

Hello NECC Community,

Please enjoy this March 2019 edition of the *ISE News*.

### The Buzz: Integrated Student Experience Goals and Changes in Academic Advising

We have made **significant progress in all areas of the Integrated Student Experience (ISE)** over the last year: Academic Centers up and running, Academic Pathway Maps created, a Priority Registration pilot about to begin, Student Success Hub operating in Haverhill, etc. And **we have a long way to go**: accelerating the ISE on the Lawrence campus, implementing the EAB Navigate Student Lifecycle Management tool, introducing a two-year Master Schedule, and Academic Advising Reform.

**Advising Reform involves significant change in our current practice and is likely to affect many of you over the next 18 months.** We are moving toward a system where advisors in the Student Success Hub—both professional and faculty—will be responsible for new students and those who haven't yet chosen an academic direction. Advisors in the Academic Centers—again both professional and faculty—will be responsible for all other students. Getting there will involve some experimentation, some training, some shifts in resources, and no doubt some mistakes along the way. But, we'll learn from those mistakes and move forward.

**All this change deserves some conversation, so right after Spring Break I will be hosting a series of one-hour opportunities for all Academic and Student Affairs personnel to learn more and chat about the plans for the ISE going forward.** A separate email about these discussion sessions went out earlier this week with opportunities to sign up. You can also **sign up [here](#)**. Please bring your questions and ideas to these sessions!

In my view **the package of initiatives within the Integrated Student Experience is our best hope to meet our mission of successfully educating our students and the single best way to address the college's enrollment and budget challenges.** I am proud and excited about the work so many of you have done to bring us this far. *We can* rewrite the narrative for our students and our institution by recommitting to the work of the ISE.

### What Else is Happening with the Integrated Student Experience?

The **Academic Centers** have had a busy semester already. The **Center for Science, Technology, Engineering, and Math** honored excellent student performance by naming the inaugural winners of its Knights of the STEM Table Award in February. Below, students Anglea Reppucci-Mathieu, Robert Moller, and Aranxa Pena-Mendez received their certificates and also "Bag of STEM Swag."



This week, the **Center for Accounting and Business** hosted a student forum with Vice President Bill Heineman to discuss student perceptions of the Center and the ISE more broadly. Professor Muller's Marketing class attended and provided valuable insights after studying the Academic Centers over the last several months.

The **Academic Advising Council** completed its preparations for a one-week Priority Registration pilot starting on March 25<sup>th</sup> for students within 25 credits of completing their programs, athletes, dislocated workers, and veterans, service members and their dependents. **The pilot is just a first step toward a completely revamped course registration process** featuring staggered registration periods for different groups of students, more appointments and less reliance on months of open walk-in services. Thanks to Grace Young, the other members of the Council, and numerous key people in Enrollment Services and IT that developed the pilot. Next, the Advising Council, co-chaired by Stephanie Wares and Michelle Sunday, will turn to the work of implementing Advising Reform.

In the **Student Success Hub**, a team led by Karen Hruska has submitted recommendations for the design of the central floor space on the second floor of the Behrakis building (former academic advising area) to make it a welcoming and engaging place for students. Donna Bertolino and Janice Rogers continue to lead a team that will make recommendations for a Mini-Hub in the Dimitry Building this fall as a first step towards a full Student Success Hub on the Lawrence Campus. Meanwhile, Kirsten Kortz and Michelle Sunday continue to lead a team of staff and faculty in designing a mandatory New Student Pathway aimed at getting all students off to a successful start at NECC with a minimum amount of bureaucracy. The team's recommendations are due shortly.

The **EAB Navigate Academic Planning Build Team**—to be led by Sue Shain, Carolyn Knoepfler, and Bill Heineman—will soon begin its work. This team will be responsible for implementing the **Academic Program Curriculum Pathways** within the Navigate

tool. Although Academic Pathway Maps are valuable just as an advising tool, within Navigate they have the potential to change the game for the college and its students. Navigate is designed to allow students and their advisors to build both an Academic Plan and semester by semester default course schedules with ease using the pre-designed pathways. This is why it is so crucial to also design a dependable rolling two-year Master Schedule so an Academic Plan designed in 2020 will still work in 2022 when students need particular courses at particular times. The benefits of these changes could be huge: less time spent in advising sessions building plans and figuring out a course schedule for the next semester, fewer credits earned that do not count in a student's program, more predictability about when students will need particular courses and thus fuller and fewer cancelled courses.

Within a few weeks we will be **posting for Navigate Coaches** to learn the system and then help faculty and staff in each area of the college get up to speed on Navigate. The Onboarding and Advising Build Teams for Navigate will also begin piloting use of the tool later this semester.

**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](mailto:wheineman@necc.mass.edu).

Bill

William A. Heineman, Ed.D.  
Vice President of Academic and Student Affairs  
Northern Essex Community College  
978-556-3327