





**Goal Three: Improving Academic Support Services**

**Date:** 11-26-13

**Prepared By:** Janice Rogers

**Strategic Goal Progress Summary- Fall 2013**

**Progress Report Key**

	Completed
	Progressing as Expected
	Progressing with Challenges
	No Report Yet

Goal Initiative	Brief Description	Comments	Status
Develop a comprehensive plan for delivering tutoring services across the college	Plan for expanded, unified tutoring space on the Lawrence campus and unified services on both campuses	<ul style="list-style-type: none"> <li>Tutoring services was combined under the newly hired Director of Tutoring Services, Lynne Nadeau, and four coordinators beginning September 1, 2013. Tutoring Services now reports to Donna Bertolino, and moved to dedicated space in Haverhill C building during the summer.</li> <li>In December 2012, the tutoring sub-committee submitted a comprehensive plan for integrated tutoring at the Lawrence Campus with services equitable to those in Haverhill.</li> </ul>	
		<ul style="list-style-type: none"> <li>The plan for integrated tutoring 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.</li> </ul>	

**Goal Three: Improving Academic Support Services**

**Date:** 11-26-13

**Prepared By:** Janice Rogers

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>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.</li> <li>The sub-committee worked with Marketing and Communications to create a single sign-on capability in the new portal to ensure ease of access to DW for students and staff.</li> <li>An online registration and payment option for non-credit courses using <i>FlexReg</i> has been created.</li> </ul>	
		<ul style="list-style-type: none"> <li>The <i>DegreeWorks</i> sub-committee has made significant progress in DW viewing and reporting capabilities. The Financial Aid audit will be available in the test environment in spring 2014.</li> </ul>	
		<ul style="list-style-type: none"> <li>The committee will begin scribing and testing the Core Academic Skills degree requirements for all two-year programs in time for fall 2014.</li> </ul>	
Scale up academic support services that lead to improved student success	1. 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	<ul style="list-style-type: none"> <li>Library and tutoring staff and IT Services collaborated to offer pilot Student Help Desk in the spring and fall 2013 semesters. The report is posted on the Goal Three team website.</li> <li>The pilot will be continued into spring 2014.</li> </ul>	
		<ul style="list-style-type: none"> <li>FY15 budget requests will be submitted with a plan to institutionalize the services.</li> </ul>	
	2. Provide an Early Alert program for at-risk	<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</li> </ul>	

**Goal Three: Improving Academic Support Services**

**Date:** 11-26-13

**Prepared By:** Janice Rogers

	students through the College Success Seminar	those students. Retention Ambassadors, funded through Title V and a PIF grant, are each assigned to several sections of CSS and follow up with students who are flagged by the system. <ul style="list-style-type: none"><li>• The SSC has secured funding for the Starfish early alert system which will replace the current process of manual data collection.</li></ul>	
	3. Create a schedule of classes with built-in, targeted support services for the 13-week session in spring 2014	<ul style="list-style-type: none"><li>• A blocked schedule allowing for informal cohorts is in place using the College Success Seminar (CSS101) as the anchor course.</li><li>• Retention Ambassadors from the Student Success Center will teach CSS101 and provide direct support to enrolled students.</li><li>• Access to the bookstore, book vouchers, and the Financial Aid lending library will be extended through the first week of the session for greater student access to services.</li></ul>	
Implement the recommendations of the Accessible Media Process Management Project	Form an Accessible Media sub-committee to begin work in spring 2014	<ul style="list-style-type: none"><li>• Key areas within the college from which to recruit sub-committee members have been identified.</li><li>• A one-year charter is under development.</li></ul>	