In spring 2013, Queensborough conducted an assessment of its Freshman Academies, established in fall 2009, with participants from the Offices of Academic Affairs and Student Affairs and the faculty. As a result of this review, and with the strong backing of our President, Dr. Diane Bova Call, the College has implemented four major changes to our model, as of fall 2013: the Freshman Coordinators and Academic Advisers were merged to become Academy Advisers, and the Freshman Academies became the Queensborough Academies, serving students throughout their career at the college; the six Academies became five, with Education folded into the Liberal Arts Academy; the list of High Impact Practices was revised and expanded; and the Academies Assessment Protocol was revised, with IRB approval as needed, to reflect these changes.

President Call has designated the Queensborough Academies as our primary student success focus, emphasizing a three-pronged approach: Academic Advisement, High Impact Practices and Technology.

**Advisement:** The role of Academic Adviser has been modified to reflect a caseload model of intervention. Students now have one Adviser from entry to exit.

**High Impact Practices:** Seven High Impact Practices are now supported through the Center for Excellence in Teaching and Learning (CETL). Each HIP has at least one dedicated Program Coordinator who has assisted in identifying Student Learning Outcomes. These outcomes will drive professional development focused on backward-course design, reflection and HIP-specific workshops.

**Technology:** Starfish, an early alert and student tracking system, has been launched. Faculty use this electronic tool to identify students who are at risk, promoting contact between students and their Advisers. This system also works to track student use of our Learning Center.

Queensborough Community College’s newly designed website represents the multitude of changes that have taken place at our campus. The new design was created to help facilitate user access and streamline the way information is presented. At the heart of the user experience is the Academics page which introduces the user to the Queensborough Academies, showcases Programs of Study, connects students to Pathways revised curricula, provides information on Articulation Agreements and introduces students to Career Traq. The first of its kind in CUNY, this database connects students to career opportunities that match their curricular experiences.

**These changes guide our students on a path to timely graduation with support for their journey.**