

INTEGRATED STUDENT EXPERIENCE GOAL TEAM

Meeting Minutes

Oct. 10, 2019 1:30-2:30 pm

TC103A/L244

Attending: Joan Scionti, Lance Hidy, Sharon McDermot, Susan Martin, Mike Hearn, Laura Mondt, Kelly Sullivan, Janice Rogers, Barbara Stachniewicz, Bill Heineman, Ari Chicklis, Jody Carson, Deb McKinney, Heather Mores, Michelle Jackson, KB Borruso, Kim Burns, Stephanie Wares, Michelle Sunday, Josselyn Guzman, Kristin Sparrow, Donna Bertolino, Audrey Ellis, Kelly Saretsky, Jenny Fielding, Brian Mackenna-Rice, Mary Farrell

1. Welcome and Introductions Mike Hearn

2. ISE Data and Survey Kelly Saretsky

Kelly reported that a survey was sent out to students a week before the meeting and, so far, there was about a 10% response rate. The survey was scheduled to close in one week and she will keep the group informed about the results.

3. EAB Navigate / Guided Pathways Audrey Ellis

Audrey gave an overview of what is happening with Navigate. (We should refer to Navigate – a tool – and not EAB – a company.) She described three pillars: Smart Guidance with students at the center; Strategic Care for Staff and Faculty; and Intelligence for administrators.

Audrey also shared some wins. There has been a massive spike in student adoption. The kiosks tracking student activity have recorded over 4500 check-ins since Aug. 1. The Quick Polls have been successful. Audrey's PowerPoint is attached.

4. Program Icons Update Lance Hidy and Kristen Sparrow

Lance and Kristen gave an overview of the updated Icon Chart and talked about the desirability of adding pictures to text. The updated chart is attached.

5. ISE Infographic Jenny Fielding

Jenny discussed the ways we might get our progress out to the college community. What would we include? How would this fit into marketing? How can we show the big picture as well as some of our successes? She is soliciting help from all areas and is looking for volunteers to help with the project.

6. ISE Implementation Alliance Bill Heineman

Bill Heineman gave an update on the Alliance. They have been very busy and are growing; there are now over 20 members in the group. At their last meeting, they focused on the Equity Imperative and its relationship to ISE. They also deal with the nuts and bolts of implementation of the whole ISE. Still to come in their work: (1) Navigate, (2) complete implementation and delivery of ISE in Lawrence and (3) Registration/Advising Reform.

7. Academic Centers Kelly Sullivan

Kelly reported on the Academic Centers. She said they are all very different and that is working. They operate differently and the data is different. The Center leads have been working on Advising in the Centers. She said she is watching for faculty burn out; people are giving much more than they have in the past.

8. Advising Council Michelle Sunday/Stephanie Wares

Stephanie told us that the group is ushering in a new process: Continuing Students will be advised in the Centers and New Students will be advised in the Student Success Hub. They are creating an Advising Syllabus and an Advising Rubric and are looking for more input from faculty and staff.

9. Student Success Hub Donna Bertolino

Donna updated us about the Student Success Hub in Lawrence. As a pilot, they were focused on the entry for students. The first few weeks went well, but the Center quickly became "Information Central". As of Nov. 1, the space will become more like the Knights Nook on the Haverhill Campus and student questions will be handled at an Information Desk.