





**Goal:** 3 Improve Academic Support Services

**Date:** 6-24-14

**Prepared By:** Janice Rogers

### Strategic Goal Progress Summary- Year 3

#### Progress Report Key

	Completed
	Progressing as Expected
	Progressing with Challenges
	No Report Yet

Goal Initiative	Brief Description	Comments	Status
1. Develop a comprehensive plan for delivering tutoring services across the college	Plan for expanded, unified tutoring space on the Lawrence campus	<ul style="list-style-type: none"> <li>Donna Bertolino and Lynne Nadeau have met with Staples Business Interiors to help design the expanded space in L200, anticipated to be ready for fall 2014. Space expansion has been incorporated into Goal 1 and is in the queue as Priority 5 on a list of other backfill projects. Expansion will progress as other moves fall into place and based on the budget.</li> </ul>	
2. Fully implement and expand the use of <i>DegreeWorks</i> for academic planning and support services	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	<ul style="list-style-type: none"> <li>The Core Academic Skills degree requirements for entering students in fall 2014 now show in a separate block in <i>DegreeWorks</i>. Students can find CAS-intensive courses using the search tool on the credit course schedule.</li> <li>Faculty coaches have been identified as resources for faculty advisors. Presentations on the updates were given at division meetings in the spring.</li> <li>The Banner Hold Reason has been added to the Degree Works Hold Popup to assist advising when working with a</li> </ul>	

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		<p>student. The Hold Codes are generic and the hold reason is descriptive regarding the specifics of the hold code.</p> <ul style="list-style-type: none"> <li>• The first Degree Works report that displays the student’s degree audit information and planner information by Advisor will be ready for review in July.</li> <li>• A timeline for the Degree Works environment and application upgrade for the summer/fall implementation is in development.</li> </ul>	
<p>3. Scale up academic support services that lead to improved student success</p>	<p>a. Provide an <b>Early Alert program</b> for at-risk students through the College Success Seminar <i>(see also Goal 2 progress report)</i></p>	<ul style="list-style-type: none"> <li>• Under the leadership of the Student Success Center (SSC) staff, the Noel Levitz survey has been administered to all sections of CSS101 since fall 2012 to provide an early alert mechanism for those students. Success Coaches, funded through Title V grant, are each assigned to several sections of CSS and follow up with students who are flagged by the system.</li> <li>• The SSC has secured funding for the Starfish Early Success system which will replace the Academic Progress Reports in fall 2014.</li> <li>• The SSC has hired faculty as Starfish Coaches to support training &amp; implementation of Starfish Early Success program.</li> <li>• The SSC has created the “<b>Be Your Own Success Coach in the Classroom: The Student Success Handbook</b>” funded by the PRESS grant.</li> </ul>	
	<p>b. Provide technical assistance, particularly at the start of term, to provide improved learning opportunities for our students</p>	<ul style="list-style-type: none"> <li>• Title V is funding Library Assistant <b>Technology Support services</b> for academic year 2014-15 to work with students providing assistance with technology needs. The Library Assistant will support and instruct students in selected sections of College Success courses taught at the Lawrence Campus and collaborate with CSS instructors and instruction librarians to create a menu of student workshops/services.</li> </ul>	

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		<ul style="list-style-type: none"> <li>• Technical assistance is also available at both libraries and through the Tutoring Center. A link to the schedule is posted on the Tutoring Center website.</li> </ul>	
<p>4. Expand Testing Services on both campuses</p>	<p>a. Expand the scope of <b>Testing Services on the Lawrence campus</b> to provide greater accessibility and flexibility to new students enrolling at the college</p>	<ul style="list-style-type: none"> <li>• The planned relocation of the Testing Center to 420 Common Street has been delayed. The space expansion has also been built into Goal 1. As priority 6 on the backfill plan, temporary expanded space has been requested in the former CPAC area in the Dimitry building. Walk-in testing is available for the first time on a temporary basis in the iHealth building.</li> <li>• Donna Bertolino has joined the Goal 1 team to assist in updating the backfill plan for the Dimitry building.</li> </ul>	
	<p>b. Create a <b>regional test center on the Haverhill campus</b> to provide greater access for students to attain academic credit, degree related or professional certifications or the GED</p>	<ul style="list-style-type: none"> <li>• NECC Haverhill received certification as a Pearson Vue Test Center. They are certified in and have piloted several tests on the Pearson menu. The next test to be piloted will be MTEL. Donna B. &amp; Donna F will be meeting with departments to see which other certification tests would be beneficial to our students.</li> <li>• Haverhill was successfully certified through ETS for the new HiSet exam (formerly GED) in the spring. They were also recertified for the new on-line CLEP that rolled out this year.</li> <li>• There is a small satellite test center in the One-Stop for general testing, health professions testing, accommodated testing and proctored testing.</li> </ul>	
<p>5. Implement the recommendations of the Accessible Media Process Management Project</p>	<p>a. Accessible Media Vision approved!</p> <p>b. MOCK Accessible Media website</p>	<ul style="list-style-type: none"> <li>• <u>Developing webpages for Accessible Media here at NECC.</u> Currently working on content for web pages. I.e.; training information, information about the Law, information about technical guidelines and how-to's and examples etc.</li> <li>• Mock website <a href="http://webstage.necc.mass.edu/accessible-media-at-necc/">http://webstage.necc.mass.edu/accessible-media-at-necc/</a></li> </ul>	

