





Goal: 3 Improve Academic Support Services


Date: 1-16-15

Prepared By: Janice Rogers

Strategic Goal Progress Summary- Year 14/15

Progress Report Key







	Completed
	Progressing as Expected
	Progressing with Challenges
	No Report Yet

Goal Initiative	Brief Description	Comments	Status
1. Continue to enhance the delivery of tutoring services across the college	Improve Tutoring Center communication with faculty regarding academic issues	Faculty who have worked with the Tutoring Center in the past will be receiving an invitation to join an advisory group. This group will convene two or three times per academic year. Its purpose would be to maximize communication about academics. Tutoring Center staff would learn from faculty what types of academic changes to expect and what the faculty’s priorities are for student support. We hope that faculty will also benefit from learning what and how tutoring services are provided, and that members of the advisory board would serve as liaisons to their respective department’s other faculty members.	
	Define the role of Supplemental Instruction at NECC	A data review is underway to determine the parameters of SI, including likely number of classes per semester and content areas for those classes. A written summary of the conclusions will be provided early in the Spring 2015 semester.	

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<p>2. Scale up academic support services that lead to improved student success</p>	<p>Provide embedded tutoring for modularized developmental math classes</p>	<p>Modularized developmental math classes allow students to advance at their own pace in the curriculum as they demonstrate competency in each skills module. Classes are held in a computer lab where the instructor is assisted by an embedded tutor. Students may complete one or more courses within the same semester without extra fees and receive credit for the highest level completed. 13 sections were offered in Fall 2014. In Spring 2013, Fall 2013 and Spring 2014, 71 students in mod classes completed 2 courses in 1 semester. Of the students passing 2 courses in fall 2013, 58% took a higher level math course the following semester, and 82% of these students successfully passed the higher-level course. This allows students to enter their program of study sooner.</p>	
<p>3. Upgrade the Degree Works Environment and Application</p>	<p>Separate and create virtual environments for PROD and TEST</p>	<p>Completed fall 2014.</p>	
	<p>Upgrade to 4.1.3</p>	<p>Completed fall 2014.</p>	
	<p>Train on new features and scribing</p>	<p>In process.</p>	
<p>4. Develop a plan for library Learning Commons that includes learning-related support services</p>	<p>Provide technology support services for students</p>	<p>Technology support for students is being offered on both campuses within the libraries. Significant increase in offerings and usage during Fall 2014 over previous semesters. Assessment of program is ongoing in order to maximize scheduling of service to meet student needs.</p>	
<p>5. Expand support and training for faculty and</p>	<p>Create professional development plan on</p>	<p>*Most of our goals are closely tied to the Carroll Center Project which begins in late January 2015; however, we have met with various NECC</p>	

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staff on accessible media	accessible media with various stakeholders	<p>stakeholders and have been compiling in house professional development trainings/workshops from various areas such as MarCom, CPD, CIT, LA Center.</p> <p>New GOALS Project: We added this initiative in early fall as a priority, when we learned of this valuable resource. This took staff time as we needed to establish ourselves in this grant by completing the necessary 1st Benchmark to be grandfathered by end of December 2014. This effort is sponsored by the Fund for the Improvement of Postsecondary Education (FIPSE). <u>The project, Gaining Online Accessible Learning through Self-Study (GOALS)</u> will capitalize on the products of an existing GOALS project and focus on motivations of top administrators to choose to engage in self-study and continuous improvement on web accessibility. http://www.ncdae.org/goals/</p>	
	Create implementation plan for closed captioning services in non-emergency and emergency situations	*CIT did use the captioning service purchased by CIT/LA Center/DHHS funds for the <i>iTeach</i> training program and in a few courses and academic projects. However, a comprehension plan for closed captioning service is still under development.	
	Launch Accessible Media website	*We continue to work with MarCom to determine content and design. Various other projects and limited staff time hindered progress on this goal.	
	Seek letter of endorsement from the President	Completed.	

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6. Address compliance issues for high traffic websites & content generated for public viewing	Collaborate with consultants from Carroll Center for the Blind (CCB)	*CCB Proposal has been accepted by all key NECC Stakeholders-slated to begin late January!	
	Create compliance checklists for websites, software purchases, and online courses	*Waiting for CCB proposal and report to determine the best course of action in creating compliance checklists and procedures. Limited staff time hindered progress on this goal; however we did design a new <u>Software and Materials Purchase Policy form</u> that is currently being used in the IT Standing Committee, to include accessibility in the analysis of new software/materials NECC purchases.	