PAS meeting agenda and minutes

2.6.2026

Present

M. Choseed

J. Mitchell

D. Dinero

D. Ryan

G. Cummings

D. Tinker

C. Heisler

Agenda

Talk about charges 2 and 3 and create a realistic timeline for them

MC presents on MSCHE prep for the group

Naomi Stewart could be a good resource for the analysis in addition to SV

Charges

2. Assess the current student complaint processes across campus and produce recommendations for consolidation and ways to facilitate tracking and trend analysis.

Resources Needed and places to start the conversation

Start HERE:

Complaints, Appeals & Grievances | Onondaga Community College

Have a link to navigators or a bar that explains students can/should reach out to navigators.

Concerned about your success? | Onondaga Community College

Concerned about a student? | Onondaga Community College

Why have all three?

Website audit needed, how is search bar suggesting pages?

Erin Vaccaro – knowledge of the problematic processes

Erin Kelly and the General Academic Complaint form/process

ID all the different complaint pathways and determine where they overlap. Once we do that, we can look at the appropriateness of who gets notified, etc.

Are there any defined timelines? Yes, for some processes.

Navigators are often the first line with this. How use them in this process to ensure fidelity?

What are the different databases these complaints get cycled to?

Could we tie it into D2L somehow. Have a complaint click here?

Goals/Timeline

Have a plan for this by early March

3. Review and analyze academic program retention, persistence and graduation rates to determine patterns and make recommendations on additional student supports, ie: tutoring modifications, programming, etc.

Resources Needed and places to start the conversation

Namoi Stewart and LZ notes – analysis

We have LazerSuccess analytics

Sean V and IPAR dashboards about program retention

Vormwald will use his NLP to produce a qualitative analysis of LazerSucess Navigator and Student notes on withdrawal/drop AND the withdrawl/drop form by FEBRUARY.

For the quantitative analysis on the program level, Vormwald will deliver a report to PAS highlighting trouble spots in particular programs by late MARCH or early APRIL.

In the meantime, PAS committee members can look at the Course Success Rate dashboard to identify specific courses that might be problematic. (Malkiel checking about access)

Be sure to also look at:

- Leaky pipeline of sequenced classes (IPAR can do this, we just need to specify the class sequences)
- We also have to look at enrollee vs completer data for each class. (Ipar can do this)

AcMO – how many students are actually enrolling in the required courses rather than skipping them? Math and English. Partner with Student Success Council?

Check in with campus plan for AcMo as we go forward.

Why are students not taking these classes? Deb Ryan says ESOL students are putting it off to get more practice with English, students with OAR tend to be scared/nervous and but it off. Students who register late may not be able to get sections.

Deb Ryan - Math 114 for business admin students who need 115 and 116, if students struggle with 114 they switch to degree path that doesn't require it.

Are students in STEM and business making use of the schools in this way? How many students are switching over to other majors and how many are staying and failing or just failing out? EG, I want to be a nurse, but I can't pass course X. How many students in this situation are switching to a different, but related major, and how many are failing ,and how many just leave?

<u>Goals/Timeline</u>

Have a plan for this by early March