



## **Student Success Committee**

### **CCSNH BOARD OF TRUSTEES**

### **Meeting of March 21, 2019**

**Attending:** Trustee Steve Rothenberg (Chair), Trustee Tiffiney Poirier, GBCC Advisory Board Member Nancy Pierce, Trustee John Calhoun, Trustee Stephen Freeborn (teleconference), RVCC President Alfred Williams, NCC President Lucille Jordan, CCSNH Chancellor Ross Gittell, CCSNH Director of DOE and College Access Programs Beth Doiron, CCSNH Executive Director of Government Affairs and Communications Shannon Reid

**Regrets:** Trustee Sharon Harris, Commissioner Taylor Caswell, Commissioner Frank Edelblut

**Others Attending:** CCSNH Chair Jeremy Hitchcock, CCSNH COO Charles Ansell, CCSNH Legal Counsel Jeanne Herrick, CCSNH Chief Advancement Officer Tim Allison, LRCC AVPAA Patrick Cate, WMCC AVPAA Kristen Miller (teleconference)

Committee Chair Rothenberg called the meeting to order at 9:05 a.m. in the Chancellor's Office Conference Room, NHTI, Concord, NH.

#### Focus of the Committee

A brief discussion was held on the new committee's focus areas, which now includes marketing.

#### Academic Program Approvals

Ms. Miller presented the program elimination proposals for the WMCC Health and Wellness Facilitator Degree, initially created in response to a grant that the college received, and the WMCC New Business Economy Degree. Both programs have seen decreased student demand and opportunity in the region. The committee discussed recent policies and practices that all colleges have implemented to prevent the creation of new academic programs based on one-time awards.

**VOTE:** The Committee, on motion of Mr. Calhoun and seconded by President Williams, voted unanimously to approve the elimination of the WMCC Health and Wellness Facilitator Degree and the WMCC New Business Economy Degree.

Ms. Miller presented the new program proposal for the WMCC Conservation Law Enforcement A.S., created in response to increased student demand and opportunity in the region, including pathways to four-year institutions and direct employment. Ms. Pierce suggested that WMCC partner with other related environmental programs at CCSNH and suggested that this information be included in future proposals.



**VOTE:** The Committee, on motion of Mr. Calhoun and seconded by President Williams, voted unanimously to recommend the WMCC Conservation Law Enforcement A.S. to the Board for approval.

Following the final proposal vote and end of the discussion, Ms. Miller left the meeting.

#### Student Success Framing

The Committee discussed progress on 65x25, and President Jordan noted the significance of the non-credit programs that are not included in 65x25 progress reporting.

#### Update on Student Success

Ms. Doiron provided an update on Running Start enrollment, which increased 33% following the introduction of the STEM scholarship. The committee discussed the need to improve engagement of lower socio-economic populations in the Running Start program and to increase the pipeline of Running Start students to the community colleges through improved and better-coordinated marketing efforts. Mr. Ansell will develop a model to help structure this conversation at the next committee meeting using the additional data requested. Ms. Pierce suggested CCSNH work closely with superintendents to support Running Start efforts.

#### Enrollment Management and Marketing

A contract for a Customer Relationship Management (CRM) tool, used to improve student retention, will be proposed to the board finance committee this afternoon.

Ms. Reid updated the committee on the progress of shared services in marketing and on the modernization of the CCSNH websites, and she asked committee members for suggestions and feedback.

#### LPN

Presidents Williams provided an update on the LPN program, which will require hiring of a program coordinator and faculty. Discussion followed regarding funding for the program and student and employer/ state demand.

#### Apprenticeship

Ms. Doiron provided an update on the Department of Labor apprenticeship grant and the prospective AACC apprenticeship grant that would help expand the program.

No further business was stated. The meeting adjourned at 10:55 am.

Respectfully Submitted,

Meghan Eckner  
Executive Assistant to the Chancellor and Board of Trustees