

Minutes

NSCC

Board of Trustees

Tuesday, March 21, 2023, 4:30pm - 6:30pm

Lynn Board Room LS 328 and Zoom

In Attendance

J.D. LaRock, Maria Vega Viera, Joseph Riley

Zoom Attendees

Andrea Gayle-Bennett, Barbara Heinemann, AnhDao Tran-Moseman, Michael Pollack

Not in Attendance

Francesca Purcell, Rosario Ubiera-Minaya, Angel Garcia, Richard Yagjian

Additional Attendees

President Heineman, Jill Palermo, Jennifer Mezquita, Andrea DuFusco-Sullivan, Jan Forsstrom, Kathryn Nielsen, Justine Caron, Timothy Johnson, Eileen Gerenz, Cristy Sugarman, Laurie LaChapelle, Jason Marsala, Amanda Dooling, Nikki Pelonia, Linda Brantley, Torrey Dukes, Gary Ham, Kenechukwu Abajeu Umeh, Josiah Bourgeois

1. 4:30pm Call to Order

Chari LaRock called the meeting to order at 4:30 pm

2. 4:35pm New Members of the North Shore Community

President Heineman read names, titles and departments of new employees at NSCC. New employees who were present were invited to introduce themselves.

3. 4:40pm Public Comments

There were no public comments

4. 4:45pm Student Trustee Report

Trustee Garcia was not in attendance

5. 5:00pm Education Report: Student Success Strategies to Improve Academic Outcomes

Provost Mezquita presented on Improving Academic Outcomes at NSCC. Discussion Items included;

- Academic Outcomes in the Strategic Plan: Priorities and Metrics
- Baseline Data for Academic Outcomes Metrics
- Strategies to Improve Academic Outcomes

In line with the Strategic Plan these priorities are designed to increase enrollment as well as retention and graduation rates. Some of the strategies outlined to improve academic outcomes include;

- Further refining **high demand occupation program baseline data**
- Launch an **academic program audit** in FY24
- Develop **Centers of Excellence**: Bertolon Health Simulation FY 23/24 and Life Sciences Pathways Center of Excellence in FY26
- Launch **two academic programs** in Fall 2023: Cannabis Certificate and Dual Language Associates of Arts Degree

Part of the Strategic Plan's Vision is to make *an NSCC education consistently lead to excellent and equitable life outcomes for students that in turn improve community outcomes*. Moving forward we will need to *assess, adjust, take action, rinse and repeat* to ensure the Strategic Plan leads to this vision.

Trustees asked several questions after the presentation and there was general discussion about the data, improvement strategies, and the topic of the April report, which will focus on strategy timelines as well as the plans for reporting progress on academic outcomes to the Board.

6. 5:30pm Chair's Report

a. Review minutes of 2/21/23

Chair LaRock asked if there were any corrections or edits to the minutes of 2/21/23. Hearing none, he asked for a consensus motion to approve the minutes of 2/21/23.

*Consensus Motion 23:13 to accept the minutes of 2/21/23

Move: Joseph Riley Second: Maria Vega-Viera
Motion Passed

b. Proposal on Board Committees and Membership

A review of the different committees that Board members are a part of was presented. Appointment of new Board members to existing committees was proposed and a new Student Affairs Committee, which Trustee Purcell would Chair was also proposed.

*Consensus Motion 23:14 to accept proposal on modified committee composition

Move: Andrea Gayle-Bennett Second: AnhDao Tran-Moseman
Motion Passed

c. Finance Committee Report

i. Q2 FY23 Budget Review

Tim Johnson reviewed the Q2 budget. Net revenue is at an 6% decrease, similar to the decrease in credit hours. Expenses are running slightly high, particularly in outside services and technology due to some advance payments. Expenses are 45% of budget, so they are trailing behind expected spending. Net operating income is trailing last year due to decline in revenue and increase in spending. CARES money spending is lower than last year at this time, due to the dwindling of these funds. CARES funds will be fully spent at the end of the fiscal year

*Chair LaRock asked for a motion to accept the Q2 Review.
Move: Joseph Riley Second: Maria Vega-Viera
Motion: Passed

d. President Evaluation Process and Call for Volunteers

Chair LaRock informed the Board that discussions have been taking place amongst the Trustee Chairs as to what process they use to evaluate the President. Each college seems to have a different process. Chair LaRock indicated we could discuss changing our process or not. Some of the other processes being used are;

- Using an outside agency to conduct the evaluation
- Campus wide surveys
- Conversations with College Stakeholders

Feedback from the trustees indicated that it is important to engage the community, faculty and staff in the process. And that our process is a good one but it would not hurt to have more information. It might also be important to keep the constituents to a small group. Chair LaRock suggested we expand our process to include college administrators, faculty and staff. Chair LaRock also proposed the following timeline for the evaluation process, which the Board agreed upon;

- Self-Evaluation from the President be submitted at the end of April
- The Evaluation Committee will meet in May
- The final evaluation will be presented in June

e. Return to Pre-Covid Meeting Protocol

Given that the covid restrictions of the last few years have been lifted should the Board make more of an effort to meet in person as it did pre-covid? The current remote option for Board attendance is expected to continue to be allowed and could still be an option if approved ahead of time and used sparingly. The Board members in attendance agreed that in person meetings facilitate relationship building among the Board members and that if not travelling every effort should be made to attend the Board meeting in person. The Trustee By-Laws will be reviewed at the April meeting and more discussion will take place then.

f. Heads-Up on-Board Self-Evaluation

The Board Self Evaluation will be sent to the Trustees electronically in early May. This evaluation is accreditation driven and must be completed. A review of the evaluation will take place at the summer retreat. In the meantime, Jill Palermo will ensure all the Trustees are up to date on the required trainings.

7. 5:50pm President's Report

a. Commencement update

Amanda Dooling, Director of Student Engagement, updated the Board with the details for the 2023 Commencement. This year commencement will be held on May 19th on the Lynn Campus. It will consist of 3 ceremonies to highlight different programs, with a Commencement Speaker at each ceremony. The ceremonies will be held at 10:00 am, 2:00 pm, and 6:00 pm. There will be a celebratory tunnel at the end of each ceremony for the Graduates to walk through, at the end of which they will receive a small gift. The committee is hoping that with this gift the graduates are encouraged to continue their relationship with the college, as donors or in other ways.

The Commencement Committee is exploring alternatives for parking as the MBTA garage is closed.

b. Cybersecurity Update

Chief Information Officer Gary Ham gave an update on the status of Cybersecurity at the college, stating that human errors are the biggest threat. The college currently uses EDR-End Point Detection Response as well as MFA-Multi Factor Authentication as their main means of cybersecurity. After a recent cyber attack at NECC his suggestions for improving our cyber security include

- Invest in MDR (Managed Detect & Response) – Supplements EDR – Impacted sites now doing this after the fact
- Have Ready Access to funds (1 mil) to bring in Experts (Incident Response Team)

Other recommendations included;

- Extend CrowdStrike to all Employee computers – replaces Microsoft Defender - supplements 150 servers that already have CrowdStrike. Requires approx. 100 additional licenses
- Extend CrowdStrike portfolio to include Identity/Account defenses and reporting 1. 80 % of attacks emanate from compromised accounts
- Partner with an MDR (Managed Detection Response) Vendor To ensure 24 x 7 support for defenses (CrowdStrike & MDR)

Chari LaRock asked President Heineman if he would support these recommendations, to which President Heineman replied "Absolutely".

8. 6:25pm Other Business

There was no other business.

9. 6:30pm Adjournment

The meeting was adjourned by Chair LaRock at 6:30 pm.