

**Student Affairs Committee Meeting Minutes**  
**Monday, February 3, 2020**  
**2pm to 4pm, Haverhill A 112/ Lawrence L 244**

**Haverhill:** Isabelle Gagne, Liz Teoi, Jennifer Levesque, Brian MacKenna-Rice, Deb McKinney, Kelly Sanborn, Meredith Gunning

**Lawrence:** Kathy Hudson, Denise Trinidad, Emily Gonzalez, Eldiane Elmeus

**Student(s):** N/A

**Guest:** Audrey Ellis (3:00 pm)

**Absent:** Rachel Boersma (email), Tiffany Esmerio (A/email), Amy Cameron, Jacqueline Dick (email), Karen Hruska (email), Debra LaValley (email)

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1. The meeting was called to order at 2:15 pm by Chairperson Isabelle Gagne. (Technical problems accounted for the late start)
2. 12/9/2019 meeting minutes
  - a. Jennifer Levesque motioned to accept the minutes as is; seconded by Kathy Hudson.
3. Student Government Association Update/Committee Recruitment
  - a. There was no SGA representative, so no update was given. It was noted that Chairperson Gagne will need to recruit new students for the committee as both previous student representatives graduated in December 2019.
  - b. We are also in need of some more faculty and staff committee members, this will be discussed further at the March 2020 meeting due to time constraints.
4. Lawrence Bookstore
  - a. The Lawrence campus bookstore was open minimal hours after the first week of the semester. They were open for one hour (12-1 pm) on the first Monday of classes, and were supposed to be open 3-6 pm on the first Tuesday of classes, however they did not open until 3:30 pm that day. This information was not relayed on the bookstore website, or to faculty, staff, or students. There was a sign taped to the door with the information.
  - b. This has been brought to the attention of the Finance Committee and the Executive Committee. It was recommended that a task force convene to discuss this problem, and the Student Affairs Committee was asked to participate.
    - i. Kathy Hudson: students in Lawrence are extremely fed up with the lack of hours and materials at the Lawrence campus bookstore. Some students were not able to get their books as they waited until their first day of classes (Monday nights), and the bookstore was not open. Other students reported that they went to the Lawrence bookstore and their textbooks were not available, in spite of the fact that faculty are expected to have book orders in months early. Several book orders for faculty were not received prior to the start of the semester, so even if the students went to get their books ahead of time, they were unable to. The bookstore should

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be open, if not full days at least a few hours per day, through the withdrawal date.

- ii. Several committee members agree that the lack of hours, investment in space, and cavalier attitude towards the Lawrence bookstore is sending very mixed messages to students, faculty, and staff. This is something that needs to be brought to the attention of Mike McCarthy, as he is technically in charge of this area. Decisions about the bookstore need to be made with the students in mind, not how they appear to be now, which is without any input from the students.

**From the weekly digest 2/11/2020: “Please note for the 13 Week Class schedule, the bookstore at 45 Franklin St. Lawrence will be open on February 11th, 5 pm - 8 pm.”**

5. Student Fund Initiative

- a. This idea came from Deb LaValley and Karen Hruska as a way to have funds for students who are looking to do projects on and for the campus. Isabelle Gagne emailed the NECC fund to see if it's a possibility to get funding from there and she will be pursuing this further. Present members of the committee agreed that this was worth pursuing, and felt that it is a good cause, and that the administration should be supporting such initiatives.

**Action Item:** Isabelle will follow up with Deb LaValley and Karen Hruska, as well as the NECC Fund.

6. Learning Accommodations Update:

- a. Kelly Sanborn, Susan Martin, and Carian Diaz met with Human Resources to see if there's an easier way to recruit and maintain note takers. The HR process is incredibly cumbersome, and often deters students from taking jobs as a notetaker. Notetakers play a vital role in the success of many of our students who work with learning Accommodations.
  - i. We are in the process of creating a student employment checklist, that way everyone knows all the steps that are involved. It was noted that this will either make it easier on everyone in the long run, or possibly scare off the students who are wishy-washy about the job in the first place.
  - ii. Historical Information: Learning Accommodations used to recruit notetakers and give them a stipend of \$125 for the semester. They would have to fill out a W9 form. Due to a change in state laws they are no longer able to hire via that system. Two years ago they were told that they have to pay out hourly, not via stipend. This is what increased the amount of forms that are required by HR.
- b. Guest: Audrey Ellis (**3:00 pm**) to discuss Navigate / Better connection between student services and faculty/early intervention

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- c. Audrey has been working with Bill Heineman on implementing Navigate across both campuses. It took a year to go live with a small pilot (200-300 students) in April 2019, and the program was opened up to everyone in Fall 2019. There is a tiered implementation of the program, that way people are not overwhelmed. Now they are in their second full semester of promoting the system. There are approximately 2700 students using the tool, 63% are repeat users. They also have a student intern who has enrolled 200 new users in the past 2 weeks.

New features are being rolled out regularly, such as student hold information. Most students don't know when they have a hold on their account, but now Navigate lets them know immediately upon logging into the system. They can see what types of holds they have and how to clear them. Data shows that students who use Navigate clear their holds 3 times faster than those who don't.

Unfortunately, Navigate doesn't sync with Blackboard. It is a tool that is meant to keep students enrolled, but is not able to auto incorporate deadlines from classes. Students do have the ability to enter their own notifications, such as adding paper deadlines. If students use Navigate on a desktop or laptop computer auto notifications are not possible. This feature is only available through the app on a mobile device.

Any appointments that are made using the Navigate system will show on the students dashboard. This includes things such as meetings with advisors & professors, workshops in labs, etc...

Two parts of the tool that faculty should know about and encourage students to use are Study Buddies and the Academic Planner.

- i. Study buddies connects students with classmates that are looking to set up study groups outside of the classroom. By offering this opt-in program they are hoping to break down some barriers between students as well as increase usage of meta major centers. This program is being heavily promoted this semester.
  - ii. Academic Planner: EAB does not collect and sell student data. The information that is collected is for internal planning only. This information helps to predict when students want/hope to take courses. Academic Planner is available from the faculty side, where it is known as the "shared Workspace."
- d. Various faculty and committee members have noticed that there are more needs in the classroom for their students, but are unsure of how to refer to various departments that don't necessarily fall under an umbrella (CCOT, conduct, etc...). If students are struggling in non-major specific classes they have no way of knowing. We must continue to encourage students to speak with their instructors to find the help they need.

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- i. Deb McKinney: Are we able to use Navigate to help identify/communicate with problems?
- ii. Kathy Hudson: Are all students now using Navigate? If so, is there an alert system to use that will allow for faculty to know if students are struggling
  - 1. Audrey Ellis: No, because this can potentially change how you treat the student. However if you suspect something that is going on, you can see if anyone else has placed a flag on the student's account. There is a background process that ensures that certain groups of students have someone watching out for them (i.e. Dan Blair for athletes, Maria Hernandez for International Students, etc...).
- e. Isabelle Gagne: What is your target goal for the number of users?
  - i. Audrey: This semester they are targeting 3500 students. They must measure in number of users rather than as a percentage, as students regularly flow in and out of the college, so percentages are difficult to maintain and are not necessarily accurate.
- 7. The meeting was adjourned at 4:00 pm by Chairperson Isabelle Gagne.
  - a. Motion to accept Meredith Gunning motioned to adjourn the meeting, and Brian MacKenna-Rice seconded.

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**\*\*\*submitted by Liz Teoli on 2/11/2020 and Isabelle Gagne on 2/12/2020\*\*\***