

Integrated Student Experience (ISE) Implementation Alliance
November 27, 2018 Meeting
3-4 PM C204 Center for Professional Development

MINUTES

Attendees: Bertolino, Budzyna, Callahan, Ciampi, Giampa, Hearn, Heineman, Holden-Gouveia, Iola, Knoepfler, Kortz, Nuncio, Rogers, J. Sullivan, K. Sullivan, Sunday, Young, Wheaton

1. Welcome/Introduction of New Members

- ISE Alliance is the group that works on implementing the ISE
- welcome to Donna, Michelle, Stephanie/Christina, and Kirsten

2. ISE for Evening Students

- Rattigan email is just one example of concern to serve evening students better with ISE
- recognize that the evening challenge has always been resources/usage (efficiency)
- don't expect to solve it today but PLEASE think about it as you plan budget requests for FY20
- STEM Center: full-time faculty loads at night: 2 or 3 full-time faculty in spring
- Evening tutors would be helpful in STEM Center too: need money for this
- HUB Services: open 2 nights a week, until 6:30, during peak times stays open until all students served; LRW mobile advising in evening as well
- Student life activities ramping up for evening students: study break
- Business Center open two nights a week: WR; not a lot of people come; thinking about not having evening hours or not as long in spring
- outreach via email (with help from Zogotech) can be a good alternative with evening students
- Tutoring has traditionally found best time for evening students is before class starts
- bringing course registration to class in evenings has been effective
- Career services has offered to come in and provide substitute programming if faculty will be out
- Math faculty have offered explanations of Math pathways in evening Math classes
- iHealth: model of having a dedicated advisor/coach available prior to start of classes worked well; harder to meet needs when advisor is now serving other needs
- student needs from different services may differ: majority don't use services after 7 pm
- consider appointments-based service? Pros and cons to this
- Professional Studies Center has had some good attendance Wednesday nights but not looking for advising much
- whenever we can build services into classes or around classes, it is an advantage
- mix of strategies needed: appointments, walk-ins for high demand services, etc.

3. Updates from the Teams

Student Success Hub

- decision to move some Hub services around in Haverhill to address concerns
- mini-summit on December 14th to relaunch Hub work
- EAB onsite this Friday: super user training
- before Academic Planning work can advance far we must address issue of Pathway changes for EAB Navigate
- Academic Prep faculty seeking Hub within a Hub in Behrakis former advising space
- need to arrange quiet space and noisy space effectively
- differing opinions about Lucky's as a food vendor

-Navigators: 2 staff and faculty fellow (who handles 4-6:30 evening); communication experimentation this fall; doing workshops; trying to get ahead of new spring students

Advising Reform

- 10 Banner trained faculty and they are registering students; 3 more awaiting training; this is popular with students!
- Grace and her staff available to help register students as well
- 4 meetings of Council so far; first job is registration reform
 - start registration a week earlier; specific groups (those with 25% or less left in programs), athletes, veterans, dislocated workers
- Financial Aid issues becoming the biggest hurdle to registering students; there are information gaps; preparing students to ask the right questions at FA can help
- maybe a simple training between FA and Centers/faculty? We will discuss next time

4. Other Issues

PLEASE attend SC106 tomorrow afternoon for mapping exercise: find out gaps in ISE