



Strategic Plan Goal Three Team

**Minutes
December 16, 2013
2:00-3:00 pm SC213**

Present: Niurka Aybar, Donna Bertolino, Linda Giampa, Deb McKinney, Lynne Nadeau, Linda Shea, Gisela Nash, Susan Martin, Betsy Pardo, Louise Michaud, Kadee Tapley, Janice Rogers (note taker)

1. The team welcomed members of two new subgroups:

Testing Services

Subgroup is led by Donna Bertolino and members include Donna Felisberto, Coordinator of Student Assessment and Louise Michaud, FT Technical Assistant for the Lawrence Campus Test Center. Testing services will be expanding on both campuses:

Lawrence Goal: Expand the scope of Testing Services to allow ease of accessibility and flexibility to new students who are enrolling at the college. The current testing space has 8 computers and assessments are given on an appointment basis. Testing in Lawrence has been limited to mainly Accuplacer assessments and ESL testing. The current space is also located within the Tutoring Center, which is also slated for expansion. As Tutoring will be taking over that space, the Testing Center will relocate to 420 Common Street. A tentative space proposal has been submitted but nothing has been confirmed. The goal is to have 20 – 40 computers for walk-in testing and also for some other test services. It will not mirror Haverhill completely but we will expand services.

Haverhill Goal: Provide greater access for students to attain academic credit, degree related or professional certifications. We are in the final stages of becoming a Pearson Vue Test Center and are hoping to be up and running in the spring. We hope to be able to pilot the new computerized GED and some certification testing such as MTEL. We are also creating a small satellite test center in the One-Stop. This will be used for general testing, accommodated testing and some proctored testing.

Media Accessibility

The subgroup will be led by Susan Martin, Director of the Learning Accommodations Center, and Melba Acevedo, Director of the Center for Instructional Technology. They will do an overview of accessible media to the Strategic Goal #3 Team in February 2014.

Media accessibility is the practice of creating media that are usable by people of all abilities and disabilities. Web accessibility is increasingly important as we live more and more of our lives online. Even with assistive technology, disabled users often hit roadblocks that prevent comprehension



Strategic Plan Goal Three Team

of educational content due to poor design and technical incompatibilities. Institutions of higher education have a responsibility to review digital resources and ensure accessibility for their students, faculty, and staff. There are technical guidelines we can use.

The group will be working on the following Recommendations & Feedback from Steering Committee:

1. Revise and seek approval for the NECC Vision on Accessible Media institutional statement. The final proposed statement will be approved by our new subcommittee and Goal #3 members and forwarded to the President for his agreement and dissemination.
2. Post Technical Guidelines on Media Accessibility. The sub-committee will wish to review what technical guidelines specifically apply to what the college can do in a phased in approach. We will need to post the guidelines and provide technical and awareness training.

They will also include a budget plan for priority projects for FY15. The Process Management team report is being sent to the committee.

2. Student Success Center EARLY ALERT update:

- a) October 16th, we received a total number of 2,083 SAP progress reports from faculty. The head count for the total number of reports was 1,201 students. Upon receipt of the SAP reports, we started the classification process to triage the reports according to severity of need. The triage process lasted one week (October 16-23rd). At that point, those got assigned a staff to follow up and reach out to the students with priority given to those students in greatest need. Reports get subdivided between RED Flags (students with greatest need which get assigned to our Retention counselors Joshua and Karletty) and Yellow Flags (students who have been flagged for minor issues which get assigned to student assistants for phone call follow ups). The RED students were reached within a week of the triage process (October 23-November 4th). The Yellow Flags do take longer to be processed due to the large number of reports and the amount of time it takes to compile the student's contact information from Banner especially when there are technical difficulties in the process. For this semester, there were 281 RED flags for 153 students HC compared to 843 Yellow Flags for 445 students HC. Follow up for Yellow flags was not completed until November 20th.
- b) Due to the limitations of the current system and the importance of reaching out to the students in a more timely fashion, we are in the process of purchasing an electronic system (Starfish Early Alert). It has been an arduous process to collect the funding, gather support and reach out to all necessary parties to make the purchase of a system a reality. We are very excited that this is finally going to happen.



Strategic Plan Goal Three Team

3. Other updates

Kadee has joined the textbook committee. The committee is discussing piloting the use of e-books to cut the cost of texts, and providing a discounted price for electronic devices in the bookstore. They discussed the cost of custom texts and the fact that they cannot be returned to the bookstore. Students can access the financial aid lending library through their financial aid counselor. That option closes when the book vouchers expire.

Janice reported that the 13-week support group has met and put services in place for the late-start students including a mandatory student orientation, extended bookstore hours, and CSS classes taught by retention ambassadors from the Student Success Center. Registration will begin on January 13 and close on January 31. Classes begin on February 5.

4. Next meeting: **Monday February 10, 3:00-4:00pm SC213**

Agenda items:

- Budget needs for the subgroups- due on Feb 24 at noon.
- Presentation from the Accessible Media subgroup