Integrated Student Experience Goal Team Meeting
April 16, 2019
2-4PM, TC103A/LC301

Haverhill: Mike Hearn, Barb Stachniewicz, Bill Heineman, Kim Burns, Judi Ciampi, Eldiane Elmeus, Alexis Fishbone, Stephanie Haskell, Lance Hidy, Rick Lizotte, Brian MacKenna-Rice, Susan Martin, Sharon McDermot, Deb McKinney, Louise Michaud, Laura Mondt, Heather Mores, Janice Rogers, Joan Scionti, Vengerflutta Smith, Kelly Sullivan, Joseph Tardif, Judy Zubrow, Donna Bertolino, Jay Byron, KB Borusso, Michelle Jackson, Jim Sullivan, Kathleen Bartolini, Trish Schade, Joanna Fortna

Lawrence: Jenny Fielding, Mary Farrell, Ari Chicklis

AGENDA

1. Welcome & Introduction
- Mike Hearn welcomed the group to the last meeting of the Spring Semester, and reminded everyone that ISE information is available on the NECC Facstaff site under: *Vision and Planning Initiatives/Strategic Plan and Goals/NECC 2020*. Updates for all four goals can be found there, as well as ISE Team Members, Board Updates, Meeting Minutes, and other documents. The group was encouraged to forward any additional documentation they have to the co-chairs for posting as this will also aid with the institution's NECHE efforts.

2. ISE Metrics
- Kirsten Kortz provided updates on efforts toward identifying progression metrics against which ISE efforts can be measured moving forward. She noted that with the capabilities of Zogotech and Tableau there is no shortage of things we could measure that are interesting and important, but the real challenge is honing in on measurements that will demonstrate ISE effectiveness. These were informed greatly by feedback from the ATD coach visit in December.
- Some of the measures that have been identified are: number of DevEd courses taken; number of withdrawals; pathway course completion by major; GPA
- Kirsten noted that while some metrics may not currently look as promising in this snapshot, the ISE is still in the midst of being implemented, and so these are really baseline numbers against which ISE interventions will be compared.
- Broad reports have been created, with the focus now shifting to various student groups within these categories so it can be determined if all student demographics are experiencing/benefiting from the ISE's efforts. Other next steps will include tying these quantitative data to the more qualitative Sense of Belonging survey and measures.
- It was noted that as benchmark measures and reports are finalized they should be moved to public access in Zogotech and Tableau so anyone can access the data.

3. Team Updates

- ISE Implementation Alliance - Advising - Pathways – Bill Heineman reported that much of the work of the Alliance is focused on next steps to execute the planned changes and multiple forums have/are being held with the affected faculty and staff. He also noted that there has been a significant amount of turnover in leadership in a fairly short time – particularly Grace Young and Tina Favara in relation to the ISE - which will provide both challenges and opportunities. This may impact the timeline for implementation of various initiatives, particularly EAB Navigate. It was noted and agreed that though the Pathways are currently organized under the "Current Students" gateway on the website, linking to these from the prospective student's website path/experience would be worthwhile.
- Academic Centers – Kelly Sullivan said the centers have continued to be very busy during Spring. Business and STEM have been advising and registering students regularly, numerous events have been scheduled and taking place in all of the centers. The Health Center on the Lawrence campus is slated to be expanded to better accommodate the students there. Bill Heineman noted that two full-time professional adviser positions that will be stationed in the Centers are still in the 19-20 budget.
- Student Success Hub – Donna Bertolino reported that since a number of services have moved to the Hub, there is now unused space on the second floor of the SC. It is currently functioning as an open study space, and students are being surveyed for potential use. Focus is shifting to Lawrence and the establishment of a Hub there, and it was stressed that the term "mini-hub" should be phased out as it has the potential to diminish the perception of the Lawrence Hub. Layouts, furnishings, student usage tracking, and support staff are currently being discussed. Alexis Fishbone and Donna Bertolino are co-leading Hub Operations Team which includes all managers in that area. Joanna Fortna shared a positive anecdote about a student switching their major to Business and noted the new system/handoff worked very well. Bill Heineman stated the ISE's goal is to get our systems to the place where that will be the norm.

ALISE Award:
- Barb Stachniewicz awarded this year's ALISE to the Academic Preparation faculty, who were recognized for their outstanding efforts over the past year. Barb also offered thanks and congratulations to the other nominees, noting there was a huge amount of dedicated work by many people this year. The Academic Preparation faculty were then congratulated by the group for their contributions, and the ALISE award and certificates were presented to: Janice Rogers, Tammy Foster, Eldiane Elmeus, Jim Sullivan, Kathleen Bartolini, Trish Schade, and Joanna Fortna.

Next Meeting:
- Mike Hearn informed the group he would be confirming dates a summer 2019 meeting, likely in July, and sending meeting requests to everyone's calendar.

The meeting was adjourned at 3:15 PM.
Submitted by Jenny Fielding, 4/18/19