



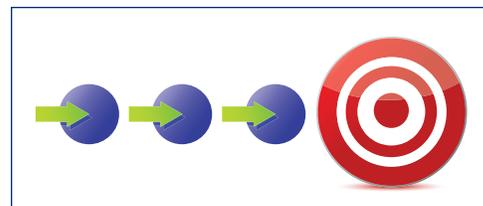
Success from the Start

Middlesex proposes to implement **MCC360: Success from the Start** through *one activity* to improve overall student persistence, retention, and completion outcomes. This will occur through two primary components to improve the student experience and academic performance by harnessing the College's technology infrastructure and how information is used in service to student success.



The **Student Experience** will include the development of student self-service related to enrollment functions and an integrated digital planning and advising system.

Academic Progress will shape student success by democratizing data leading to informed decisions. This will include building a digital "360 degree view of student progress" for assessing academic progress, empowering both the students and the institution. Faculty and staff will be able to identify students at risk to guide timely interventions to promote student success.





MIDDLESEX
Community College

Student Success Starts Here



Success from the Start



eForms Central

- Access web-based electronic forms easily from student portal
- Reduces processing touchpoints and paper documents
- Streamlines administrative student processes



Navigate

- Builds guided onboarding options
- Integrates student academic pathways
- Impacts advising experience
- Optimizes user-friendly mobile interfaces



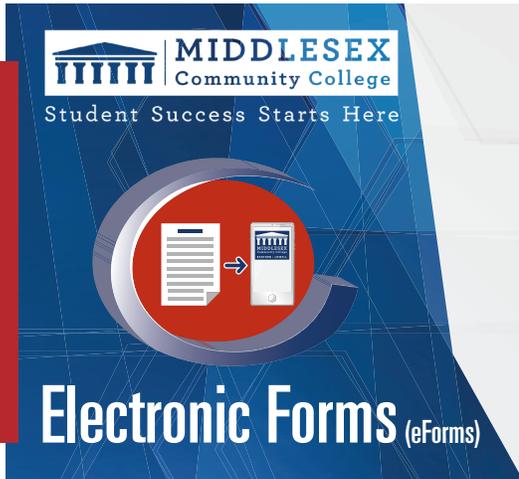
Customer Relationship Management (CRM)

- Outreach to specific prospective student populations
- Apply online
- Interactive communication tools
- Turn applicants into enrolled students



Data Analysis

- Generate instant statics on student actions and successes
- Analyze student learning outcomes
- Enhance productivity and business gain



Success from the Start

eForms Central

Etrieve eForms eliminate the need for paper at its source while decreasing processing time and more. It allows students and employees to complete forms online, and easily route them through a pre-determined, automated workflow via Etrieve Flow. Users can review, approve, deny, comment or re-route forms based on their need, eliminating the need for paper forms.

Electronic forms (eForms) will allow students to retrieve, complete and submit college forms from their Etrieve Central application located on their student portal. These eForms will eliminate student obstacles that may delay student academic pathway tasks and their success to completion. Additionally, eForms will be available for faculty and staff, thus reducing procedural times and supporting student experience and academic progress.

Paper Forms versus eForms

Paper High School Certification Form:

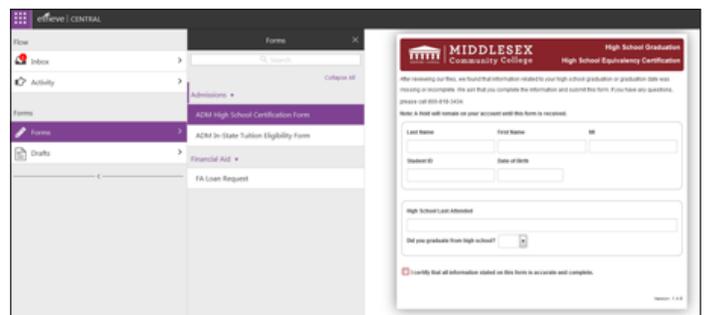
Student → Staff → Mailed → Transported → Delivered → MCC Staff

eForm High School Certification Form:

Student → MCC Staff

Benefits:

- Ability to access electronic documents from anywhere
- Publish and process eForms for students, faculty and staff
- Reduce processing time
- Optimize functions to increase process efficiencies
- Reduce and eliminate paper documents
- User-friendly interface



Etrieve Content is a fully browser-based document imaging solution that allows institutions to store and organize documents in a single location. With a robust set of functionality and seamless integration to core ERP systems, student and employee data is consistent across all applications, access to required information is instantaneous and everyday business processes are more efficient.

Etrieve Content allows college employees the ability to convert paper documents into an electronic format such as a pdf and store them electronically. Employees now can access important student and college documents from their own desk avoiding time consuming trips to locate paper documents.



Navigate – Student Success Collaborative

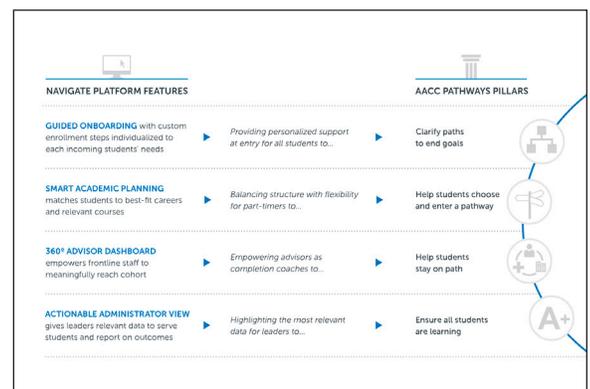
EAB's Navigate is a comprehensive student success solution that provides support for our students from the time they begin classes, through academic pathways to graduation. Navigate offers Guided Onboarding that keeps students on task by focusing on personalized paths and optimizing best-fit program choices. Smart Academic Planning allows students to create educational plans that integrate with the colleges' pathways and offers the ability to build a personalized schedule with the capability to register for classes.

The 360 Advisor Dashboard empowers faculty and staff with the right information they need to engage students in on-time registration, send alert nudges, and to keep students informed through a variety of communication options. With the Administrative View, faculty and staff can check students' goals, course registration choices, and academic pathway progress to completion.

Navigate is a critical platform important in the College's Title III objective of, **MCC360 Success from the Start**. This self-service product is intended to enhance the student's experience and academic progress with additional focus on increasing persistence and retention rates of students using these online educational plans that are integrated with electronic advising. Navigate, along with other technological investments, will ensure that faculty and staff have the right analytical capabilities to make data-driven decisions that promote a positive student experience. Also, it provides a technological infrastructure that supports the academic pathways to student success.

Benefits:

- ➔ Ability to create personalized portfolio
- ➔ Built-in guided onboarding options
- ➔ Integrated student academic pathways
- ➔ Self-designed schedule
- ➔ Impactful advising
- ➔ Administrative analytics
- ➔ User-friendly and mobile optimized interfaces



Guided Onboarding

Prevent early enrollment leakage through SSC-Navigate's guided onboarding features: Keep applicants on task by outlining all required enrollment steps in a single personalized page. Recommend best-fit programs based on information personalized to each individual student. Enable better-informed program choice with real-time job data and graduation requirements.

Personalized Path (Also Available on Mobile App)

- Simple Source of Truths:** All major milestones and to-do's collected in one place!
- On-boarding Simplified:** Turns the intake process from a maze into a straight line!
- Intelligent:** Automatically updates and customizes milestones for individual student needs
- Mobile-Optimized:** Students can access their next-steps on the go with a mobile-optimized interface specifically designed and tested with community college students

Program Picker (Also Available on Mobile App)

- Best-Fit Program Selection:** Powerful algorithm combines students' interests, availability, academic needs and goals to suggest best-fit programs
- Side-by-side comparison:** Provides key program information, including employment, information, classes, tuition costs, typical salary, and financial aid eligibility to drive more informed student decision-making
- Mobile-Optimized:** Students can review their best-fit programs, compare items, and favorite top choices all via their mobile device, created especially for busy students

Smart Academic Planning

Reduce non-productive credits by creating a best-fit academic plan at intake. Enable intelligently designed degree plans that marry advisor and faculty expertise with EAB guidance. Ensure compliance to degree plans by maintaining flexibility; academic plans automatically update term over term to fit students' changing academic goals or preferences.

Collaborative Academic Plan Creation

- Course Recommendation Engine:** Providing the most efficient academic plan suggestions to students, offering a simpler way to select courses.
- Flexible Term-to-Term Updates:** Track attempted, completed, and remaining courses, including transfer, pre- and co-requisite rules. Real-time updates accommodate changing preference (part-time to full-time, program changes, etc.), students receive guidance on their terms.

Personalized Calendar

- Student-Centered Overview:** Takes into account students' academic plans, commute, availability, online courses, and necessary study hours
- Adjustable:** Preferences can be changed term-to-term to remain relevant to students' busy lives, as well as real-time course section adjustments