PAS meeting minutes

2.20.25

Present

Doug Dinnero

Malkiel Choseed

Jess Mitchell

Deb Ryan

Guy Linton

Christian Heisler

Danielle Tinker

Filled in the spreadsheet (see below) with tasks and people to complete the tasks

Deb, Jess, and Malkiel (me) will give updates at our March 6 meeting.

Christian will give an update at our March 20th meeting.

DELIVERABLE: Compelte PAS committee charges 2 and 3

Goal:	Priority/Order to be completed:	Strategy:	Actions:	Resources Need	Responsible Person(s) or Group(s)	Timeline	Status Report	Challenges?	Support Needed?
Charge 2: Assess the current student complaint processes across campus and produce recommendations for consolidation and ways to facilitate tracking and trend analysis.	1	Assemble a list of all places on website where compalints can be entered and document the back end process - where they go and who gets alerted.	Start review with: https://www.sunyocc.edu/complaints-appeals-grievances 8 different links on this page!	Erin Vacarro Erin Kelly	Malkiel Choseed will reach out to see what is allready documented	MC will udpate on March 6, he will have spoken with Vacarro by then			
		General website audit for language related to complaints that overlaps in un-productive ways and where they go and who is alerted.	These exist - what else is there?		Jessica Mitchell reach out to Harrison to see if there is an algorythm or something like that, can he just tell us rather than us experimenting?	March 6, JM will have an update on what Harrison knows and can do			
		Documenting	https://www.sunyocc.edu/concerned-about-your-success						
	1	What search terms turn up pages related to complaints? "Concerns" vs "Complaints"	https://www.sunyocc.edu/concerned-about-student what else?	Harrison Russell-webmaster and ability to control search results					
	2	What role can Navigators play in this process for students? How do students understand the complaint process?	arrange to visit a SCAN meeting to ask about complaint processes. Qustions will be distrinuted beforehand	Jenna Alexander Deb Ryan	Deb Ryan and Guy Linton Deb will ask jenna about scheduling	DR will havescheduled with Jenna by March 6			
	2	Do invididual process timelines make sense for our students?				By March 6, DR will have talked with Naomi about navigator session notes for NLP analysis as well as results of check in survey - Can we get them and when?			
Charge 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	1	Analyze LazerSuccess notes using SV's NLP program to determine trends/themes - Qualitative analysis	1. LS notes from Navigator meetings/sessions 2. Most recent Student Survey with 70 responses, qualitative and quantatative data,4 or 5 questions, check in survey	Naomi Stewart Sean Vormwald	Deb Ryan	March 6, Malkiel will talk to Sean about NLP software and how we can use it.			
	1	Use Starfish Analytics program to determine program retention, persistence, and grad rates - what are averages and what are outliers? - Quantitative analysis What are high enrollment and low success classes AND programs?		Naomi Stewart IPAR	Makiel will ask about NLP	By March 6, Malkiel will ask Naomi what is possibel with Analytics			
	1	Use IPAR dashboards to investigate program retention - Need to check on access and availability - Quantatative analysis What are high enrollment and low success classes AND programs?		Sean Vormwald	Malkiel will ask about progress and access	By March 6, Maliel will ask Sean what is possible via Dashboards or through IPAR data request			
	1	Analyze "Reason for Drop/Withdrawal" using SV's NLP - Qualitative analysis	Jess Mitchell will reach out to Cara Hook bc Student Central owns form to ask about getting access for analysis	Sean Vormwald Student Central - Kara Hook	Jess Mitchel	By March 6, Jess will see what is possible to get in terms of data - the form it will be in, how far back, etc.			
	2	Work with SGA and/or Costello's marketing class on a student led, qualitative research on why students drop		Kristen Costello SGA leadership	Malkiel Choseed will reach out to Costello to ask if students still need projects and if they want to take this on.	Malkiel will ask by March 6			
	2	Partner with AcMo group to pool resources and knowledge	touching base with project leaders, what they have learned, sharing their data and our data	Christian Heisler will ID possible connections and act as a liason	Christian Heisler	Christian will update by March 20, will talk with Justin Pritchard and review campus plan and mention it to AcMo group			
	1	Qualitative research with SCAN/Navigtors about their perceptions of why students drop	do it Teams so we can record transcript and qualitative analysis?	SCAN meeting every Friday - Jenna needs to approve/schedule We can do it in person so Guy can record	Guy Linton can record and create transcript Deb Ryan will help organize and come up with some conversation starters to be shraed ahead of time with SCAN	DR will have scheduled with Jenna by March 6			
	2	Make a distinction between those students who just leave the college without a degree and those studnets who change majors but are then successful - are students using the Schools with their clustered programs as they were intended? EG, a student was in Business Admin AS but then switches to Business and Entrepensurship AAS	IPAR						