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# August 2018 ~ Reviewers Review

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**Mission: Southern New Hampshire University transforms the lives of students. Our success is defined by our students' success. By relentlessly challenging the status quo and providing the best support in higher education, Southern New Hampshire University expands access to education by creating high quality, affordable and innovative pathways to meet the unique needs of each and every student.**

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## Goal Lead Office Hours

Our Goal Leads hold regular office hours for live interaction with students. Every Goal is addressed twice per month: once during the day and once in the evening or weekends. Students can ask questions, get information about a Goal, learn new tips, etc. It is a great resource for students, but unfortunately, the office hours are not very well attended, and we are exploring various ways to promote.

We have been encouraging students to join SNHUconnect for almost 6 months now. Why don't we change that up and actually provide specific information about the Goal Lead Office Hours? With access to the calendar, you could actually let them know the next session date and time.

Here is what you Would say on a resubmission:

*You may wish to attend a live session for this Goal where you can ask questions, get information about the Goal, and maybe learn some new strategies for success with this Goal. You can drop in at any time in the session and can stay for a few minutes or for the whole session. You can also access a session through all of your computer devices or call in via phone.*

The next session for this Goal is: [Reviewers, look at the calendar and fill in the blank for day, date, time ET].

Here is the link to the calendar where you can access the login information for the session: <http://bit.ly/2D4HS3O>

Reviewers, you can share this calendar link with students and can use it yourself

## Student Spotlight -Jessica Matthias!

**“As a manager, I have a lot of love for my people and want to see them reach their potential.”**

**– JESSICA MATTHIAS**

Jessica Matthias is a Floor Supervisor in a McDonald's restaurant in Everett, Washington. She graduated from the College for America program in July 2018 with an Associate of Arts in General Studies degree with a Specialization in Business. She has held several positions over the past six years, including Department Manager III. Jessica heard about the College for America program through the Archways to Opportunity website and ultimately chose it because it allowed flexibility with her work schedule.

“I really enjoyed it,” Jessica says, describing her experience as a student in the College for America program. “I liked the structure. The program gave you a sense of mastery of the material. Instead of just passing or failing a test, you work with the material until you understand it.” Jessica adds that you do need to be motivated in order to stay focused in the program. McDonald's helped Jessica not only by providing tuition assistance but also by accommodating her work schedule. She asked to work evenings so that she could do her classwork during the mornings. (<https://collegeforamerica.org/student-spotlight-mcdonalds-jessica-matthias/>)

# Kudos CORNER

Kudo's Corner is dedicated to YOU!

## SPOTLIGHT on YOU!

Beginning with the July edition of *Reviewers Review*, we will highlight 2 exemplary Reviewers from across **all** CfA programs. The exemplary Reviewer emulates CfA best practices and goes “above and beyond” to create an exemplary student experience. ***The July eNewsletter exemplary Reviewers are ...***

**Michelle Gardner**



Michelle Gardner has been a Reviewer for CfA since December 2014. She worked in the human services field for 22 years, 17 of those years as an administrator. Michelle has also been a post-secondary educator for the almost ten years and teaches various face-to-face as well as online courses in sociology, psychology, and career development. She holds a BS in Psychology, an MS in Sociology and is pursuing her Ed.D. specializing in online learning. Michelle enjoys traveling and spending time with her family.



Nicole Anderson is based in Indianapolis, Indiana and has worked as a Goal Reviewer for CfA for the past three years. She reviews in the goals Navigate the US Healthcare System, Address Aging and End of Life, and Speak Healthcare Fluently. Nicole brings more than 20 years' experience in public health working in both the for-profit and non-profit sectors. She started her career in higher education over five years ago where she worked as a Department Head overseeing associate and bachelor-level healthcare management degree programs. Currently, Nicole works for Indiana University – Bloomington's School of Public Health as the Director of International Programs where she leads the internationalization of the School's curriculum and creation of co-curricular activities as a core value of the student experience. She earned her MPH in Behavioral Health Sciences at Indiana University and will to start her Doctorate of Public Health (DrPH) program in fall 2018. In her limited spare time, Nicole enjoys traveling the world with her 16-year old daughter. She is an avid traveler and has visited over ten countries.

Thanks to **Michelle and Nicole** sharing their bios for the newsletter and for providing an exceptional student experience!

## What Our Students Are Saying about YOU!

As you know, Reviewers are expected to add the following language to feedback each time a student masters a project:

- **Congratulations on mastering this project! Please complete the optional Project Mastery Survey in your email to give us your thoughts on the project materials and on your evaluation experience.**

The student comments not only help us with our *quality improvement processes* – these comments also give us an opportunity to recognize the important work you do with our students!

- **William Babler:** William B review made it very easy for me to quickly make the corrections. Also, because of my "Not Yet" the portion I had to revisit gave me an abundance of information to help me complete a portion of another project I'm working on. Thanks Mr. B.**Betsy McCall:** Betsy was professional, helpful, and patient. After I received "Not Yet," she encouraged me to review the specific resources she suggested. She motivated me to continue plugging away.
- **Tracy Jessup:** Dr. Tracy for very encouraging. Her guidance gave me clarity that allowed me to master the project. Thank you again Dr. Tracy.
- **Dwight Heaster:** Likes how the reviewer would send me feedback in a detailed way so I could understand what I was missing to master my project.
- **Joan Rachmel:** Ms. Joan R was my first reviewer. She was very positive and encouraging in every word. Her rating and items need to get to mastery were extremely clear and she suggested options. She gave me great encouragement and she articulated things from the project. Her words of encouragement throughout were very comforting as a new student. My rating is, she is amazing! Regards BPC**Cindy Barberio:** My reviewer provided me with great feedback, she was very detailed on what I needed to work on to help master this project. She was very encouraging and thoughtful. Thank you!
- **Naquell Scates:** Reviewer Naquell was always very encouraging. I really enjoyed her feedback and her choice of words that she crafted in her feedback. Thank you for your assistance through mastering this goal through the end.
- **Sheri Beattie-Smithkey:** Sherri B was awesome. She pushed me out of my comfort zone and I am better for it.
- **James Monroe:** James M was my reviewer and I could not have mastered this project without his help. Not only did he let me know what I needed to work on, he gave clear instructions on why they were incorrect. This is the type of environment I need to understand a difficult subject. Thank you James for your invaluable help.
- **Ray Blessman:** Excellent feedback that really helped me understand what I was getting wrong and understanding the information better.
- **Robert Vaughn:** Robert V. was my reviewer throughout Administer Policy Ethically. He consistently gave a thorough review of each project and when I missed some items his feedback was very clear and precise as well as encouraging. For example when I received a Not Yet he pointed out specifically which items needed revision and which resources I should use. I have had other reviewers whose feedback is vague and leaves you wondering if the entire project needs an overhaul. I'm so grateful to have had an invested reviewer to guide me throughout this goal. His style of reviewing especially his encouragement is outstanding and makes one feel accomplished!

**THANK YOU FOR CREATING EXEMPLARY STUDENT EXPERIENCES!**

