

Student Affairs Committee Meeting Minutes
Monday, March 11, 2019 2:00 pm - 4:00 pm

In attendance:

Isabelle Gagne, Deb McKinney, Deb LaValley, Karen Hruska, Kelly Sanborn, Liz Teoli, Kirsten Kortz, Meredith Gunning, Daniel Keating (student), Alexander Quiroz (A,student), Jennifer Levesque, Hannah Bennington (SGA rep/student), Amanda Fregeau (Lawrence), Kathy Hudson (Lawrence), Karen Hruska (Lawrence), Hilmar von Strunck

Absent:

Brian MacKenna-Rice, Amy Cameron (A), Solanyi Munoz (A), Emily Gonzalez

1. 2/4/2019 Meeting Minutes
 - a. Motion to approve: Deb LaValley, seconded: Dan Keating
 - i. All in attendance agreed, no changes necessary
2. Student of the Month
 - a. Tehanny Lemma was selected as the student of the month EGC winner, Jennifer Assenza was also nominated.
 - i. Liz will send this information to Ernie Greenslade for interview/marketing purposes.
3. Committee Membership Review
 - a. 12 full members, 4 faculty/staff alternates, 1 student alternate.
 - b. 6 voting members needed to meet quorum
4. Ron Taber Marketing
 - a. Ron: Issues with number of emails focus around the level of emails sent. About a year ago it was identified that we had a resource to cut down on the number of emails. Constant Contact was lined up to use for the emails to be sent once or twice a week.
 - b. The challenges with that are:
 - i. Figuring out how to develop the process from the back end to limit the time spent creating the email forms themselves. We would need something similar to the current submitting process. This is where they were a year ago and this is where they currently are. The programming piece was supposed to be completed in the summer of 2018, but the progress was derailed by the Academic Pathways program being pushed to the top of the list of projects.
 - ii. Margaret Glenn was lined up to do the actual creation of the forms and she has just relocated into another department. Now Marketing is down at least one body, potentially more.
 - iii. Daniel: Is it possible to look at creating a student internship around this?
 1. Ron: There is lots of constant turnover with students, so that creates a bigger challenge.
 - iv. Isabelle: What about trying to tie this in with the marketing classes that Sheila Muller is teaching?
 1. Ron: Poses the same issues as the above idea.

Student Affairs Committee Meeting Minutes
Monday, March 11, 2019 2:00 pm - 4:00 pm

2. Deb M: What about making it into a work-study position, this creates a paid-position, and the \$\$\$ is an incentive to remain on the project/in the department.
3. Deb L: What about trying to work with the students/staff at the Observer (student newspaper).
- v. Ron: Does the committee feel that the Constant Contact digests are still the way to go?
 1. A challenge with this is that people need to send their emails out for approval sooner, but it can still work.
 2. Karen: Students have indicated that they feel like the last minute notification is actually the best way for them to find the information, if it's too early they forget. At the same time, this is professional information going out to/from/for professional reasons, and to have it managed by students could lead to bigger problems.
 3. Isabelle: Can we possibly tie this into the ISE initiatives? We could seek money from the departments for the marketing of their events.
 - a. Ron: if the college (specifically Bill Heineman) is willing to get behind this idea, than he is willing to try it. He is happy to talk to Bill if this is a path that the committee would like to go down.
 4. Meredith: There is a lag time with when emails are submitted to when they're actually sent. This is also a large problem.
 5. Isabelle/Deb L.: We should look into how Middlesex is doing things as they do daily blasts, but to targeted groups. Ron should check with his contacts at Middlesex to see what tool(s) they are using and also what types of costs it entails. (Deb L.) We also need to have money in the college's budget for this, it shouldn't be something that is expected to be done for free.
 - a. Ron: In regards to the money set aside, we often run into similar issues with the rest of the marketing department's initiatives.
 6. Deb M.: We need to have early notification for students with disabilities who need to make accommodations, and we should continue to provide early notification to people for precisely this reason.
 7. Dan Keating: Proposes a twice-weekly email system, one on Monday & one on Thursday highlighting events.
 - a. Ron: not all emails are about events. A twice-weekly email would cut down on emails, but you will still need to have daily emails for various reasons (facilities issues, public safety issues, etc...)

- b. Deb M: What about the idea of color coding announcements by level of importance?
 - i. Ron: You could, but the challenge there is who is going to be the one that ranks the emails?
 - c. Jennifer: What if we simply look at the possibility of embedding something on the MYNECC site that has the daily announcements.
 - i. Deb M: Maybe put college business (IT, Blackboard maintenance, etc...) in emails and have the events be links on the MYNECC page.
 - ii. Ron: This still has the same problems, people are still needing to invest time/energy into creating/maintaining this site/information.
 - vi. Ron: Will talk to Bill H. About possibly connecting this to the ISE and the possible resources there. He will reach out to Middlesex to see what they do and how they feel about it in general. He will speak with the person in financial aid office to inquire about how to create a work study position. Internships impact departmental budgets, work study student funding comes from a federal grant.
5. Soar Forums NECHE
- a. Student SOAR Forum 3/11/19
 - i. This forum was well attended, and there was a significant amount of input. Strengths included transportation, & links to 4-year degree programs. An opportunity identified was that business transfer required classes should be offered in-person and online, not just one or the other. An identified aspiration was to silo the programs on specific campuses, which will allow for ease of access.
 - b. Ideas from the Student Affairs Committee:
 - i. Make things more integrated and give students clear paths of who/where to go rather than them guessing (there is lots of duplication of services, specifically advising).
 - ii. There are no 32-seat computer labs, even though classes can have up to 32 students, and forcing students to bring their own tech or share computers is often difficult and time-consuming, and can result in loss of information.
 - iii. There are also many difficulties with unreliable internet in multiple locations on campus.
 - iv. you know what I mean) and one way signs for road in front of college
 - v. We would like to see the transparency of the funding mechanism for Student Services.
 - 1. How much money is being spent on each department, and when/where is the funding coming from? Why does it appear that some programs are getting more funding than others, and others are losing funding with little or no explanation as to why.

- vi. Isabelle will invite Mike McCarthy to the April 1st meeting to discuss the transparency issues.
6. Persistence Project
 - a. Communicating with students throughout the semester to try to get them more involved with the college, and to help create lasting relationships.
 - b. There will be a panel discussion about this at Professional Day (3/29/19).
7. High Fee Courses
 - a. Meredith: Many of the “high-fee” designated classes do not make sense, and the cost can be quite high, up to an additional \$68 per course). Kathy Holmes has taken on this issue. She has gotten a committee off the ground, and is hoping to have some clarity on this by the end of the semester.
 - b. A listing of the high fee courses can be found here:
<https://www.necc.mass.edu/afford/tuition-costs/estimating-costs/high-cost-course-listing/>
 - c. We would like to see some transparency in the fee structures for students here at NECC. Why do other schools have at least a basic “this is how much it will cost to go to school here,” and NECC does not? We understand that there are lots of pieces that go into tuition and fees, however it would be more fair to inform people up from what it would cost (at least a general ballpark range) to take classes.
8. Signage update:
 - a. It was brought up in the last meeting of the ACA
 - b. Signs identifying classrooms in the C building are missing. Students, faculty, and staff have difficulty identifying if they are in the right rooms.
 - c. There needs to be more signage identifying the one way sections of College Ave, especially from the main road (by the student center) to the library, and from the library to Spurk
 - d. Deb L. Will email/update Isabelle with the information that she has.
9. Tutoring Center:
 - a. The Lawrence campus tutoring center has lost space w/o any advance notice. They will now be sharing space with Academic coaching, which can make assisting students more difficult.
10. Student Hub follow-up/New items
 - a. Tabled
11. SGA:
 - a. SGA has started a “Collective Voices” initiative. They are talking with students discussing their needs/desires such as food initiatives, lengthening library hours, transparency with public safety, etc...
 - b. It was suggested that the SGA speak with Karen Hruska and Janel D’Agata Lynch about having nighttime PB&J stations.
 - c. The SAC will add a standing agenda item for SGA updates.
12. Motion to adjourn the meeting at 4:04 pm by Kirsten Kortz, seconded by Deb LaValley

Submitted by Liz Teoli and Isabelle Gagne on 3/13/2019