

Goal Three: Improving Academic Support Services

Date: 6-24-13

Prepared By: Janice Rogers

Strategic Goal Progress Summary- Year 2

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 team	<ul style="list-style-type: none"> We have added one student and two Student Success Center staff to the membership to provide feedback on the effectiveness of and need for additional academic support services. 	
Develop a comprehensive plan for delivering tutoring services across the college	Create a plan for expanded, unified tutoring space on the Lawrence campus and unified services on both campuses	<ul style="list-style-type: none"> In December, the tutoring sub-committee submitted a comprehensive plan for integrated tutoring at the Lawrence Campus with services equitable to those in Haverhill. The plan will be implemented as part of the backfill plan for the Dimitry and Amesbury St. buildings. The detailed plan is posted on the Goal Three team website. Tutoring services will be combined under the newly hired Director of Tutoring Services, Lynne Nadeau, and four coordinators beginning September 1, 2013. Tutoring Services will report to Donna Bertolino as of July 1, and moves to dedicated space in Haverhill will happen during the summer. 	

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<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>	<ul style="list-style-type: none">• The <i>DegreeWorks</i> sub-committee has made significant progress in DW viewing and reporting capabilities.• All students who see a CPAC advisor have an academic plan in place, and 50% of faculty advisors are using DW with their advisees. 12 semesters are now viewable in the planner.• The sub-committee is working with Marketing and Communications on single sign-on capability in the new portal to ensure ease of access to DW for students and staff.	
<p>Scale up academic support services that lead to improved student success</p>	<p>Create a Student Help Desk as a learning hub integrating technology, information and expertise in order to provide the best learning opportunities for our students</p>	<ul style="list-style-type: none">• Library and tutoring staff and IT Services collaborated to offer pilot Student Help Desk in the spring 2013 semester.• Usage was heavy on both campuses and demonstrated a need for ongoing services for students. The report is posted on the Goal Three team website.• The pilot will be continued in the fall 2013 semester pending budget approval.	