

# CT STATE COMMUNITY COLLEGE

September 27, 2024, Meeting CT State College Senate	
Time:	12:30pm-3:30pm
Attendees:	Peter Bennett, Jennifer Natali, Diane Hylter, Nicola Ricker, Nicole Marcoux-Bowen , Riaz Lalani, Mia Samsel, Michelle Giannakopoulos, Thayre Trzepacz, Michael Panicello, Jeremy Withnell, Hannah Moeckel-Rieke, Bonnie Solivan, Ariel Robinson, Jayne Battye, Brian Keiser, Topher Logan, Michael Stefanowicz, China Byrd, Bonnie Goulet Melissa Bettigole, Joe Selvaggio, Aja Shabana, Asantewa Dawson, Mary Lawrence, Marsha Bryant, Manuel Gomez, Seth Freeman, Felisha Guirand-Fleurimond, Vince McCann, John Maduko, Joseph Cullen, Elle Van Dermark, Stephen Kittredge, Roberta Prior, Joe Selvaggio, Tamika Davis
Meeting Link:	<a href="https://ctedu.webex.com/ctedu/j.php?MTID=mf0df782465e1d9642195f6cb922e8491">https://ctedu.webex.com/ctedu/j.php?MTID=mf0df782465e1d9642195f6cb922e8491</a>
<b>CT State Executive Council:</b>	

**President:** Elle Van Dermark

**Secretary:** Stephen Kittredge

**Vice President (Faculty):** Joe Selvaggio

**Student Representative:** Vacant

**Vice President (Staff):** Roberta Prior

## Agenda

1. **Approve Agenda (2 minutes)**
  - a. Meeting called to order: **12:31 pm**
  - b. Sen. Nicola Ricker made the motion
    - i. Sen. Thayre Trzepacz seconded.
      1. Agenda is approved unanimously.
2. **Approve August Meetings Minutes (2 minutes)**
  - a. Motion by Sen. Jeremy Withnell approves May minutes.
    - i. Second by Sen. Peter Bennett.
      1. Motion passes unanimously.
3. **Welcome: College Senate President Elle Van Dermark (15 minutes)**
  - a. Introduction, remarks regarding campus reports, town hall visits, the need to collaborate about shared issues, importance of the shared governance summit and responses to our committee recommendations in the online taskforce and scheduling summits, working with student activity directors to elect student senators and they will be joining soon.
4. **Campus Reports (5-6 min per campus; 75 minutes)**

Tunxis

- Faculty and staff are student centered but are working with minimal resources
- Morale is low across the campus

- Burnout is high as a result of not enough student facing staff, campus administration refuses telework requests, Guided Pathway Advisors are no longer allowed to teach College and Career and Success courses, full-time faculty are having a hard time doing service work
- Physical plant (faculty office and high traffic are not clean, technology in classrooms is outdated, slow, and minimally functional)
- ACME self-reported Guided Pathway Advising for placement is a problem
- Rigor in online classes is a concern
- Satisfactory Academic Progress appeals are taking too long
- Drop for non-payment issues continue to hamper enrollment
- Difficult process for paying library fee
- Process for paying library fees is too burdensome
- Dedicated training for Guided Pathway Advisors on students transferring
- Training for Guided Pathway Advisors on student transfer process is needed
- Communication with leadership

#### Three Rivers

- Emails from CT State are too frequent and being deleted
- Request to hire for open positions are being denied
- Overscheduling of online courses is concerning
- Drop for non-payment continues to hamper enrollment
- Submitting midterm grades is difficult due to Banner issues and lack of staff to process change of grade forms
- Financial aid directors not being present on campus for the campuses they serve
- Portal for NNP does not open till the deadline
- There are broken links on Blackboard
- Lack of transparency with migration to the new CT State emails
- Bookstore orders are inaccurate and poorly stocked
- Fire alarm issues
- No admissions department
- Lack of student workers
- No office or staffing for students testing with accommodations

#### Quinebaug Valley

- One Stop processing is running well
- Collegiately across campus is healthy
- Shared services continues to be ineffective
- Limited marketing support
- CT State website is tough to navigate
- Requests made from CT State to provide various types of data/information with short turnaround time
- Continuous changes to leadership is confusing

- On-campus and CT State communication is poor
- Sense of community is no longer felt
- Student onboarding regarding English and Math placement is poor
- Long term goals from CT State leadership are wanted
- More food options on campus to build more student connections
- Morale is okay but trending negative on campus
- Suggestions made to campus and CT State leadership goes unheard
- Too many people doing too many roles
- Default home campus search still desired
- Inadequate support for Willimantic center

#### Norwalk

- Staff and faculty are committed to our students
- Morale is low across the campus
- Enrollments is up on campus
- Drop for non-payment continues to be an issue (1250 student dropped for non-payment, 60% re-enrolled)
- Revenue opportunities not being capitalized upon
- Staff and faculty opinion on issues are undervalued
- Not enough staff in important offices
- Inadequate building renovations
- HVAC issues
- Similar sentiment to other colleges

#### Northwestern

- Business office and their services are inefficient
- Too much reduction in campus autonomy
- Some courses go against pedagogy to be offered online but still are being offered as such
- Degree works has information inconsistencies
- Centralized website is not easy to navigate
- Bookstore and library issues
- Scheduling for courses draws students away from campus
- Decisions for adding late-start processes are unclear
- Seat capacity for online courses needs to be lowered
- Lack of support for Guided Pathway Advising office
- General funding issues leading to reduction of adjuncts and staff
- Student activities is too short on staff; student services overall lack support

#### Naugatuck Valley

- AR and compensation changes to them viewed negatively
- Staffing and resources are too low (Danbury campus specifically)

- Lack of Admissions and One Stop for Danbury campus (4 staff members for the campus)
- One Stop at Naugatuck campus is too low staffed
- Placement for English and Math has continued issues
- No testing coordinator on campus and faculty carrying the burden
- HR concerns and continued shared services issues
- Health and safety issues with some older buildings
- Not enough English and Math courses

#### New Britain

- Staffing and turnover for eliminated positions; lack of job security
- Confusion about paths and goals going forward regarding academic programs and campus control of programs
- Lines of authority are not clear in many areas, resulting in disagreements and conflicts between Campus Deans and CEO's and administrators
- Professional development funds too low; same for promotion and tenure
- Learning outcomes for student success need development and it is unclear who will do the work for it
- No infrastructure to develop learning outcomes collaboratively across campuses
- Organizational chart needs to be updated

#### Middlesex

- Concern about funding and processes regarding Board of Regents mandate to restore services
- Staffing levels in key offices is too low
- Not enough full-time faculty compared to part-time faculty
- Structure and implementation of Shared Governance still causing issues
- Positions not being filled for both faculty and staff
- Physical plant problems
- Outdated buildings
- Lack of privacy for student meetings; drives faculty and staff to virtually work from offices
- Workforce students lacking support/equity versus credit counterparts

#### Manchester

- Environment of campus feels good and positive, but morale is low across campus
- Feeling unheard due to lack of follow through regarding reported campus issues
- Online forms are easy to use
- Problems regarding CPOS are less frequent
- Students like having access to courses on other campuses
- Hiring and filling of positions has been good
- Students should have English and Math placement before advising
- Placements not being readily available or accessible

- Degree Works is not listing prerequisites for courses and degrees
- Academic maps are not accessible to students
- Selective admissions pages in college catalogs are not consistent
- Details on budget allocations are unclear
- Better documentation and communication of new and existing policies
- Integrity of online courses
- Questions regarding the integrity of an online placement exam (i.e. ALEKS)
- Too many courses are listed as ONLN
- Access to H07 report is still missing
- Central calendar is lacking critical dates

#### Housatonic

- Change in leadership positions is too frequent
- Campus has both a new CEO and Associate Dean of Students
- Staffing in marketing is low
- Positions in IT, educational technology, One Stop, Dual Enrollment still need to be filled
- Transfer Credit Evaluators are not specialized
- Full-time faculty positions need to be filled
- Too many online courses, not enough traditional classes
- Placement and self-reported grade point averages
- Hiring practices are not the same statewide
- Shifts in budget for departments are not equitable
- Staff and faculty are committed to the students but undercompensated

#### Gateway

- Campus morale is low across campus
- Satisfied with the work of Deans but CEO uncertainty is not good
- Phone system does not work
- CT State website has too many gaps and not enough content from local campus sites
- Better communication needed between departments
- The layout of my.ctstate website needs to be organized better and simplified
- Morale additionally low due to influx of leadership
- Trauma from continuous system changes; poorly managed consolidation is the origin story
- New processes under CT State do not work
- Supervisors feel undertrained for their roles
- Investment in classroom technology is too low
- CRM advise is inefficient and cumbersome
- ID's and pictures in banner should be added to ensure FERPA
- ID numbers need to be connected to student emails for easier verification
- HVAC isn't working

## Capital

- Promotion and marketing for the campus is good
- Offer more classes to increase availability of courses
- Governance committees are getting more done and getting more organized
- Student having access to their student services has improved
- Enrollment management and registration need improvement
- Course scheduling needs more faculty oversight
- Too many administrators in the one college system
- Lack of human resources representation on campus
- Library hours need to be expanded
- Communication between all employees and departments needs improvement
- Human resource issues
- Too many committees and workgroups
- Morale is low across campus
- The enrollment process is too complex
- Drop for non-payment and NP is frustrating still

## Asnuntuck

- Communication from CT State has improved
- Course consistency has improved
- Budget transparency has improved
- Statewide initiatives are being recognized
- Leadership being open to office hours is appreciated
- Students are reporting feeling satisfied
- Staff and faculty are committed to the student experience
- Course substitutions process has improved, power balance between campus and CT State feels improved, and atmosphere feels good and supportive
- Administrative structure does not work; leadership fails in being transparent
- Staff and faculty concerns feel unheard
- Communication about concerns brings fear of retaliation
- Drop for non-payment and course cancellation impacting students
- Course change notifications are not good enough
- Course timings are still not good and are not flexible
- Student services and support for Guided Pathway Advising
- Lacking English as a second language courses
- Lack of marketing support for our campus
- CT State emails are important but overwhelming
- Disjointed communication between departments
- Information is not easy to find on CT State website
- Toxic work environments
- Hiring process and onboarding of hires is a negative experience
- Lack of meaningful shared governance

- Unclear pattern of how to resolve brought up issues
- Desire to have Starfish program reimplemented
- Manufacturing program is prioritized on campus, but other programs are not
- Prerequisite waivers between different campuses
- English and Math placement continues to be an issue

**5. CT State President Remarks - John Maduko (20 minutes)**

- a. Campus updates include higher education finances, PACT/Free Tuition expansion, increased student diversity, and improved retention rates. A healthcare task force, ACT pillars, and a strategic plan are underway. Enrollment management interviews are concluding, and campus positivity is high. Graduation and student gains are up, with part-time enrollment increasing significantly.
  - i. Need more support for refugee students.
    1. Statue needs to change for us to be able to support these students more, but room for us to support further as a system.
  - ii. Questions regarding grants, 5 designated HSI and MSI. What's going on behind the scenes?
    1. Dr. Molly Locke oversees the grants department for CT State and has done great work. Working on CT State being an institution that supports HSI and MSI. Campuses and system offices can go after supporting grants and educating our stakeholders.
  - iii. New Pillars – ACT.
    1. Staff and faculty talent retention.
    2. Management needs to do better in meeting people where they are and bringing actual solutions to the table.
  - iv. Enrollment up but what's attributed?
    1. 4% increase in headcount. It's multifaceted, affordability is big, but Connecticut is getting expensive and turning to education is a solution for some people but more briefing on what's better and what's worse is needed.

1:55 PM Break start

2:07 PM Resuming Senate

**6. Old Business**

- a. Course Search Function Update - Mike Stefanowicz (15 minutes)
  - i. 378 less classes were canceled, 104 less rescheduled.
  - ii. Average class capacity decreased; class size is 18.9.
  - iii. 82% fill rate for courses. Online fill rate 84.6%.
  - iv. 169 more section than last fall, increase of CCS and music lessons,
  - v. 117 more late start with 90% fill rate.

- vi. Customizations can be maybe to our course search for things like campus but, customizations need to be re-written and deployed alongside Ellucian updates and we risk running behind on updates the more we add.
  - 1. 65% of students take at least 1 online course, is it the preferred choice, and the success of it?
    - a. No surveying but it should be done. Some individual campuses have but not all. Assessment of online learning will be addressed.
      - i. Improbable commute report not being generated
        - 1. Reports exist and should be going out and should be sent to students as well. System will investigate it.
  - 2. Home campus default search not wanted by all campuses?
    - a. Conversation will happen. No 'search by campus' helps small campuses.
  - 3. A concern about support for customization and if there is no confidence in customization for student experience.
    - a. We have the most updated version of banner/Ellucian because of no customizations. IF we want to update, it needs the resources
  - 4. My.cstate.edu experience for students on mobile is different from computer. Blended course listed in different order.
    - a. Ellucian is supposed to be mobile ready but it's not; continue to work on it. We don't have a way to fix searches for blended classes.
      - i. There is a Banner app but there is a delay in rolling it out. Waiting and looking at other options as well for mobile.
  - 5. Does Ellucian offer other packages, or did we ask for this design? How long are we contracted to use them?
    - a. We use the base product; search engine comes from them with nothing else to choose. Switching programs would be a huge costly endeavor. We are locked in for a little while and we will continue to give feedback to Ellucian.

## 7. New Business

## 8. Discussion

- a. Discuss Online Advisory Taskforce (10 minutes)
  - i. Broke out into different groups/tables to discuss changes/recommendations to the document. Summaries were provided on written annotated copies of the document.
- b. Discuss Scheduling Summit Framework (10 minutes)
  - i. Broke out into different groups/tables to discuss changes/recommendations to the document. Summaries were provided on written annotated copies of the document.



9. **Committee Meetings** in Breakout Sessions (30 min)

- a. Session 1: Admin/HR, Bylaws, Elections
  - i. Groups met and began discussing chair roles and schedules.
- b. Session 2: Bookstore, Budget & Finance, Enrollment Management
  - i. Groups met and began discussing chair roles and schedules.
- c. Session 3: Shared Gov Assessment, other as needed
  - i. Groups met and began discussing chair roles and schedules.

10. **Closing Remarks**

- a. Motion to adjourn. Time: 3:34pm

Reminders: AY24-25 Senate Meetings 12:30pm

Oct 25

Feb 28

May 23

Nov 22

Mar 28

Jan 24

Apr 25