



Strategic Plan Goal Three Team

Agenda and Minutes

October 21, 2013

3:00-4:00 pm SC213

Present: Betsy Pardo, Lynne Nadeau, Joan Scionti, Deb McKinney, Sue Cunningham, Marilyn McCarthy, Gisela Nash, Janice Rogers

1. Updates from sub groups

- **Student help desk**

The student tech assistance has helped hundreds of students since the start of the semester. At the Academic Master Plan Steering Committee meeting, Linda Shea presented a snapshot of one week in October (see attached) to show the numbers and kinds of questions that the library answers. There is still some confusion as to what constitutes tutoring and what constitutes technical support. Joseph, the work-study student, was comfortable directing students to tutoring or IT if their requests were beyond a basic scope. He was inundated with questions at the beginning of the semester but that has died down now. Librarians at both campuses provide basic support all of the hours that the library is open. They also refer students to IT, tutoring, or to their professors. Deb asked about increased signage to make the services more visible for students who are deaf or hard of hearing. Currently the schedule is posted with Computer tutoring and should be separately advertised. Janice and Lynne will address this with Linda Shea.

- **Tutoring**

The Tutoring Center is busy with tutor trainings, problem solving, and responses to questions from the Student Senate and student forums with Bill Heineman. Under the new structure, Betsy Pardo (ELC Coordinator) oversees both professional and peer tutors for the Accounting tutoring.

- **Student Success Center**

The SSC is very busy, but things are going more smoothly than last year. The Noel Levitz survey has been administered and the Retention Ambassadors are each working with a set of CSS classes. Funding has been identified to purchase Starfish, which will automate the early alert system and help manage the increased number of students identified. This fall

there were 2000 early alert flags for 1200 students, up from 81 flags in fall 2012 and 306 flags in spring 2013 for 962 students. Starfish will be implemented over the next year.

- ***DegreeWorks***

A new test environment is being created for the *DegreeWorks* upgrade from version 4.07 to 4.1.3. The new test environment will be created by end of this year and the application upgrade will begin in January. The Dream team, consisting of Joan, Grace, and Sue, will be working in the Degree Works test environment scribing and testing the Core Academic Skills degree requirements on all of the 2-year programs for fall 2014. Also, the implementation of using Degree Works Financial Aid Audit will begin in the test environment during the Spring. Joan showed us the new website for the Center for Corporate and Workforce Training, where visitors now have the option to register and pay by credit card online for noncredit courses using *FlexReg*.

2. ***Educate Online***- discussion and next steps

The team agreed that we would not pursue adopting Educate Online at this time. The recommendation is to wait for an accessible version of the program and decide at that point if it will fulfill a need that existing student academic supports don't meet.

3. **Next meeting November 18 SC213 3-4pm**