



**Achieving the Dream  
Meeting Minutes  
November 18, 2019**

**Members Present:** Jennifer Anilowski, Joseph Berenguel, Cat Carter, Amely Cross, Michele Howard-Swan, Sam Irizarry, Amanda Looney-Goetz, Stacey Musulin, MaryBeth Rajczewski, Jill Rushbrook, Tim St. James, Yhara Zelinka

**Members Not Present:** Mary Bidwell, Laurie Chancey, Teresa Foley, Qing Mack, Ed Vaghini

Amely called the meeting to order at 3:03 pm.

**1. Overall Objective:**

- What we are working toward: **Action Plan – due early June 2020.**

**2. Today's Objectives:**

a) Review of Minutes:

- Requested changes to the November 4th minutes are below:
  - Update 2a, 2<sup>nd</sup> bulletpoint (Letter from Coaches) to:
    - The letter is being shared with the success team but there are no plans to share it campus wide at ACC. Amely reported that ATD Coaches sends the letter to the CEO but not all schools received the letter, it is up to the CEO or campus president to share the letter. We found out that most schools shared the letter. For ACC, it is ATD's coach recommendation to not share the letter with the campus. Every coach handles this differently.
    - Under Orientation Goals and Topics section, update "Tech at the Tuk" to "Tech @ the Tuck".

Jenn motioned to approve the 11.4.19 minutes as amended. Seconded by Sam. Motion approved.

b) Defining success at ACC:

- The hope is to narrow down the 3 statements further so that a survey can be created to bring to others for feedback.
- After much discussion, everyone agreed to narrow the draft statements down to 2 statements with changes. The 2 updated statements can be found below:
  - i. “Successful ACC students are.....”
    1. Empowered lifelong learners who develop the resilience, independence, interpersonal skills, and critical thinking needed to reach their individual goals and engage with and contribute to diverse communities.
    2. Empowered to achieve individual goals and develop critical thinking, interpersonal, and lifelong learning skills, as well as resiliency to face challenges, and a readiness to engage with and contribute to a diverse community.

c) Holistic Student Supports Discovery Inventory – Reports from the groups:

- Advising & Planning – a very detailed handout provided for discussion and key issues of the current design are below but not limited to:
  - i. Advising Structure –
    1. Currently a hybrid structure with Faculty advisors and professional advisors through CASA. This is the ideal model, however, there are no registration holds for mandatory advising. The biggest issue is that there is no mandatory advising.
    2. Each full time advisor is in a dual role, therefore it is challenging to provide robust resources, programs, events and one on one appointments for those roles beyond covering registration advising.
    3. Professional advisors do not have offices, doors, or sufficient space to meet with students and have private conversations.
  - ii. Assignment of Advisors –
    1. Many students have no idea who their faculty advisors are because they don’t check emails. There isn’t a defined system for introducing students to their advisors. Some advisors reach out through email and some through Starfish.
    2. There are no mandatory holds on campus – need to put holds on registration and move towards a caseload model and mandatory advising to help eliminate the need for walk ins.
  - iii. Advising Policies –
    1. Students are not required to meet with an advisor and there are no policies in place to encourage or require students to do so.
  - iv. Student Use of Advising –

1. Currently, info is available via online, on campus, on Starfish, at New Student Workshops, admissions packets and through email. Students can also utilize DegreeWorks and my.commnet.edu.
  2. Oftentimes, students miss the info because advising, New Student Workshops and Orientation are not mandatory and they are not checking emails.
  3. Many students confuse advising with registration and will wait until the last minute to sign up because the fee is due within 24 hours and they want to hold off payment as long as possible.
- v. Advising Sessions –
1. Advising is not mandatory, so it is dependent on when and how often students reach out. The sessions could run 5 minutes or it could be 50 minutes depending on the questions.
- vi. Advising for Student Groups –
1. CASA works with credit students – newly admitted full and part time students. Students are encouraged to attend a New Student Workshop and Orientation but those are not required. When faculty advisors are off contract, students head to CASA because they are unable to meet with them. Advising issues include struggling with dual roles and managing new student walk in expectations that everything will be done in one day.
  2. Non credit students have a different process – Continuing Education Program Specialists advise potential and current CE students about their program requirements.
- vii. Academic and Career Planning –
1. Students are advised with program sheets for their specific majors. First semester coursework is mapped out and advisors talk about course sequencing for future semesters. For transfer students, there are events on campus like Transfer Tuesdays and a Transfer Fair. However, none of this is currently mandatory.
- viii. Definition and Roles –
1. Academic advising is a partnership between student and advisor that empowers students to reach academic, career and lifelong learning goals. Through an educational process, students learn to make informed decisions to optimize their academic experience.
  2. Skills to be successful include: (1) understanding of the mission of the community college, (2) excellent interpersonal and communication skills, highly approachable with proven student advocacy skills, (3) ability to work with a culturally and ethnically and diverse student population, (4) strong organizational and administrative skills with ability to manage projects to successful

completion, (5) ability to take initiative, work independently, and seek out resources as necessary, (6) ability to plan, lead, and facilitate both small and large scale events and workshops with groups, (7) ability to build and maintain relationships with students, faculty, staff, employers, and community members.

3. There is currently no evaluation process to know how effective advisors are in their dual roles.

ix. Training and Collaboration –

1. There is not currently a specific training or professional development program for advisors at ACC but every year there is an opportunity for a one-off professional development through several avenues where participation is strongly encouraged.
2. There has not been a lot of collaboration across student services, but in the fall, Advising and Admissions started to work together to update the New Student Workshop format. There is a need for more faculty/staff advising professional development collaboration.

x. Challenges –

1. The biggest challenge for students involves the structure of advising on campus. Many students are late to sign up for courses and don't check their campus emails so will miss communication from their faculty advisor. They then go to CASA for advising because their faculty advisors are off contract or unavailable to help.
2. The biggest challenge for advisors include space and resources – there is currently no privacy and the current space presents a huge problem for adequately advising students.
3. Tim asked for clarification regarding the phrase campus buy in – this refers to support for items like holds, more advisors, resources, and software.
4. MaryBeth provided some faculty perspective and stated it may be difficult to fit students into the schedule if they had to meet with all.

- Student Financial Security – a very detailed handout provided for discussion and key issues of the current design are below but not limited to:

i. Financial Education and Coaching –

1. Financial Aid prefers students to complete their FAFSA by June 1<sup>st</sup> but that does not always happen. The majority of students complete the FAFSA in August just before classes start. Students do not complete their FAFSA in a timely manner.

2. Students come into Financial Aid and always end up asking for advising advice.
  3. Financial education is embedded into Open House and FYE courses but not the New Student Orientation.
  4. There is 1 on 1 FAFSA support available but need more staff and more office hours.
- ii. Food and Clothing Pantries –
    1. The college has a food pantry but there is lack of awareness regarding the services offered by the pantry.
    2. There is currently no strategy to proactively identify students who need services.
  - iii. Emergency Aid –
    1. The SGA has \$1,000 to \$1,500 available for students per semester. Funds can be used for rent, gas, books, and items outside of academic support. There is a one time limit of \$200 per student. The biggest issue is lack of awareness of the resources available to students. There is currently no protocol in place to identify students who need these services and to track their use. More work is needed by the team because there is lack of information available.
  - iv. Other Financial Supports –
    1. A Wellness Center is in the works for ACC (timing is TBD at this time) to have a one stop shop for nonacademic wraparound services and financial support. Some of the services will include healthcare, mental healthcare, dental care, addiction counseling, food insecurity services, housing insecurity services, health insurance enrollment, SNAP counseling, WIC counseling, winter clothing, energy assistance, legal aid services, and educational resources for children.

d) Subcommittees Report:

- Data Team:
  - i. Due to meeting time limit, the group was not able to review and discuss this portion of the meeting. Jill asked everyone to review the summary and graphs Teresa provided for any other trends and come prepared to the next meeting for discussion.
- Communications Team:
  - i. Jenn received about 50% committee response. Please let Jenn know the standing committees you are currently on if you have not done so.

### **3. Meeting Schedule:**

Next meeting is scheduled for Monday, December 2, 2019 from 3:00-4:30 pm in the Conference Center.

The meeting was adjourned at 4:30 pm.

Respectfully submitted by Chay Iv.

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