September 9, 2016 2:00-3:00pm-PGP Project Team Meeting

Present: Maryrose Eannace, Ibrahim Rosic, Jennifer DeWeert, Stephanie Reynolds, Julie Dewan, Dawson McDermott, Rosemary Mink, Breanne Rathbun, Kristen Raab, Rachel Golden, Franca Armstrong, James Lynch, Jim Roberts, Jocelyn Ireland, James Myers, Steffani DiPierro.

Excused: Brandon Shaw, Anna Radlowski, Jennifer Fanelli and Nivia Cavic.

Introduction with Ibrahim. Thanked everyone for coming today and talked about title three applications, you guys provided valuable input. Agreed to help us implement the process to receive grant

Maryrose Eannace spoke:

- Enormous process, we've come so far so quickly
- October 1st commenced (2 million 2,635 dollars and no cents)
- Done some things with the grant not done as written
- First three virtual toolkits formed. With help from Voorhees from Colorado.
- Our faculty is willing to explore and experiment, getting the fly wheel started
- Next, our 5 teams were formed and will meet next week
- Jocelyn Ireland was hired- tenure track (Learning Commons/outside iteach lab)
- iteach lab- latest technology in middle of learning commons, creations in that space
- Fill in/lost some people to different positions (Sarah Beck and Emily H)
- Ellucian Pilot Software, SUNY system negotiated instead with Starfish for a better deal. Paying half what we budgeted. The program we like better than Ellucian. We have great training to get integrated.
- Salina Billins (from another grant), Maimun Khan and Rachel Golden our first three completion coaches. They are digging in and doing the work. Ibrahim in charge as of January.
- Learning Commons- Help from March associates. Destination place/wow factor. Space/wonder/flashing lights. We assigned Matt, very good. He did his very best. ROI-gave us bad colors in the beginning but it worked out. Contractors delivered but furniture is holding us back. Doors will not be ready until October. Soft furniture will come in last.
- Hoping during this year 2 (October 1st) to build up to 200 students per Completion coach. Random assignment for next batch will use software program with help from Dan Ianno to find students most at risk. Need to asses every step of the way. Figure out where we are going, what we need to change, where we dropped the ball and etc.

Rachel Golden spoke:

- Coaches are notified of a student needing support. Teachers are flagged from their classes
- Students were assigned to Coaches alphabetically
- Email being used to contact students. Phone calls are also going to classes if needed to meet students
- Being proactive as coaches

- Completion coaches visited 17 sections of the classes and introduced themselves. Handed out business cards. Business cards state "I am your coach come see me." Began the first step of building the relationship.
- Maria Ramos' online students are reaching out
- Students are already walking in to their office and inquiring about their completion coach
- The intake form (1st step of success plan)
- Helping students connect with on campus resources
- Katrina Engell (Mohawk Community Action) joining in on meetings with completion coaches
- 100 students so far have been outreached. Coaches will continue their outreach with students.
- Completion coaches are interested in seminars for students or events to bring students in and share their success and build community.
- Coaches would like feedback from professors (how it could be smoother)
- Their completion coach forms are kept in Starfish
- Coaches will also meet with students with other courses not in their Gateway course.
- Will meet with non-Starfish students as well

Kristen Raab spoke:

- Jim Roberts and Rosemary Mink's classes work with Starfish
- Faitell and Nackley requiring their students to come in for tutoring
- Learning Center has all assignment dates for English courses for tutors if the student doesn't know assignment date.
- Significant (.5 average) in improvement when mandated to come to learning center
- Surveys done in second week of classes and sent to academic coaches. Any issues are captured then before midterms and also before it's too late

Bre Rathbun spoke:

- We are getting a lot of students therefore we are adding more tutors
- Not as many students for MA 100 classes though
- Students hopefully come after that first quiz or test
- Have not received any Starfish appointments yet or online yet either
- Most students don't even go into success network
- John Swistak will offer extra credit to those that go to the math lab

Jim Roberts spoke:

- Designer of Starfish used to work for blackboard which makes for an easy transition
- Toolkits- high hopes they will make a difference in the classroom

- 3 main areas: find those and use the tools to meet those needs
- Synthesizing research. Papers, how to integrate instead of just copy and pasting. Looking at numbers and compare. Different with grades. Goal of a C and above. Coach other faculty members.
- Next August Institute we will try to introduce some workshops
- Outlook does not communicate back to Starfish. Making for double the work.
- Attendance with SIRS and Starfish. On Starfish, column for present/absent/excuse and tardy. Only have to check those that do not attend. Pictures are right next to the name. Every class it needs to be done. After 3 misses in a class they are flagged.
- Toolkits are not mandatory
- Toolkits are housed in Blackboard as well. Faculty resources to use.
- Issue has been resolved with scheduling Starfish students with Kristen and Bre
- We are among the first in the SUNY system to use Starfish. Amazing progress so far
- Next year, students will remain in Starfish. We will follow them until they graduate.
- Two way communication with Starfish (Ellucian you couldn't communicate with faculty)
- You are able to send kudos now in Starfish
- Students can flag themselves if they need help
- Perfect attendance so far for Jim minus athletics

Jocelyn Ireland spoke:

- Evolving process with toolkits
- Evolved her thinking. Future could be made into a website after grant is done
- Developed a template design for toolkit
- Title III. Next 2-3 weeks will be meeting with all teams. Currently piloting team will go over what they have so far. Overall impressions so far, feedback and plans for the future.
- Each toolkit has their own portal
- Worth exploring to make toolkits more accessible. Can put it out there where we can add to it. Web page for faculty. Sharing upfront. Big reveal down the road.
- Open educational resource. Give back to the project as well.
- Will speak to Jim Fiore about more open access.

Question and Answers portion

- Any ideas or suggestions, shoot Ibrahim an email
- Will meet again in month or so with progress and ideas
- Jim Lynch can give people access to Starfish
- We will have demonstration next time we meet of Starfish. Norma will add everyone for access. Will be a brief demo in computer room for presentation.
- Kudos, is why students get engaged with Starfish. Students can get competitive with it. Motivation causes them to use it more.
- Jim Roberts- on day one introduced Starfish attendance tracker and did so in a fun way.

- Be proactive-success plan!
- Do not wait until you need help