

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

**June 17, 2020**

**1:30-2:30pm, Zoom**

In Attendance: Mike Hearn, Bill Heineman, Jenny Fielding, Barb Stachniewicz, Eldiane Elmaeus, Ari Chicklis, Audrey Ellis, Joan Scionti, Jennifer Mezquita, Kelly Sullivan, Jody Carson, Deb LaValley, Stephanie Haskell, Judy Ciampi, Donna Bertolino, Susan Martin, KB Borruso, Kirsten Kortz, Rick Lizotte, Janice Rogers, Mary Farrell, Janel D'Agata Lynch, Deb McKinney, Sharon McDermott, Christine Nuncio, Laura Mondt, Kim Burns, Stephanie Wares, Amy Callahan, Michelle Jackson, Jonathan Miller

### **AGENDA**

#### **1. ISE Implementation Alliance**

- Bill Heineman informed the group that the Alliance continues to meet virtually, with a focus on making sure that registration and advising are working effectively while working remotely. He also noted that it was fortuitous that Navigate's launch preceded the current crisis as it has become an important tool in these areas.
- There was also discussion on the importance of taking the ISE initiatives regarding "sense of belonging" into classroom practice, particularly as online classrooms are now the main point of contact for students. Faculty are encouraged to urge students in online classes to get involved in activities and events beyond the online classroom.
- In light of the COVID shift to online, not much has moved forward with Pathways efforts, but these are anticipated to be more of a priority in the Fall.
- Sharon McDermott informed the group that even with remote work, the changes to the Dimitry building are continuing over the summer.

#### **2. Navigate**

- Audrey Ellis updated the group on Faculty/Staff usage, with current totals at 244 from two main subgroups: Academic Affairs and Student Affairs
- The user interface will be updated soon, with improvements to Appointment Scheduling in particular.
- Progress Reports are still not working as intended, and Audrey will be working with new Dean of Students Jonathan Miller to get his perspective, with work continuing over the summer.
- Deb McKinney and Susan Miller stressed the importance of making sure that Navigate features are accessible using alt-text and other accessibility best practices.
- Amy Callahan asked if faculty could be kept in the loop on a more regular basis somehow regarding changes and updates. Audrey will look into options.

### **3. Academic Centers**

- Kelly Sullivan stressed the importance of financial planning for Fall, especially with so many variables in play. She will discuss this with Bill H. offline, but the emphasis needs to be on advising and staffing.
- The Health and Business Centers in particular have done a great job of reaching out to students during the pandemic.
- It is anticipated that new advisors will be focusing more on STEM and Liberal Arts.

### **4. Student Affairs/Student Success Hub**

- Donna Bertolino welcomed Jonathan Miller as the new Dean of Students, and Maria Stark-Magna as the new Director of Recruitment/Admissions.
- The Student Success Hub is planning on limited summer hours, M-F 9-5.
- Testing will start to be on-campus two days a week as of July 1, with limited hours to accommodate work that cannot be remote (CLEP in particular). Accuplacer, TEAS, and HiSET have had 422 appointments to date.
- Stephanie Wares gave an update on Orientation. Self-paced online orientations began on May 26, with 225 students completing. Live online sessions started June 11, and have had 28 completes. 185 student appointments have been booked from these orientations.
- There was discussion about providing some evening hours for students who work during the day and options will be explored.

### **5. Advising Reform**

- Bill updated the group on staffing, noting that Kizzy Borbon has started and one other new advisor will be starting soon. Another vacancy is still in the budget as of now.
- STEM faculty are working with Pam Hallock to get up to speed on Advising.

### **6. ISE 2.0 Discussion**

- Mike Hearn shared a presentation regarding priorities for the group moving forward, particularly understanding that the Summer and Fall semesters present unique challenges with most interactions happening virtually.
- Discussion centered around student sense of belonging as relating to: The Student Voice, Intentional Interactions, and Faculty & Staff Engagement. Mike also shared the major themes gathered from responses to these themes gathered prior to the meeting. Some takeaways and discussion:
  - Being explicit in what we mean by “sense of belonging” when communicating with students
  - Soliciting the student voice in ways that ensure anonymity and privacy
  - Addressing issues of equity in belonging, particularly in a remote teaching environment
  - Utilizing the ACA and the SGA to leverage initiatives
  - Focusing on classroom efforts to engage students beyond course content, and utilization of the CIT to help create online experiences (BB and otherwise)

**9. Upcoming Meeting Dates & Reminders:**

- Mike Hearn advised that the next ISE meeting is TBD (likely August) and communication will be forthcoming.

The meeting was adjourned at 2:30 PM.

Submitted by Jenny Fielding, 6/24/20