

NECC 2020 Strategic Plan Update: May 2020



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.

Updates:

- A significant amount of planning around Advising Reform has taken place during that last 2 years, and set the foundation for the college's necessitated move to virtual advising. The pandemic forced college services online, and advising poses unique challenges to make sure students receive the guidance they need to be successful. Both new and returning students are now "being seen" by advisers using Zoom and other communication strategies, and are completing registration steps that used to require in-person meetings. Implementation of the Navigate student success software this year has been crucial in support this transition to remote advising and course registration. Incoming students will also be completing a virtual New Student Orientation program to help prepare them for their college experience. While the public health crisis was not foreseen, the need to redesign advising services was. New, less intrusive - and more efficient - processes were put in place quickly because of the planning that was already underway.
- The Academic Centers have continued to grow and expand their role with students. In response to the pandemic, the centers are offering virtual drop in times that are staffed by discipline-specific faculty. Some centers are offering virtual programming for students, with the STEM center holding a forum with recent graduates last week. Three advisors (two full-time, one part-time) are rotating time in the centers, assisting returning students using virtual communication channels. The three advisors – Melanie Batista-Ortiz, Rosalie Catalano, and Cristina Nuncio – were recently recognized by with the annual ALISE – Award for Leadership in the Integrated Student Experience.
- Planning is now completed for expanding the Hub/Student Success services onto the Lawrence campus. Most of the ISE components are being located within the Dimitry building, and are being placed strategically to develop a seamless and efficient experience for students, and synergy and collaboration for the staff. Many classes held in Lawrence are already scheduled in the Dimitry Building, and careful placement of support services is an important consideration for fostering a sense of belonging for students.