

Notes from ISE Goal Team Meeting on October 21, 2020

Virtual Meeting, via Zoom 11:00am – 12:00pm

1. Welcome (Mike Hearn)

2. Updates

a. Academic Centers (Kelly Sullivan)

Kelly Sullivan discussed how the academic centers have had to reinvent their programming to meet the needs posed by the pandemic. Many online events have been held, and more are scheduled. Returning students are now registering for classes through the centers, which has at times strained resources. The need for additional assistance in the centers will continue to grow as more students register in the future.

b. Advising Reforms (Stephanie Wares)

Stephanie Wares discussed advising's move to a case management model, and the updates to the registration process underway.

c. Student Affairs/Student Success Hub (Donna Bertolino)

Donna Bertolino informed the team of changes occurring in Lawrence, in that spaces for financial aid, student life, advising, and the SGA are ready to go; additional work is ongoing for other service areas. All services are still remote, with a very limited number of face to face transactions taking place.

d. Navigate (Audrey Ellis)

Audrey Ellis discussed the new care units in Navigate for tutoring and academic placement/testing. Faculty should make office hours available so that they can be accessed in Navigate. One click registration timeline has been delayed, as more IT support is needed. IT resources are currently diverted to Destiny One (software for noncredit side – planned update). Testing will begin later this fall, with a full roll out in the spring for Summer/Fall 2021 registration. There is a student town hall scheduled for Nov 10, 2020; agenda still being planned. Student Ambassador program are now at 13 (from 16), and over 1200 alerts have been handled so far this fall.

e. ISE Implementation Alliance (Bill Heineman)

Bill Heineman emphasized the incredible amount of detailed work that is going into all of the changes and initiatives, and it is easy to overlook all of those details. The ISE Implementation Alliance is keeping the ISE moving, at a time when going fully remote could have doomed its progress. New student orientation is an example (of many) how an essential piece of the ISE has successfully adapted to a remote reality, and is meeting students' needs in a new and effective way. The combined academic center at Lawrence is underway in L200, and more changes are coming as progress is made. The ISE is well situated for a quick pivot when we are able to return to campus. How the ISE is continued as a part of the next strategic plan will need to be determined. The rough timeline is that a new strategic planning process will begin after the NECHE site visit in April. More details will be forthcoming as they are known.

3. Next Meeting: December 7, 2020; 2:30-3:30