

## **Integrated Student Experience Goal Team Meeting**

**February 6, 2020**

**2:30-3:30pm, TC103A/L244**

Haverhill: Audrey Ellis, Joan Scionti, Jennifer Mezquita, Kelly Sullivan, Jody Carson, Deb LaValley, Stephanie Haskell, Judy Ciampi, Donna Bertolino, Susan Martin, KB Borruso, Heather Mores, Kirsten Kortz, Rick Lizotte, Alexis Fishbone

Lawrence: Mike Hearn, Bill Heineman, Eldiane Elmeus, Ari Chicklis, Michelle Sunday, Jenny Fielding

### **AGENDA**

#### **1. ISE and the Next Strategic Plan (Bill Heineman)**

- ISE is a key part of the NECC2020 Strategic Plan.
- It is President Glenn's decision about when and how the next strategic plan is developed, but it would likely be next year – after the NECHE site visit.
- We should not sit idly and wait – start thinking about what new SP means for ISE and Academic Master Plan.
- Consider how things are going, the progress made, and gaps that need filling
- Dedicate a future ISE meeting to this topic
- Goal needs to be to finish ISE 1.0, and institutionalize so it does not need the next SP to keep it going.
- Classes are a critical part of the student experience – ISE 2.0 could focus on classroom practices

#### **2. ISE Implementation Alliance & Advising Reform**

- Bill Heineman stressed the importance of taking the ISE initiatives into classroom practice, and mentioned the data presented at Convocation as an example of the importance of the student experience as related to our largest in-person touchpoint with students.
- Bill also updated the group on the progress in Advising reform, noting that its success is a lynchpin of the ISE. The goal is that by July 31 faculty and professional advisers will be advising all students in the Academic Centers except new/undecided students, who will be advised in the Student Success Hubs.
- Staffing the Academic Centers remains a challenge, especially as new centers are planned in Lawrence. Bill said they are hopeful for two new postings for professional advisors who will be posted in the Centers for the Fall.
- He also noted that communication to students around these new practices is crucial, and getting the word out to continuing students in particular is a priority. The growing use of Navigate should aid this effort substantially.

#### **3. ISE in Lawrence**

- The Health Academic Center is still in their temporary quarters in El-Helfi, but will be relocating to the area currently occupied by the Lawrence One-Stop.

- The goal is to have two additional new centers in Lawrence (STEM, Business/Prof Studies/Liberal Arts) by September 2. Staffing these centers remains a challenge, but Janice Rogers will be assuming a Director role leading and supporting the Lawrence Academic Centers as of July 1.
- However, establishing the Student Success Hub in Dimitry is the primary focus of the ISE on that campus. Potential space is currently being reviewed, and Donna Bertolino reminded everyone that L100 is available for workshops/events/etc.

#### 4. Haverhill Student Success Hub

- Student Affairs is in the process of standardizing hours somewhat.
- We are also in the process of hiring a new Dean of Students.

#### 5. Navigate

- Audrey Ellis reminded everyone that there are two interfaces to Navigate – the Student side, and the Faculty/Staff side.
- On the Faculty/Staff side:
  - Progress reports will kick off Monday, and the number of students using this feature is approximately 900. These ensure that students get an alert so they can be referred properly to the help they may need.
  - There is upcoming training for faculty on the Academic Planning feature in Navigate. Staff are also invited. This feature encourages students to think about the “big picture” of their pathway.
  - Texting feature – Policies and processes are being established for the use of this feature, but Audrey did caution the group to be careful not to overuse it or students may tune out the message.
  - Appointment Scheduling – Audrey feels this is one of the most useful features in Navigate, which will be covered in the upcoming faculty training sessions.
- On the Student side:
  - Audrey has recently brought on an intern who has been making the rounds in classes to encourage students to sign up for and use Navigate.
  - Promotion is to students is currently focused on Academic Planning and Study Buddies (where students are able to connect with other students in their class via the app to create study sessions or groups).

#### 6. Academic Centers

- Kelly Sullivan welcomed Janice Rogers to her new role re: the Academic Centers.
- She reminded the group that there will be ongoing concerns re: staffing the Centers in Lawrence, as there are few if any full-time faculty in Business or Liberal Arts on that campus.
- Advising in the centers in Haverhill went well over the break, which is a great indicator of the success of that effort.

## **7. ISE Infographic**

- Jenny Fielding noted that with the new strategic plan (initiated by findings in the NECHE study) in process, the ongoing responsibility for report-outs would be transitioning to a new steering group. As such, rather than develop a report that may not meet the new Strategic Plan's goals, a summary infographic will be developed to review the overall progress of the ISE, as well as items still to be completed, which may inform the work of the next strategic planning team.
- Bill Heineman noted that we will still need to be cognizant of regular report-outs to communicate to internal and external stakeholders what progress has been achieved.

## **8. ISE Survey**

- Mike Hearn informed the group that the Student Survey coordinated by Kelly Saretsky and Institutional Research will be sent to students in early April. Results may not be available for the next ISE meeting in April, but will be in process and communicated to the group when available.

## **9. ALISE Award**

- The group was reminded that the ALISE nomination process is open, and that a Wufoo form will be available to submit the names of individuals or groups who have been exceptional in their efforts implementing the ISE in the last Academic Year.
- The Award recipient(s) will be announced at the April meeting.

## **10. Upcoming Meeting Dates & Reminders:**

- Mike Hearn advised that last AY19-20 meeting dates will be:
  - April 21, 2:00-3:00

The meeting was adjourned at 3:30 PM.

Submitted by Jenny Fielding, 2/13/20