



Present: Betsy Pardo, Linda Giampa, Lynne Nadeau, Deb McKinney, Marilyn McCarthy, Joan Scionti, Margaret Pothier, Rebecca Rose, Nancy Nickerson, Janice Rogers

A letter of appreciation from the Student Affairs Committee was sent out acknowledging the quick and comprehensive response to the expressed need for student IT support through a collaboration among Linda Shea & library staff, Lynne Nadeau & ARTC tutors, and the IT Service Desk. Linda reported on the stats collected as to type of question asked by participating students: 410 distinct questions were noted. Questions to library staff were mostly about MS applications, Internet, email, and textbooks. Questions to tutoring staff in the open computer labs were primarily about Blackboard and email. The stats are attached and posted online on the Goal 3 team website. Linda further commented that the online tutorials available through Atomic Learning have limited use for student with basic questions that are often course or student specific. She reiterated the need for pockets of services around both campuses for easy access by students.

Plans for the reorganization and consolidation of tutoring services continue. Donna Bertolino submitted a tutoring space plan for Lawrence on April 4. The reconfigured space is expected to be ready for fall 2014. Any changes in Haverhill will be ready for fall 2013. The Director of Tutoring position has been posted internally. SI for fall 2013 will be handled by a faculty coordinator, yet to be identified. Rebecca will continue to coordinate the program part-time in the summer. There were 28 applications for SI sections for the fall, primarily in Math and Science. 18 were approved.

Joan reported that the *DegreeWorks* subgroup has made progress by eliminating multiple student plans. The advisor's plan will be locked and the only one visible within the system. The plan can include both certificate and degree programs. Notes to the advisor will include comment codes, under development. Joan also demonstrated the new portal which will be fully rolled out in June in conjunction with the new Office 360. What will be seen on the site will depend on each person's role at the college- student, staff, faculty, or advisor. Linda Shea is on the IT Committee and can keep the team up to date on the changes. Deb McKinney noted that she will need training in order to assist DHHS students with navigation of the portal, Office 360, and any other changes that will affect end users. Janice will contact Dave McAskill regarding upcoming trainings.

Rebecca has two students who are interested in joining the committee; one now and another for the fall. The next meeting is Monday, April 22 from 2-3 in SC213. The May meeting will be Monday, May 13, room TBD.