



Strategic Plan Goal Three Team

Agenda and Minutes

August 19, 2013

3:00-4:00 pm

SC213

Present: Gisela Nash, Lynne Nadeau, Donna Bertolino, Joan Scionti, Deb McKinney, Linda Giampa

1. Updates and discussion

Student help desk- Linda Shea sent an update for the team:

The Library is piloting a "library Help Desk" this fall using work-study students on a limited basis- 15-18 hours per week. We interviewed many students but most did not have the skills that we needed. If this pilot is successful, we will try to put some funding in the FY'15 budget so we are not limited to just work study.

Tutoring (Lynne, Donna) - planning for the opening of the new Tutoring Center is underway with advertising through posters, flyers and a new, minimalist website with links to center schedules. Moves have been completed in Haverhill with the administrative office now located in C200a. Space in Lawrence will remain the same for now with most services in L200, and Science and Math on Amesbury Street. Accounting tutoring in Lawrence is doubtful due to poor attendance. Lynne anticipates that the biggest increase in demand for tutoring this year will be in writing. An Open House was discussed.

Student Success Center (Gisela) - The SSC offered a summer Bridge program with 11 students. Gisela reported that the group was motivated and will take the assessment test at the end of the program. The Early Alert team is working on Retention Ambassador assignments. CSS instructors will be able to take the Noel Levitz survey so that they are familiar with the questions. Because of the large number of sections in the fall, the support will be focused on newer instructors. Starfish was not funded for this fiscal year so data will continue to be handled manually. The website is being updated and workshops will be coordinated with Dina Brown's area. Karletty Medina is now full time as a Retention Specialist and Career Counselor.

DegreeWorks (Joan)—The Degree Works User Guide has been updated and will be available in the portal for advisors. Core Academic Skill requirements will be incorporated into all Associate degree plans for students entering NECC in fall 2014. Scheduled application maintenance for the coming year will be the installation of a new test server, application upgrades to the newest release, and training for the implementation of Financial Aid audits.

Flexible Registration (Joan)-Flex-Reg for noncredit online registration and payment is currently in test with an anticipated production launch of October. The noncredit website has been updated with a new look that replaces the old bucket list format. A demo was given at the August Banner Users' Group (BUG) meeting and was well received.

2. **Fall meeting schedule:** Mondays 3:00-4:00pm, room SC213

Sept. 23

Oct. 21

Nov. 18

Dec. 16

3. **Educate Online**- there was discussion of the program and a clear need for additional information in order evaluate it. Janice will follow up with Bill Heineman about having a demo of the program sometime in the fall. There were questions about accessibility for deaf and hard of hearing students, interface with Blackboard and Banner, and connection to the current Assessment and Placement process.