

Integrated Student Experience Goal Team Meeting

July 17, 2019

2-3:30PM, TC103A/L244

Haverhill: Mike Hearn, Bill Heineman, Jay Byron, Rick Lizotte, Kirsten Kortz, Laura Mondt, Michelle Sunday, Alexis Fishbone, Brian McKenna-Rice, Michelle Jackson, KB Borruso, Deb McKinney, Heather Mores, Deb LaValley, Judi Ciampi, Kelly Sullivan, Sharon McDermott, Stephanie Haskell, Donna Bertolino, Kim Burns, Audrey Ellis, Amy Callahan, Joan Scionti, Kelly Saretsky, Mary Farrell

Lawrence: Jenny Fielding

AGENDA

1. Welcome & Introduction

- Mike Hearn introduced the new Assistant Director of Student Success Management Systems, Audrey Ellis, who will be working closely with staff and faculty regarding EAB Navigate.

2. ISE Metrics

- Kelly Saretsky re-briefed the group on the surveys that were distributed to students during the AY 18-19 to serve as baseline data for the three identified sub-goals for the ISE: Student Sense of Belonging, Academic Structure, and Navigation of College Services. The survey was administered at the beginning of the Fall semester and again during the Spring semester. Discussion is ongoing regarding timing and administration of future surveys to ensure effectiveness.
- Kelly reviewed some data from the Academic Structure sub-goal, as this goal lends itself most easily to quantitative data.
- New Student Persistence from Fall to Spring increased from 17-18 (63.7%) to 18-19 (67.9%).
 - Breakout data for Hispanic population: 61.5% to 65.7%
 - For non-Hispanic population: 66.2% to 70.8%
- Additional data were given for GPA showing similar small gains.
- Data was also presented on credit completion, and students completing no credits during their first semester. Discussion centered around withdrawals versus course failure, and contacting students to determine proper interventions.
- The full presentation is available by contacting Kelly Saretsky.

3. Team Updates

- ISE Implementation Alliance - Pathways – Bill Heineman reviewed the personnel changes to core ISE team members in the last year. Grace Young's responsibilities have shifted to Michelle Sunday and Stephanie Wares, Amy Callahan is spearheading the work on pathways that Judy Zubrow had been leading, and Donna Bertolino is coordinating work around the Student Success Hub while the college interviews the final candidates for the Assistant Vice President for Student Affairs. Bill also discussed that discussions about electives on various pathways, particularly

those that satisfy Core Academic Skills requirements, were in discussion with relevant departments.

- Academic Centers – Kelly Sullivan provided updates on the Health Academic Center in Lawrence, indicating its location for AY 19-20 will be LC133. It is anticipated operating hours will be 9-2, and the center will provide computers, software, study space comparable to the centers in Haverhill. Various staff from advising, tutoring etc. are being asked to volunteer hours in the center. A recent analysis of the Professional Studied and STEM centers showed the main purposes for which students are using the centers are 1. printing; 2. study groups; and 3. advising. Kelly also discussed the 50K gift to the Business Center, which is being used to purchase technology for the space.
- Advising Council – Michelle Sunday informed the group that she and Stephanie Wares are creating a strategic plan for Advising to more effectively inform the evolving culture around advising as well as incorporating an ongoing presence in the Academic Centers. Two new advisors are being hired for AY 19-20. The plan will also incorporate student communication strategies for outreach regarding advising.
- Student Success Hub – Donna Bertolino discussed the ongoing efforts for the Hub. Furniture has arrived. Current concerns are around staffing and overlap of services/information with the Welcome Desk. Marketing materials are also being produced for both Hubs. The “New Student Roadmap” was also discussed, with emphasis that it is directed more at internal offices than toward students outlining the five areas – Entry, Goal Setting, Academic Planning, Financial Planning, and Transitioning – that are considered necessary to student success. Bill Heineman noted the Lawrence Hub is anticipated to be fully established for Fall 2020 but planning is still ongoing.

AY 19-20 Meeting Dates:

- Mike Hearn advised that the AY19-20 meeting dates are as follows:
 - October 10, 1:30-2:30
 - December 4, 1:30-2:30
 - February 6, 2:30-3:30
 - April 21, 2:00-3:00
- Mike will send out meeting invitations for all of these dates.

The meeting was adjourned at 2:05 PM.

Submitted by Jenny Fielding, 7/18/19