Integrated Student Experience (ISE) Implementation Alliance
January 31, 2019 Meeting
10-11 AM C104

MINUTES

Present: Bertolino, Ciampi, Farrell, Favara, Giampa, Hearn, Heineman, Holden-Gouveia, Hudson, Iola, Kortz, Portanova, Rogers, J. Sullivan, Sunday, Wares, Wheaton, Young, Zubrow

1. Review of ATD Coaches letter; we will discuss:
    -for you, what were the most important issues the coaches raised related to the ISE?
    -Culture: morale issues are not being addressed
    -Liberal Arts and other units feeling overwhelmed; initiative fatigue
    -sustainability of ISE in the face of so many competing activities is a challenge
    -it's hard to shed activities; should we make an inventory of activities to prioritize?
    -Bill asked for everyone to send a list of the most valuable "negotiable" things you are
     working on right now (NECHE, for instance, isn't negotiable)
    -we are making progress on the list of unavoidable services for students
            -if folks are interested in working on that, they should contact Michelle or Kirsten
            -to make the services unavoidable they must be mandatory
                    -this will be challenging given resistance to making things mandatory: like
                     students having to pay their bills
                    -ideally these mandatory steps are part of a welcoming process that feels
                     natural to students, not forced
    -financial aid/billing issues remain important obstacles to student progress and the ability
     of non-financial aid/bursar employees to assist students
            -HOW we communicate with students about these issues can make a big difference
            -the college has been expanding the ways it tries to reach students
    -Outlook 360 may be foiling some of this communication: Kirsten will summarize the issue
     and Bill will pursue it with IT
    -we are working to make Navigate be a better communication mechanism between the
     college and the students
    -folks agree with coaches' observation that we need to integrate the pieces of the ISE
     more explicitly (out from the different silos)
            -Academic Center leads will discuss this at their meeting tomorrow and how to
             work to bridge that gap with staff in other areas
    -the pace of rollout is an obstacle to the type of integration and personal interaction that
     would help: e.g. professional academic advisors are needed in meetings and other
     activities to make the ISE work but haven't been relieved of heavy student caseloads
    -also agreement with the coaches' observations about the need for specific goals and
     assessment to guide our progress and help us prioritize amidst all the other work at the
     college
    -are there things you disagree with in the letter?

2. Review of ISE Looking Back and Forward Document; we will discuss:
    -what additional lessons from our work on the ISE so far are not captured here?
    -are there things you disagree with in the document?

3. Review of Next Steps for the ISE Document; we will discuss:
   -for each category of the ISE work:
      -what additional steps need to be added?
      -are there any steps you think are not needed or need to be revised?
      -what should our **PRIORITIES for THIS COMING YEAR** be in each category
   -we will discuss the above questions as a group for Pathways, Advising, EAB, and Data
   -during the last half hour, we will break into two groups to discuss these questions with
     respect to the Student Success Hub and the Academic Centers

4. Other Issues