

Goal Team 3  
9-24-12 Meeting Minutes

Present: Karl Chambers, Linda Shea, Lynne Nadeau, Betsy Pardo, Linda Giampa, Margaret Pothier, Sue Cunningham, Gisela Nash, Donna Bertolino, Marilyn McCarthy, Janice Rogers

1. Introductions- we discussed inviting additional faculty and will welcome Deb McKinney at future meetings to represent DHHS student needs.
2. Review of Goal components and updates on ongoing work

**a. Developing a comprehensive plan for delivering tutoring services across the college**

The Process Management Team on Tutoring completed its report in June. The primary recommendation to join all tutoring services in a single administrative unit was accepted and Donna Bertolino will assume leadership of the new unit in July, 2013. Concerns were raised about separating the developmental and math labs administratively from the curricular areas they support. The Reading Center staff, in particular, work in tandem with the instructors when the classes visit the center for the lab portion of the developmental reading courses, and students connect with the tutors. The Writing Center currently provides direct support to all of the developmental writing classes. ESL Reading students and former ESL students with a Basic Writing + Lab placement are required to visit the English Language Center (ELC) throughout the semester.

Another process management team recommendation was to provide dedicated tutoring space in Lawrence. Donna Bertolino will head up a goal team 3 subgroup which will develop a specific plan for tutoring (functions to be included, square footage per function, linkage with the Student Success Center, etc.) to submit to Mary Ellen Ashley by the end of the fall semester. The subgroup will include representatives from the ARTC and the developmental labs.

**b. Fully implementing and expanding the use of DegreeWorks for academic planning and support services**

Grace Young provided a written update to this component which is posted on the Goal Team 3 website. She and her team of "Golden Girls" are working to expand the capability of DegreeWorks to better meet student and advising needs.

**c. "Scaling Up" academic support services that lead to improved student success**

This component includes many initiatives that are primarily being addressed within the strategic goal teams and elsewhere at the college. Early Alert, the Student Success Center in Lawrence, Supplemental Instruction, Learning Communities, library expansion in Lawrence, and Service Learning all have teams that are supporting their growth and development. Some ideas discussed were:

- *Need for academic support services within the library*, or learning commons. Something akin to a "genius bar" in the library could provide student support with Blackboard and IT questions, log-in procedures, and other related needs, especially during the first week of classes. Linda Shea volunteered to begin gathering information on this idea.
- *Need for equitable services on both campuses*. Some adaptive equipment is not readily accessible for use in Lawrence and is also outdated. The team discussed formulating a recommendation regarding improved infrastructure to support students with accommodations on both campuses. Night & weekend students are not supported in the same manner as day students. Administrators are not available in the evenings or weekends. Quinsigamond C.C. has 2 administrators to cover nights. Bookstore hours need to be extended for the first few weeks of class to allow later-enrolling students to purchase course materials.
- *A standard English Composition I curriculum*, in particular with a standard text for adjuncts to use, would make it is easier for tutors in the ARTC to assist English Composition students more effectively. Faculty expectations and assignments need to be clear. Copies of course syllabi are kept in the ARTC for tutor reference to help in this regard, with permission of the faculty member.

**FALL MEETING SCHEDULE:** Goal Team 3 will meet Mondays from 2-3:30pm in SC213 on October 22, November 26, and December 17.