Chancellor's Staff Council on Student Success
Meeting Notes – February 23, 2016

Present: Kristen Miller, Major Wheelock, Denine Garnett, Kate Morrone, Kathy Emery, Mike McNeil, Mike Fischer, Jillian Davis, Marsha Bourdon, Charles Ansell, Ross Gittell, Sharon Harris (trustee)

Minutes were approved from last meeting.

Campus Communication Success Stories

Major recommended communication with smaller groups based on his experience at MCC. Mike Fisher agreed that discussions with smaller groups seem to be more productive than at all campus events. A summary of the meeting minutes may also be posted on MYCCSNH and can be included in college newsletters.

Onboarding

It was decided that the original scope identified by the group was too broad and that the focus will be narrowed to the point in the onboarding process between acceptance and registration. The action items are to collect data by college as to how many students were accepted at each college vs. how many actually registered for classes, and to talk to the admissions personnel at each college to determine what steps they take to engage students upon acceptance. By reviewing those activities such as issuing a CCSNH email account upon acceptance or mandatory orientation against the acceptance vs. registration data, we should be able to identify and suggest best practices. Charles Ansell offered to assist with the data collection and to create a spreadsheet that will assist to map out our findings.

Banded Tuition

Charles Ansel talked about the possibility of moving toward a banded tuition model whereby students could register and set up a payment plan for all semesters, but that there may be challenges with IT support. Banded tuition encourages retention and completion by allowing students to register according to a pathway. NCC is piloting the use of EAB Navigate, which provides a schedule of classes based on program. Another option to banded tuition may be offering tuition vouchers for free courses at certain completion points. Also discussed LRCC's success with their College Essentials course that is required for all majors and how this could be a best practice for retention.

Setting Standards for Student Success/Blackboard

Discussion regarding inconsistent usage of Blackboard and how this is negatively impacting students. Some faculty use Blackboard extensively while others only post their contact information. The consensus was that there should be a standard for Blackboard usage, particularly for posting grades timely, and some form of mandatory orientation. This is something that the faculty committee should review and recommend best practices for the benefit of our students. Charles mentioned that the system is looking into purchasing Easysoft in FY18, which is a tool for monitoring faculty usage of Blackboard.

Sustainability of the Colleges

Ross explained that our challenge is that NH currently has the lowest unemployment rate in the nation and that we need to focus on enrollment and retention initiatives. Administration is looking for ways to save in the areas of vendor services and procurement, and to raise revenue by applying for more grants and through philanthropy.

Next Meeting

Ross requested that we form a sub-group to discuss and propose ideas for staff personnel at the next symposium. One suggestion was to invite Angela Duckworth to speak. The next meeting is on April 13th at NHTI at 10 am.