



Strategic Plan Goal Three Team

Agenda and Minutes

June 24, 2013

1:00-2:00 pm

SC213

Present: Lynne Nadeau, Linda Giampa, Donna Bertolino, Gisela Nash, Susan Cunningham,
Linda Shea, Janice Rogers

1. Updates and discussion

a. Student help desk

Linda Shea noted that two and four-year colleges throughout the state are experiencing the same demand for IT support for students and some are piloting student help desks. STCC funded the pilot through tutoring services. The plan for fall 2013 is to hire service-oriented students to staff a help desk in the Haverhill Library from 10am-1pm. Help in Lawrence will be located at the walk-in lab on Franklin Street. Late afternoon/evening hours are under consideration.

b. Tutoring

As of July 1, Lynne will assume her new responsibilities as Director of Tutoring Services and the four lab coordinators will report to her. Her office will move from C210 to C200a, and C200b will house Computer Science and Business tutoring. Mike Nickels will be the lead science tutor serving Haverhill and Lawrence and working with peer tutors beginning in the fall. For the summer, services will not change.

c. Lawrence space planning (library, tutoring)

The Lawrence space plan for tutoring has been submitted and is posted on the Goal Three team website. The plans for moving the library on Amesbury Street are on hold, but the college is committed to the project.

d. DegreeWorks

The sub group has been working with Marketing and Communications on a single sign-on capability (SSO) in the *myNECC* portal to ensure accessibility to DW will function properly. They are also working on updating the DW Faculty Advisor's User Guide which will be available in *myNECC* when completed.

e. Student Success Center

The SSC is collecting data on the Early Alert project and has submitted a proposal to purchase Starfish software to help with data management. If approved, they may start using it in the spring. The Noel Levitz survey will again be administered in the CSS classes during the upcoming year with funding from PIF/Title V. The Center saw a huge increase in use in the spring and the staff is over-extended. The summer Bridge program received 17 applications so far; 13 are complete. There are 15 spaces in the program.

2. Year 2 Review

- a. **Budget requests**- were submitted in April; pending college budget approval
- b. **Progress summary**- reviewed and submitted for posting to the website
- c. **New members needed**- consider lead Science tutor, additional faculty & students
- d. **Ideas for focus in 2013-2014:**
 - Expansion of SSC- increase staffing; add services in Haverhill
 - Data on CSS student success in sections with active retention ambassadors
 - Accessibility of student support services; staff training in using updated resources
 - Activation of additional functions/capabilities in *DegreeWorks*
 - Support expansion of Student Help Desk to meet student demand
 - Support new tutoring structure and connection to curriculum

3. Meetings for summer/fall 2013

Next meeting: August 19, 2013 3:00-4:00pm Haverhill, SC213