

MINUTES

Student Advisory Committee Special Meeting

Wednesday, April 28, 2021 @ 10:00am, WebEX

Present: (ACC) Claudia Cupe; (GCC) Nylevet Elias; (HCC) Jocelyn Eagle; (CCC) Andrew Kiptoo; (MCC) Cypress Cox; (NVCC) Hailey Moran; (NWCC) Dumo Ruby Derefaka; (CCSU) Kelli Parady; (ECSU) Nora Ammouche; (WCSU) Audrey Redpath; (Charter Oak) Teddy Wang; Sherry Paquette, Angelo Simoni; Pamela Heleen; (QVCC) Angel Caouette

Guest Speakers: Dr. Alison Buckley, VP for Enrollment Management & Student Affairs; Dr. David Levinson, Interim President; Steve McDowell, Director of FA Services

1) Meeting called to order by Chair Redpath @10:33am

Declaration of Quorum:

- a) Universities: Yes

- b) Community Colleges: Yes

2) Students First Update:

Dr. Levinson spoke on merging the twelve community colleges into one. This will require one application per student that will cover whichever campus they decide to attend and will enhance student learning. The students can take classes anywhere within the CT ST Community College and will promote academic equity throughout the system, able to get all the services they need. There will be one counselor for every 250 students. They are rolling out GPA now. This will allow the CEOs to focus on local connectivity.

Dr. Buckley spoke on the structure and how it will look and benefit students. In 2023, no matter the location or campus every student will receive the same level of education. F.A., Advising, Admission and Registrars' teams will span the state. Key point – identified performance metrics. First – every department has customer service benchmarks for example, response time. The plan is every year in the fall to send out a survey asking students how we are doing. Last fall they rolled out the first YES survey. It was on a 5-point scale and had areas the students could provide feedback. Last fall's survey identified childcare as being a point of interest.

Second – Rolling out GPA. Every student will have a person they can go to help make connections. They are hiring hundreds of advisors. Currently, NWCC, HCC, MxCC are being transitioned.

Third – FA in year 21-22 processing will be similar procedures across the system making sure there is a common handbook on each campus.

Questions:

A.K. from (CCC) asked if international students can move around from campus to campus. Dr. Buckley replied that right now, it is difficult. Not all CCs participate in the F1 Student Visa. However, the hope is that in fall 2023 they will be able to take classes anywhere.

C.C. (ACC) why the wait for implementing GPA across all CCs. Dr. Buckley said that originally there were to be three phases but with the federal government providing relief, they are trying to accelerate that timeline, hoping within a year.

J.E. (HCC) said that currently there are individual advisors for select majors. Would that end?

Dr. Buckley said that they are hiring to supplement the advising. When a student is admitted, they would be assigned an advisor that first year that will help the student with a schedule that will help them to be successful. Then there will be the faculty advisors for specific programs that will work with the advisor to assist the students.

A.R. (WCSU) – asked what the first thing, on a basic level, they could expect would be the fundament change.

Dr. Buckley Said that first you would see more advising and then the second would be consistency across the CCs. They will listen to what the students need, access feedback and work to improve services.

A.R. (WCSU) – then asked how they would solicit and collect that information.

Dr. Buckley said the YES survey in the fall would help to collect that information. It can be compared from year to year. She also said they were looking to possibly have a formal card for Student Affairs to fill out at any time during the year regarding immediate comments and concerns. Timeline to be determined but with the survey and cards, they would then have qualitative data that could be analyzed and used to determine how they were doing and where they needed to improve.

Dr. Levinson said to feel free to contact him, Dr. Buckley or Steve McDowell. They want to hear from students.

D.R.D. (NWCC) asked if the survey had a wide enough range of questions. For instance, on-line classes vs on-ground. Dr. Buckley said the first survey contained open ended questions. The survey is thorough when asking about experiences. Holistic assessment, students can rate 1-5 or reply I don't use that service – doesn't apply. There are areas where comments can be made. For instance, if a student does not use the library, they can put why they do not. Is there a problem with the service they received.

J.E. (HCC) asked if they could disclose the results of the survey.

Dr. Buckley said they haven't released it yet, but she could come back and discuss at a later time. One thing she remembered was that they needed to improve customer service, response rates not where they should be. Students found COVID hard and frustrated with on-line classes and were feeling disconnected. She said the hope is that when they compare surveys from year to year, we see improvement.

Dr. Levinson amplified what Dr. Buckley said. They will continue to offer on-line classes and learn from what happened during Covid how to improve. National surveys showed students were under incredible stress. He said that wrap-around services help to work with students on more than just classes, with their lives as well.

3) Pending Matters

A.R. (WCSU) asked if there were any focuses at individual colleges and universities for the report to BOR. They already have food insecurities, mental health issues, Covid problems.

Pamela Heleen said that the report is due to her by May 13 to meet the deadline.

N.E. (GWCC) – asked for clarification of UPASS and ADA transportation.

Angelo Simoni said that UPASS is for public transportation and does not cover medi-ride, cabs or car service to medical appointments. He said Dean Elise would be a good contact.

C.C. (ACC) – All campuses should have a fully staffed food pantry not pop-up pantries or one at a central location. She said that they could model after ACC.

J.E. (HCC) said they just started a food pantry.

A.C. (QVCC) said the have local UNF1 bagging up donations and when food is gone, students go without. Also, remote students have no access. SGA donated \$5000 for grocery

cards that are available by request, but more assistance is needed.

D.R.D. (NWCC) - students need to check their student emails and it was echoed.

A.R. (WCSU) said they can also use emergency funding for mental health care and food.

N.A. (ECSU) They have Shaw's Cupboard that people donate to. Clubs help support it. Also, swipe it forward – students can receive five free meals per semester from dining hall.

A.C. (QVCC) said childcare was not open on campus. Angelo Simoni said that it is not available because they need to follow CDC guidance.

A.R. (WCSU) (Chair) said to e-mail new requests to her.

4) Updates from BOR by Angelo Simoni

President search should be announced by the second week of May. Reopen plans are being submitted by CCCs & universities. Working on moving back to on-ground starting June 1. Universities have vaccine services available, and they are looking to expand to CCCs. You can get without appointment. Although not mandated, they are strongly encouraged.

Call to close – 11:34