

## NECC 2020 Strategic Plan Update: April 2017

### GOAL INTEGRATED STUDENT EXPERIENCE



#### Context

*The vision of this goal team is to design and deliver an integrated, structured, and inclusive student experience across campuses that maximizes student success.*

#### Accomplishments

- A **Student Support Services Summit** with NECC faculty and staff was held in June 2016. 64 people collaborated to generate feedback for the Change Team, with the goal of “better coordinated student support that is widely understood by employees and students, with flexibility to meet changing student needs, and avoids duplication of effort.” Information from this summit has guided the Student Support Change Team’s efforts for AY 16-17.
- An **Orientation Summit** with NECC faculty and staff was held in September 2016. 63 faculty and staff attended to begin to create the future for ensuring that students have a successful start to their time at NECC, focusing on “a lengthier, mandatory program that builds personal connections with peers, faculty, and staff and extends through the first year experience.”
- **Student Involvement/Student Voice** – A list of potential methods to wrap student perspectives into the process was generated at the December ISE meeting, several of which are in process, including planned open forums, and outreach to the Student Senate.
- A developing focus on **Meta-Majors** as a mechanism around which to coordinate the effort of future Change Teams, particularly those related to Advising, Cohorts, and Curriculum Pathways.
- The co-chairs of the ISE Team met with the co-chairs of the Student Career Opportunities Team to ensure ongoing communication and avoid duplicate efforts between teams.
- The Vice President of Academic and Student Affairs and Department Chairs and Program Coordinators agreed in September that the **Academic Expectations** goal in the Academic Master Plan would be pursued within Academic Programs instead of through a change team. The Chairs and Coordinators were presented with a challenge to develop a plan to improve first year student retention in their programs through a focus on learning outcomes and consistent, high academic expectations. Sixteen plans were submitted by a February deadline to apply for funding available this fiscal year.

#### In Progress

- A **Student Support Services Change Team** has met monthly throughout the year and are working to implement the following:
  - A student survey was developed with the input of IR and other stakeholders and is targeted to be administered in Spring 2017.
  - A space analysis for a Student Services “hub” is in progress, with several locations on the Haverhill campus being discussed.
  - An analysis of current services offered focusing on overlap and gaps.
- The **Orientation Change Team** began meeting at the beginning of the Spring 2017 semester, and is currently evaluating the information gathered at the Summit, as well as other orientation models to guide their work.

- A **Title III Grant Proposal** focusing on funding for the development of Meta-Major centers and support for the attendant advising and curriculum reforms is being written by a small group of ISE members and other institutional stakeholders.

#### Coming Soon

- **Academic Expectations** efforts will continue with the remaining academic programs turning in their first year retention plans.
- Systems for identifying and analyzing **metrics, reporting, and communication** across teams are being explored with Kelly Saretsky and the other Goal Team Chairs at the Steering Committee level.
- **Budget priorities** are being identified, as well as avenues for funding within Academic Affairs.