



Strategic Plan Goal Three Team

Agenda and Minutes

October 22, 2012

2:00-3:30 pm

SC213

Present: Lynne Nadeau, Linda Giampa, Sue Cunningham, Marilyn McCarthy, Linda Shea, Donna Bertolino, Janice Rogers and new members:

1. Introductions of new members: We welcomed **Joan Scionti**, ERP Project Leader, MIS, **Deb McKinney**, Manager of Deaf & Hard of Hearing Services, and **Rebecca Rose**, SI Coordinator and ARTC Lawrence Coordinator
2. Review of minutes of 9-24-12 meeting: Minutes were accepted.
3. Progress of subgroups:
 - a. Lawrence space planning for tutoring (Donna Bertolino)
Donna has met with her subgroup including Betsy Pardo, Lynne Nadeau, Rebecca Rose, and Margaret Pothier. They are focusing on two spaces on Franklin Street and at their next meeting in two weeks will discuss the functionality of tutoring services to inform the design of new space. Group members will also visit Quinsigamond C.C. to view their purpose-built tutoring space for comparison.

Recommendations from the goal 3 team members included looking at the infrastructure of new space to be sure that there are sufficient drops and outlets for banks of computers and assistive technology, and that a projector and screen can be installed. Ideally the wireless capability of the space would be enhanced. For students with physical disabilities, the doorways and desk height need to meet ADA requirements and there needs to be a separate desk for assistive

technology. Seating in relation to lighting from windows is important to consider so that DHHS students are able to sit where they can see the interpreters easily. A quiet, well-lit space with minimal “visual static” is important. The acoustics in a large, shared tutoring space needs to be addressed for all students. Additional points were raised: how will visits from classes be handled for courses that require attendance in the lab, and will there be room for growth as the Lawrence student population increases and tutoring needs evolve.

b. Expansion of *DegreeWorks* (Grace Young and team)

Joan Scionti provided an update on *DegreeWorks*. It was installed in the 2010-11 academic year and is in use for student advising. The Health Science students were the first group to have plans created because their curriculum requirements are defined and must be followed to graduate on time. At this point, most students enrolled in a major have plans in place.

Currently the subgroup (with Grace Young, Colleen Walsh, and Sue Shain) is looking at reporting capability drawing on Argos and Banner. The goal is to be able to use students’ academic plans to predict enrollment in particular courses in a given semester as an aid in scheduling and anticipate graduation rates, for example. The subgroup is also looking at creating longer term plans for all students to provide more data for such reporting; currently only the nursing students have plans in place for their entire program. The subgroup meets bi-weekly.

c. “Genius bar” next steps (Linda Shea)

Linda Shea and her staff researched how other colleges are handling the need for student support with software, Blackboard, email, etc. and noted that there is a growing need for this at NECC, even from online students who have driven to the campus for tech support. Ideally something would be available on both campuses from 8am-8pm during the week. Framingham State University students are required to have laptops, so there is a Helpdesk in the library to provide the needed tech support. Because many groups on our campus have raised the need for such support, Linda has recommended that a Process Management team be formed for fall 2013.

4. Other business: There was no new business.

5. **Next meeting: Monday, November 26 SC213 2-3:30pm**