

NECC 2020 Strategic Plan Update: February 2018

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

- Our coaches from Achieving the Dream held a site visit early last fall. They shared positive and constructive feedback with the ISE team, and affirmed the college's approach to change. One concern they identified was that the concept and plan for the Integrated Student Experience was not understood broadly enough by the wider college. Since **communication** is a core component of successful organizational change, an *ad hoc* ISE Communication Team was assembled, and immediately began planning for a presentation at the spring convocation. With cooperation from Marketing and Communications, the team produced an [ISE video](#) that was shown at convocation. The video was part of a [larger presentation](#) by the ISE Communication Team.
- The ISE Communication Team determined **how best to name some of the essential elements** of the ISE plan. The student support area on each campus will be the Center for Student Success, and the five eventual meta major facilities will be referred to as follows: The Center for Business, The Center for Science, Technology, Engineering, and Math (STEM), The Center for Liberal Arts, The Center for Professional Studies, and the Center for Health Professions.
- **An impact statement and budget outline** were prepared for presentation to the president's cabinet.
- An **ISE Implementation Team** was formed to move the components of the Academic Master Plan from the "what to do" stage to the "how to do it" phase. Comprised of academic leaders and managers with budgetary authority, the team will be accelerating work related to formalizing guided pathways, realigning the advising process, and establishing the Centers for Student Success and the meta major centers.

In Progress

- The **Orientation Change Team** continues to work on how to best structure the student engagement and student life functions of the onboarding process. Developing an enhanced online orientation, bilingual orientation, and mandatory participation are being considered. A formal recommendation from the change team is expected in the coming months.
- The **Advising Reform Team** is preparing to make final recommendations at the next scheduled ISE meeting in February. The team has investigated models being used at other institutions, and explored some of the current research around advising and pathways. The timeline for this team to complete its work was moved ahead significantly with the accelerated approach to ISE implementation.
- Mapping students' paths to completion is central to the overall success of the ISE. Faculty are currently working to **develop clearly articulated program learning outcomes and updated curriculum maps with clear course sequences**. Milestone courses will be identified for each program, and ultimately students will have access to pathway maps and default course schedules to keep them on track.
- The Business and Accounting Center continues to operate as a **pilot meta major center**, gathering valuable data and insight to help guide the other meta major centers.

Coming Soon

- Planning is underway for launching the **Center for STEM and the Center for Liberal Arts** in Haverhill later this year. Conversations on the timeline of the full launch of the Center for Health Professions in Lawrence and the Center for Professional Studies will occur this spring as well.
- **The Center for Student Success** on the Haverhill campus should be operational by September.