

2023-2024
Unit Annual Report
Division of Academic Affairs
Unit: School of Graduate Online and Continuing Education

I Mission and Goal/Outcomes Statement:

Provide overall Mission/Goal Statement for your unit.

The School of Graduate, Online and Continuing Education will provide equitable, accessible, affordable, and excellent adult-learner centered programming that is personally transformative, professionally relevant, and responsive to the diverse global workforce and community needs of the North Central MA region, Commonwealth, nation and world.

Vision- To be the leading state University provider of graduate and continuing education programming and serve as a national model for state Universities.

II Personnel:

List all staff and note all personnel changes that occurred during 23-24.

<i>Name</i>	<i>Position and Status</i>
Amber Deschenes	Assistant Director of Enrollment - Was promoted to Director of SGOCE Operations in April 2024. This position is now vacant and in the process of rehire. - Changed/Current
Amy Tibbetts	(part-time) MBA Coordinator - Current
Becky Copper-Glenz	Dean of SGOCE - Current
Brian Schremser	Outreach and Recruitment Coordinator - Resigned from his position in December 2023. The position is vacant and in the process of rehire.
Dalia Marzuca	Administrative Assistant - Extended Campus - Current
Dani Langdon	Assistant Director of Prof Stud and Ext Campus - Current
Denise Bertand	Administrative Assistant - Dean and SGOCE - Current
Elena Arranz Alonso	Director of Operations - Resigned from her position in December 2023. Position has been rehired/Amber Descenes.

Erin Turchetta	Director of Enrollment - Resigned from her position in December 2023. Position has been rehired/Peter August.
Jennifer Murray	Coordinator of student service/advising - Promoted to Assistant Director of Enrollment - Student service and advising - Current
Lisa Moison	Associate Dean of SGOCE - Current
Mary Gowdy	Associate Director of Enrollment - International - New Position Started in June 2023.
Meagan Martin	Instructional Designer - Current
Ralph Fasano	Director of Digital Learning - Current
Tracy McGrath	Administrative Assistant - Center for Prof. Stud - Current

Assistant Director of Graduate Admissions - This position is vacant. Peter August transitioned from this position to the Assistant Dean of Enrollment position in April 2024. This position reports to the Admissions office but has a dotted line report to the SGOCE Assistant Dean of Enrollment

Staff Updates

Three positions are open as of May 2024. These include the Assistant Director of Enrollment/Retention, Assistant Director of Enrollment/Outreach and Recruitment and Assistant Director of SGOCE Admissions Operations.

Three staff members resigned and left their positions in December 2023. Two of these positions were filled with SGOCE team members which created 2 different job openings. One of the positions had a failed search this spring so it has been reposted. We hope to have all 3 positions filled by August 2024.

The staffing changes created a significant challenge for the spring semester as all remaining team members had to take on extra work and we were not able to spend as much time on special projects or planning.

III Facilities/Equipment:

List any new facilities/equipment/software etc. acquired during 22-23.

NA

IV Budget Expenditure Analysis:

Was the budget expended as planned? Were additions/changes made, and if so, explain.

There were no major changes in expenditures.

V Programs/Activities:

List major campus activities, events etc. that the office participated in/supported; committees served; community outreach; etc. List events provided to current and prospective students. Also, provide professional development of all staff.

- **The team had 3 discussion topics on DEI subjects** during our team meetings. We normally schedule one each month however staffing changes impacted our ability to maintain these as planned this year. Topics included:

- War in Israel - Reactions on US Campuses/Presidential backlash
- Equity Literacy
- Jewish student enrollment declines in higher ed/current climate in higher ed

New Student Events

- Undergraduate Orientation (August 2023, January 2024)
- Graduate Orientation (August 2023)
- Graduate Orientation (January 2024)
- Graduate Orientation (May 2024)

Internal recruitment events for all SGOCE programs

- Ask Me Anything - every second Wednesday of the month at 3:00pm
- Fitchburg State Rock the Block (September 2023)
- Fitchburg State Internship and Job Fair (October 2023)
- Fall UG Day School Open House (October 2023)
- Fitchburg State Graduate Education Exploration Day (November 2023)
- International Application Workshop (November 2023)
- Fitchburg State Health and Life Sciences Career Fair (February 2024)
- Future Falcon Day (March 2024)
- Fitchburg State Career Fair (March 2024)
- Graduate Open House (April 2024)

External recruitment events for all SGOCE programs

Groton Fest (Sept. 2023)

- Eastern CT State University Grad Fair (Sept. 2023)
- Work North Central Hiring Event (October 2023)

Providence College Career Expo (Graduate School and Programs Fair) (October 2023)

- Keene State Grad Fair (Oct. 2023)
- SUNY Albany Grad Fair (Oct. 2023)
- Assumption University Grad Fair (Oct. 2023)
- University of New Hampshire Grad Fair (October 2023)

- Nashoba Falling Hiring Expo (October 2023)
- Quinsigamond CC College Fair (Oct. 2023)
- Roger Williams Grad Fair (Nov. 2023)
- Middlesex Community College Fair (April 2024)

External Recruitment Events for Specific SGOCE Programs

- NEACOP Annual Training Conference (November 2023)
- ACTE CareerTech VISION Conference (November 2023)
- Framingham Public Schools Teacher Career Expo (March 2024)
- Taste of Nashoba Valley (March 2024)
- Massachusetts Music Educators Association Conference (March 2024)
- Massachusetts Chiefs of Police Association Annual Trade Show (April 2024)
- Worcester Public Schools Higher Education Fair (May 2024)
- MATSOL Annual Conference (May 2024)
- CFNA - Canadian Forensic Nursing Symposium (will take place June 2024)

Internal Recruitment Events for Specific SGOCE Programs

- Virtual Forensic Nursing Info Session (October 2023)
- M.S. Criminal Justice Drop in Session (November 2023)
- M.S. Applied Communication Studies Info Session (November 2023)
- LPN Information Session (F2F and Virtual) (December 2023)
- M.S. Construction Mgmt Virtual Info Session (March 2024)
- Fitchburg State Law Enforcement Career Fair April 2024
- Arts Educ Webinar April 2024
- Dyslexia Specialist/Wilson Language Info Session (April 2024)
- MA in English (Faculty Spotlight) (April 2024)
- M.S. Criminal Justice Webinar (April 2024)
- M.S. Applied Communication Studies Webinar (April 2024)

Special Events

- Anthony Building Connection Events - Organized and facilitated a fall Anthony Building event to connect with staff/share updates.
- Faculty Dinner/Development - Offered an SGOCE development dinner in November.
- Organized an AP Luncheon and University Review in May 2024
- Digital Learning Hosted SGOCE Faculty Development Days in August 2023.
- SGOCE Virtual Fall faculty and chairs meetings in fall 2023.

University Committee Participation

ALFA Board - Lisa Moison is the University Liaison/Member

Data Integrity Committee - Peter August

Graduate Council - SGOCE team representation - Becky Copper Glenz, Jennifer Murray as the student representative and Denise Bertrand as the notetaker
Student Success Taskforce - Amber Deschenes as the representative
Graduate Holistic Admissions Taskforce - Led by Erin Turchetta and SGOCE team participants include Brian Schremser, Amber Deschenes and Jennifer Murray
Transfer Student Taskforce - Led by Becky Copper-Glenz, SGOCE participants included Brian Schremser and Erin Turchetta
Technology Committee - Meagan Martin as the SGOCE representative
Commencement Committee - Becky Copper Glenz
MSCA Professional Development Committee - Academic Affairs Rep. - Becky Copper Glenz
Partnership/Workforce Development Taskforce - Lisa Moison, Brian Schremser and Becky Copper Glenz are SGOCE representatives
Library/IT/Disability Services and SGOCE group - Ralph Fasano is our representative
OER Committee - Meagan Martin / Ralph substitutes if Meagan is not available
ROTEL Grant Committee - - Ralph Fasano and Meagan Martin
Center for Teaching and Learning (CTL) - Ralph Fasano participates in regular meetings with the center faculty and collaborates on CTL offerings.

External Organizations

ACE MA Women's Network - Becky Copper Glenz/Board Member
Boys and Girls Club Fitchburg/Leominster - Board Member - Lisa Moison
North Central Healthcare Anchor Collaborative - Lisa Moison serves as the SGOCE Liaison and one of the University Leader Representatives
MA Healthy Aging Collaborative - Lisa Moison is the University Representative
MA Online Consortium - Ralph Fasano is the University Representative
NC-SARA - Ralph Fasano is the University Representative
Society for College and University Planning (SCUP) - Becky Copper-Glenz Northeast Council Member

Professional Development

Student Billing and Relationship to Retention Webinar with Touchnet (July 2025) - Presented by Becky Copper-Glenz and Brian Schremser
NEGAP - Regional (Fall 2023) - Enrollment team participated (Jen, Brian and Erin)
National 2023 Slate Conference (August) - Peter August participated
NECHE 2023 Annual Meeting - Beck,y Copper Glenz Attended
National 2024 UPCEA Conference (March)- Lisa Moison, Dani Langan, Ralph Fasano, Becky Copper-Glenz and Jennifer Murrary participated. Brian Schremser and Becky

Copper Glenz Presented on “Improving Access and Student Success By Rethinking Student Billing Processes - Project Update”.

National 2024 NAFSA Conference (May) - Mary Gowdy participated

Webinar Online and Distance Education Key Regulatory updates - Ralph Fasano

Bb Ultra Webinars and Trainings and AAC&U Training with II Workshops - Ralph Fasano and Meagan Martin

VI Action Plan for 2023-2024:

(Insert your 22-23 Action Plan from last year's report)

Planned Initiatives for 2023-24	Academic Plan Association	Associated Strategic Plan Goal & Strategy Goal # followed by Strategy # ex: 3.2	Indicate if a DEI initiative and Budget Links
<p>Goal 1- Forge Innovative Paths to Knowledge Acquisition, Career Readiness, Social Mobility and Lifelong Learning - To be addressed by:</p> <ol style="list-style-type: none"> 1. Work on creating a dual masters degree with the on-campus Computer Science and MBA program to address international student demand. 2. Explore with Deans and Department/Program Chairs Opportunities for new programming/credit or non-credit at a Chairs meeting or workshop. 3. Continue to investigate the option of adding online accelerated bachelor degree options like Psychology. 4. CPS will offer at least one K-12 education related digital badge for technology related professional development programming. 	<p>Curriculum and Scholarship - New Academic Offerings</p> <p>New bachelor and master degree options</p> <p>Broadened workforce development opportunities.</p>	<p>Strat Goal 1 #4, #5 #6</p>	<p>Program Dev Budget</p>

<p>Goal 2- Become a Model Student-Ready University and Narrow the Achievement Gap. To be addressed by:</p> <ol style="list-style-type: none"> 1. Implement the recommendations from the holistic SGOCE admissions taskforce and launch a way to assess. 2. Complete the development of an SGOCE assessment plan that includes a schedule of reports, a timeline for distribution and a dedicated day for team assessment activities. 3. Convene a minimum of 2 activities focused on DEI related topics for staff and/or faculty. 4. Launch, complete, analyze and share the results of the NOEL Levitz survey for online programs. Work with student affairs on this project to identify gap areas of student service/resources. 5. Continue the work of the transfer taskforce for SGOCE transfer students and implement recommendations from AY 23. 6. Develop an academic integrity workshop for on-campus graduate programs 	<p>Student Academic Success</p> <ul style="list-style-type: none"> ● Access and Inclusivity <p>Innovative Support Mechanisms</p>	<p>Strat Goal 2 #1, #2,, #3, #4, #5 and #6</p>	<p>DEI</p> <p>Support for workshops/initiatives</p>
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<p>in collaborations with key stakeholders.</p>			
<p>.Goal 3- Be an engine of social economic, civic and cultural development in our city and establish a college-town feel around the University</p> <p>To be addressed by:</p> <ol style="list-style-type: none"> 1. Create or enhance at least one new program to serve community or regional workforce needs. 2. Continue to expand and/or build new relationships with regional employers and community organizations to include at least 2 new partnerships or expansions. 3. Propose a partnership tuition discount pilot program with no more than 3 partners that offer tuition assistance benefits to their employees. 4. Review the ALFA organizational structure and work on creating a memorandum of understanding to clarify the role of the University and the ALFA Board. 5. Review and resubmit plan to become an age-friendly campus. 	<p>Community Building Partnerships</p> <p>Become an age friendly campus</p>	<p>Strat Goal 3</p> <p>#3, #5, #6</p>	<p>Plan/estimate for tuition discount program</p> <p>Fund attendance at regional events and outreach activities</p>

<p>Goal 4- Establish inclusive excellence, innovation and environmental stewardship as signature strengths. To be addressed by:</p> <ol style="list-style-type: none"> 1. Complete development of reports and to identify current information about SGOCE faculty demographics. Work with HR and program Chairs to identify gaps and develop plans to address. 2. Develop and offer a workshop for SGOCE chairs to strengthen their understanding of their chair role and provide them with resources to assist with assessment, student advising, SSC/Navigate Use and faculty support. 3. Develop and offer a minimum of 4 workshops for faculty development through Digital Learning in collaboration with the Center for Teaching and Learning. 4. Relaunch the fundamentals of online Instruction certificate and encourage a minimum of 	<p>Scholarship-Access and Inclusivity</p> <p>Expanding pedagogical scholarship through our Center for Teaching and Learning</p> <p>Structure and Operations</p> <p>The annual assessment process</p> <p>Increased use of SSC/Navigate</p>	<p>Strat Goal 4 #4, #5</p>	<p>Support for chair workshops ,resources to support teaching and learning and online badging</p>

<p>10 faculty to complete the program. Launch a digital badging option for faculty that complete.</p> <p>5. Update the SGOCE website for faculty resources and chair resources for course scheduling.</p> <p>6. Create and distribute an SGOCE Newsletter.</p>			
<p>Goal 5- Asset out distinctive value proposition and institutional learning outcomes boldly and widely:</p> <p>1. 1. Work with Graduate Council to review the Institutional Learning Outcomes (ISLOs) and determine how they link to Graduate programs. Collaboration with SGOCE chairs to develop a final summary and recommendations for connecting ISLOs to Graduate programs.</p> <p>2. Develop 2023-2024 and a 2023-2027 SGOCE enrollment plan in collaboration with Academic Deans and AVP for Enrollment MGMT to include International Enrollment.</p> <p>3. Build marketing plans and targeted enrollment</p>	<p>Student Academic Success</p> <p>Conducting policy audits across campus units</p> <p>Creating a forum for sharing and disseminating information</p> <p>Creating a forum for sharing and disseminating information</p>	<p>Strat Goal 5 #3, #5, #6</p>	<p>DEI - Student billing</p> <p>Resources for recruitment, outreach and marketing</p>

<p>goals for identified priority programs for the year in collaboration with the deans, SGOCE chairs and enrollment team.</p> <p>4. Connect with Alumni to develop an alumni communication plan for promotion of all SGOCE programs including non-degree/CPS options.</p> <p>5. Continue working with the student billing and calendar change project. Report findings to the University community with recommendations.</p> <p>6. Digital Learning will complete the open learning course development project with Dr. Moody to offer a course through Coursera using an awarded University Innovation Grant.</p>			
<p>Goal 6- Steward physical and financial resources and navigate a path to long-term organizational sustainability.</p> <p>1. Conduct market research to identify ways to expand international student enrollment in collaboration with the admissions office and the International Education Office.</p>	<p>Student Academic Access</p> <p>Innovative support mechanisms: Assessing and strengthening academic support</p> <p>Diversifying academic support delivery methods in order to meet</p>	<p>Strat Goal 6 #3, #4 and #6</p>	<p>Support for new registration system and integration, market research and LMS exploration.</p>

<p>2. Research, identify and implement a new registration system for non-degree seeking students to increase efficiency and enrollment with this population.</p> <p>3. Explore opportunities to seek donors that will support graduate assistantships and graduate scholarships in collaboration with the Alumni and Development offices.</p> <p>4. Continue to lead the exploration of LMS systems in partnership with IT, Academic Affairs, Faculty and Staff. This is a large scale project with multiple stakeholders to span the academic year.</p>	<p>students where they are;</p>		
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VII Assessment Report for 2023-24

Were the Action Plan objectives met? Provide in list or table format that parallels item VI above.

<p>Planned Initiatives for 2023-24</p>	<p>Assessment/updates</p>
<p>Goal 1- Forge Innovative Paths to Knowledge Acquisition, Career Readiness, Social Mobility and Lifelong Learning - To be addressed by:</p>	<p>1. We did not move forward this year with exploring the dual MBA and Computer Science degree. Managing the larger applicant pool and streamlining course</p>

<ol style="list-style-type: none"> 1. Work on creating a dual masters degree with the on-campus Computer Science and MBA program to address international student demand. 2. Explore with Deans and Department/Program Chairs Opportunities for new programming/credit or non-credit at a Chairs meeting or workshop. 3. Continue to investigate the option of adding online accelerated bachelor degree options like Psychology. 4. CPS will offer at least one K-12 education related digital badge for technology related professional development programming. 	<p>planning was a priority for the MS Computer Science program this year over this initiative.</p> <ol style="list-style-type: none"> 2. Work with UPCEA to initiate a market research project that will be shared with the Deans/Chairs in the upcoming year. 3. The Psychological sciences dept. was not yet ready to move forward this year but we will try again next year. 4. CPS offered a Brain-Based Lesson Design and a Paraeducator Skills course with Polus Center and granted digital badges.
<p>Goal 2- Become a Model Student-Ready University and Narrow the Achievement Gap. To be addressed by:</p> <ol style="list-style-type: none"> 1. Implement the recommendations from the holistic SGOCE admissions taskforce and launch a way to assess. 2. Complete the development of an SGOCE assessment plan that includes a schedule of reports, a timeline for distribution and a dedicated day for team assessment activities. 3. Convene a minimum of 2 activities focused on DEI related topics for staff and/or faculty. 4. Launch, complete, analyze and share the results of the NOEL Levitz survey for online programs. Work with student affairs on this project to identify gap areas of student service/resources. 5. Continue the work of the transfer taskforce for SGOCE transfer students and implement recommendations from AY 23. 6. Develop an academic integrity workshop for on-campus graduate programs in collaborations with key stakeholders. 	<ol style="list-style-type: none"> 1. Admissions criteria was for several programs removing the need to 2. SGOCE assessment efforts expanded and we held a staff assessment planning day in Spring 2024, to confirm our core activities and discussed a plan to assess. Resignation of Ops Director impacted our ability to fully implement/complete. 3. The team held more than 2 team discussions on DEI related topics as part of our team meetings. 4. The Noel Levitz survey was completed and analyzed. Results will be published this summer and presented in the fall. 5. The transfer taskforce shared the findings from 22-23 with senior leadership and agreed to conduct the survey again in 24-25. 6. Digital Learning did create resources/meeting related to use of tools such as Turnitin and ChatGPT in the classroom. Continues to work with University committees focused on academic integrity.
<p>.Goal 3- Be an engine of social economic, civic and cultural development in our city and establish a college-town feel around the University</p>	<ol style="list-style-type: none"> 1. Offered several CPS courses to serve community workforce needs for example the Fall workshop “Using Artificial Intelligence, ChatGPT and Emerging

<p>To be addressed by:</p> <ol style="list-style-type: none"> 1. Create or enhance at least one new program to serve community or regional workforce needs. 2. Continue to expand and/or build new relationships with regional employers and community organizations to include at least 2 new partnerships or expansions. 3. Propose a partnership tuition discount pilot program with no more than 3 partners that offer tuition assistance benefits to their employees. 4. Review the ALFA organizational structure and work on creating a memorandum of understanding to clarify the role of the University and the ALFA Board. 5. Review and resubmit plan to become an age-friendly campus. 	<p>Technologies to Enhance Learning”. In discussion on SCRUM training</p> <ol style="list-style-type: none"> 2. In discussion with Serv Safe Manager training collaboration with the Fitchburg Food Hub and added a new EXT partner with Northeast Metropolitan Tech for Occ Ed. In discussion with the Polus Center/Donnelly Grant and Perkins Institute. 3. Offered a discount for LUK and in review for MTA. 4. External consultant hired to begin the work of organization review/planning for a restructure. 5. Will review this plan in upcoming years once the work with the consultant has completed later in 2024.
<p>Goal 4- Establish inclusive excellence, innovation and environmental stewardship as signature strengths. To be addressed by:</p> <ol style="list-style-type: none"> 1. Complete development of reports and to identify current information about SGOCE faculty demographics. Work with HR and program Chairs to identify gaps and develop plans to address. 2. Develop and offer a workshop for SGOCE chairs to strengthen their understanding of their chair role and provide them with resources to assist with assessment, student advising, SSC/Navigate Use and faculty support. 3. Develop and offer a minimum of 4 workshops for faculty development through Digital Learning in collaboration with the Center for Teaching and Learning. 4. Relaunch the fundamentals of online Instruction certificate and encourage a minimum of 10 faculty to complete the program. Launch a digital badging option for faculty that complete. 	<ol style="list-style-type: none"> 1. Worked with HR to gather a report showing SGOCE Faculty demographics. Continued to work on identify gaps and exploring areas to address. Work will continue into next year. 2. Developed and presented a chairs workshop in August 23. Another workshop will take place in summer 24. 3. Digital Learning worked with the CTL to offer a number of workshops/resources for faculty including rolling out 2 digital badges for faculty and a number of trainings on things like AI and Bb Grading Center, Bb Ultra etc. 4. Over 25 faculty completed the relaunched fundamentals of online instruction. 5. The website was updated for faculty and chair resources.

<p>5. Update the SGOCE website for faculty resources and chair resources for course scheduling.</p> <p>6. Create and distribute an SGOCE Newsletter.</p>	<p>6. The SGOCE Newsletter was placed on hold this year. A Digital Learning Newsletter was created and sent.</p>
<p>Goal 5- Asset out distinctive value proposition and institutional learning outcomes boldly and widely:</p> <ol style="list-style-type: none"> 1. Work with Graduate Council to review the Institutional Learning Outcomes (ISLOs) and determine how they link to Graduate programs. Collaboration with SGOCE chairs to develop a final summary and recommendations for connecting ISLOs to Graduate programs. 2. Develop 2023-2024 and a 2023-2027 SGOCE enrollment plan in collaboration with Academic Deans and AVP for Enrollment MGMT to include International Enrollment. 3. Build marketing plans and targeted enrollment goals for identified priority programs for the year in collaboration with the deans, SGOCE chairs and enrollment team. 4. Connect with Alumni to develop an alumni communication plan for promotion of all SGOCE programs including non-degree/CPS options. 5. Continue working with the student billing and calendar change project. Report findings to the University community with recommendations. 6. Digital Learning will complete the open learning course development project with Dr. Moody to offer a course through Coursera using an awarded University Innovation Grant. 	<ol style="list-style-type: none"> 1. Work continued with the Provost, IR Department Chairs and Grad Council to create ISLO's for graduate programs This work will be finalized by Fall 2024. 2. A draft enrollment plan was developed. 3. Marketing plans are included in the enrollment plan. 4. Connected with Alumni and will explore more options in the upcoming year once we are fully staffed. 5. Completed the plan to update the student billing process and received approval to implement in 2024-2025. 6. Digital learning worked on the open learning course development project and the work will continue into the next academic year.
<p>Goal 6- Steward physical and financial resources and navigate a path to long-term organizational sustainability.</p> <ol style="list-style-type: none"> 1. Conduct market research to identify ways to expand international student enrollment in collaboration with the admissions office and the International Education Office. 	<ol style="list-style-type: none"> 1. Market research was conducted and will be shared with the international strategic enrollment planning team. 2. A new registration system for non-degree seeking students was implemented using Constituo. 3. Did not make progress on seeking donors for SGOCE this year.

<ol style="list-style-type: none"> 2. Research, identify and implement a new registration system for non-degree seeking students to increase efficiency and enrollment with this population. 3. Explore opportunities to seek donors that will support graduate assistantships and graduate scholarships in collaboration with the Alumni and Development offices. 4. Continue to lead the exploration of LMS systems in partnership with IT, Academic Affairs, Faculty and Staff. This is a large scale project with multiple stakeholders to span the academic year. 	<ol style="list-style-type: none"> 4. Shifted priorities to focus on implementing Bb Ultra as original Bb is going away. Digital Learning has developed a plan to move forward. We will explore LMS project again in 25-26.
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VIII Other Accomplishments:

List accomplishments not already captured above.

Operational Improvements such as:

- Moved all SGOCE files from the shared drive to Google Drive to improve access/efficiency
- Used Dynamic forms to streamline the following process SAP Appeal, PLA requests and approvals and the ALFA course proposal requests.
- Updated Leave of Absence process to improve processing and communication
- Updated Syllabi collection process/ made syllabi accessible to chairs

Enrollment Team Updates

- New Student orientation was revised and launched through a Bb platform. Will expand to add new options for all SGOCE student audiences.
- Conducted first meeting with International students with the expectation to set-up a student group or org. As a result we have decided to offer one student meeting each semester moving forward.

Digital Learning Updates

- Honorlock, Harmonize and Bb Ultra Pilot studies were conducted, completed and analyzed. Results will be used to assist faculty in the future with utilizing these technologies in their classrooms to improve learning experiences.
- Developed a Bb Ultra course template that will be used by faculty in the roll-out plan this year.
- Test proctoring workshop was conducted.

CPS/Extended Campus

- Worked with IT and Registrar's Office on updated process for notifying EXT/CPS instructors on grade entry.

- CPS Website course offering template and updating plan for easier navigation
- Completed Wilson Language Training Self-Study for accreditation.

Credit Based New Programming

- Received approval at Grad Council to change all CAGS degrees to Ed.S. degrees
- Received approval at Grad Council to change the name of the M.Ed. Campus based Curriculum and Teaching program to Pedagogy and Learning.
- Curriculum changes to the OAP EDLM and Curriculum and Teaching programs to reduce required credits and open curriculum to allow students from outside of K-12 to participate without needing classroom access.
- Admitted 27 new students into the Lowell CAGS in EDLM program
- Approved new concentration in campus based Curriculum and Teaching Program - Teaching English as a Second Language (TESL0 concentration
- Curriculum updates were made for the Extended Campus Grade Ed programs with Accept

Non-Credit Programming

- Wilson level I certification
- Wilson introductory course
- Using Artificial Intelligence, ChatGPT and Emerging Technologies to Enhance Learning
- Getting Started: Canva for Education
- MTEL Prep workshop
- Introduction to the LGBTQIA+ Student Experience
- Brain-Based Lesson Design
- Paraeducator Skills - Polus Center - Launches July 2024
- Using Technology to Support Students with Disabilities: Special Education in the Classroom
- Using Technology to Support Sheltered English Immersion (SEI) in the Classroom
- Chosen by College Board to offer the new APSI African American Studies section
- Negotiated with the Boston Public Schools to send their teachers to our FY24 APSI

IX Action Plan 2024-2025: [See link to action plan](#)

Updates to the Action Plan may be submitted via a revised Annual Report.

X Reflection:

Overall this was a very challenging year for SGOCE as we lost 3 staff members in the month of December and through the search process hired 2 SGOCE internal candidates

and failed one of the searches. This leaves us with 3 open positions as we move into the summer of 2024. We have had to step back from some of our projects to focus on maintaining daily operations due to the staffing shortage and all team members have had to adjust/assist where needed. Despite the staffing shortage we were able to maintain enrollment and daily activities for the year and complete several core tasks such as updating the orientation program for SGOCE students, gaining approval to change the student billing process for SGOCE students, preparing for the roll-out of Bb Ultra for all online programs/courses, roll out Constituo for all non-credit programming and changing all of the CAGS degrees to Ed.S. degrees. These accomplishments all set the stage for a much broader impact in future years to improve student learning and the student experience, increase enrollments and streamline operations.