

**Integrated Student Experience (ISE) Implementation Alliance**  
**February 14, 2019 Meeting**  
**10-11 AM C204/LA101**

**MINUTES**

**Present:** Bertolino, Ciampi, Farrell, Favara, Fishbone, Giampa, Hearn, Heineman, Holden-Gouveia, Hudson, Knoepfler, Kortz, Nuncio, Portanova, Rogers, J. Sullivan, K. Sullivan, Wheaton, Young, Zubrow

**1. Update on Metrics Development: Kirsten**

- working toward actionable information; not just retrospective: seek patterns of student success and struggle
  - developing early momentum metrics; persistence, GPA, ENG101, Math completion: focus on MAT115, MAT122, MAT125, MAT130
  - progress in pathway is a good metric but data hard to get out of Zogotech
  - attempted credits completed
  - next steps: connecting to other pieces of the ISE
- useful along with ISE survey which measures student perspectives/feelings
  - survey respondents vs. early momentum metrics; exploring unexpected patterns: white females have highest success rates, lowest sense of belonging
  - early momentum metrics vs. student support service usage

**2. Educating Academic Center Personnel on Holds/Other Financial Issues**

- Business Center has assembled list of students with holds: ready to act on that info
- what is minimum knowledge faculty can have to help students understand/act on holds?
  - review of holds: \$100 is now limit for a hold; below \$100 only stops student from official graduation; they can still register
    - 100 students right now have less than \$100 balance; this group is not big focus
    - \$100 or more owed: 9 month process before they go to collections; series of notices by text, letter, calls, emails; D1-D4 codes: dunning notices before collections/intercept: 3 month payment plan is last step; sometimes an individual agreement is involved
- wider information on FA deadlines, FAQs (English/Spanish) and FA workshops would all help

**3. Team Updates:**

- Advising Reform: priority registration
  - four days of week prior to regular advanced registration will be priority registration
  - several groups (students close to graduating, veterans, athletes, etc.) eligible: >1300
    - 2 texts, 2 emails going to affected students
    - will get a pin number so they can register online
    - advising for this priority group should begin SOON
  - Grace is assembling instructions on a single sheet; Bill will email faculty with this
  - please help pass the word!
- Student Success Hub
  - Behrakis upstairs being designed as welcoming place for students: navigators will move there; it will include club, faculty, student study, and lounge space
  - new student pathway work: Michelle/Kirsten facilitating; making steps mandatory and linking them to EAB Navigate
  - coffee hours to encourage cross-unit conversation/collaboration starting

#### 4. Other Issues

Next meeting: discussion of draft ISE goals/priorities and **Academic Center Information cards**