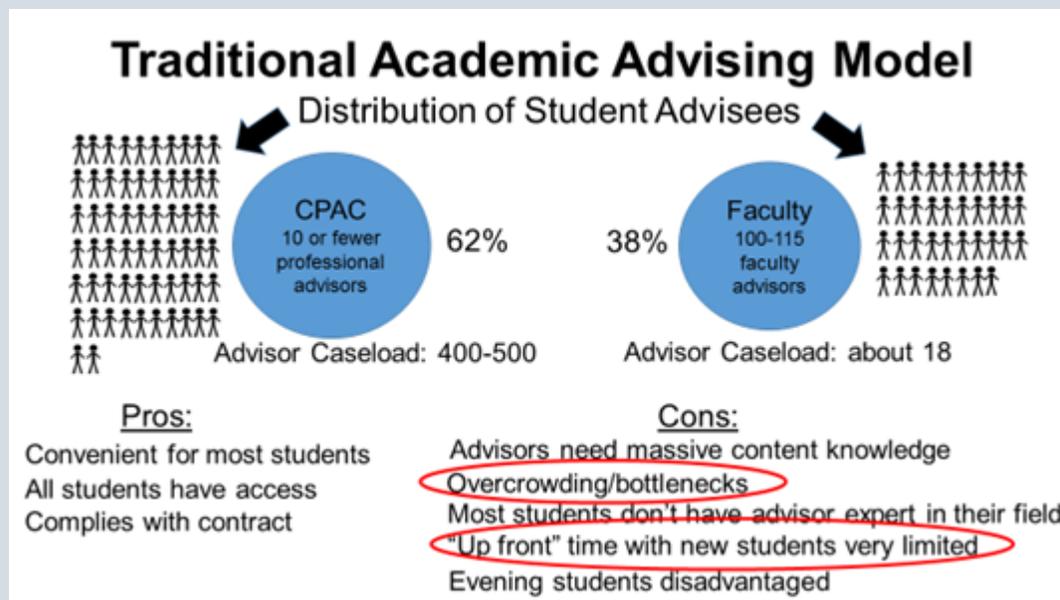


Hello NECC Community,

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

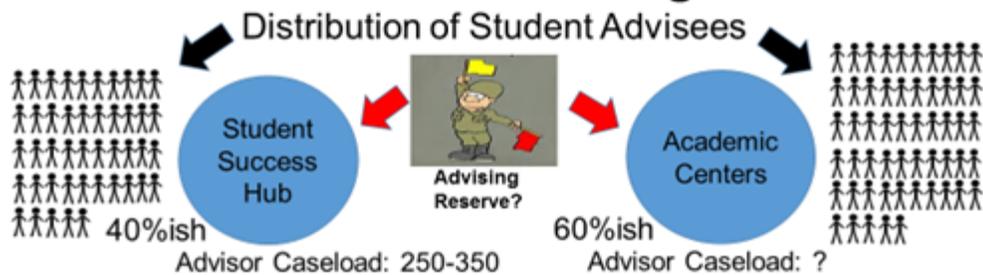
The Buzz: Big Changes Coming to Academic Advising and Course Registration

A major goal of the Integrated Student Experience (ISE) initiative is to allow new students to have significantly more focused time with staff and faculty when they first arrive at NECC to determine their academic pathway and get settled at the college. Our current approach to academic advising and course registration is an obstacle to that goal. This is because our professional advisors in the Career Planning and Advising Center have served not only new students but also the flood of continuing students looking to register at busy times like August and January. The diagram below shows some of the pros and cons of that approach.



That is why we are moving to a new advising model in which the Student Success Hub advisors only serve new and undecided students while the Academic Centers meet the advising and course registration needs of all other students. **The goal is to have this new approach in place by NEXT SUMMER!** See the diagram below for the new system.

ISE Academic Advising Model



Pros:

Convenient for students	All students have advisor with needed expertise
All students have access	Less overcrowding/fewer bottlenecks
Complies with contract	More "up front" time with new students
Most advisors need just specialized content	Evening students treated equitably
knowledge	

Questions:

Advisor caseload
How do we get there?

The new model requires some significant changes, including staffing up the Academic Centers to be able to serve all our continuing students. We made the first step toward that this year by adding two professional advisors for the Centers and by next summer we will need to add more. The implementation of the Academic Planning tool in Navigate this year—and Navigate's one-click registration, which is probably still a year away—will also aid in making the advising and registration processes more straightforward and less time consuming.

Finally, **this shift will require some pretty significant changes in course registration processes for students.** A Task Force is working on recommendations for these changes right now, but at a minimum continuing students returning to register after mid-summer 2020 will NOT be able to see the professional advisors in the Student Success Hub anymore. Instead, they will be served in the Academic Centers. And because we do not intend the Academic Centers to be open all the time for walk-in registration, appointments will become a central part of the process. Navigate's appointment tool will again assist in this process.

This is a lot of change and a good many details remain to be worked out. Based on the large numbers of students already receiving advising and registering for courses in the Academic Centers, however (see below), we believe it will be successful and help our new students get off to a great start and make good choices about their academic pathway.

What Else is Happening with the Integrated Student Experience?

The results from the third administration of the ISE Student Survey are available for your perusal. The [results](#) provide both encouraging indicators about our students' sense of belonging and point toward areas where NECC can improve. We invite you to take a look.

The Academic Centers have been busy with academic advising and course registration activities. Results from some of the Centers so far include:

- Center for Business and Accounting: 269 student visits since October 21st (plus over 30 registrations online)
- Center for Health Professions: 220 students registered

- Center for Liberal Arts: At least 67 advising visits in November (likely an undercount due to varying student answers about intentions for visit at the center check-in kiosk).

The Centers are busy with other outreach activities as well! A team from the Center for STEM participated in Timberlane Regional School District's Annual STEAM night recently. All the NECC tables were busy with students and their families, including one staffed by Professor Marguerite White-Jeanneau below.



The Business Center co-hosted four workshops with industry professionals this fall in partnership with Career Services and five Lunch and Learns with 188 students attending total.



Business Lunch and Learn

The Center for Health Professions hosted a crowd for a Lunch and Learn on Test Anxiety provided by Assistant Director of Learning Accommodations Deborah Regan.

The Center for Liberal Arts hosted alumna Kelly Goodwin to speak on her career in Graphic Design (see below), while alumna Samantha Wheatley co-directed with Professor Brianne Beatrice this fall's Top Notch Players production of *Five Women Wearing the Same Dress*. Professor Emeritus Gerry Morin gave a presentation on Chinese writing and language as part of the One Geographic Region series, and Parnassus was named one of the best student literary magazines in the country.



The Student Success Hub is also hopping. Excitement was generated in early November by the **new welcome desk in the Dimitry Building Atrium** (formerly the public safety station) staffed by students and Student Affairs staff. Meanwhile, the Student Government Association, Student Life, the New Student Navigators, and several work-study students turned Halloween into a day of campus-wide Trick-or-Treating. Candy bags were provided on both campuses and students, faculty, staff and families had fun visiting a huge number of participating offices and people. Below, Navigator Julio Ortiz hands out the candy!



The Navigate Leadership Team achieved some major milestones since the last edition of the ISE News. Over 2100 students (and climbing) have used Navigate this semester. The Academic Planning tool is now available for students to use on a desktop computer. It allows students to map out their pathway courses into semesters, pick class times, and collaborate with their advisor. If you are interested in learning more about how to use Academic Planning in Navigate, there is a Blackboard Training module you can complete or email navigate@necc.mass.edu.

Additionally, **we have some exciting new processes rolling out at the start of the spring semester**. Stay tuned to learn more about how you can:

- Text message students with Navigate (details to come in January)
- Intervene with students prior to submitting a progress report
- Use Appointment Schedule Campaigns to proactively nudge your assigned advisees to meet with you and register for classes.

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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