

**STRATEGIC PLANNING COMMITTEE STUDENT SERVICES FOCUS GROUP**  
**AUGUST 21, 2014 11:30am-1:00PM – MILLER OVAL**  
**IDENTIFICATION AND COMPLIANCE WITH BEST PRACTICES**

**In attendance:** C. Shane, K. Durham, C. Goldman, M. Krell, H. Parkinson, T. Rousseau, E. Travia, K. Valeri

**Counseling – Erin Travia**

Staff to student ratios – 1 FTE per 1,000 students. Ratio is decreasing in terms of case management and amount of support students need/severity of needs.

HIIPA –like confidentiality-not FERPA

Do not have med/psych services – we need to provide referrals. Cost and liability would be an issue to make the decision to have these services on campus. Providers do not always take Mass Health so students are sent to Primary Care. Off campus wait times can be up to eight weeks. Need suicide and alcohol and substance abuse prevention programs. **Wish list:** Access to on campus counseling services is the number one issue. We will not be able to offer unlimited sessions forever. Not enough staff on campus and psych services.

**Academic Advising-Tom Rousseau**

NACADA- professional best practices. Using research to inform their practices. Developmental (holistic) advising. New trend: intrusive advising – more directive consequences. Professional advisors bring a unique service as they understand every major. Focus on the future-premajor advising. Probationary students retake courses. Revolving door - students are given too many chances – even if they struggle.

Procedures for medical leave and reentry impact counseling and advising. **Wish list:** Need more staff and support staff. Standard medical readmit policy.

**Tutor Center – Tom Rousseau**

CRLA-professional association. Assessment and prevention, teaching critical thinking. Students either did not have to study or were not taught how to study in high school. Development of learning principles, long term memory, time management, reading comprehension strategies, academic coaching, setting daily goals, etc. Essential reading and strategy skills, layered reading, note-taking, ideas by group. All peer tutors – average GPA 3.6. **Wish list:** Faculty involvement (working with Annette Sullivan on this), supplemental instruction.

**Disability Services – Katrina Durham**

Trend – more issues and learning disabilities. Seeing an increase in the amount of students we are serving and the time spent with each student. Increase in Asperger’s syndrome – 35 diagnosed students registered. Some faculty has been resistant to having these students in their classroom. Admissions documentation is cumbersome; LD, SAT and foreign language waiver. 280 files for 20 openings. High school IEP is supposed to have a transition plan. Not all do so students flounder. Students need tools for motivation, self-regulation, social and academic behaviors. Are there kids “hiding out” in their dorms that need support? **Wish list:** Early move-in, specialized dorms/floors (segregation?), separate RA. Summer Bridge-like program, freshman/sophomore experience.

**Common needs:**

Staffing

Student Subsidies

GA’s

More faculty involvement/awareness of issues for student who need accommodations, counseling support, academic support

Next meeting Monday, September 8, 2014, 3-5pm in Miller Oval: Continue best practices.