



Goal 3: Improve Academic Support Services

Date: 11-29-12

Prepared By: Janice Rogers

Strategic Goal 3 Progress Summary- Fall 2012

Progress Report Key

	Completed
	Progressing as Expected
	Progressing with Challenges
	No Report Yet

Goal Initiative	Brief Description	Comments	Status
Broaden goal team membership	Invite additional key stakeholders to join the original team drawn from the Process Management Team on Tutoring	Part-time and full-time faculty, and staff from Learning Accommodations, Deaf and Hard of Hearing Services, MIS, and Academic Testing Services have joined the team.	
Develop a comprehensive plan for delivering tutoring services across the college	Develop a plan for expanded, unified tutoring space on the Lawrence campus	A sub-committee is developing a comprehensive plan for one integrated tutoring space (uniting developmental and academic tutoring services) at the Lawrence Campus and providing equitable services to those in Haverhill. Draft recommendations that incorporated input from team members were distributed at the November team meeting and will be finalized by the end of December.	



Goal 3: Improve Academic Support Services

Date: 11-29-12

Prepared By: Janice Rogers

<p>Fully implement and expand the use of <i>DegreeWorks</i> for academic planning and support services</p>	<p>Use student academic plans to predict enrollment in particular courses in a given semester as an aid in scheduling, to anticipate graduation rates, and most importantly to give students a roadmap for their future at NECC</p>	<p>A sub-committee is working on the logistics of developing academic plans for every full-time student and reports that most students enrolled in a major now have a plan in place. The sub-committee is also developing the reporting capabilities within <i>DegreeWorks</i> by integrating additional Banner fields and using Argos as the reporting tool.</p>	
<p>Scale up academic support services that lead to improved student success</p>	<p>Create a Student Help Desk (or “Genius” bar) as a learning hub integrating technology, information and expertise in order to provide the best learning opportunities for our students</p>	<p>A sub-committee has contacted other interested campus groups and is gathering data on the technical support needs of our students. This includes Blackboard, email, Microsoft Office suite and help with the various devices students are using. Currently the library and computer labs assist students with some of their technical support needs.</p>	