

Student Affairs Committee Meeting Minutes
Monday October 7th
2pm to 4pm, Haverhill A 112/ Lawrence LC 301

Haverhill: Tiffany Esmerio (A), Isabelle Gagne, Hilmar von Strunck (A, phone), Kelly Sanborn, Karen Hruska, Eldiane Elmeus, Meredith Gunning (A), Deb McKinney, Liz Teoli, Debra LaValley,

Lawrence: Denise Trinidad

Student(s): Hannah Benning (Student)

Guests: Mike Hearn (Library Services), Julio Ortiz

Absent: Jennifer Levesque (email), Daniel Keating (A/Student, email), Kathy Hudson (email), Brian MacKenna-Rice (email), Jacqueline Dick (email), Amy Cameron (A), Rachel Boersma

1. The meeting was called to order by chairperson Isabelle Gagne at 2:00pm
2. Guest Mike Hearn, Assistant Dean of Library Services, to discuss student printing
 - a. The libraries are going to be rolling out a new print management system, [*Papercut*](#). The software is being tied to the 3 year lease of the new Toshiba printers that are being installed later this month. Students will be allotted a certain amount of free printing per semester, and then will be able to add more print funds to their account. At this time they have not worked out the final page number or cost, but it is planning on being rolled out at both libraries/ library computer labs in January 2020. Printing will be tied to each student's account (ID #), which is how they will be charged and pages kept track of. The idea is not to force students to pay for copies, or to make money off of it, but rather to ensure that people are printing responsibly. This should ultimately only affect a small number of our students, mainly the ones who are printing excessively.

The libraries and IT department have done years of research on the topic to ensure that the cost of the software is fair, and it is something that will not eat up a large portion of the budget. A rough estimate of the startup costs for *Papercut* is \$3,000. There are no annual fees.

General Discussion/Comments:

- b. Isabelle Gagne: Transparency is key, we need to ensure that students know up front how much printing they will receive free, and how much this will potentially cost them.
- c. Eldiane Elmeus: How will you determine how many copies will be allowed? Our highest growing student base is our most financially needy, and they may see this as a potential barrier and choose not to attend. Also, will this be implemented campus-wide?
- d. Deb LaValley: will this be tied into all of the locations of Toshibas across campus? There are Toshibas everywhere, especially in the Student Success Hub, it can get confusing.
- e. Mike Hearn: The libraries are not trying to make money off of printing, but are trying to keep the costs down. He has spoken with other governance committees across campus, and is committed to ensuring student success and enrollment. While it would be nice to have a unified printing system campus-wide, that is outside the scope of the libraries. At the start, it will only be tied to the location of

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the large Toshibas within the libraries and their computer labs (L149, 3rd floor of the A building in Haverhill).

Most students will never reach the printing threshold, but it's a small fraction that we are having issues with. This will never be tied to their Banner accounts, and there will never be a possibility of placing a hold on a student account. The cost of print jobs, as well as remaining free pages printed will be identified up front. If it does come to a matter of a student needing to print items out for a class and not having the funds/available pages to print then the staff of the libraries will certainly work with the individuals and help them get their prints.

- f. Karen Hruska: This is a great eco-friendly initiative, and it will force people to be more mindful of what and how much they are printing.
- g. Tiffany Esmerio: It is important that we inform and train students, faculty, and staff campus wide. This will make it fair, and keep it from being confusing. Also, this is quite commonplace in Academia, including in community colleges. Additionally, this is a way to help manage confidentiality. Forcing print jobs to be released individually will ensure that the correct people are getting the correct printouts.
- h. Isabelle Gagne: The Committee thanks you and commends you for coming to us with this before implementing it. We appreciate that you are looking for our perspective. What about waiting for 6 months and then implementing this software campus-wide after the Spring 2020 semester ends?
- i. Mike Hearn: The reason that it is being slowly implemented is because it's only tied to the Toshibas at this time, and the new contract with them begins at the end of October 2019. The library has as much interest in being transparent and proactive with this as possible, and will keep the committee updated with information. As far as communicating the new printing policies, the libraries will go through the obvious channels and work with appropriate committees and departments to let people know.
 - i. Hannah Benning recommends working with the Student Government Association.
 - ii. Meredith Gunning suggests having meetings with each faculty division, as email alone is not sufficient.

Other Questions/Concerns:

- j. Meredith Gunning: This potentially clashes with the equity imperative, what if students need to print and they simply cannot afford it?
 - i. Mike Hearn: When he spoke with the IT committee they asked if replenishment could potentially be done using student financial aid. This

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is outside the control of the libraries, but is something to discuss with the financial aid office.

- k. Deb McKinney: What about the potential problem with an extra step being placed with for those with disabilities? They already potentially have difficulties accessing the computers, and the printers, now there will be another hurdle.
 - i. Mike Hearn: This is something that had not been considered at the time, and he will look into it.
- 3. 9/9/2019 meeting minutes
 - a. Deb LaValley motioned to accept the minutes as is, and Hannah benning seconded.
- 4. September Student of the month
 - a. Alexandra M. Garcia was nominated by Roberto Duran of Student Financial Services, Michael Mbua was nominated by Patricia Diodati of the STEM program, and Sandra Melendez was nominated by jessica Rocker of the PACE program. All 3 will receive paper certificates and a copy of their nomination letter.
 - i. Michael Muba was selected as the winner of the \$20 Follett gift card.
 - b. Discussion was held surrounding the potential discontinuation of giving away a gift card. The committee decided that the best course of action would be to research the origins of the gift card, and then bring that to the discussion during the December 2019 meeting.

Action: Liz will research the history of the Student of the Month procedures and consult the bylaws and bring this information to the December 2019 meeting.

- 5. Thank you note regarding the rollout of the new email digests with Constant Contact
 - a. As a committee we appreciate that this has come to fruition. It has been many years in the making, and we understand that it will take time to ensure that it runs smoothly.
 - b. We do note that there are some specific concerns at this time, and we will follow up on those at the next meeting to see if any of them have been resolved, or if they need to be looked into. Alison Dolan Wilson, the VP of Institutional Advancement, was the person who rolled out the first email digest, any concerns we have should be submitted to her when we are ready to submit them..

Problems Noted:

- i. Some people are not receiving the emails, as they are tied to the college notification system. If at any time a person opted out of emergency

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notifications then they are automatically opted out of this communication as well.

- ii. There is the potential to have fewer attendees at events since there are no longer reminder emails being sent out.

6. Student Government Association update

- a. Special Elections were Thursday 10/3/19, and there are students interested in joining SGA.
- b. SGA will be hosting a Halloween event in coordination with the Office of Student Life. They are aiming to make the events family-friendly, and will discourage spooky.
 - i. Karen Hruska: We should be mindful of the fact that we are choosing to celebrate a holiday that most colleges do not.

Secretarial note: Some of this discussion, specifically related to individual points/issues, was relocated to the campus updates/follow up section of the minutes.

7. Vetting role of the Student Affairs Committee/Meeting with Bill and Jennifer

- a. Isabelle is meeting with Bill and Jennifer to see how we can have a stronger voice within the culture of the college. It has been remarked that many committees only brings forth complaints to the administrative guests that they invite to attend, and therefore guests are less inclined to attend such meetings. In an effort to help strengthen our collective voices, and to be seen as more relevant to the administration it is imperative that we focus our efforts on 3-4 big issues, do research, and present facts to the administration rather than sending them a laundry list of complaints on a regular basis.

Secretarial note: Some of this discussion, specifically related to individual points/issues, was relocated to the campus updates/ follow up section of the minutes.

8. Procedure to collect information from our constituents (ex: collecting info about shuttle)

- a. Isabelle Gagne: At this time there is no actual procedure to collect information from students. When we are trying to bring about change to negative issues (such as the shuttle) and the administration is asking for factual evidence, number of complaints, things of that nature, how can we measure them if we don't have a central location to get the information in the first place? How does the committee feel that we should proceed with collecting information? Would it be a good idea to have a student affairs committee email? If so, who would manage it?
- b. Liz Teoli: I feel that it would not be ideal to have yet another email that someone would have to keep track of. If they are student issues then theoretically the students should be either talking to SGA or their instructors. If it's an instructor

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then they should forward the information on to the committee chair, or onto the SGA or the advisor of SGA.

- c. Meredith Gunning: In the past students have created petitions to get their voices heard. We should encourage them to take action, publish their concerns in the student newspaper, and fight for changes that they want/need.
- d. Hannah Benning: SGA is willing to set up tables and have satisfaction conversations with students on both campuses. They will look into creating a transportation survey to address issues such as the shuttle and parking.
- e. It was suggested that one of the questions for the survey be along the lines of "Will this issue affect your decision to return to NECC next semester?"

9. Campus updates/ follow up

Issues that have been resolved or tabled

- a. Newbury Cafe Pricing
 - i. They were charging a 9% meal tax on items. The tax being charged in the cafe is now 6.25%, and the issue is resolved.
- b. Budget request
 - i. Isabelle received an unofficial copy of the budget from Patricia Machado shortly before the October SAC meeting. She has not had time to review the lengthy document. The issue is tabled for the time being.
- c. Student Center Construction (for updates, [see here](#))

Secretarial note: I (Liz Teoli) moved this item into the resolved area due to an email update from Linda Hudson received on 10/8/19.

- i. From Linda Hudson's email:
 - "The decision has been made to suspend the project for the winter and resume in the spring. In the meantime, Campbell Construction will be backfilling the construction site, for safety reasons, as it's not prudent to leave the excavation site open during this period.
 - The contractor will also be removing all of their heavy equipment for other projects and cleaning up the construction "lay-down" area in the parking lot.
 - This entrance to the Student Center will continue to be closed during this period, although the parking area will be open."
- ii. The committee asks that faculty/staff/students be notified ahead of time when work will be scheduled so that they can plan accordingly.

Issues that were sent to the Executive Committee

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- d. All things to do with the shuttle
 - i. The committee recognizes that there is nothing more they can do to fix the problems related to the shuttle, so they have agreed to submit it to the Executive Committee for review and follow up. This includes, but is not limited to, scheduling, shuttle size, and the removal of the second bus shelter at the Haverhill campus.

Action: Isabelle will compile and submit a list of our shuttle concerns to the Executive Committee.

- e. Haverhill Campus bus stop
 - i. Liz Teoli: The facilities crew was instructed to remove the bus shelter because the administration wanted people to be able to look across the campus when they came on the main road. They wanted people to see the beauty of the campus and not the bus stop. Also, it was broken during the move, not moved because it was broken.
- f. Public Safety
 - i. Isabelle Gagne: Public safety is a huge issue, we will never be able to solve all issues related to this, therefore our list of public safety concerns will be sent to the Executive Committee.

Action: Committee members are requested to submit all public safety concerns to Isabelle and she will in turn send them to the Executive Committee.

- ii. There was discussion about potential pros and cons of the public safety office on campus, and it was noted that all members of the committee are upset with the level of policing on our campuses. Some of the concerns were that the public safety officers are friendly with students (often to the point of hanging out with them in common space, i.e. the student center), that they are security guards on an independent contract with limited training and/or responsibility to NECC.
 - 1. Some committee members advocated for actual police officers who were authorized to carry firearms. Other committee members felt uncomfortable at the prospect of armed guards on our campuses.
- iii. The committee decided to include Lawrence parking issues within the scope of our public safety concerns.
 - 1. Committee members expressed concern over parking, especially now that MassHire has been relocated to the haffner building on Amesbury Street. Additionally, there have been multiple reports of students, faculty/staff being told that no spots are available and parking in the garage. At the end of the day when they go to leave

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they are told there were open spots and their tickets are not being validated.

Miscellaneous/other

g. Calendar of events/promotion of events

- i. Isabelle Gagne: One of the primary issues that we're seeing related to holding events on campus is a lack of attendance. How do we keep the momentum going to keep hosting events when we cannot seem to get attendees because there are too many competing events.

Everyone needs to know that the college calendar exists, and they should consult it before planning events to see what else is already taking place that day. We are not sure that there is an actual way to limit the overlap of events, but we should try and come up with a better way to present/offer events.

h. Evening IT support in Lawrence

- i. There is no on-site IT support in Lawrence after 4:30pm. People can call the IT help desk until 7pm for over the phone support.
 - 1. Deb McKinney: This is not an option for people who cannot communicate over the phone, therefore, it is an accessibility issue.

Action: Isabelle will follow up on this

10. New business/other

a. Navigate App

- i. Deb LaValley: We have been hearing that students are already deleting the Navigate app due to too many notifications being pushed through. It was supposed to serve as a reminder and push important timeframe notifications, not persistently notify students about everything.
- ii. Eldiane Elmeus & DebMcKinney: When NECC was first talking about purchasing the program we were told that we wouldn't be inundating students with messages like we did with the NECC announcements. We were under the impression that students were only supposed to get notifications once or twice a month, what went wrong?
 - 1. It seems that the ultimate problem is that it was rolled out without being completed first, and then most of the faculty were not trained on the app before it was rolled out this semester.
 - 2. Hilmar von Strunck is one of the team of faculty members that was trained and is starting to be deployed to train other faculty/staff members. Also, Audrey Ellis is hosting a professional

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development discussion in November on the Navigate app from the student perspective.

Action: Isabelle will invite Audrey Ellis to discuss EAB navigate.

Action: Liz will send out an email to committee members asking for specific questions, once the list is compiled she will send it to Audrey for review before she attends the December meeting (12/2/2019).

- b. Learning Accommodations note-takers & ATM in Lawrence
 - i. Tabled
 - c. Open Forums with Mike McCarthy (Oct. 10th & Oct. 23rd) 12:25 pm - 12:55 pm
 - i. Liz Teoli will act as a representative for the committee at the October 10th meeting. She will report any updates/findings via email.
11. Motion to adjourn
- a. Deb LaValley motioned to adjourn the meeting at 3:59 pm, Karen Hruska seconded.

***** submitted by Liz Teoli on 10/11/2019 & Isabelle Gagne on 10/15/2019*****

*****resubmitted by Liz Teoli with revisions on 11/22/2019*****