Present: Abby Thomas, Betsy Pardo, Linda Giampa, Gisela Nash, Niurka Aybar-Balbuena, Lynne Nadeau, Deb McKinney, Marilyn McCarthy, Joan Scionti, Linda Shea, Margaret Pothier, Rebecca Rose, Sue Cunningham, Janice Rogers

Linda reported out on the pilot student help desk services provided through a collaboration of the Library, ARTC, and IT Services staff with the help of student tutors for the spring semester.  The questions at the start of term were primarily about email, self-service, and Blackboard.  Later in the term the focus has shifted to use of courseware including PowerPoint and MyMathLab.  The services have taken the burden off of IT Services and have been well received.  They are available on a reduced schedule for the rest of the semester and the schedule is posted on the ARTC website.  There was a suggestion that the services be better advertised, perhaps with another all-college email.  The library staff is meeting with CIT to explore using Atomic Learning online, captioned tutorials for PowerPoint and Blackboard, for example.

Lynne reported on the progress of tutoring reorganization.  Donna Bertolino and the tutoring coordinators have met with Ron Taber regarding the naming and branding of the new integrated service.  They will have a plan for combining subject areas by the end of the spring semester, and will post for a part-time lead tutor for science who will work closely with the Math Center.  Tutoring for other subjects such as CIS, Accounting, and Business still need to be decided on.  Coordination of SI will be accomplished through a faculty course release, 6-12 hours per week.  The Director of Tutoring position has not yet been posted.

A plan for space to accommodate the combined services in Haverhill has been submitted, and a plan for expansion of L200 will be submitted at the end of term.  The former library space in Lawrence is no longer available as the upgraded library there will have to be on two levels to accommodate the weight of the book and materials collection. The Lawrence space won't be available until after faculty and services are moved from Franklin Street to the El-Hefni building over the coming academic year.

Gisela provided an update on the Student Success Center.  They are collecting data, looking at the retention numbers for the Early Alert program and following up with students who completed the CSI (College Student Inventory) in January.  They are following a new cohort for the spring term using faculty/staff retention ambassadors who work in the center 5 hours each week and visit each of four CSS classes twice a month.  The ambassadors also connect individually by phone, email, or in person Q with students who are flagged through the Early Alert system.  They receive 7 hours of professional development each semester.

Joan provided a demonstration of DegreeWorks using a sample student plan.  She explained how DW pulls data from Banner to do a student program/degree audit which helps advisors create academic plans tailored for each student. It is also possible to create plans for students not yet in specific programs and to run a "What If" scenario matching completed courses against the requirements for a different program to see if a switch makes sense.  The DW group continues to work on reporting based on the academic plans, one benefit of which will be the capability of planning the course schedule based on anticipated enrollments.