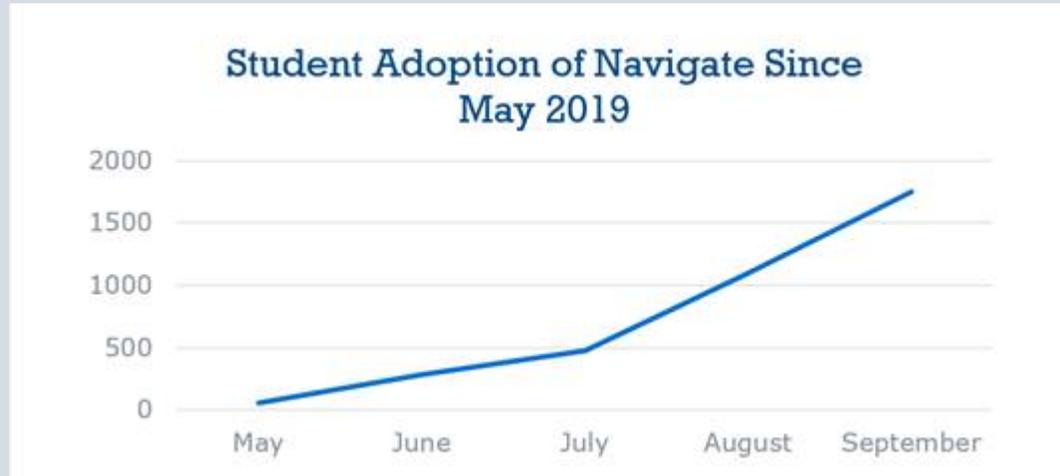


Hello NECC Community,

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

The Buzz: Navigate is Live and Growing Fast!

After an admittedly lengthy early implementation phase, the **EAB Navigate platform went live for students newly accepted to the college last spring and its use for these and other students has risen rapidly since then**. Close to 2000 students have logged into Navigate so far: almost 40 percent of our current enrollment!



Students are using Navigate to make appointments with advisors and other services, sign in at the Academic Centers, Student Success Hub, and other support offices, and to answer Quick Polls. **Almost 900 students responded to a quick poll asking how the fall semester was going so far and all those that reported hitting a “rough patch” received a phone call to follow up.**

In many cases, **we are rolling out the various tools in Navigate with pilot groups first**. For instance, student Progress Reports (an early alert feature) are being piloted with students that are athletes, part of Early College, or on academic suspension this fall. These early experiments allow us to test the system, fix problems, and improve the experience for students and employees before we open them to all users.

We appreciate your patience as we follow this careful strategy, and are happy so many staff and faculty are asking to use the new tools. We will be rolling out additional features soon. **Check out the diagram below for what students will experience (on the left) and when employees can expect to start being able to use Navigate features.**

Navigate Student:

Academic Planning

Fall 2019 Pilot / Spring 2020 Expansion

- ✓ Build and validate all 201909 plans
- Access available to all students beginning Fall 2019 (recommended course sequences only available for 201909 and forward)

Text Messaging:

Fall 2019 Pilot / Spring 2020 Expansion

- Develop policy for appropriate use of Navigate text messaging
- Enable access on a case-by-case basis to prevent over-communication through Navigate

Develop Individualized Student Content:

Spring 2020

- Prioritize focus areas for tailored student to-dos and app content
- Develop process for requesting content additions

One-Click Registration:

Spring 2020 (at the earliest)

- Allow students to use Navigate to register for classes without using Banner. (Does not break existing policies and rules around registration).

Expand use of existing features:

Ongoing

- Major explorer
- Study buddies

Navigate Faculty & Staff:

Kiosks

Fall 2019 – LIVE

- ✓ Launch kiosk functionality across all academic centers and student services offices

Academic Planning

Fall 2019 Pilot / Spring 2020 Expansion

- ✓ Build and validate all 201909 plans
- Launch with pilot group of faculty in Fall 2019
- Offer to all college faculty and professional advisors by end of 2019

Faculty Appointment Scheduling:

Fall 2019 Pilot / Spring 2020 expansion

- ✓ Begin offering training and access to appointment scheduling for all interested faculty
- Introduce additional trainings for all faculty population in Spring 2020

Progress Reports/Alerts + Cases:

Fall 2019 Pilot / Spring 2020 expansion

- ✓ Pilot with limited cohort (Early College, Athletes, Special Probation) in Fall 2019
- Assess effectiveness of triaging and pilot communication
- Plan for larger roll-out (scale is TBD) in Spring 2020

Of particular importance is Academic Planning, which should greatly expedite the work of planning a student's course sequence in their major. All the Academic Program Pathway maps have now been loaded into Navigate as Academic Plans. A pilot group of staff and faculty will pilot this feature starting in the next few weeks.

Faculty who would like to get more involved, please be on the lookout for a Spring Navigate Faculty Coaches job posting and apply.

If you have questions about Navigate, please reach out to Audrey Ellis at aellis@necc.mass.edu.

What Else is Happening with the Integrated Student Experience?

The new semester started with a bang in the Academic Centers. More than 150 students visited the new Center for Health Professions in Lawrence during the first week of classes and business there has been brisk since. **The Center for Business and Accounting sponsored a visit by Boston Coffee Cake founder and NECC Trustee Mark Forman** to Professor Sheila Muller's Introduction to Entrepreneurship class. Mark even brought every student their own coffee cake!



The presence of **new Academic Center professional advisors Cristina Nuncio and Melania Batista-Ortiz** has been a particular draw for students to the Academic Centers this fall.

The Student Success Hub is also a busy place this semester. Academic Coaches and Student Navigators have helped connect with students who either received early alert Progress Reports via the Navigate pilot or indicated they needed assistance via a quick poll. **Julio Ortiz** and **Noelia Figuereo**, both NECC alums, recently joined the New Student Gateway, doubling the capacity of the Navigators and allowing for full-time coverage in both Haverhill and Lawrence. The L100 Hub space in the Dimitry Building in Lawrence is up and running. The first Farmers Market of the Academic Year was also held on September 24th.

Another important step is the creation of a committee to make recommendations about how to institute **new course registration procedures**. Deans Kelly Sullivan and Alexis Fishbone and Assistant Director of Student Success Management Systems Audrey Ellis will lead this team. The goal of this effort is to have **all continuing students register for fall classes before July 31st from now on and as of next summer to register only through the Academic Centers**, thus freeing up the Student Success Hub professional advisors to focus on our new students and their needs.

Underlying almost all of our Integrated Student Experience reforms is the need for a **rolling, guaranteed master schedule that is always available to students for the upcoming two years**. Department Chairs, Program Coordinators, and their supervisors met together on October 4th to begin to finalize the first iteration of this schedule which will begin in Summer 2020.

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

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