



Academic Support

Center for Excellence in Learning and Teaching

The Center for Excellence in Learning and Teaching (CELT) is the heart of academic and faculty support at Cambridge College. The Center operates three offices in the College designed to foster student academic success through improved student learning and faculty teaching. The Office of Assessment conducts student assessments in many areas to help gauge student levels. The Academic Success Center provides student academic support through professional and peer tutoring as well as workshops and other events. The Institute for Faculty Excellence offers faculty workshops and professional development opportunities for continuous learning and to improve student learning outcomes. The CELT operates broadly across all of the Cambridge College regional centers, but some support varies slightly by center.

Academic Success Center

Professional/Peer Tutors — Cambridge College's academic support is housed in the Academic Success Center. This is where students can connect with professional and peer tutors. Tutoring services vary slightly by campuses, but students can expect professional writing tutors at the Boston, Lawrence, and Springfield campuses. Puerto Rico also offers peer writing tutors. In addition, students may find peer tutors for math, computers, or student mentoring at various campuses. All of the scheduling of in-house tutoring and academic support can be accessed via our online scheduling system:

To schedule and appointment with a tutor via our online scheduling system:

1. Go to cambridgecollege.mywconline.com and register for an account.
2. Login and select your campus.
3. Click any white block to schedule an appointment.

Or call (617)-873-0499 or email CELT@cambridgecollege.edu

Workshops — The Academic Success Center hosts many student workshops. These also vary by campus, but some of the workshops may be available to all students remotely via ZOOM. In Boston, workshop topics include: study skills, time management, note-taking, and computer applications among other subjects. Look for email and posted announcements about upcoming workshops.

TutorMe (24/7 online tutoring) — All Cambridge College students have access to our CC TutorMe platform through the MyCC web portal. This platform will allow Cambridge College students to access a live tutor via the internet 24/7 in most subject areas. Students can get help with writing, ESL, math, accounting, statistics, computers, college skills, or content areas like business, psychology, or education. To access TutorMe, log onto MyCC and visit the CELT page.

Office of Assessment

New Student Testing — Cambridge College's Office of Assessment runs all of the new student assessments. All new students are required to take writing assessments upon acceptance. In addition, during their first semester, new undergraduate students take the College Student Inventory as part of their LRN 175 Principles and Processes of Adult Learning class. All of these assessments are given by our Learning Assessment Coordinator who can be reached at CELT@cambridgecollege.edu

Language Testing for Credit — In addition to new student assessment, our Office of Assessment operates language testing for credit for undergraduate students. Students may elect to pay a fee to take an assessment for prior knowledge in any foreign language. If they pass this assessment, they can earn up to 12 credits for a nominal fee. These credits can be included in their academic plans and count toward a degree. To find out if you are eligible to take these exams, contact undergraduate advising at AcademicAdvisingUG@cambridgecollege.edu

Foreign Language Testing for Proficiency — The Office of Assessment also conducts language testing for college entry for international students. We operate the Michigan test for graduate and undergraduate students. This test can be scheduled by emailing CELT@cambridgecollege.edu or using the online form on MyCC.

See Tuition & Payment for the language testing fees.

Institute for Faculty Excellence

Cambridge College's Institute for Faculty Excellence [IFE] serves as support resource for new and continuing faculty members, both full and part time. The IFE offers many faculty opportunities each semester. Below are some of the supports available:

New Faculty Orientations (NFO) — the IFE runs the NFO for new faculty introducing them to the logistics of working at Cambridge College as well as the expectations for required activities and resources available to support them in their teaching at Cambridge College. The NFO is a physical orientation as well as an online self-guided platform and resource for new faculty.

In-house workshops and activities: each semester, the IFE publishes a list of faculty activities such as workshops on technical and pedagogical subjects, pilot groups, and other faculty events. The publications of these events can be found on the MyCC CELT page, and physically at all campuses. All faculty are encouraged to participate and may be eligible to earn points toward a stipend.

Resources for Faculty — the IFE offers many resources for faculty help them improve their teaching and student learning. Many documents, articles, books, and other resources to support best teaching practices can be found on the MyCC CELT page. In addition, Cambridge College subscribes to Academic Impressions, which is a webinar resource that anyone with a @cambridgecollege.edu or @go.cambridgecollege.edu email can access. Find out more about Academic Impressions on the MyCC CELT page.

Library Services

www.cambridgecollege.edu/resources/library-services

Cambridge College Online Library (CCOL)

More than 15,000 full-text scholarly journals and periodicals and 185,000+ full-text books appropriate for academic research in the fields of education, counseling, psychology, management, health, and all other academic areas.

The Library is accessed by logging into the MyCC portal. Once the student has entered their MyCC logon credentials they may open the link on the Library tab labeled: Cambridge College Online Library and the CCOL site will launch.

Our collections are fully indexed and searchable through our Ebsco Discovery Service (EDS), and include: Academic eBook Collection, Academic Search Complete, Academic Video Online, American Doctoral Dissertations, BioMed Central, The Boston Globe, Ebsco's Business eBook Collection, Business Source Complete, CINAHL, Ebsco's Education eBook Collection, Education Source, ERIC, Fuente Académica, Gale Books & Authors, Business Insight Global, Gale General Reference Center Gold, Gale Nursing Allied Health, Gale Nursing Resource Center, Opposing Viewpoints In Context, Gale Psychology collection, GreenFILE, Health Source: Nursing/Academic Edition, Humanities International Complete, Kanopy Video Collection, Library, Information Science & Technology Abstracts, MEDLINE, Medscape, Mental Measurements Yearbook, National Criminal Justice Reference Service Abstracts, Newspaper Source, Ebsco's Nursing

eBook Collection, OmniFile Full Text Select, ProQuest Dissertations & Theses A&I, PsycARTICLES, PsycBOOKS, PsycEXTRA, PsycINFO, PubMed, Regional Business News, SAGE Open Source, Science.gov and SocIndex.

Within our EDS search engine, citation-only results link conveniently to the WorldCat database for location of local libraries which hold print versions. Cambridge College is not responsible for the content of these sites or of any sites to which they may link. Ebsco Discovery Service offers the options to create a personal folder within the program to save materials as well as print, email cite and share all research.

Chat with a Live Librarian provides 24/7/365 live reference librarian service for individual research assistance using online chat.

Other Libraries

Cambridge College regional locations and international — For recommended academic and other research libraries open for public use, click the "Traditional Libraries" tab on the Cambridge College Online Library home page and select the link from the drop down menu for the campus of your choice. Links to nearby libraries, directions and how to access them online or visit in person are provided

Computer Use and Policies

IT Support Center • 617.873.0159 • www.cambridgecollege.edu/information-technology/available-it-resources

Information Technology Resources, Services, & Policy Highlights —

Computer and network technology has become a critical component in education, in the workplace and in everyday life. Technology in these areas contributes significantly to the success of our students, our faculty and our staff. The College depends on our technical resources to provide a rich environment to those individuals who learn, teach and work at the College. Technology can also enable dynamic conversations and personal interactions in our adult classroom experience.

The Information Technology department strives to make its resources as reliable and as robust as possible. We ask that you recognize and respect that these resources are limited. Please treat them in a way that will guarantee that others can share in their use. The following few pages describe various procedures that are in place to make technology enabled education possible. We ask that you read through the material and by all means, ask questions of our staff if you need further information.

Computer Requirements

As a student at Cambridge College you will use a computer to access the College's web portal (MyCC), the online library, email and other software applications related to the classroom experience.

All students are required to be able to access and use a computer while a student at the College. Computers should meet the following minimum requirements.

- Recommended hardware:
4GB RAM or higher.
Intel or AMD processor: dual-core or better.
- Recommended Operating System:
Windows users: Windows 7 SP 1 or higher
Apple users: Mac OS 10.8 or higher.
- Recommended Software:
Latest version of Firefox or Chrome browsers.
Microsoft Office 2010 and up.
DSL, broadband cable-modem or other high speed internet access.
Windows users: up-to-date anti-virus software protection.
- Connection Requirements:
Wireless capability for use while in class or at breaks.

Access to a Computer

If you don't have access to a personal computer or don't have a high-speed Internet connection you can use the computer lab at your Cambridge College location. Other computer resources may include your local public library and public Internet hot spots.

Purchasing Technology

We recommend that students wait until they receive their financial aid award notice before purchasing a computer.

Once enrolled, students are encouraged to visit the password protected "At Home or Student Use" discount software site linked at www.cambridgecollege.edu/available-it-resources/it-services to see if any of the offerings available can aid and assist them in their classwork.

IT Support

Cambridge College provides telephone support to assist you with minor IT problems such as:

- MyCC, the Cambridge College web portal.
- Cambridge College email (CC-Gmail).
- Cambridge College website.
- Connection to the Cambridge College network.
- Other College web-enabled programs.
- Password reset portal.

Please note: The College cannot assist students with questions regarding personal hardware and software issues. Please contact the manufacturer for questions regarding the use and maintenance of your computer or software.

Helpdesk Hours: Monday-Thursday 9:00 am-10:00 pm,
Friday 9:00 am-9:00 pm, Saturday 9:00 am-5:00 pm,
Sunday 9:00 pm-5:00 pm EST.

To contact the IT Support Center/Helpdesk

- Place a request at <https://helpdesk.cambridgecollege.edu>
- Call during Helpdesk hours **617.873.0159**.
- Email helpdesk@cambridgecollege.edu
- Drop-in locations (see your site information for details).

IT Technicians

Almost every Cambridge College location has local IT technicians to assist you and to help maintain equipment, classrooms, and drop-in computer centers.

Self Help

A number of self help topics are available on the IT Support website at www.cambridgecollege.edu/it-support as well as in the IT eHelpdesk portal under Solutions.

MyCC Web Portal

Students' personal accounts are created upon self-enrollment through the admissions process. The login is your student ID, and a password is provided during the admissions process. Instructions about logging in for the first time are located at www.cambridgecollege.edu/it-support, then scroll down on the left to "MyCC New User Access" and follow the instructions. Users may log



in to MyCC from the top right of the main Cambridge College website or <https://mycc.cambridgecollege.edu/ics>

The MyCC portal is a focal point for students and faculty. MyCC is the gateway to online course registration, online course work, the learning management system, and the online library. Students access their personal accounts and grades through the MyCC portal.

See also *Web Portal Accounts Policies and Procedures* at www.cambridgecollege.edu/information-technology/it-security-and-policies

Electronic Communication

Cambridge College provides access to email for all students. Email is an official method of communication at Cambridge College. Students are held strictly responsible for the consequences of not reading and responding to emails sent by the College to their College-provided email account.

Email Address — New students and returning students are provided a College-branded Gmail account upon registration, referred to as GO Email or CC Gmail.

- Student email addresses appear as: `firstname.lastname00@go.cambridgecollege.edu`
- Senior and adjunct faculty email addresses appear as: `firstname.lastname@go.cambridgecollege.edu`
- Core faculty and staff email addresses appear as: `firstname.lastname@cambridgecollege.edu`

All staff use Microsoft Office 365 email in their conversations with students.

Use and Responsibility — Faculty will require students to access MyCC and read notices sent to their official Cambridge College email address. Please read the Electronic Communication (email) Policy at www.cambridgecollege.edu/information-technology/it-security-and-policies. Please read the policy to better understand the responsible use of email and the types of email and behaviors that are prohibited.

Network Password

Your network password is used to log in to our wireless network, lab computers, eHelpdesk, and to make printouts.

Username: `firstname.lastname` (only the first 20 digits)
First-time login Password: `00+ID number` (ex: `00123456`)
Add as many zeros to make a minimum of 8 characters

Please note for your security, students and adjunct faculty may change their network password two ways:

1. While logged on any computer on our campus, press `Ctrl+Alt+Delete`. A window will appear where you may select "Change Password".
2. By using our Password Reset Portal at <https://pwd.cambridgecollege.edu>

Password Reset Portal

This service allows users to reset their network password at any time from anywhere that they have web access. This service will allow users who have forgotten their passwords to conveniently reset it without having to contact an IT technician. Password reset kiosks are also available at selected locations around the College. Please contact a helpdesk technician for more information or access the portal at <https://pwd.cambridgecollege.edu>.

Information Technology Responsible Use Policy

Cambridge College provides access to information technology resources to students, faculty and staff to support the College's mission and to conduct the business of the College. Every authorized user of information technology resources at Cambridge College is responsible for utilizing these resources in an efficient, ethical and legal manner and in ways consistent for overall College policy. Please see the *Responsible Use Policy* at www.cambridgecollege.edu/information-technology/it-security-and-policies. This policy also covers the following points:

- Privacy.
- Passwords and user IDs.
- Personal use.
- Security.
- Copyright, trademark and domain names.
- Compliance and enforcement.
- Violations and disciplinary actions.

Computer Labs

Computer labs are available at the Boston main campus and at our regional locations. Students may use these resources to conduct research and complete assignments and projects. Users can access the Internet, online classes, conduct word processing, create spreadsheets, and design presentations, as well as use course specific software that may be available through our labs. Some of our labs have trained staff on duty to assist in the use of our hardware. Limited software assistance can be provided. Lab users must comply with all information technology requirements and policy.

Computer Lab Guidelines

- Lab computers and printers are for registered Cambridge College students only. Do not share your Cambridge College network username and password with anyone. You will be held responsible if you share your personal information and someone else uses your account.
- Do not share your Cambridge College Network username and password with anyone. You will be held accountable if you share your personal information and someone else uses your account.
- When finished using the computer please completely log-off.
- Downloading, installing and running software is strictly prohibited on any lab computer.
- Illegally downloading music, videos or any other copyrighted content is a crime and may result in disciplinary action.
- Computer labs are not to be used for recreational purposes.
- Food and beverages, with the exception of covered water bottles, are not allowed in any computer lab.
- Cell phone conversations are not permitted in the lab.
- The College is not responsible for valuables left unattended.
- Navigating to offensive, harassing or sexually explicit sites is not permitted and may result in disciplinary action.
- No chat or other form of instant messaging is permitted other than through the facilities provided by the College's MyCC portal.
- Lab assistants can only provide technical support for Cambridge College software applications.
- Cambridge College technicians are not responsible for tutoring.
- Children are not allowed in the labs.

Print-Outs

Cambridge College believes in a green and sustainable environment. Towards that effort we are implementing a student-printing solution where the first 200 pages are free per semester. Your free-pages balance will not rollover to the next semester. All billing will be self-service, based on the student's personalized web account. All charges related to printing are non-refundable. See Tuition and Fee rates.

For more information on our IT policies, please see www.cambridgecollege.edu/information-technology/it-security-and-policies.

Digital Millennium Copyright Act Policy

Cambridge College does not allow Peer-to-Peer (P2P) software usage on its wired or wireless network. Anyone using P2P applications on the Cambridge College network will be blocked from the network without prior notification. Please review Cambridge College's Digital Millennium Copyright Act Policy at www.cambridgecollege.edu/information-technology/it-security-and-policies. When attached to the Cambridge College network, downloading or distribution of whole copies of copyrighted material for personal use or entertainment

without explicit permission from the copyright owner is against the law, and therefore against College policy. Violators may be subject to criminal or civil prosecution.

Classroom Technology Services

Classroom technology services typically include wireless labs and audiovisual equipment. Requests for these services can only be made by Cambridge College faculty and staff through the AV Request Site at <https://av.cambridgecollege.edu>

For assistance with classroom equipment, contact the IT Support Center at <https://helpdesk.cambridgecollege.edu> or 617.873.0159.

