

# PGP Project Team Meeting

## October 21, 2016 at 2:30pm

PGP Team Members Attended: Maryrose Eannace, Ibrahim Rosic, Jennifer DeWeerth, Julie Dewan, Brandon Shaw, Anna Radlowski, Dawson McDermott, Rosemary Mink, Breanne Rathbun, Steffani DiPierro, Kristen Raab, Katrina Engell, Maimun Khan, Rachel Golden, Jim Roberts, Jocelyn Ireland, James Myers and Jennifer Fanelli. PGP Team Members Missing: Stephanie Reynolds, Franca Armstrong, James Lynch, Nivia Cavic and Salina Billins

Ibrahim:

- Learning Commons is almost complete
- Access to Starfish is where we left off at last meeting
- Everyone at meeting received access to Starfish
- Rachel will go over brief overview from Coach's perspective
- At this point, Starfish can only be seen from students enrolled in courses

Maryrose:

- Evaluators will be here Thursday and Friday for PGP tour (Kathy and Phil)
- Kathy and Phil will write a report and submit it to the US Dept. of Education
- Annual Review: Shows places we have progressed, obstacles and areas in which we succeeded
- Kathy and Phil will be meeting with individual groups.
- Hope is to find areas of obstacles and how we can overcome them. How can we get better?
- Using feedback from Kathy and Phil to improve.

Rachel:

- Presentation on Starfish (early alert Software)
- Starfish helps us help students when issues arise
- Accessible through blackboard (Add module if you cannot find link on bottom right corner in blackboard and type Starfish in search engine)
- Rachel showed us what she does everyday
- Appointments are found on left side of screen (she has upcoming apts. with students listed up to November 15.)
- On right side of screen shows recent changes with students. Checking to see if flags are up and if so they need to be managed.
- If there is a flag we need to do something and we need to reach out to student if we haven't already.
- Go to tracking button on left side (check for flags that haven't been cleared yet.) Click and sign.

- Then go to notes. A lot of continual reaching out and follow ups. Lots of communication. Showed a student as an example from Maria Ramos' class. This student prefers email communication rather than phone.
- You will then close the loop (This was a general concern from professor, Rachel took care of it and closed it.)
- Button for meetings. Will list any upcoming meetings scheduled. If none, Rachel would reach out.
- Make sure to clear a flag if situation has been resolved for now
- Overview option (shows highest peak- 2 active flags for the student we were looking at)
- Rachel checks how the students are doing in other courses. Checks to see if students have withdrew in any of their courses.
- Rachel has yet to receive any negative feedback yet on flagging
- Students expressed understanding that flags are because of concerns from their teachers and that they want Rachel (or other Completion Coach) to know so that they can reach out to those students.
- Flags are not a punishment, we want students to do well.
- The referral section of Starfish is a nice feature. Option for tutoring, advising, counseling or provide support.
- To-do's button are what you assign to students
- Kudos- good job (recognition) for students
- There is an add appointments option
- Intake button- 20 questions to ask students to get the bigger picture of what's going on.
- Rachel also let us know of great videos available on Starfish to learn more.
- Rachel has currently 200 students. So far everything is working well for her. Starfish shows immediate needs and issues.

Jim:

- Showed us Starfish from the view of a faculty member.
- You access Blackboard, Starfish and then hit record attendance and hit specific crn & next
- Automatically marks all students as present. (If not the case click absent, excused or tardy)
- You are able to make notes on attendance.
- Jim showed us drop box to flag students. (All different types of issues listed and you can even add comments.)
- Some comments can be read by students some can be hidden with privacy options.
- Photo id is used for attendance
- However, Jim still records his attendance on paper as well and goes back and records after.
- Takes about 5 minutes a day for this attendance portion.
- Surveys are issued every few weeks.
- Jim finds that the writing of notes and flags can be a little time consuming. (Example when it comes to attendance issues or student missing work.)
- Starfish's main goals add a lot of individual descriptions and more active learning strategies.

Maryrose:

- Our goal ultimately is to get rid of census sheets
- To also find a way to not lose class time in the beginning waiting for computer to boot up. This is a waste of instructional time.
- Could we come up with a small interactive device possibly? Make it more user friendly.
- Students can also raise flags...pops up: I need help!
- Going to address any issues rigorously as we can. Make Starfish quicker and smoother.
- Starfish so far has been very responsive to us
- Kudos to everyone pioneering for Starfish
- Robust reporting is huge
- Downloads to banner every night

Maimun:

- Real magic happens in classroom and when coaches are face to face with students.
- Connecting with students is the hardest part.
- Looking to assign students to coaching in a different way next semester. See what will work and what wont.
- Overall, students have responded positively to the concept of Completion Coaches and Starfish. Struggles are more with how to use the software.
- Confidentiality of Starfish/built in safety
- Completion Coaches are busy meeting students.
- Have their students talk about career goals, academic goals, and study skills (what works best for the student.) Connect them with what is available on campus.
- Students want to know that someone is there if they need to reach out. Feeling of reassurance. Completion Coaches care and are there for them. They are the centerpiece of the communication grid.
- Maimun goes once a week to Rome for students. There will eventually be a Rome Completion Coach full time.

Katrina:

- From The C3 Program. (College Community Connection)
- Katrina is the Community Resource Specialist
- Helps with transportation (bus passes for students)
- Helps with students who are lacking housing
- Means to have students have a stable life
- Help students with clothing, food and counseling
- Refer students on campus and off
- Katrina had spoken to all the ED100 courses this past semester
- Katrina has been working great with the Completion Coaches
- If issues arise with Completion coaches students can go to Katrina
- Katrina has partnered with The Village Basement. She made flyers. Has lots of women's clothing in her room. Reached out to career services. Clothes for interviews and students who will have internships.

- If needed, Katrina can refer out for men's clothing as well.
- Free bus passes (ten at a time)
- Counseling services
- Katrina keeps track of every encounter with students on Excel. (It includes student's m#, date, who referred them, day they came and etc. and Katrina jots down notes.) She also checks off on Excel transportation, childcare and etc.)

Jocelyn:

- Spoke about Digital tool kits
- 3 pioneering teams
- Next semester the 3 teams will train other staff
- Tool kits are going well and good feedback so far.
- Need for more professional development on UDL
- 5 new teams this semester on design phase. All on great track.
- Jocelyn has designed a template. 3 parts: instructors, course topics and students (tech help, blackboard and etc.)
- Bibliography of library resources
- 8 teams out of 18 right now that will be in Grant
- iteach lab is not open yet.
- Does not have desk yet in The Learning Commons either, still in library.