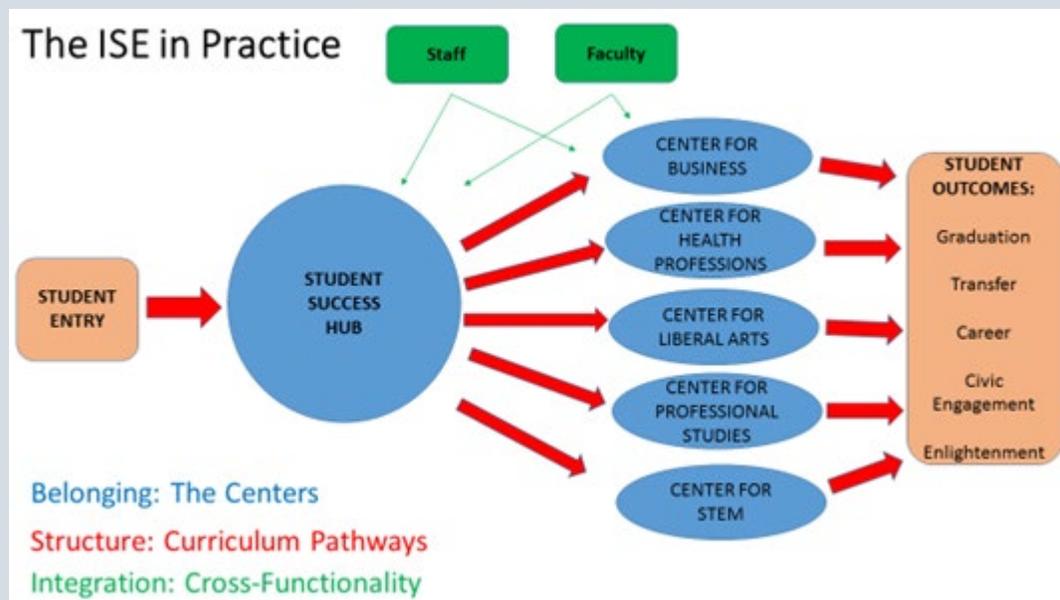


Hello NECC Community,

Please enjoy this late summer 2019 edition of the *ISE News*.

The Buzz: Integrated Student Experience in the New Academic Year

NECC launched the **Integrated Student Experience (ISE)** two years ago to assure that all of our students can reach their academic and life goals. We believe we will achieve that by increasing the student sense of belonging and academic structure and by making it easier (and less avoidable) to take advantage of our support services. As the diagram below suggests, we believe different **physical places for new students (the Hub) and continuing students (the Academic Centers) will increase their sense of belonging**. We believe **guided curriculum pathways will provide significantly more structure** for students. We also believe that **building teams of staff and faculty (instead of working in silos) will make for a seamless support experience** for students.



So far we have made **significant progress on the physical spaces** (especially in Haverhill, and growing in Lawrence), **moderate progress on guided curriculum pathways** (with academic pathway maps), and **some progress on building faculty/staff teams** (laying the groundwork especially in the area of academic advising reform).

This coming academic year we will push forward on all three goals, and especially **accelerate our progress on pathways** (with the introduction of the EAB Navigate system and the construction of a guaranteed two-year rolling master schedule) and **cross-functional teams** with the introduction of full-time professional advisors in the Academic Centers. And so much more.

There are hopeful signs that this work is paying off. For instance, **the percentage of new Hispanic students that persisted from fall to spring for Fall 2018 was 66% compared to 56% for Fall 2016**. The design of this initiative, however, is *integrated* meaning that **students are only likely to reap the full benefits when all elements of the plan have been implemented**. And so, we need to move forward.

Finally, as we complete our NECHE accreditation self-study this year and lay the groundwork for a new college strategic plan, we also need to **start thinking about what ISE 2.0 might look like**. Almost certainly, what happens in the classroom will be a focus of our thinking.

What Else is Happening with the Integrated Student Experience?

The big goal for Advising Reform is that in a year we will provide academic advising for all new students in the Student Success Hub and all continuing students in the Academic Centers. We took a significant step toward that goal this summer with the **recent hiring of two academic advisers: Melanie Batista-Ortiz (who will work with the Business, Professional Studies, and Liberal Arts Centers) and Cristina Nuncio, who will work with the Centers for Health Professions and STEM** this coming year. Melanie and Cristina were already great NECC professional advisers so they should be able to hit the ground running. Congratulations to Cristina and Melanie!

The College made **crucial progress** this summer in the area of **Curriculum Pathways** as well. We hope to have all the academic program maps created last year loaded into EAB Navigate plans soon. That will **allow students and their advisers to start using the Navigate system for academic planning and building semester course schedules soon**. Our accelerating progress on Navigate implementation is largely because of another new hire: **Audrey Ellis joined us in July as our new Assistant Director of Student Success Management Systems**. She is a veteran of EAB Navigate implementations with some of the largest community colleges in the country and we are very happy to have her helping NECC.

A **rolling, guaranteed master schedule that is always available to students for the upcoming two years** is another essential step in providing greater academic structure. Department Chairs, Program Coordinators and their supervisors are working on building the first drafts of such a schedule to begin next summer. Stay tuned for more progress on this work soon.

The Student Success Hub was also extremely busy this summer. The creation of a **series of mandatory steps every new student to NECC must take** will support our goal of **helping all new students persist until their second semester**. Teams are meeting to iron out the implementation of those steps. We also needed a name for this mandatory “to do” list. The Vice President of Academic and Student Affairs put his own money on the line in an employee contest to choose the best name. Below is a photo of **New Student Navigator Tiffany Esmerio receiving her prize for suggesting the name *New Student Roadmap***.



Although a full **Student Success Hub in Lawrence** is still a year away, we will **start to provide services in L100 in the newly renovated Dimitry Building this September**. This Hub will provide help and information aligned with the New Student Roadmap. It will support new and prospective students with entry and onboarding functions but will also be available to assist continuing students. It will be **a bridge to support services in the Dimitry Building and to Academic Advising, Student Financial Services, and the Student Navigators that will still be located in the El Hefni Building**. Staff and faculty from around Academic and Student Affairs have volunteered to staff L100 so stop by and check it out!



Finally, there is significant news to report about the **Academic Centers**. A full **Center for Health Professions** opened in El Hefni room LC133 in July (photo above). This is the first Academic Center in Lawrence and faculty leads **Kathy Hudson and Dawn Wheaton are to be commended** for their work to create a welcoming, helpful space for Health students. Meanwhile, in June the **Center for Business and Accounting received a pledge of \$50,000 over five years** from a group of donors honoring the service of retiring Vice President of Advancement Jean Poth. The Center has already invested \$10,000 of this award

in new computers and other technology for its students. Going forward, this is now the **Jean Poth Center for Business and Accounting**.

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.

Bill

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