Meeting Minutes, QEP Implementation Committee

April 28, 2023

8:30 – 9:30

Microsoft Teams or ADMIN Bldg., Room 215

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1. Welcome   Darryl James

    a. *Happy Birthday to our friends with April birthdays! Eric Maki (4/2), Matt Gregory (4/12), Jill Stangl (4/16), Leslie Thompson (4/19), and Nicole Noble (4/25)*
    b. *Happy Birthday to Josh Sills (May 20)!*
        i. Don't forget about our member playlist here!

2. Review March 2023 Meeting Minutes   Aurelia Crider
    - *Motion to approve the minutes by David Roach and seconded by Robert Cox*

3. Potential Partnership with SalesForce Chatbot   Jennifer Hughes
    - *Jennifer received an email about a partnership for the SalesForce presented by Josh Sills.*
    - *The chatbot is still in production, so this is the ideal time for us to join in the effort we will invite Dr. Tara Miller and Dr. Todd Chambers to our next meeting.*
    - *Dr. Matt Gregory spoke on the possibility of a second chatbot linked to the original to go further into TTU resources and communication with the students.*
    - *QUESTION: Is there a way to collect data on a university level to provide a cumulative statement about the mental health of various university departments as a whole? Ex. If most of the students who report to the chatbot with mental health issues come from the same college, is there a way to cumulate that data to notify the college of their stats? Something to investigate. Ask potential vendors.*

4. Findings from QEP Student Survey   Bryson Carroll
    - *We have collected over 2,000 responses.*
    - *The link to the dashboard will be shared so members can look at data after the meeting.*

- *Most students have never used chatbot technology, but does this have to do with the student's definition of a chatbot. Yet, the majority said they have not used any chatbot technology.*
- *It was fairly split on the willingness to use chatbot technology, about 30% said no and 25% were unsure.*
- *We asked students about what they do when they have mental health issues. A majority are going to friends or family. Although 30% do nothing as their third option.*
- *Students reported they have a fairly good grasp of what mental health is and what is healthy. Very few reported knowing very little or nothing at all.*
- *We have about 344 comments from students, some of which are specific and need to be analyzed.*

5. Impressions from Listening Sessions   All
    - *Along with the student survey, we also visited 3 other employee/ important constituency groups on campus: Staff Senate, Faculty Senate, and SGA.*
    - *Staff Senate: Concern that the QEP is like many other campus programs working to improve student mental health and access to resources. What got their attention was the chatbot portion of the QEP. They were very concerned about student health and wellness, but the bot portion dominated the conversation. In the following listening sessions, we changed our focus to narrow the feedback.*
    - *Faculty Senate: They asked some very nice questions about the chatbot, but they mainly spoke up for students about their generation and how to meet their needs. They mediated each other and it was nice to see the interaction and interest in the QEP and student wellness.*
    - *SGA: This was the last SGA meeting for the semester, so it was quick, and they did not have any questions. They seemed engaged and interacted with the QR code at the end. They were happy but seemed to want the meeting to move along. The edits made to the presentation were positive and seemed to be taken well.*

6. Where are we with QEP Student Learning Outcomes?   SLO Subcommittee
    - *Subcommittee has met twice and will try to meet one more time before the next QEP meeting.*
    - *We are on the 4th draft and are confident we will have a final draft to present on May 10th.*
    - *We may end up having 4 student learning outcomes.*
    - *Members look at the current outcomes and make notes: can we generate data and then point to success in the learning outcomes?*

7. Discuss Organizational Structure for QEP Leadership   All
    - *We need to make some decisions on the team structure to lead the QEP.*

- *There will be two teams: the formal QEP development and the implementation of the QEP, which could be the same team but may be better to be separate.*
- *Professionals may be better for the team running/managing the QEP over the 5 years, starting with the prototype in 2025 and the formal implementation in 2026.*
- *Members begin to think of ideas for these teams, which will be discussed at the next meeting.*

TO DO'S

Our next meeting is at 11:00AM on Wednesday, May 10 (Teams or Administration Building, Room 215).

Please think about your preferred meeting times for Fall 2023/Spring 2024.

Are you willing to serve in a formal leadership capacity for the QEP? Please email Jennifer (jennifer.s.hughes@ttu.edu) if you're interested!