

Student Affairs Committee Meeting Minutes
Monday, December 9, 2019 (postponed from Monday, December 2nd due to weather)
2pm to 4pm, Haverhill A 112/ Lawrence L 144

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

Lawrence: Jacqueline Dick

Student(s): Hannah Benning (Student Rep)

Absent: Daniel Keating (A/Student, email), Liz Teoli (email), Brian MacKenna-Rice (email), Denise Trinidad (email), Jennifer Levesque, Rachel Boersma, Amy Cameron, Kathy Hudson

1. The meeting was called to order at 2:02 pm by Chairperson Isabelle Gagne.
2. 11/4/2019 meeting minutes
 - a. Motion to accept Karen Hruska
 - b. Seconded by Hannah Benning
3. Student initiated and lead programs/events (Karen & Deb L.)
 - a. How can we have some funding to support these? Would the NECC Fund be the place to go? Karen and Deb explained that it's difficult to find funding for student led initiatives and that the counseling budget is sometimes used for this. The committee agreed that it's cumbersome and confusing to try and find funding for student initiatives and that there should be a procedure. It was also said that the counseling budget should mostly be used for counseling and mental health related expenses. Karen and Deb are wondering if institutional advancement could help us fund these endeavors.
 - b. Isabelle will follow-up with Allison Dolan-Wilson for a meeting to discuss this initiative.
4. Student Government Association Update
 - a. 2 Knights appreciation days 4-9pm in Haverhill 12/9/19 and Lawrence 12/10/19
 - b. There is still no food offered at night. Food is important when there are student events in the evenings.
5. November & December Students of the Month (2 nominees)
 - a. Jennifer Matias was nominated by Laurie Sorota, and Vasil Zisi was nominated by John Sabbagh
6. Student of the Month Gift Card Consideration
 - a. Historical information
 - i. The amount of the EGC went from \$50 to \$25 in September 2018. Sharon McDermot purchased 8 \$25 EGCs for the committee. There is

Student Affairs Committee Meeting Minutes

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one remaining, and we will need to purchase another one to cover the remainder of the Students of the Month for fall 2019.

- ii. Liz emailed Sharon McDermot on 11/8/19 regarding the history of the EGCs, and found out that students are supposed to be counting any gift cards as income, which is why the college is now trying to end the practice of giving gift cards.
- b. A follow-up email was sent by Isabelle Gagne to the Finance Committee about Gift Card Policies/Answer from Sharon McDermot

Update: Sharon McDermot purchased another 5 gift cards. There is no budget allocated to the committee. The policy stated in an email from Sharon is that we need to contact her with the names of the gift card recipients.

7. Finance Committee (ATM in Lawrence)

- a. No news about the ATM in Lawrence was available at this meeting. Mike McCarthy is working on it and has tried to meet with Align. The meetings have been rescheduled a few times.

8. Student Services

- a. Responses from Jennifer Mezquita and Kirsten Kortz. The responses are copied here:

1. Will you visit all student services offices in the near future? **I have visited all of the areas that report to me on a multiple times since I started September 9th. It is my hope to visit my areas once per week, if not more.**

2. There are many great events happening on campus and many have little student attendance. For example, the new student pathway discusses welcome events for the first week of classes. How can we make sure there is no duplication of welcome events? Would it be possible to have a common calendar? **Our Student Life department keeps a calendar of events that is placed in multiple areas around our campuses. In addition, my team utilizes the collegewide electronic announcement that is managed by our marketing department. I believe it is encouraging to see our campus community create engaging programs to welcome our students. I wonder if you can provide me with examples on where you have seen duplicated services/programs. I am happy to contact those departments to see how we can collaborate to minimize duplication of welcome events.**

3. Faculty are not always aware of the great things being accomplished by student services. In the spirit of the ISE how can we build a better communication plan between student services and the academic side of the college including the "centers"? For example, what services are offered where? I don't think we want to send students from student services to academic centers then back to student services. **Great observation. At the moment, the ISE Implementation Alliance and the Roadmap work group are working toward creating pathways for our students to better navigate our**

Student Affairs Committee Meeting Minutes

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services. One of the outcomes of this work will be role clarity and a communication process that will help our faculty and staff better connect our students to the services we render.

4. There are many student services but there are also many committees dealing with student affairs. Is it possible to have a list of these committees with their purpose? Many staff are saying they have too many meetings and are unable to actually do their jobs. Is there a way to streamline this? In order to respond to this question, I would like to have a better understanding of “many staff” or the areas they report to. One common theme that I have hear from my team is that they feel excluded from committees/conversations. This question seems to contradict what has been shared with me. Committee/workgroups are imperative to the work we do given that we seek a collaborative/inclusive approach to decision making.

Below you will find the list of committees/workgroups that I am aware of.

- ISE Implementation Alliance—multiple areas are involved but mostly academic centers. The goal of this committee is to implement ISE and advising reform.
- Roadmap Work Group—seek to design our student pathway from entry to graduation.
- ISE Goal Team and Career Planning Goal Team—both part of the College’s strategic planning org structure
- EAB Navigate Leadership Team—work to implement Navigate with a focus on onboarding, academic planning, communication, etc.
- Student Affairs Committee—this would be you 😊

I am sure there are other committees not listed above. I would like to encourage you to please direct those staff members who have expressed this concern with you to me. I am happy to help facilitate their level of involvement in committees. I am highly concerned about their perception and their work not being done.

5. There is a division in the student services being offered on campus. Some are not under academic affairs such as student athletes, early college and IT help desk/computer labs is there a plan to streamline all student services? It’s unclear who we contact, etc. I understand and validate your committee’s confusion around this question. During your November meeting I shared the Academic and Student Affairs organizational chart. Please refer to that chart to find the areas that report to both Dr. Heineman and me. I am happy to provide you with the contact person for any areas your committee would like to know more information about.

Kristen Kortz:

1. Is there a plan to add transfer/career services at the end of the pathway (transitioning out)? Ultimately, the Roadmap should be expanded to stretch from application to graduation, and at that point YES, the final step will be how we successfully transition students out of NECC and into their next institution, a career, or whatever they have chosen for themselves. However, at this point the Roadmap is really only focusing on the steps between a student applying to the college and their first day in their declared program (which we are conceptualizing as the first day of class). This is a part of the student

Student Affairs Committee Meeting Minutes

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experience that has not been systematized, and as a result we know we are losing students before they even sit down at a desk for the first time.

2. What services do we offer our alums/can they expect services? This is a question for our alumni office, headed up by Lindsey Graham. Currently, the Student Success Hub and the Roadmap focus on enrolled students, with the exceptions of handling transcripts and helping students organize transfer to other schools.

3. The document discusses who will be in charge of certain aspect of the pathway. Is it also possible to clarify roles/duties? This is the ongoing work of the subgroups within Student Affairs, and this clarity will be provided later this year. Will there be a mechanism for accountability? Of course. How do we make sure there is more efficiency and less duplication of services? Again, this is the purpose of the subgroups, which are specifically made up of representatives from all the services in the Hub, to ensure we are catching and ceasing duplication. That said, we know some level of duplication is important, because not all students connect to a service the first time, and having multiple exposures to information / people is helpful. For example what services should be offered in the academic centers vs. student services. This is a larger conversation that needs to span Academic and Student Affairs. Once this is solidified, we will be sharing this information with our campus community, to include your committee.

4. This is a great plan how are we including online and evening students in this plan? The Roadmap is for ALL new students, which means we will have to extend this into the evening, and to our online students. However, we need to take a hard look at our data around first-semester online student success to determine what that cohort needs (and if we should be facilitating an online-only experience at NECC for first time college students at all)

5. When will the pathway come into effect? Pilot in the spring, full implementation for fall 2020

6. How will this project be assessed? The Roadmap committee is currently working on developing an assessment plan. More information to come.

b. There was a discussion about some of the responses.

1. The committee members appreciate the new meeting schedule set up by Dr. Mezquita.
2. There is still work to do on a common calendar where students and staff could go to one common place. There are many pages on the website that host calendars. We should continue to try to find answers to this issue.
3. What is the difference between a work group and a committee? How many hours do Staff spend on work group/committee work? It would be interesting to do a survey on this.
4. There was a discussion about how best to serve students who are not doing well. Karen discussed that interventions are often done too late and that research says we need to intervene early on to make an impact. Student services sends alert but when, how and to whom do Faculty communicate their concerns so the students are caught early. There is communication from services to faculty but is there communication early enough from faculty to services

Student Affairs Committee Meeting Minutes

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and is there an office that should oversee this? We have the Navigate software, do we have people to respond to these alerts? There are still many questions about how best to work together and serve the students.

- c. Tiffany offered the preliminary numbers on the effectiveness of orientation. Orientation numbers seem to indicate that students who participate in orientation are retained at a larger rate.

480 students attended Orientation in July/August 2019

451 still enrolled

309 students enrolled for spring 2020

89 students have at least one W

199 students have an active hold

1326 new students in fall 2019 (includes students who attended orientation and transfer students but not Early College)

643 registered for spring 2020

272 have at least one W

638 have an active hold

- d. Student offices hours. Concerned were sent to Jennifer Mezquita by Isabelle. The main issues discussed by the committee are that there may be a lack of staffing at some specific times during the 9-5 block and peak weeks, peak times may be different dependent on the office, not all staff work Friday mornings, i.e. part-time staff may be excluded from meeting.

9. New library printing policy/software (Response from Mike Hearn)

- a. Each department/service will be required to have their own printing policy. The printing policy will only affect student printing in the libraries.

10. Advising (Response from Bill Heineman)

- a. Faculty are not required to advise more than 18 students per the Union contract. If they wish to do so, they may be compensated by a reduction in college service hours. The academic centers will be doing most of the advising. We are looking to hire more advisors for the Centers and hiring extra people for busy times.
- b. Advising by email: Bill sent a template to Faculty about registering by email. Eldiane raised a question about how quickly and in what priority registration emails will be processed. This is particularly important for classes with limited seating available.

11. Learning Accommodations

- a. Working on getting a new policy to hire note-takers. Here are the numbers offered by the Learning Accommodation office:

Student Affairs Committee Meeting Minutes

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Yesterday I shared in the meeting that we had 44 classes on the books that needed a note-taker but never got one, and 41 classes where the job was filled. Today I have some statistics for you regarding how many students did and did not have note-takers for the fall 2019 semester:

- **56 LA Center students requested a note-taker** for at least one class.
- **20 students had note-takers for all classes** for which they requested one.
- That leaves **36 students who did not have all the note-taking services they needed.** However, **11 of these had a note-taker for at least one of their classes.** Two students who lacked a note-taker ended up withdrawing their request for the service, while another two dropped their classes. So as of the last day of classes, **32 students were still lacking a note-taker for at least one class:** 57% of students who requested this accommodation.

As a side note: We had 21 active note-takers this semester. Another 15 people, all students, came in and filled out applications to become note-takers but never followed through with filing all the necessary paperwork and thus were never hired. One of these was an international student who had no Social Security number, so she had to start with applying for a Soc Sec card before she could go any further. Another was a minor who had the extra step of having to file a work permit before she could be hired. Another student filed all the paperwork and was hired by the college but we couldn't get her in for a training; so she too never worked as a note-taker. The many hurdles note-takers have to go through to get hired may explain why recruitment is so low. Additionally, we had to terminate one note-taker, a woman who was not an NECC student, because of poor quality of notes and behavioral issues.

- b. Working on a checklist for Faculty: There will be a meeting early January between Learning Accommodations and Isabelle to continue this initiative.
- c. Working on a classroom management professional day workshop. It was discussed in the Liberal Arts Coordinator meeting that there seems to be more students with severe disabilities in the classrooms; as well as students sometimes with conflicting needs. Faculty are interested in finding efficient ways to deal with the needs of these students.

12. Public Safety

- a. Email sent to Deb Crafts about the needles in Lawrence. Deb Crafts said that when public safety find needles they should contact the Lawrence police department.

13. Weekly announcement emails, likes & dislikes

- a. Committee members have mentioned the number of characters available, lack of categories, and lower attendance to events. This item was tabled for the January meeting where there will be more discussion.

14. Guest: Audrey Ellis (3:15 pm)

- a. Postponed to February 3, 2020.

Student Affairs Committee Meeting Minutes

**Monday, December 9, 2019 (postponed from Monday, December 2nd due to weather)
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15. New items/priorities for the Spring

a. Dates/locations for the SAC spring semester meetings

- i. Liz will send calendar invites to committee members with this information in it over the next few weeks.

2/3/20	2:00 pm - 4:00 pm	A112/L244
3/2/20	2:00 pm - 4:00 pm	A112/L244
4/6/20	2:00 pm - 4:00 pm	A112/L244
5/4/20	2:00 pm - 4:00 pm	A112/LC301

- b. Deb LaValley mentioned that the college will probably start discussion on the new strategic plan soon and that the committee should discuss what they would like to share during this process. This will be an agenda item for the committee's February 3rd meeting.
- c. Hilmar will no longer serve on the committee in January.

*****Submitted by Isabelle Gagne on 1/12/2020 and Liz Teoli on 2/3/2020*****