



## Student Success Committee

CCSNH BOARD OF TRUSTEES

Meeting of September 17, 2020

**Attending (teleconference):** Trustee Steve Rothenberg (Chair), Trustee John Calhoun, Trustee Stephen Freeborn, Trustee Jeff Cozzens, Trustee Sharon Harris, RVCC President Alfred Williams, Christopher Way (BEA), CCSNH Board of Trustees Chair Jeremy Hitchcock, CCSNH Interim Chancellor Susan Huard, CCSNH COO Charles Ansell, CCSNH Executive Director of Government Affairs and Communications Shannon Reid, CCSNH Director of DOE and College Access Programs Beth Doiron, NHTI President Gretchen Mullin-Sawicki, CCSNH Chief Advancement Officer Tim Allison, CCSNH Legal Counsel Jeanne Herrick

**Regrets:** Trustee Zander Johnson, NCC President Lucille Jordan, Commissioner Frank Edelblut

Committee Chair Rothenberg called the meeting to order at 9:03 am. Regarding the conduct of a telephonic meeting and counting all members toward the quorum requirement whether or not physically present in the meeting location, the Chair declared an emergency meeting in order to follow social distancing guidelines related to the current public health crisis, pursuant to RSA 91-A: 2 (III)(b).

### Approval of June 18, 2020 Minutes

**VOTE:** The Committee, on motion of Mr. Calhoun and seconded by Mr. Freeborn, voted unanimously by roll call to approve the minutes of the June 18, 2020 meeting as revised.

### Draft Board Policy: Military & Veteran Benefits

Ms. Herrick presented the draft board policy on military and veteran benefits related to house bill 1582, which requires CCSNH to allow students to be admitted past admissions deadlines and to make allowances for any student whose semester is interrupted by a call to service.

**VOTE:** The Committee, on motion of Mr. Calhoun and seconded by President Williams, voted unanimously by roll call to recommend to the Board of Trustees the board policy as presented.

### Next Efforts in Student Success

Mr. Ansell, who will leave CCSNH next month to start a new position at Complete College America, presented the five student success areas he suggests CCSNH and the committee focus on going forward:

- **Academics:** Build new partnerships and infrastructure for workforce development to effectively navigate labor market changes and continue efforts on micro-credentialing and badging, as discussed at the board retreat in January. Mr. Rothenberg noted how Skillabi, also discussed at the retreat, lends to these efforts. Chancellor Huard discussed the interim steps the system is taking to address this area.
- **Student Services:** Strengthen structured pathways by having students register for entire years, if not entire programs, at once.
- **Data and Reporting:** Build more connections to provide better insight into financial support of student success and just-in-time support for student advising.
- **Systemwide Collaboration:** Enhance online teaching and learning.
- **Student Finance and Commitment to Affordability:** Focus more on the least privileged student segments, with a more data-driven understanding of the types of obstacles they face.



The committee thanked Mr. Ansell for his work at CCSNH and for developing these student success goals for the system. Mr. Way suggested strengthening CCSNH's partnership with the Department of Business and Economic Affairs, and Mr. Calhoun noted the importance of marketing in these efforts.

#### Shared Resources

Mr. Freeborn reported that a student was recently able to successfully and seamlessly enroll at White Mountains CC and take a shared online course at Lakes Region CC. Additional pilot programs will be launched in the spring, and Mr. Freeborn believes this work has the potential to translate to offerings at four-year institutions. President Williams reported that a similar shared program is being launched for River Valley CC with Lakes Region CC. Mr. Rothenberg suggested the discussion continue at the next meeting until the committee is ready to make a recommendation to the board.

#### COVID-19 Updates

Chancellor Huard reported that one case of COVID-19 has been reported on one campus, but it was swiftly contained.

The presidents are concerned about the high withdrawal rate that the colleges are currently experiencing. President Williams noted that students who withdrew reported childcare issues as the primary factor for withdrawing. Mr. Freeborn suggested that more pedagogy training is needed for faculty as they continue to prepare and implement their courses, as asynchronous is providing much more flexibility to students, including students struggling with childcare and schooling needs. Chancellor Huard noted that CCSNH is looking into short-term workforce programs that can be implemented for students using the remaining tuition assistance funds. Lakes Region CC and White Mountains CC launched a program on safety related to COVID-19 in restaurants and lodging that will use CARES and GOFERR resources.

Kaltura, a video platform embedded within Canvas, was recently launched to better facilitate asynchronous instruction for instructors and students.

Ms. Herrick provided an update on the self-screening app that CCSNH recently launched to aid tracing efforts and screening of on-site employees and students.

#### Future Topics

- Workforce Development: Badges (Presidents Baia and Mullin-Sawicki), Skillabi, Apprenticeship Program
- Shared Resources (academic, marketing)
- Philanthropy
- Transfer: Reverse Transfer, USNH

#### Other Business

No further business was stated. The meeting adjourned at 10:25 am.

Respectfully Submitted,

Meghan Eckner  
Executive Assistant to the Chancellor and Board of Trustees