Goal: 3 Improve Academic Support Services
Date: 6-30-15
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	The Tutoring Center advisory group met for the first time on March 10, 2015. Topics of discussion included what faculty members already know about tutoring services, the value those services offer, opportunities for improving services, academic information that would be useful to tutors, and ideas for the group in the future. Plans are underway for two meetings during the Fall 2015 semester.	
	Define the role of Supplemental Instruction at NECC	A definition document regarding the role of SI at NECC was submitted to Bill Heineman and accepted. Beginning with FY'16, SI will be restricted to STEM subjects. The number of classes will depend on available resources; the working estimate is 20 to 25 classes per semester. The definition document was submitted to the Strategic Goal #3 team on March 2, 2015.	
	Pilot Academic Coaching Fall 2015	During the Fall 2015 semester, the Tutoring Center will pilot an Academic Coaching program for two cohorts of students: athletes and those on academic special probation. The Reading and Study	

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		Skills Center staff will deliver the support services. Acting as coaches, staff members will meet regularly one-on-one with students, teach research-based strategies, and help students to embed the strategies within their current coursework. The assistance will be focused on academic success. Reporting will consist of regular updates on student attendance and progress via Starfish. The ultimate goal is to use Academic Coaching to support all students who could benefit from the program.	
2. **Scale up academic support services that lead to improved student success**	Provide embedded tutoring for modularized developmental math classes	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 and 14 in Spring 2015. 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.	
3. **Upgrade the Degree Works Environment and Application**	Train on new features and scribing	Implement new scribing features in Production environment- Summer 2015 Upgrade Test Environment to 4.1.4- Summer 2015 Provide training on New Student Educational Planner with Ellucian consultant in collaboration with Middlesex CC- October 2015 Implementation and testing of New Student Educational Planner in Test environment- Fall 2015 Upgrade Production environment to 4.1.4- December 2015	
4. **Develop a plan for library Learning Commons that includes learning-related**	Provide technology support services for students	Technology support was offered at both campus libraries during the academic year. The service was well received by the students, with nearly 1100 contacts being logged by the technology assistants.	

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support services		Based on assessment data, the service will continue in the coming year. The academic student computer lab on the Haverhill campus will be moving under the management of the library beginning in January 2016 to better meet the technology needs of the students.	
5. Expand support and training for faculty and staff on accessible media	Create professional development plan on accessible media with various stakeholders	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 stakeholders and have been compiling in house professional development trainings/workshops from various areas such as MarCom, CPD, CIT, LA Center. **New GOALS Project:** The initial set up of GOALS is created; however the actual implementation of this sophisticate software is on hold due to competing priorities. We have used this site as a resource. 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 he 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/	
	Create implementation plan for closed captioning services in non-emergency and emergency situations	CIT created a plan for using the closed captioning minutes based on 3 major components a particular course; is the material "required", is the material "re-usable" and is it "copyright free." We will continue to utilize the closed captioned minutes we purchased to retrofit courses on an emergency basis. We also utilized this resource on Spring 2015 to caption distance education coursework in Kaltura. A comprehension plan for closed captioning service is still under development.	

	Launch Accessible Media website	We have a soft launch deadline of Mid- July 2015. We continue to work with MarCom to determine design. Various other projects and limited staff time hindered progress on this goal.	
6. **Address compliance issues for high traffic websites & content generated for public viewing**	Collaborate with consultants from Carroll Center for the Blind (CCB)	Phase 1 currently underway, Carroll Center for the Blind is running an accessibility check on our Public Facing Webpage, online application. We are working on getting the appropriate permissions for the MyNECC portal to be tested for Accessibility. Progressing as expected.	
	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 Software and Materials Purchase Policy form that is currently being used in the IT Standing Committee, to include accessibility in the analysis of new software/materials NECC purchases. We are progressing slowly with the following goals and may need to continue working on these goals in FY16: *Checklists/Protocols *Expand Software/Materials Purchase Policy to entire college *Expand and update the Accessible Media website *Provide ongoing professional development of accessibility topics *Who is responsible for what when it comes to media accessibility	