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 is designed to foster student academic success through improved student learning and faculty teaching. 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 campus, 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, technology support, or accounting at various campuses. Most tutors are available via Zoom, and all of the schedules of in-house tutors and academic support staff 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 email CELT@cambridgecollege.edu

Workshops — The Academic Success Center hosts many student workshops via Zoom. 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.

Assessment

New Student Testing — Cambridge College's Office of Assessment runs all of the new student assessments. All new students entering any undergraduate program and graduate students entering the School of Business & Technology 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. For more information, please contact CELT@cambridgecollege.edu.

Language Testing for Credit — 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. 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 — Cambridge College offers the Duolingo English Test to our international applicants. This test is accepted by all programs at Cambridge College as a method for demonstrating sufficient English language proficiency for matriculation. 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 suppports 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.

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.

Early College Program

Cambridge College delivers Early College programs, dual enrollment, and college course access initiatives with several partner high schools. These include formal Massachusetts Department of Elementary and Secondary Education (DESE)-designated Early College programming with Somerville High School, Early College pathways programming with Charlestown High School, and other dual enrollment and college course access opportunities for multiple high school partners.

Cambridge College's Early College programming consists of predefined curricula and student support systems focused on dedicated academic and career pathways. Each partner high school works with the faculty and administration of Cambridge College to build a curriculum that is specifically responsive to the partner's needs and the needs of the Commonwealth.

DESE-designated Early College Program:
The Somerville High School - Cambridge College Early College Program is a component of the Somerville High School Beyond the Classroom Learning initiative. It is a free program offered to high school students, primarily focusing on but not limited to English learners, students with disabilities, low-income students, and students from racial/ethnic groups that are traditionally underrepresented in higher education.

The Early College Program recruits students in the fall of tenth grade, with student and classroom outreach efforts conducted by both Somerville High School teachers and staff and Cambridge College faculty and staff. Interested students complete an internal application process, are interviewed, and are accepted based on program guidelines during the late fall of their sophomore year. If space limitations dictate, additional consideration is applied to English learners and students with disabilities.

Students selected for the program commit to participating for the second half of their tenth grade as well as their full eleventh and twelfth grades. Each year, students participate in college-level coursework delivered on Cambridge College's campus as part of the program's Liberal Arts Pathway. In total, participants can earn up to 19 college credits through the Early College program.

Prior to engaging in college-level coursework, students participate in Somerville High School programming to enhance college readiness skills, including note-taking, critical thinking, and time management. Additionally, students participate in a career-readiness curriculum that informs them of degree pathways within the Liberal Arts, as well as career-readiness and employability skills. Students receive further guidance in conducting college searches, arranging visits, and completing college applications.

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.

Cambridge College Global — CCG offers a fully online eLibrary which can be accessed at https://libguides.necb.edu/elibrary

Computer Use and Policies

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), Canvas, 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 10 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. Students may also visit https://www.cambridgecollege.edu/microsoft-office to learn about our Microsoft Office 365 offerings.

IT Support

Cambridge College provides telephone support to assist you with minor IT problems such as:
- MyCC, the Cambridge College web portal
- Canvas
- 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 a.m.-10:00 p.m., Friday 9:00 a.m.-9:00 p.m., Saturday 9:00 a.m.-5:00 p.m., Sunday 9:00 a.m.-5:00 p.m. 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 full policy in *Appendix C: Web Portal Accounts Policies and Procedures* on page 427 or visit 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 faculty use Go email in their conversations with students and 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 in *Appendix C: Electronic Communication (Email) Policy* on page 423 or visit 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 *Appendix C: Responsible Use Policy* on page 424 or visit 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, print and make copies, 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 *Appendix C: Information Technology Policies* on page 421 or visit 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 in *Appendix C: Digital Millennium Copyright Act Policy* on page 422 or 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 289 for more information regarding these technological requirements.