Strategic Plan Goal Three Team

Agenda

January 28, 2013
2:00-3:00 pm
SC213

Present: Deb McKinney, Rebecca Rose, Marilyn McCarthy, Joan Scionti, Betsy Pardo, Linda Giampa, Lynne Nadeau, Sue Cunningham, Donna Bertolino, Gisela Nash, Niruka Aybar, Grace Young

1. Updates and discussion
   a. **Student help desk**
   The technical support assistance is up and running. Library staff created a format for collecting statistics and so we hope to get some data about the kinds of assistance needed and the timing of that assistance during the semester. Lynne Nadeau has hired two CIS students to work in the computer labs at both campuses and they should provide some very useful information on the types and timing of questions as well. She reported that there were no students using the services on the first day of classes, but there were 6 on the second day looking for assistance with email and Blackboard. Signs have been posted around the Lawrence campus to notify students.   Cherie Hagan ran a Blackboard webinar on basics of Blackboard on January 24 that was advertised to all Blackboard users. The webinar will be recorded and available as an instructional aid for those who could not attend last night.
   b. **Reorganization of tutoring and Lawrence space planning**
   Donna reported that the space planning subgroup submitted a proposal for Lawrence tutoring to Mary Ellen Ashley in December. It is posted on the Goal 3 Team webpage. She is working with the four coordinators to shape the new center and evaluating space needs in Haverhill. A Director of Tutoring position will be posted internally after impact bargaining is completed. There was a brief discussion of the process of naming the new combined tutoring services. There was a suggestion to have a contest and encourage student involvement.
   c. *DegreeWorks*
   Joan explained that the group has developed a streamlined process for the registrar to determine the petition to graduate students' degree completion using the batch audit process in

DW, and a process for cleaning up faculty advisor assignment history in Banner which is bridged to the DW audit and Advisor advisee list. New Advisor assignments must still be done manually in Banner. Grace added that financial aid information including probation and 150% status will be loaded into DegreeWorks which will post a warning for students who may be out of status. Approved course substitutions will also be visible within DegreeWorks. Grace will attend department/division meetings to explain new naming conventions for student Academic Plans. The group has been asked to provide presentations on DegreeWorks to North Shore Community College and University of New Hampshire as both colleges are in the process of reviewing the application and are interested in how it is used by advising and enrollment management services.

    d. Student Success Center

Gisela explained that they are now working on the first year Title V report and will begin writing the report on Early Alert funded through a PIF (Performance Incentive Fund) grant. The staff will attend a conference in Dallas on Early Alert systems next month. They are collecting data on retention and course completion and beginning the fourth semester of operation. Numbers have increased dramatically from 98 identified students in fall 2011 to 1,011 identified in fall 2012. They have a cohort of 960 students, about 50% of whom needed intervention on a range of matters, including homelessness and mental health issues. Niurka explained that faculty and staff Retention Ambassadors are assigned from 1-4 classes during the semester. The Ambassadors are provided the results of the Noel Levitz CSI (College Success Inventory) for their classes so that they can follow up with students appropriately. The CSI and MYA (Mid-Year Assessment) were administered to students in the College Success Seminar courses in fall 2012. 451 completed the CSI and 171 completed the MYA. A concern about the number of sections of CSS was raised, but we confirmed that the number will remain the same for the upcoming academic year.

2. Other items

Rebecca noted that there are 24 SI (Supplemental Instruction) sections this spring and that some SI leaders are working with more than one section. She held an orientation for the leaders and SI faculty in January, and information is shared through an SI Blackboard site. There is now an application process for faculty interested in having an SI section that requires them to participate in the orientation. Donna said that the SI program will continue and will fall under the new tutoring organization, but leadership of the initiative has not yet been decided.

3. Schedule of meetings for spring 2013

    Mondays 2-3:30pm in SC213: 1/28, 2/25, 3/25, 4/22, May TBD