



## **Strategic Plan Goal Three Team**

### **Agenda and Minutes**

**December 17, 2012**

**2:00-3:30 pm**

**SC213**

**Present:** Lynne Nadeau, Linda Giampa, Sue Cunningham, Linda Shea, Donna Bertolino, Deb McKinney, Rebecca Rose, Gisela Nash, Melba Acevedo, Janice Rogers

#### **1. Progress of subgroups:**

- a. "Student Help Desk" discussion- There was a general discussion of the letter from the Student Affairs Committee recommending that some sort of help desk to support students with email, Blackboard, and MSOffice Suite be implemented, if possible as soon as the beginning of the spring 2013 semester. Linda Shea reported that the library staff is meeting again tomorrow to discuss ideas for a spring pilot. Linda will consult with Dave McAskill and Melba Acevedo regarding use of computers in the open labs and the selection, training, and supervision of student help desk tutors. She will also talk with the tutoring center coordinators about offering similar assistance to students who use the centers. Any pilot put in place will be evaluated during the spring term for fall and beyond. There was additional discussion of providing virtual help desk support in the future. Melba mentioned that she is trying out several online tutorials that might be helpful to students and faculty alike.
- b. Lawrence space planning for tutoring- Donna Bertolino announced that there will continue to be four coordinators who will oversee ESL, Reading, Writing, and Math tutoring under the new tutoring structure. She provided an updated set of recommendations for expanded tutoring space in Lawrence and will submit them to Mary Ellen Ashley this week. The plan calls for approximately 5000 square feet of space, but the exact location in Lawrence has yet to be confirmed. Linda Giampa emphasized the need for private areas for one-on-one tutoring and grading student work, particularly for Reading Center students.
- c. Meeting schedule for 2013: 1/28, 2/25, 3/25, 4/22 2:00-3:30pm, location TBD