Academic Support

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Academic Support Services — Academic support is available at the main campus and regional locations. For more information, see the regional locations in this catalog and each location's web page. For Boston main campus academic support services, contact the Center for Excellence in Learning and Teaching at 617.873.0499.

Tutoring — Cambridge College produces graduates who think critically and communicate clearly. Writing is a complex process that takes a lot of time and practice. All students are encouraged to improve their communication and literacy skills to get the most from their course work and write their final projects.

Writing faculty guide students through the thinking/writing process, beginning with articulating a main idea for a paper. They help students research the topic, critically read and evaluate their findings, document their sources, develop, organize, and clearly express their thoughts about the topic, and revise the final draft.

Writing tutors are available for one-on-one tutoring at the Boston, Lawrence, and Springfield locations. Virtual tutoring is available to all students through the Cambridge College eTutoring platform accessible through MyCC. This service allows for remote one-on-one tutoring in many subject areas as well as submissions of papers for writing feedback.

Workshops are offered by the School of Education for our students preparing for teacher tests.

For information on academic support at your Cambridge College location, please contact the regional center director.

Disability Support — Cambridge College is committed to providing equal access to all educational opportunities to students with physical, psychological, or learning disabilities. See *Student Affairs*.

Learning Assessment

The Center for Excellence in Learning and Teaching (CELT) and regional locations provide assessment of key academic skills. Entering undergraduates complete required writing and math assessments. The results help Cambridge College students recognize their learning strengths and specific skill needs. Academic advisors and program chairs suggest appropriate courses and learning support activities, that enable students to achieve their academic goals. Accuplacer, a nationally standardized series of placement tests, is used to assess new undergraduate students' skills and to direct them to appropriate writing and math course work.

Portfolios are an option for Cambridge College undergraduate students to demonstrate college-equivalent learning and gain college credit for it. For details, go to www.cambridgecollege.edu/admissions/prior-learning-work-experience-credits

Integrated Student Success Program

Through one-on-one meetings, a *success coach* works with students to establish academic goals and an action plan. A coach works to facilitate support to students as they determine and navigate a practical course towards achieving their academic, career and life goals. Success coaching is student-driven; students determine their own working definition of academic success.

Students come to success coaching for support with:
- Organizing and getting started.
- Academic skills: reading and learning strategies, goal setting.
- Time (self) management: juggling work, school and life.
- Communicating with faculty.
- Connecting to resources on and off campus.
- Planning and prioritizing.

Who can use One-on-One Success Coaching?

The Integrated Student Success Program (ISSP) coaching services are available to all Cambridge College students who are ready to commit energy and time to goal setting.

Academic coaching is especially focused on providing support to new students, but all interested Cambridge College students are encouraged to participate in these comprehensive services.

Faculty may request that students meet with a success coach if they are experiencing academic difficulties at Cambridge College.

How do students request one-on-one success coaching?

• Send an email to Kathleen.Hartnett@cambridgecollege.edu and request an appointment, or

• Visit the Office of Student Affairs and sign fill out an appointment request form located in the front entryway outside room 318.

Library Services
www.cambridgecollege.edu/resources/library-services

Cambridge College Online Library (CCOL)

• *More than 15,000 full-text scholarly journals and periodicals* and 300,000+ full-text books appropriate for academic research in the fields of education, counseling, psychology, management, health, and other academic areas. Our collections are fully searchable through our Ebsco Discovery Service (EDS), and include EBSCO-host's Academic Search Complete, Omnifile Full Text Select, PsycArticles, Education Research Complete, SocIndex, Humanities International Complete, MEDLINE with Full-text, Business Source Complete and much more. 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.

• *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 to the campus of your choice from the drop down menu.

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

While 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.

Boston, MA • 617.868.1000 • www.cambridgecollege.edu

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 10:00 am-10:00 pm, Friday 10:00 am-9:00 pm, Saturday 9:00 am-5:00 pm, Sunday 12:00 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 eHelp-desk portal under Solutions.

MyCC Web Portal

Students' personal accounts are created upon self-enrollment through the admissions process. Instructions about logging in for the first time are located at www.cambridgecollege.edu/it-support. 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.

- Students, senior and adjunct faculty email addresses appear as: username@go.cambridgecollege.edu.
- Core faculty and staff email addresses appear as: username@cambridgecollege.edu.
- All staff use Exchange 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.

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 responsible if you share your personal information and someone else uses your account.
- 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.
- Playing computer games on lab computers is prohibited.

- 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

Go green. Please think before you print.

Print charges are currently disabled, but may be reinstated at any time.

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

Digital Millenium 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.