

GOAL INTEGRATED STUDENT EXPERIENCE



August 2018 Update: Integrated Student Experience

Hello NECC Community,

One week until Convocation! Seven days until the students are back! This edition of the ISE News will help you catch up on what's been happening with the Integrated Student Experience since May.

The Buzz: Enrollment and the ISE

A tremendous amount of activity has been occurring this summer under the Integrated Student Experience (ISE) initiative but even as we move services, create academic pathway maps, and experiment with new approaches to student orientation, many people ask, **“How can we focus so intensely on the ISE when enrollment is down so much?”** It's a good question. Enrollment *is* way down *again*: as of Monday August 27th, our full time equivalent enrollment for Fall is 10.8 percent lower than it was on the same day last summer.

If we drill down into that data a bit more, however, we see how relevant the ISE is to our enrollment challenges. For instance, **New and Transfer-In students are the categories that are lagging the most for this Fall.** This reflects demographic and economic trends that are challenging community colleges nationwide. As the number of new students at NECC tightens, however, **the crucial need to retain more of those students becomes clearer. Helping our students succeed here is what the ISE is all about.**

And **there is already good news on that front.** As of August 27th, **the Continuing Students category is the strongest part of our enrollment for this fall:** we have already reached our enrollment goal for that category with a week of registration still to come. We believe that this reflects an unprecedented effort by faculty and staff to reach out to our current students—including course registration in the Center for Business and Accounting last spring—aided by the rapidly expanding use of our new data warehouse, Zogotech. **The cross-functional, data supported efforts fostered under the Integrated Student Experience are already helping us keep more of our current students** and most of the ISE is still to be implemented: meaning the potential for even greater success in the future is very large. Although it's challenging to keep our eye on the ISE ball while the enrollment situation swirls around us, it is essential that we do so because **more student persistence and success ultimately translates into higher enrollment.** We can do it together!

What's Happening with the Integrated Student Experience?

New Academic Centers (what we used to call Meta Major Centers) **are springing to life** for the Fall:

All five Centers will be in operation in September:

- The **Center for Liberal Arts** in C209.
- The **Center for Professional Studies** in C203.
- The **Center for Health Professions** is creating a temporary “mini center” for the coming year in LC106 of the El Hefni Building in Lawrence.

- The **Center for Business and Accounting** remains in C201.
- The **Center for Science Technology, Engineering, and Math** (shown in the photo below hosting a CIS E-Textiles Bootcamp this summer) has opened in TC219.



Faculty leaders are now in place for all the Centers. My thanks to these talented leaders!

- **Professor Judi Ciampi** for the Center for Business and Accounting.
- **Professors Kathy Hudson** and **Dawn Wheaton** for the Center for Health Professions.
- **Professor Trish Portanova** for the Center for Liberal Arts.
- **Professor Deirdre Budzyna** for the Center for Professional Studies.
- **Professor Adrianna Holden-Gouveia** (with assistance from STEM Liaison staffer **Alicia Iola**) for the Center for STEM.

Each of the Centers will be developing activities—including information sessions, accepted student events, and other services—so stay tuned for updates.

The Haverhill **Student Success Hub (SSH)** that will serve new and undecided students is also taking shape:

- **Many services have moved** and you can familiarize yourself with them using this [map](#) created by Lance Hidy. As you can see, most Tutoring and Academic Coaching will remain on the **second floor of the Spurk Building**. A mini-Hub will also operate out of **Riverwalk** this year at LRW314.
- Coordinating the day to day work of the Student Success Hubs will be crucial to assure students enjoy a seamless experience with our many support services. **A partnership between a faculty and staff leader will focus on this coordination.** **Professor Jim Sullivan** and **Director of the Student Success Hub & Advising Michelle Sunday** will be these leaders. Other important personnel changes related to the Hub include **Stephanie**

Wares' new position as Associate Director of Academic Advising and **Vengerflutta Smith's** new role as Director of Student Life and Student Conduct Administrator.

- In addition, we have opened the newly minted **Office of Transitional Support for New Students** (OTS) on the first floor of the SSH. The OTS will be staffed by **Director Kirsten Kortz** and two College Navigators, **Tiffany Esmerio** and **Tatiana Polanco**. OTS will be working diligently to get our new students connected to the academic, personal, and social opportunities that NECC provides. The Navigators in particular will take an active role in meeting new students as they enter the college; developing mentor relationships with students, particularly those in our most vulnerable cohorts; and using proactive and reactive alert strategies to catch students "just in time" at key transition points. The Navigators and Kirsten will be working closely with the Student Success Hub and Academic Centers to ensure that students are successful in both literal and figurative transitions throughout their first year at NECC.
- Despite the similarity in names, these Navigators are *not* associated with the new **EAB Navigate software**. Speaking of which, the College kicked off its implementation of this Student Lifecycle Management software—which we hope will automate student work related to academic pathways, advising, and course registration—in July. "Build" Teams, which include faculty and staff, are about to begin the extensive work to bring this new tool to our students hopefully by this time next year.

Many Department Chairs and Program Coordinators are working toward a September 30th deadline to create **Pathway Maps for each of our Academic programs**. You can find a finished version [here](#). These will be helpful tools for advisors and students to compare the **Guided Curriculum Pathways** in different academic majors. We hope to have them ready to use for advising sessions later in the fall. **Lance Hidy** deserves a great deal of credit for designing these maps and in a separate project has also been designing icons for the Student Success Hub and Academic Centers (which you can view on the map link provided above) as well as each academic program at the college.

Early in the fall, an **Advising Council** will be formed to oversee the **Academic Advising Reform** efforts in the ISE, including developing a new Vision for the student progression through advising at NECC. As announced earlier, **Dean Grace Young's** focus is the overall implementation of Advising Reform, including intensive involvement with faculty advising in the Academic Centers. Her office has moved to C200B in the Spurr Building. Grace will chair the Advising Council, which will consist mostly of professional and faculty advisors.

Teams of faculty and staff have been working with the **Institutional Research and Planning (IRP)** office this summer to **develop metrics for our Progress in the ISE**. Draft metrics will be shared with the college community in the fall to get your feedback.

I wish to take this opportunity to **thank everyone in Academic and Student Affairs who has worked on the Integrated Student Experience this summer**, and especially those that have

moved or helped others move. I know that it has not always been easy and appreciate everyone's resilience and willingness to give new ideas and new locations a chance!

Finally, we have received a tremendous amount of support and assistance over the last six months from other parts of the college including **Advancement, Facilities, Finance and Administration, Information Technology, Marketing Communications, and Workforce Development** in implementing the Integrated Student Experience. We appreciate **Lane Glenn** and **Jean Poth's** efforts to raise external funds; **Paul Miedzionoski** and **Dave McAskill's** teams tirelessly moving people, services, and technology; **Beth Donovan** juggling purchases; **Sue Stehfest** designing signs; **Michelle Tremblay** helping track the budget; the **Valley Works team** for making space available for the SSH in Behrakis; and the countless other staff and administrators that have helped the ISE take shape. THANK YOU for your help!

If you wish to join the growing number of students, faculty, staff and administrators contributing to the Integrated Student Experience, please email me at wheineman@necc.mass.edu.