



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 locations, but some support varies slightly by location.

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 an appointment with a tutor:

1. Log in to *MyCC*
2. Click the *Starfish* button
3. Click the "Academic Success Center" service
4. Select a tutor you want to work with and click "Schedule an appointment"
5. Follow the directions to book with a tutor. If choosing a Zoom appointment, the Link will be emailed in the confirmation.

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 Duolingo DET test which is fully online. Information about this test can be found on the Cambridge College website at <https://www.cambridgecollege.edu/international-students/duolingo-english-test-det>.

See *Tuition and Fees Rates* on page 27 for the language testing fees.

Faculty Support and Professional Development

The Center for Excellence in Learning and Teaching offers faculty professional development and support for both new and continuing, full and part-time faculty. The CELT offers many professional development opportunities each semester. Below are some of the supports available.

New Faculty Orientations (NFO) — the CELT 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 term, the CELT 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 CELT offers many resources for faculty to 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.

Title III Strengthening Institutions Grant

617-873-0150 • www.cambridgecollege.edu/academic-programs/title-iii-strengthening-institutions-grant

In October 2018, Cambridge College was awarded a \$2.25M Title III Strengthening Institutions Grant aimed at increasing success for students through a comprehensive framework of focused support beginning at enrollment and continuing through graduation. Delivered over a five-year period, these funds will provide Cambridge College with the financial backing to ensure that students not only persist to degree completion, but finish their programs of study in a timely manner.

Supported by this grant, the **Pathways to Persistence and Success (P2PS)** project will foster a culture of continuous improvement through the transformation of the student experience and through the reformation of curriculum and instruction.

Early College Program

CELT • (617)-873-0499 • CELT@cambridgecollege.edu

The Somerville H.S. - Cambridge College Early College Program

is part of Somerville High School Beyond the Classroom Learning initiative. It is a free program offered to Somerville high school students who are more likely to be underrepresented in higher education, especially English Learners, Students with Disabilities, Low-income students, and students who are from racial/ethnic groups traditionally underrepresented in higher education.

The Early College Program recruits students during the fall of 10th grade with student and classroom outreach efforts from both Somerville H.S. teachers and staff and Cambridge College staff and faculty. Students who are interested apply and are interviewed and accepted during the late fall. All students who meet the entrance eligibility are entered into a lottery and selected for participation in the program at random with priority given to English Learners and Students with Disabilities. Students are selected for additional space that becomes available by lottery as well.

Students selected for the program commit to participating for the second half of 10th grade as well as in 11th and 12th grades. During each year, they participate in increasingly more college coursework on campus at Cambridge College during the school day in the Program's Liberal Arts Pathway. In total, they can earn up to 19, highly-transferrable college credits for free. In addition to taking college coursework, students practice college readiness skills leading up to their college coursework, and they are supported throughout their college experience. They also participate in a career-readiness curriculum that informs them of pathways in the Liberal Arts as well as career-readiness and employability skills, and they are supported with college searches, visits, and applications.

Students selected during the fall of 10th grade, begin the program in the spring of 10th grade. they take a College and Career Readiness Seminar at Somerville H.S. taught by a Somerville H.S. teacher. The seminar facilitates career workshops and searches, but it also provides direct instruction and hands-on practice in many key college readiness areas such as note-taking and time management.

In 11th grade, students take two college classes, two days per week at Cambridge College, WRT 101 College Writing 1 and MAT 101 College Math 1. They also attend an Academic Support Class three days per week at Somerville H.S. for one or two blocks per day. They receive study time, direct support, and push-in career and college skills supports.

In 12th grade, students come to Cambridge College five days per week. They take four college-level classes four days per week, PSY 120 Formative Ideas in Psychology, JUS 225 Introduction to Social Justice, SCI 203 General Biology & Lab, and LIT 210 Topics in Literature with professors who are trained for working with students who are likely to be underrepresented in higher education. They attend an Academic Support Class at Cambridge College one day per week. The 12th grade Academic Support Class follows the same curriculum and design as the Somerville H.S. Academic Support class but with more emphasis on independent study time and college search support.

Library Services

www.cambridgecollege.edu/resources/library-services

Cambridge College Online Library (CCOL)

The CCOL offers 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, 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, 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.

New England Institute of Business —

NEIB offers a fully online e-Library which can be accessed at <https://libguides.necb.edu/elibrary>

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 is 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 (8GB RAM is preferable).
 - Intel or AMD processor: dual-core or better.
- Recommended Operating System:
 - Windows users: Windows 8 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 available offerings can 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.

COVID-19 Update: Please note that during the prevalence of COVID-19, we are not physically staffing our computer labs. We do have a virtual assistant on hand in Boston to assist students with any on-the-spot questions. Lab hours have also been adjusted and are Monday through Sunday 8:00 am to 6:00 pm.

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

- Email helpdesk@cambridgecollege.edu to create a support ticket.
- Call during Helpdesk hours **617.873.0159**.
- 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 Student Portal

Students' personal accounts are created upon self-enrollment through the admissions process. The login will be your Cambridge College network credentials. These are 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 the 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 Credentials

Your network credentials are used to log in to our wireless network, lab computers, eHelpdesk, and to print or copy.

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 in two ways:

1. While logged on to 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. The portal allows users to conveniently reset their passwords without having to contact an IT technician. 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 with the 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 main Boston 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 Login 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.

Printing and Copying

Cambridge College believes in a green and sustainable environment. Towards that effort we have implemented a student printing and copying 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 Fees Rates* on page 27.

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.

Cambridge College Global

The rigorous technological aspects of the CCG fully online course structure requires that students have access to various technology and software. Please see *Cambridge College Global* on page 281 for more information regarding these technological requirements.