NECC 2020 Strategic Plan Update: May 2019

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

- **Six academic centers are operational** and serving students, offering faculty office hours, student support services, and advising to the extent possible. Each of the centers is coordinated by faculty leaders, bringing cross-disciplinary collaboration and programming into the new spaces. They work closely with tutoring, academic coaching, the career center, and other strategic services to increase student success. The new centers are :
  - Center for the Liberal Arts
  - Center for Professional Studies
  - Center for Business and Accounting
  - Center for Science, Technology, Engineering and Math (STEM)
  - Center for Health Professions
  - Exploratory Center
- **The Student Success Hub** has been established in Haverhill, and is the result of much planning repositioning of services. With the change of offices relocation of services, the Hub includes new spaces in which students can congregate for studying, meeting, or relaxing. The space includes cubicles and tables that are conducive to their needs.
- In April, The ISE Goal Team presented the **2nd Annual ALISE (Award for Leadership in the Integrated Student Experience)** to Janice Rogers and the Academic Preparation faculty for their tireless efforts in the development of the Student Success Hubs in Haverhill and Lawrence, and the Exploratory program.

In Progress

- Following a strong recommendation from the Achieving the Dream coaches' visit in December, work began this spring on a **progression analysis dashboard** that will help the college assess its ISE work. Examples of the metrics are, percentage of students who earn 6+, 9+, 12+, 15+ credit in their first term, percentage of students who take a course in their major in their first year, and percentage of students who persist from term 1 to term 2 – in addition to many other important measures.
- A follow-up **student survey** – identical to the one from the fall - was sent to students in April to help gauge progress on the effectiveness of the ISE in relation to 1) student belonging, 2) academic structure, and 3) the ease with which students can navigate academic services. Results will be available in the coming weeks.
- **The EAB Navigate software** was rolled out in a "soft-launch" in April, and work continues to get the product ready for full implementation in the coming months. Once EAB Navigate fully becomes part of the academic experience, it will allow the college to better engage with both current and prospective students, and for the students to become more active participants in their educational planning.