

Integrated Student Experience Goal Team Meeting

December 4, 2019

1:30-2:30pm, TC103A/L244

Haverhill: Mike Hearn, Audrey Ellis, Kelly Saretsky, Sharon McDermott, Joan Scionti, Jennifer Mezquita, Stephanie Haskell, Ari Chicklis, Judi Ciampi, Susan Martin, Deb McKinney, KB Borruso, Michelle Jackson, Barbara Stachniewicz, Alexis Fishbone, Jody Carson, Heather Mores, Kirsten Kortz, Rick Lizotte

Lawrence: Jenny Fielding, Donna Bertolino

AGENDA

1. Academic Centers Update

- Kelly Sullivan was unable to attend the meeting but submitted the following update:
 - The Centers that offer advising and registration in the Centers have been very busy seeing students since late October.
 - Even though the College wide registration numbers are down around 15% compared to this date last year due to the registration efforts by some Centers/Departments number for them are slightly up or not too much.
 - The STEM Center had a very successful STEM week with multiple programs and good attendance. Other Centers continue to host events and feed hungry students.
 - The Professional Studies and Business Centers have hosted Advisory Committee meeting in the Centers introducing our partner agencies to the Center concept.
 - Centers are collecting data using Navigate kiosks on the reason that students visit the Centers. This data will be very helpful in the budget process as we assess how much and what type of additional staffing we will need to meet the goal of all returning students being advised by the Centers.
 - Moving forward I will be meeting with the Center leads to discuss budget needs for each of the Centers and then collaborating with the division deans to finalize requests

2. ISE Data and Survey

- Kelly Saretsky presented data from the student surveys conducted in Fall 2018, Spring 2019, and Fall 2019, and explained that since there are far fewer new students during the Spring semester, data comparisons are from Fall to Fall.
- The data can be viewed here:
<https://public.tableau.com/profile/neccirp1#!/vizhome/ISESurveyNovember2019/Introduction?publish=yes>
- Questions centered around next steps for sharing the data out to faculty and other campus constituencies, and making the data actionable for training through the CPD regarding improvements in the classroom etc.

3. ISE Implementation Alliance

- Bill Heineman was unable to attend but sent the following update:
 - In the next year or so, work will begin in earnest to discuss the college's next strategic plan and an important part of that plan will be a new Academic Master Plan. That new AMP will probably be a combination of ISE-related completion activities AND new items. In October, the ISE Implementation Alliance began what will be a series of conversations about ideas for the next plan, including what we need to focus on related to finishing our implementation of the ISE and what new steps we should consider to improve student success. The group discussed the importance of the Equity Imperative to a new Academic Master Plan and further steps to break down silos across the college to serve students better.
 - The Alliance also discussed the New Student Roadmap again in November to examine especially the hand-off of students between the Student Success Hub and the Academic Centers.
 - Our Achieving the Dream coaches also visited in November. They complimented our progress on the ISE in the last year and also urged us to finish the work of implementation. They suggested looking more at professional development for both faculty and staff to help our most challenging students. They believe we should work on defining exactly what we mean by equity for students. And they urged us to focus more on using the data we have gathered to take action for student success as opposed to gathering more data.

4. Student Success Hub

- Jennifer Mezquita discussed the review of the Student Roadmap, and its purpose to provide clear steps from application to transitioning into one of the Academic Centers. An inventory of spaces in Haverhill is being conducted to determine the best configuration and environment for these services.
- In Lawrence, a similar inventory is underway, with the goal of bringing the services currently located in the El-Hefni Building back to Dimitry for Fall 2020. In addition, she noted the implementation of the Welcome Desk in Dimitry, currently staffed with Student Ambassadors.

5. Navigate

- Audrey Ellis notified the group that the Academic Planning section of Navigate has been live for a month with a “soft launch” around Spring Registration. This will allow for time to train faculty and advisors to use this aspect.
- She also reviewed the use Alerts and Cases, and discussed the fact that additional work needs to be done with faculty to ensure that they are touching base with students directly before adding an Alert, as there were 400+ this semester, most going to Academic Coaching.
- The faculty coaching group for Navigate is being disbanded and training opportunities through the CPD and other avenues are being explored.

6. ISE Infographic

- Jenny Fielding informed the group that while several key people have volunteered to help with this, scheduling them all for a brainstorming meeting has proven difficult. Considering the imminent end of term and break, the group will brainstorm virtually with a shared document and schedule a meeting in the Spring.

8. Upcoming Meeting Dates & Reminders:

- Mike Hearn advised that the AY19-20 meeting dates are as follows:
 - February 6, 2:30-3:30 (from Lawrence)
 - April 21, 2:00-3:00
- Mike reminded the group to begin thinking about nominations for the annual ALISE award. Nominations will be open in the spring and the award is traditionally given at the April ISE meeting.

The meeting was adjourned at 2:30 PM.

Submitted by Jenny Fielding, 12/9/19