

Integrated Student Experience (ISE) Implementation Alliance

November 12, 2020 Meeting

10:30-11:30 AM ZOOM

<https://zoom.us/j/8831641996>

MEETING MINUTES

1. Planning for the Next Three Months

- The laptop requirement will continue in the spring as will Library hours for computer use
- There was general agreement that referring returning students directly to each Academic Center webpage is the best way to try to reduce bouncing students around
 - that means each Center's page needs updating, which requires resources
 - Bill will see if MarComm can help; if not, work study could be alternative
 - it was suggested we develop a template for what will show on the websites
 - the point was made the message on the sites might be different for January
 - whatever is on the sites needs to be accessible
- Tracking registration #s for the Centers is crucial to gauge demand for help in January
 - Bill will put this topic on the next meeting's agenda
 - registration numbers are down overall and much more tilted toward appointments
 - there is a balancing act between encouraging and harassing students
 - student ambassadors starting to reach out to the students
- Audrey will draft an email for Bill to send to faculty related to using Navigate (so they can take advantage of 1-click registration) or some other type of outreach to students

2. Alliance SubTeam Updates:

- Advising/Registration Reform
 - 100 new students completed Orientation already; case management system with Navigators/admissions counselors/advisors working well: send new students to orientation@necc.mass.edu; send students on probation to advising@necc.mass.edu
 - 385 academic planning appointments have been completed already
 - 95 Early College registration appointments have been completed
 - Michelle is doing a campaign for transfer advising appointments
 - posting for new Academic Center advisor closes next week
- Pathways/Navigate Academic Planning
 - 1-click registration testing can begin which is a big step forward to availability in spring
 - new quick poll about spring registration has begun; ambassadors will follow up
- Student Success Hub
 - New Student Orientation and FAFSA workshops now available in Spanish
- Academic Centers
 - Jennifer reminded Welcome Express staff to provide majors when referring students
 - Health Center reports that they are busy with info sessions and registration appts.
 - Business Center also busy with registration but traffic down compared to last year
 - also will do one more lunch and learn

- Liberal Arts pretty busy with advising appointments; other events not well attended
- STEM: both CIS and Science focusing on registration right now: lots of that happening

3. Other Issues:

- next ALLIANCE meeting: **THURSDAY** December 10th at **10:30** am