Methods and Metrics Committee Minutes
September 21, 2023
12:50 - 1:50 – Zoom

	Members	Guests
	ASRCC Rep (unfilled)	
X	David Lee, A&R	
X	Paul Richardson, Chemistry	
X	Brandon Owashi, IE	

1. Discussed what occurred in the Leadership Councils and Student Equity Committees during their previous meetings

2. Discussed potential projects to work on for the term
   a. Ways to measure the students' sense of belonging in the classroom, in service areas, in engagement centers, etc.
      i. The project is relevant because RCC has placed an emphasis on the students' sense of belonging so we need to figure out a way to regularly measure it to determine if our efforts are effective
   b. Determine different ways to measure success besides grades and completion
   c. Cost-benefit analysis of faculty implementing/encouraging student support services within the classroom
      i. This would focus mostly on evaluating the effectiveness of student support services
   d. Evaluate the effectiveness of the Early Alert system
   e. Investigate the feasibility of integrating an upgraded chatbot onto RCC website

3. First projects to focus on
   a. Preliminary work on chatbot for website
   b. Measuring students' sense of belonging

4. Website Chatbot
   a. RCC's website already has a chatbot function, but we are interested in seeing if the services can be bolstered so that it could answer more questions, specifically the question students have going from application to enrollment
   b. David Lee will do some research on the applications that other community colleges use for their chatbot to determine the feasibility of adding features to our chatbot

5. Measuring student sense of belonging
   a. Want to develop tools that can be used to regularly collect sense of belonging information instead of relying on college-wide surveys that happen every once in a while
   b. Initially focus on an instrument that could be used for in the classroom and another for the Welcome Center to be used as pilots
   c. In The Classroom
      i. Students would regularly respond to a survey if it was built into the course (e.g. was done during class time, potentially attached with points)

      ii. This would need to be a short survey (2-3 questions long). Could end with an open-ended question that will allow students to make suggestions on how they could be more valued or feel like they belong in the classroom

           1. Brandon Owashi will draft a few questions to bring to the next meeting

d. Welcome Center

      i. Brandon Owashi will draft questions similar to the in the classroom questions

      ii. Students have demonstrated they are responsive to QR codes

           1. A QR code that remains at Welcome Center desks for in-person services

           2. Automated email for virtual services or Zoom appointments

           3. Welcome Center employees could have the QR code embedded in their signature line