in nursing, Breitenbach knows what she is talking about. In 1979, she received her first nursing degree from Essex Community College in Baltimore County, and in 1994, Breitenbach received her Bachelor's of Science in Nursing from the College of Notre Dame in Baltimore. She then received her Master's of Science degree from the University of Maryland Baltimore in 2005, and is pursuing a doctorate in health care public policy.

Breitenbach practiced in acute care until fall 2005. At that time she accepted a position as a visiting faculty member at Towson. In March 2006 she accepted her current position as nursing program director at USMH.

Explaining her transition from acute care to teaching, she said, “Nurses are multi-faceted individuals. There are multiple things you do as a nurse and teaching is one of those pieces. A nurse continuously teaches patients and families about their

diagnosis, treatments, and medication.” “In addition,” Breitenbach added, “another role of the nurse is to teach and support newer nurses as they enter the profession.” Throughout her career Breitenbach has taught other nurses at the bedside and lectured for critical care courses. One of her positions held was the clinical educator for an intensive care unit. There she developed and implemented training for all new nursing graduates in unit.

“Going in this direction from a staff nurse to an administrative position in acute care, to nursing education seemed a logical transition. It is what I wanted out of my career— to give back to the profession by guiding and developing future nurses,” she said.

At USMH, mentoring students is an important part of her position. Twenty-seven students are in the B.S. program at USMH, and in May, the first cohort of Towson nursing students at USMH will graduate.



“Students do get stressed out. I help them learn how to manage their stress and how to work hard and to be successful,” Breitenbach said, and continued explaining the high level of expectations on a nurse. “A nurse cares for human life everyday. There is no room for error.”

FSU Student Relays Student Issues as Board Representative



“If you want to further your education and stay close to home while doing it, USMH is the perfect place for you,” said Anna Nisewarner, a Frostburg State University (FSU) student and Hagerstown resident.

The Towson nursing curriculum requires clinical rotations to enhance student training. This semester, seniors have clinical rotations for leadership and community health. Juniors are studying mother/baby and adult health. Clinical sites are in Washington and Frederick counties.

At USMH, students use the nursing simulation labs to enhance training. In the labs students work on high-tech mannequins equipped even with the ability to moan and groan in discomfort. Students can practice how to start an IV, how to do tracheotomy suctioning, and perfect their assessment skills. “It is as real to life as it possibly can be,” Breitenbach said.

With the nursing shortage, Breitenbach said, “There is an increase in interested students because they believe they are guaranteed jobs in nursing, and with the increase in nursing pay over the years, it can be a more lucrative profession for a younger adult. It is important to maintain a high level of teaching and learning expectations for students.”

As a member of the education work group of the Workforce Commission, a state commission to address the nursing shortage, Breitenbach said, “There is not enough faculty to teach all the students that keep applying. There is not only a shortage at the bedside; there are many layers and concerns that are being addressed by multiple groups.”

Talking about her position at USMH she said, “I couldn’t say no to the challenge of starting a program from scratch. Bringing the Towson nursing curriculum to Western Maryland has been an exciting and rewarding experience.”

“I have been here a solid two years and now we are graduating our first class,” she concluded with satisfaction.

Nisewarner, who will graduate with a bachelor’s degree in business administration in December 2008, is not just a student at USMH, but she also serves on the USMH Board of Advisors as the student representative.

“I used to be the vice president of the Student Government Association at Hagerstown Community College. After starting to take classes at USMH, I saw posters advertising the need for a student government at USMH, so I met with Sue Frock [a USMH staff member], and she asked me if I was interested in the student representative position, and I said yes,” said Nisewarner.

As the student representative, Nisewarner said she gets to provide insight to the board regarding student issues and concerns. She said one of the biggest challenges facing students at USMH is balancing school, work and home life. “We want to further our education, but in the evening we are tired from working all day, and then we have to fit in the time to work on homework and study.”

Nisewarner said the way she handles the juggling act is by “making priority lists and getting to as much as I can.” She said students know the busy schedules “will be beneficial in the long run; just at times it can get overwhelming.”

The welcoming environment of FSU at USMH helps ease the stress. She cites “the small classes, helpful advisement staff, friendly classmates with similar situations, and helpful, understanding teachers” as reasons she likes attending USMH.

Currently, Nisewarner, who has chosen to focus her degree in human resources management, is completing a six-credit internship at the City of Hagerstown within their human resources department. “I am learning daily what goes on in a human resources office — the situations that come up and how to solve them. Right now, I am mapping the policies and procedures of their office and providing the correct forms that go with each.”

After graduation, Nisewarner, plans on finding a good job with “good pay and benefits and something I would enjoy doing everyday.” Then, she is planning on getting married. “I am recently engaged,” she said. “And we are waiting until after graduation and finding steady jobs to get married.”

After she gets settled into her career, Nisewarner plans on returning to USMH. “I would like to come back to FSU and start working on my master’s degree part-time.”

Get involved - Be an Active Participant in Your Field!

USMH Participating Universities offer the following clubs.

Contact the person listed for more information.

FSU Sociology Club - Gary Austin, gaustin@frostburg.edu

The Nursing Student Association - Susan Morren, 240-527-2757

Sigma Theta Tau International Society of Nursing -

Dr. Sheila Green, 410-704-4203

Social Work clubs - Cindy Wingate, cwingate@salisbury.edu

USMH

Student Appreciation Events Recognize Hard Work

At USMH we want our students to be satisfied (see cover story on the student satisfaction survey). What better way to satisfy our students, faculty and staff than to feed them ice cream, subs and chili?

Throughout the fall and into the winter, USMH hosted student and faculty appreciation events. In September, Bones and Cones Dessertery brought a large freezer packed with vanilla, chocolate and birthday cake ice cream. As students piled on M&Ms, hot fudge sauce and sprinkles, they gave the thumbs-up to all the flavors.

In October, USMH hosted a Halloween Hoagie party for students and faculty. The submarine sandwiches from Gandolfo's deli were filled to the brim with turkey, ham, roast beef and vegetables. And of course, since it was Halloween, there was all sorts of candy.

For January, students and staff enjoyed chili and chips from Always Ron's to kick-off Super Bowl Sunday celebrations. The delicious combination of beans and beef scored a touchdown with all who enjoyed the hearty meal.

USMH students and faculty work hard and these events are a small way to recognize their efforts. More will be coming. Enjoy!

FORMER GOVERNOR VISITS USMH - DEEMS IT SMART-GROWTH SAVVY

Former Maryland Gov. Parris Glendening toured USMH on January 8 as part of his smart-growth initiative. Glendening, who was governor from 1995 to 2003, is now the president of the Smart Growth Leadership Institute.

According to its Web site, the institute helps state and local leaders design and implement effective smart-growth strategies in order to create more vibrant downtowns and neighborhoods.

The former governor was instrumental in the decision to locate USMH in downtown Hagerstown. "We're here because you saw the light," said Dr. JoEllen Barnhart, USMH associate executive director, "as she met Glendening.

It was Glendening's first tour of the completed facility, and he was genuinely impressed with the impact USMH has made on the downtown revitalization. In addition to the former governor, Mayor Robert E. Bruchey also toured the building. Dr. Dave Warner, USMH executive director, led the tour and explained the history of the building and the challenges in completing the 17,000-square-foot facility.

Glendening visited the USMH library, nursing lab, IVN rooms, computer labs and classrooms. He said he includes photos of USMH in the smart-growth presentations he makes across the country, and that the USMH facility is a prime example of what smart growth can accomplish.

"We were very pleased the governor visited USMH. His decision to locate USMH downtown contributed first hand to the success of our center," said Dr. Warner. "It was very interesting to hear his ideas on smart growth and how it has positively impacted the downtown Hagerstown community."



Dr. JoEllen Barnhart explains the workings of USMH's IVN rooms to former Governor Parris Glendening.



Dr. David Warner shows former Governor Parris Glendening a USMH classroom.

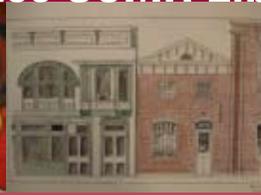
For more information on Glendening's trip to USMH visit the Herald-Mail Web site at http://www.herald-mail.com/?module=displaystory&story_id=182850&format=html

NBC 25 news also covered Glendening's USMH visit. To view their coverage visit <http://your4state.com/content/fulltext/?cid=14875>

For more information on the Smart Growth Leadership Institute visit www.sgli.org/

Student Talent

Decorates USMH Library



Acute attention to detail, lifelike renderings, and exquisite use of rainbow hues – all these phrases describe the artwork Washington County Public high school students are exhibiting in the University System of Maryland at Hagerstown (USMH) Library in February and March.

More than 30 public high school students are participating in the exhibit titled, "Momentum: Emerging Artists Moving Forward in Visual Arts." The juried art show features artwork in a myriad of mediums, including pencil, watercolor, acrylic, oil, photography, and sculpture.

"The opportunity to showcase the talent of these students is very exciting," said Rob Hovermale, Washington County public

schools coordinator of visual and performing arts. "They have worked very hard on these pieces and their dedication is apparent. We would like to thank USMH for asking our students to exhibit in their facility."

USMH Executive Director Dr. David Warner said, "We welcome the students' artwork and are extremely pleased to have partnered with the Washington County Public Schools on this art exhibit. What a wonderful forum to work with the school system."

An awards reception to honor the student artists was held at USMH. Members of the Washington County Arts Council judged the artwork, and awards were given to: Amber Cooper, North Hagerstown High School, first place; Hayley Ruppenthal,

Hancock High School, second place; Elizabeth Cline, Boonsboro High School, third place; Jessica Woodyard, Williamsport High School, honorable mention for creative expression; Jeremie Lecuyer, South Hagerstown High School, honorable mention for technical rendering; and Christina Berman, South Hagerstown High School, honorable mention for graphic style.

"We invite all members of the community to come and view the works of this talented group of young artists," said Dr. Warner.

For more information on "Momentum: Emerging Artists Moving Forward in Visual Arts," call USMH's library at 240-527-2717.

TECHNOLOGY FOR A SMART CAMPUS

With the advent of online classes, distance learning and videocasts, students and faculty alike have to be techno-savvy. Many USMH students were raised with technology at their fingertips. They fearlessly tackle anything with a computer chip and are guided by a well-honed intuition rather than any written directions. Keeping up with the latest upgrades and newest gadgets is a relief from boredom. Others struggle to adapt to the ceaseless advancements that claim to be more user friendly due to the increased "intelligence" of the software or hardware being used.

Whatever your level of ability, you are certain to need both a working knowledge of and access to technology in today's educational landscape. USMH is poised to help by offering a variety of technology tools and support. From a "smart" board to a computer that understands and can type what it "hears," USMH offers the brightest in cutting-edge technology for student and faculty use.

No need to plug your laptop into a port. The USMH smart campus provides wireless Internet access throughout the USMH building. Students can bring their personal laptop computers, equipped with wireless capabilities, and access the Internet from anywhere in the building or the outside courtyard.

Even the Xerox machine has become "smarter." In addition to copying and printing in color or black and white, the recently upgraded machine will staple, collate, and showcase its newest feature—emailing



documents. With the upgrade of the Xerox machine, the library staff will provide more full-service copying assistance. Copying is free to current University System of Maryland (USM) students and faculty.

Don't have a laptop but need to use one for class? They are available in the library and can be checked out for use in the building. If you don't need to be mobile with your computer, USMH has a computer lab in the library, two additional computer labs on the third floor and two classrooms equipped



traditional library," says Jennifer Clement, director of library services. "Students have access to digital databases using Research Port, which is a sharing mechanism with other USM institutions. Because most students are using the library resources for research, we don't need a large print collection." Clement offers instruction in using technology to access the databases.

with computers at every desk. If both computer classrooms are in use, a cart that houses 15 laptop computers is available by request of the instructor. The Internet can be accessed from all USMH computers.

Another astute piece of technology is available by request through the library or the receptionists. The SMART Board interactive whiteboard is a touch-sensitive display that connects directly to a computer and an LCD projector. This allows the computer image to be shown on the whiteboard. Computer applications can be controlled directly from the display. The user can also write notes in digital ink directly on the whiteboard and save work to share later. The SMART Board is a useful teaching tool as well as a study instrument for group projects. To use the SMART Board, students must request a special laptop cart from the library staff or the receptionists.

Technology is not limited to hardware. "The USMH Library is not a

Students with disabilities that make using a keyboard difficult or impossible may want to employ the speech recognition software, Dragon Naturally Speaking. With the software, a student can speak naturally to the computer, and the words will appear on the screen. Students and faculty can request the software at the library desk.

Students and faculty, who need to use technology for presentations or as teaching tools in the classroom, have a plethora of equipment available to them. Every classroom is equipped with a lectern that contains an LCD projector, document camera, VHS



player, DVD player, and a computer with Microsoft Windows XP, Microsoft Office, and Internet access.

USMH houses three interactive video network (IVN) classrooms that allow students to watch and participate in off-campus classes in real time. Students, who are enrolled in distance education classes, will be happy to know that clever upgrades to the IVN classrooms, planned for the summer of 2008, will improve the quality of the video and eliminate the push-to-talk microphones.

All of this smart technology might be a bit daunting for the average user. If the machine seems smarter than you, don't panic! USMH provides technical support through its IT department.

Both user and equipment support are available from 9:30 a.m. to 8 p.m., Monday through Thursday and from 9 a.m. to 5 p.m. on Friday.

IT/Telecommunications Specialist Scott Thomas and IT Support Associate Gayla Moon-Burgess respond to messages left on the IT support voicemail, which can be reached by calling 240-527-2065.

Students and faculty can also request IT support through the receptionists.

Did you know?

You can evaluate your personality to determine career goals?

That's right, the Career Services office at USMH now offers The Birkman Method personality assessment. The test combines motivational behavioral and interest evaluations into one single assessment identifying your everyday interpersonal style. It then gives you unique insights

into underlying motivations and needs. The Birkman Method also generates a career management report to help you identify the occupational groups and work environments that suit your personality. For more information on taking this assessment contact Sue Frock, testing and career services coordinator, at 240-527-2755.

You can meet with industry business leaders at USMH?

USMH is hosting a Mini Job Fair on March 12, 2008 in conjunction with our Open House. From 5-8 p.m., students can meet with leading area businesses including: Frederick County Public School System; Maryland State Board of Child Care; Susquehanna Bank, Hagerstown;

USMH Delivers Smiles



“Dedicated to celebrating, honoring and supporting USMH employees.” That is the Smile Bunch mantra, and since its inception in October, the Smile Bunch has succeeded in its task.

“As the USMH staff is growing, we needed a group to help organize and plan social events to recognize employees’ birthdays and anniversaries and to show support when an employee has a personal tragedy or to recognize a joyous occasion in an employee’s life such as the birth of a baby or a wedding,” said Dr. David Warner, USMH executive director.



In the fall, Dr. Warner asked for social committee volunteers and, after the first couple of meetings, the group decided to call themselves the Smile Bunch complete with a logo of yellow smiling faces in a grape bunch. The first members of the Smile Bunch were: Jan Dickinson, Linda McNamee, Tamara Doleman, Sue Frock and Amanda Johnston.

The group has designated the third Tuesday of every month as social day. On this day, birthdays and staff anniversaries in that month are recognized.

“It gives everyone a break from the day to come together and spend a little time with fellow employees,” said Smile Bunch member Amanda Johnston.

In addition to the monthly social day, the group has planned other events such as a cookie exchange during the holidays and the give-away of the Cart-o-copia around Thanksgiving.

When the USMH building first opened in 2005, a grocery cart was used to haul office items from offices on the Public Square to the brand-new West Washington Street building. “We thought

it would be the perfect vehicle to put items in to auction them off around Thanksgiving. We called it the cart-o-copia,” said Linda McNamee.

USMH employees donated \$1 for a chance to win the contents of the cart, which contained items needed to prepare Thanksgiving dinner. The donations went to the Smile Bunch’s fund to provide social events and gifts to employees for special occasions.

More Smile Bunch events will be planned in the coming months, including a Saint Patrick’s Day pot-o-gold giveaway. USMH employees, stay tuned.

Above photos from left to right:

Sue Frock poses with the cart-o-copia prizes that she won.

A cake to celebrate the third anniversary of USMH.

Staff members show-off their tacky presents in this year’s holiday tacky and useless gift exchange.

Hagerstown Trust; Citigroup; and Hagerstown Golden Living (Beverly Living Center).

For more information please contact the USMH Career Services office at 240-527-2755.

You can be honored for all your hard work and achievement in receiving your degree?

If you are graduating from one of our five participating universities this spring, you do not want to miss the USMH Graduate Celebration. Mark your calendars now for this event. It will be held May 20, 2008 from 5:30 to 8:30 p.m. at the Fountainhead

Country Club. Student leadership and service awards will be given out. There will be stellar entertainment, lots of food and fun with your fellow classmates and professors. More information will be coming in the spring. Keep posted to USMH’s Web site, www.hagerstown.usmd.edu



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