Integrated Student Experience (ISE) Implementation Alliance
July 12, 2018 Meeting
9:30-10:30 AM C204 Center for Professional Development

MINUTES

Attendees: Budzyna, Callahan, Ciampi, Farrell, Favara, Giampa, Hearn, Heineman, Hudson, Knoepfler, Portanova, Rogers, Sullivan, Young, Zubrow

1. Communicating about the Integrated Student Experience:
    The ISE has entered a realm of greater action and that means a broadening of activity, ownership, and responsibility
    -this is intentional: only by empowering faculty/staff will we accomplish more
    How should these changing realities affect how we communicate about the ISE?
    -to some extent communication must decentralize too: MMC leaders to relevant faculty/staff about activities in their centers, for example
    -but big picture communication must continue in as brief, engaging, and chunked format as possible
    Informing the Campus about Moves/Other Changes
    -need to try to tailor communication to what people are most interested in: a FAQ?
    -can we start asking staff and faculty what questions they have about the ISE?
    -we need to pay attention to visual cues about the ISE
    -create a map showing where all the moved services/personnel are
    -directories in Spurk/SC lobbies/doorways
    Fall Convocation: significant opportunity to communicate; reframe how people see the ISE
    -copies of latest ISE News on the tables
    -strong consensus we should be more active, engaging than typical at convocation
    -at end of shortened Convocation (with SecED) show ISE video again:
    https://www.youtube.com/watch?v=iWF_SeZoykA&feature=youtu.be
    -try to get Convocation live-streamed to Student Success Hubs
    -then a tour a: self-guided with a map? scavenger hunt? in cross-functional groups?
    -follow up discussion of changes at "division" meetings
    -Deirdre, Kelly, someone Tina will name volunteered to help design; Bill will ask Sharon

2. TutorTrak Data Gathering this Fall
    In theory, ALL of our data gathering efforts should be aligned
    -Mike: formative measures being designed this summer; won't be done by fall
    Given timeline there, MMC team will put heads together to decide what to gather this year
    -Linda: based on experience, less is more when gathering TutorTrak data
    -Ingrid Polanco will provide basic training assistance on TT
    -Bill will check to see if Michelle Jackson in IT is still in charge of TT accounts

3. Updates from the Teams
    Advising Reform
    -changes to CPAC management, Grace's role/office now in place
    -next step: build an advising council which will try to balance a greater empowering of employees in academic advising (and therefore decentralization) with quality/ consistency

Curriculum Pathways
-curriculum map templates are finally out; Grace will serve as executive editor
Meta Major Centers
-need to buy materials in bulk: invite Sharon to next MMC group meeting
-generic email addressess for each MMC? (Jeff Bickford: unlimited space?)
-calendars: MMCs think about what they want; use Outlook Calendar?
Student Success Hub
-finalizing/approving recommendations from various sub groups
-creating an advisory board led by Michelle/Jim for future guidance of Hub
-EAB Navigate kick-off on 7/25
-Next Alliance meeting: focus more on planned student experience in the Hub?

4. Other Issues
Next meeting: July 26 (Bill is away)
August 9th Meeting: Lane will join us