Online Student Services
Playbook

Playbook Introduction

To provide exemplary wraparound support to online learners, this Playbook outlines quarterly tasks and communication protocols across key student support areas: Academic Advising, Career Advising, and Learning Support. Positive and negative student behavior triggers drive interventions from the Online Student Support Team, focused on collaborative and early outreach. Triggers are simply behaviors that online students exhibit that signal us to start a communication protocol to help students successfully navigate that behavior.

Many of the triggers are "negative" in nature; these triggers represent at-risk behavior that have been thoroughly researched in online education as those that represent a risk for attrition and/or poor course performance. These triggers typically create a follow-up protocol from the Support Team to inform the student of the behavior, offer solutions, and then it outlines a system of monitoring to see if the student rectifies the behavior. Some of the triggers are "positive" and the communication protocols are ways for us to keep in touch with students and reward them for positive online student behaviors (e.g., high grade achievement).

Each trigger and its associated protocol have a series of email and phone scripts that should be used in the communications. These scripts foster a consistent experience to our students and help to evaluate the efficacy of the term-to-term efforts.

In addition to triggers, communication protocols and scripts, this playbook also contains an Advising Department Checklist, Career Advisor Checklist, and Learning Support Procedures. This content streamlines operations and ensure timely inter-departmental communication. The checklists are used to drive the content of weekly Online Student Services meetings, to increase accountability and to provide space to discuss course- and student-level interventions.

Guiding Principles

Online Student Services provides wraparound support to online students through a close partnership with the online Academic Advisors, online Student Success Coaches, online Career Advisor, Learning Support staff, and online faculty. A holistic advising experience undergirds students achieving their academic, personal and career goals.

The Online Student Services unit partners closely with the Academic Advising and Learning Support, Career Bridge, online retention staff, and faculty. A high-touch academic coaching model is followed for the online adult transfer and graduate student populations, utilizing best practices from across the university and a data-informed approach.

Online Academic Advisors advise on degree requirements, assist with course registration, and create degree plans that map out the academic path through graduation. The Academic Advising model includes monitoring student performance to identify early at-risk behaviors and interventions to mitigate those risk factors. Academic Advisors and Success Coaches arm students with the information and resources they need to be successful in their courses and leave NLU with a sense of purpose and an eye for changing their communities for the better.

The NLU Online Career Bridge provides strategic career development milestones to prepare graduates for employment in their chosen careers.

What we stand for:

- ✓ Ensuring students are PREPARED to obtain great opportunities through the development of career preparation strategies throughout the institution.
- ✓ CONNECTing students to hands-on learning experiences that will grow their knowledge, skills and marketability.
- ✓ BUILDing top connections with employer partners to ultimately launch graduates into in-demand, degree-requiring positions, and to promote the upward mobility of our graduates.

The Online Career Bridge partners closely with the online Success Coaches and Academic Advisors to provide a holistic student experience to help them achieve their academic, personal and career goals.

Moreover, the Online Career Advisor is a partner in a student's educational journey and develops programs toward that end.

The Online Support Team monitors students' career goals to guide students on a personalized and impactful journey towards a fulfilling career after graduation. Through the curriculum and engaging events, students are equipped with the information and resources they need to achieve a meaningful career.

Program Learning Outcomes for Advising:

PLO-1 The Academic Advising Center strives to serve students using effective and knowledgeable advising and career milestones and policies so they persist through graduation.

PLO-2 The Academic Advising Center is committed to providing ongoing advisor training and development through internal and professional development opportunities.

PLO-3 The Academic Advising Center will use data and metrics to inform and improve advising practices and services.

Program Learning Outcomes for Career Bridge:

PLO-1 Provide students career counseling appointments with career advisors.

PLO-2 Provide job search guidance, including reviews of cover letters and resumes.

PLO-3 Provide opportunities for students to connect with prospective employers for full time jobs and internships.

PLO-4 Provide workshops and information sessions to groups of students in classes and through events.

Contents

Online Support Team

- Director of Online Student Services

- Online Academic Advisor: proactively advise and support students to ensure retention and graduation, implementing quarterly plans to register and retain continuing and stop out students, meeting established retention and completion rate goals for the program students

- Online Career Advisor: Serve as primary university support for online students in their job search strategies and in meeting their overall career goals
  - Develops and implements outreach strategy to drive the completion of career milestones and development activities among student population through collaboration with success coaches, advisors and faculty
  - Tracks career readiness milestones and employment outcomes in a systematic way, providing regular data updates to the Director of Online Student Services and other academic and administrative leadership
  - Develops online career readiness programming to engage with students in classes and through virtual workshops.

- Student Success Coach: A success coach is someone who encourages students to follow through with what they started when they begin to doubt themselves or run into obstacles. Someone who instills pride into students when they may not have pride in themselves. A success coach makes it their primary goal to ensure that students achieve their academic, personal and professional goals. They do this by engaging with students throughout their academic journey. Whether it's providing guidance on coursework or helping find financial assistance, your goal is to ensure students have all the pieces in place to graduate.

- Director of Online Academics

- Associate Director of Online Instruction

- Manager of Learning Support

Key Performance Indicators

The Online Advising Team prides itself on student success and therefore holds itself accountable to the following Key Performance Metrics for the Academic Year 2019-2020. These outcomes are measured and evaluated each term and used to inform this Playbook and future revisions to it.

1. Term-to-Term Retention
   a. Achieve 90% first to second term persistence in selected undergraduate programs that are part of first-term course pilot
2. Meeting Advising Assessment Milestones:
   a. Students will be accomplished in articulating who their advisor is, how courses pertain to degree and estimate degree completion timeline.
   b. career milestones assignments for completion.
   c. active students respond by milestones to identify how to add/drop classes, review evaluation on portal, sign degree plan, understand course differences for electives

The Online Career Bridge (CB) prides itself on student success and therefore holds itself accountable to the following Key Performance Metrics each academic year. These outcomes are measured and evaluated each term and used to inform this Playbook and future revisions to it.

1. Employment Rate
   a. Achieve 90% in-field employment*
2. Meeting Online Career Bridge Milestones (all "by graduation"):
   a. Students will register for Handshake.
   b. Students will create and/or revise their professional resumes and upload into Handshake, and have resume approved by Career Advisor.
   c. Students will complete a full LinkedIn profile and obtain at least 100 connections.
   d. Students will create a professional cover letter and upload into Handshake, and have resume approved by Career Advisor.
   e. Students will create and refine an Elevator Pitch to articulate who they are and what their career aspirations are.

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f. Students will complete a mock interview (InterviewStream).
g. Students will complete exploratory/informational interviews with someone in their field of choice.
h. Students will convey their Post-College Plan to their Career Advisor, Success Coach, or Academic Advisor.
i. Students will have an Interaction with Career Bridge, such as attending an online webinar, networking event, or career fair.

*Definition of Employment rate: student self-reported obtainment of employment upon graduation in their chosen field utilizing the skills they obtained in their program at NLU. This rate also includes students who indicated they received a promotion due to their program completion. This rate is reported based on the responses and does not indicate a percentage *out of the graduate* count rate.

Advising Checklist

Task	When	Who	Data Source
1. Run stop-out report for upcoming term for all students not registered a. Identify holds and work with FA	1 month after term start, 3 weeks later and then periodically starting at 6 weeks prior to start	Courtney	Tableau
2. Welcome emails to new students a. Include invite to Zoom Online New Student Success Webinar	4 weeks prior to start & 2 weeks prior to start (ongoing as students are registered)	Director of Online Student Services	Advising generated templates
3. Reschedule students who have failed a course/pre-req	3 weeks prior to start OR as soon as grades are available for course	Advisors	Registrar Grade report disseminated by Advising; spreadsheet saved to shared drive.
4. SAP advising and plans	2 weeks prior to start OR as soon as SAP lists come out	Advisors	SF list dispersed by Veronica
5. Invite to Webinars & Reminder to log into INT 101 (SF, Online Student Success, Career)	2 weeks prior to start	Advisors, ES	Email list provided by Helix enrollment

6. Classes are open reminder	1.5 weeks prior to start	Coach	Retain
7. Welcome to the first week calls	Week 1	Coach	Retain
8. Weekly student support meeting a. Review reports: D2L logins, D2L grades, EAB alerts, stop-out, LS referrals	Week 1 – Thursdays Frequency: Weekly	Coaches, Advisors, Learning Support, Faculty	Tableau reports sent daily by Veronica; Retain

9. Start attendance run & start triggers for
   a. New student 72-hour Trigger
   b. Returning student 72- hour Trigger
	Start at Week 1 – Day 3
	
	Frequency: Daily after 8AM Central.
		Coach	Retain

10. D2L grades report a. Missing/Failed Grade Trigger	Start at Week 2 – Day 2 Frequency: Weekly on Thursdays.	Advisors	Tableau report sent daily by Courtney

11. EAB alert follow-up a. Flag subject determines trigger (tutoring, grades, low attendance)	Start at Week 2 Frequency: daily	Advisors, Coach	EAB emails sent directly to advisors & coach

12. All SAP plans due
    a. EAB referral to LS
    b. EAB watchlist created
	Week 2	Advisors and FA	

13. Degree Plans sent to New Students	Week 2 of student's first course	Advisors	Student list saved in Advising Helix DP folder weekly by Veronica; complete within 1 week of registration
14. Motivational Email	Week 2	Advisors	Courtney sends copies of HTML emails
15. New student non-attendance outreach	Week 1, Day 4 of add/drop	Advisors, Helix Staff, Veronica, Chris	Students with no established attendance receive non-attendance alert from Advisor and are dropped if no engagement
16. Start Net Meeting	Monday of Week 2	Helix staff, Chris, Veronica	Helix reports, Attendance tracker
17. Midpoint check in with SAP list	Week 3, 5, or 8	Coach	Midpoint check in with SAP list
18. Run Stop-out Report a. Check for students who are not registered for next term – run Schedule Trigger	Week 4 Frequency: every 3 weeks	Veronica	Tableau report generated by Veronica

19. Stop Out Outreach and EAB Campaigns	Week 4	Academic Advisors	Stop Out list
20. Midpoint check in with SAP list	Week 3, 5, or 8	Coach	
21. Midterm Motivational Email	Week 6	Advisors	Courtney sends template from Marketing
22. Reschedule failed and withdrawn classes	Week 11	Advisors	Registrar grade report

23. Quarterly debrief/reflection
    a. Use reflection rubric to evaluate results and make changes for future terms
    b. Review retention metrics
	By week 10 of subsequent term	Helix team, online faculty, Pod, Success Coaches, Chris, Nate	

Online Career Bridge Checklist

Task	When	Who	Data Source
1. Participate in Online Student Success Webinar.	1 week before the term	Director of Online Student Services, Online Career Advisor	Helix Enrollment new student list
2. Send NEW and RSO students Career Toolkit and appt request details	By Week 3	Online Career Advisor	Helix Enrollment list and quarterly student roster
3. Advisors check that students are registered for CAR202 in Term 2* and CAR203 in Term 3* for full programs and/or look for the Career Designated Courses in the Degree Completion programs to be sure they are scheduled. (*Term may change based on student's degree plan.)	By Week 3	Academic Advisors	New student list, Portal
4. Career Advisor obtains rosters for CAR202, CAR 203, and Career Designated Courses	By Week 3	Online Career Advisor	Banner, Reg Report
5. Email all students close to graduation • Toolkit PDF • Career Bridge Tools handout	Week 3	Online Career Advisor	EAB

• Dates for all scheduled webinars with registration links			
6. Email students enrolled in first 6-week CAR 202/203 and career-designated BSM and HCL courses • Dates for webinars that pertain to course content • Support for assignments	Week 3	Online Career Advisor	Director of Online Student Services (from Reg Report)
7. Invitation for quarterly webinar(s)	Week 5* (*Date subject to change based on webinar schedule)	Online Career Advisor	EAB
8. Career Bridge Webinar #1	Week 7 or 8	Online Career Advisor	Zoom
9. Webinar follow-up email	Week 7 or 8	Online Career Advisor	Handshake
10. Career Bridge Webinar Participants entered into Handshake	Week 7	Online Career Advisor	Handshake
11. Send Midterm NEW and RSO students Career Toolkit and appt request details	By Week 9	Online Career Advisor	Helix Enrollment list and quarterly student roster
12. Email students enrolled in midterm 6-week CAR 202/203 and career-designated BSM and HCL courses	Week 9	Online Career Advisor	Banner, Reg Report
13. Career Bridge Webinar #2	Week 9 or 10	Online Career Advisor	Zoom
14. Webinar follow-up email	Week 9 or 10	Online Career Advisor	Handshake

Collaboration with Learning Support

Overview

The Online Academic Advising unit partners closely with the Office of Learning Support to support students throughout their program. The Office of Learning Support falls under Academic Advising, which serves as an effective strategic partnership between student-facing departments. Both units work closely together to support students from multiple perspectives, developing an outstanding synergy through combined effort.

The theory of Intrusive Advising (Earl,1988; Heisserer & Parette, 2002; Upcraft & Kramer, 1995) equally applies to Learning Support units. A Learning Support unit will not be successful without working collaboratively with other units. Likewise, students will not engage with Learning Support if they are not directly embedded within the programs and courses. Learning Support staff must assimilate into the culture of the programs to engage learners.

Thus, the Online Embedded Learning Support (OELS) model was created to provide proactive interventions, using impactful andragogy to assist learners. Specialist are embedded within courses to provide asynchronous and synchronous support within the classroom, which results in students becoming familiar with Learning Support staff. These relationships between the student and the specialist result in an exponentially higher utilization of Learning Support services, which include: subject-based tutoring, workshops, essay review, and technology support.

However, this process must rely on faculty engagement to be successful. Thus the Learning Support Manager collaborates closely with the Associate Dean of the College of Professional Studies and Advancement and the Associate Director of Online Instruction to build professional development opportunities for faculty. This results in building meaningful relationships with faculty, through close collaboration and synchronized instruction. This has allowed our online division to teach undergraduate students of all academic levels and backgrounds without resorting to remedial or co-requisite courses.

Learning Support Specialists, the tutoring professionals in the department, provide in-class support and respond to faculty/advisor alerts raised in EAB, a case management system. This allows for synergetic communication across a variety of academic units, a kind of triangulated support between: faculty, advisors, and specialists. This system thus triages students with a variety of academic and performance issues, so that they are addressed in a timely and proactive manner. This process provides access and opportunity to learners, who see this model as an exceptional perk of attending NLU.

LS Embedded Support Procedures

1. Courses to be Supported

Courses should be picked strategically. While, of course, it would be beneficial to support as many courses as possible, this isn't scalable at high levels. An analysis of DFW rates should suffice to begin exploring which courses to support. Think about which courses serve as an obstacle for persistence and determine what skill(s) the students need to succeed. Gateway courses (e.g. GEN 103) should also be supported, as they will expose students to Learning Support from the start. In addition, the following MTH/ENG general education courses benefit from additional support:

ENG: 101, 201, 203
MTH: 101, 102, 105, 115
Major Courses as Requested, e.g. (FIN 444, BUS 450, CSJ 106)

2. Determining the Appropriate Level of Embedded Support

Once courses are selected for support, the next step is to determine where students are struggling within the course. How are CLO's being met in the course? Are students developing the skills to meet these objectives? If not, consider the possible obstacles in student learning. For example, students do not enter a Finance course with knowledge of Excel. Or students have trouble with APA citation and general writing skills in an Education course.

After identifying skills necessary for students to develop, specific attention should be focused on integrating Learning Support into the course. Instructors in GEN 103, for example, could require students to submit their work to Drop-Off Essay. Or students could be required to submit to Drop-Off Essay before resubmitting a paper that needs improvement. It's important to emphasize this service in gateway courses, as students will continue to use it throughout their programs.

It is highly encouraged that department chairs/leadership require a base level of support in courses and communicate this with faculty. For example: 3 D2L Learning Support announcements, 1 drop-off essay submission requirement in ENG courses, Milestone review by LS staff, or synchronous workshops held by faculty member and LS specialist. Skills-based support will require a different approach between OG/blended courses and online courses, which will be discussed in the following sections.
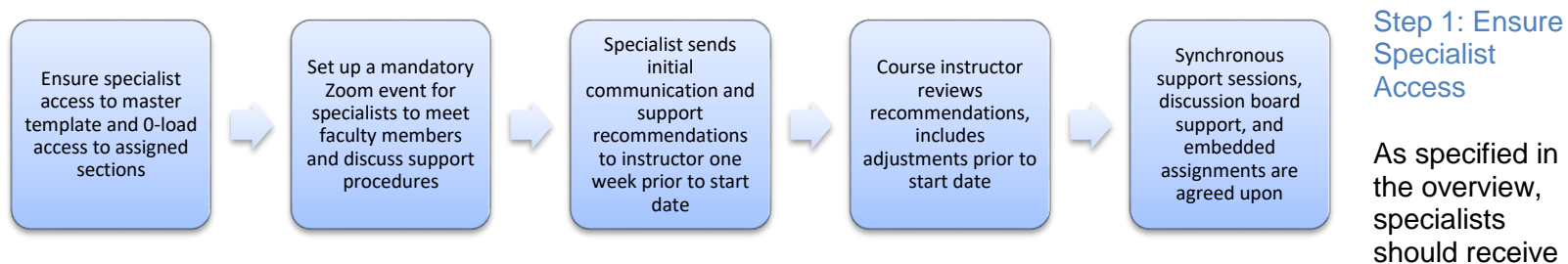
3. LMS Requirements

After identifying courses to support, the Learning Support Manager will then assign specialists to each section of the assigned courses. Specialists should receive observer access to the master shells for their assigned courses. This will allow them to review the material and learn the structure of the course and its assignments. Once CRN's have been generated for the courses that are running each term, specialists should be given "0-load instructor access" to their assigned sections, so that they have full access to student data.

4. Initial Contact Between Specialist and Instructor

It is essential that all faculty members teaching embedded courses are informed of this partnership prior to term start. An initial meeting or info session with the Learning Specialists is an excellent way to introduce faculty to the approach. Specialists will contact the instructor at least a week prior to the start of the course. He/she will make share suggestions around possible supports in the course and should strategize with the instructor to determine which assignments to support. If a week has passed and no response has been received by a faculty member, the Learning Support Manager will reach out to the appropriate leadership personnel to facilitate contact.

Online Support Procedure

| Ensure specialist access to master template and 0-load access to assigned sections | ⇨ | Set up a mandatory Zoom event for specialists to meet faculty members and discuss support procedures | ⇨ | Specialist sends initial communication and support recommendations to instructor one week prior to start date | ⇨ | Course instructor reviews recommendations, includes adjustments prior to start date | ⇨ | Synchronous support sessions, discussion board support, and embedded assignments are agreed upon |

Step 1: Ensure Specialist Access

As specified in the overview, specialists should receive observer access to master templates and 0-load access to their assigned courses.

Step 2: Specialist/Faculty Events

Instructors who will be working with an embedded specialist should be informed of this via an introductory level from the Associate Dean/Associate Director of Online Instruction. The assigned Learning Specialist should be cc'd in the

communication and the importance of this collaboration should be emphasized. The instructor should then be invited to an info session to learn more about embedded Learning Support services. Ideally this session should be mandatory. This info session will introduce the Learning Support team to faculty members and will be especially helpful in informing adjuncts on our department's services.

Step 3: Initial Communication

Hopefully the initial outreach will assist in initial discussion. If not, the specialist will reach out at least one week prior to course start to suggest possible supports to embed in the course. If the specialist has not heard back from the instructor before course start, he/she will inform the Learning Support Manager, who will then inform the Associate Dean/Associate Director of Online Instruction.

Step 4: Review and Implement Supports

The specialist and instructor should discuss, via Zoom or email, supports that can be embedded in the course. This should involve multiple layers of interaction and include synchronous support. Specialists should be encouraged to participate in Module 1 discussion post to introduce norms of discussion. Subsequently, the instructor/specialist should decide which assignments should be submitted to Drop-Off Essay (either initial drafts, or resubmissions). Finally, the team should determine what synchronous skill-based sessions would be helpful for students and post recordings to the announcements.

Step 5: Implement Support Procedures

By term start synchronous support sessions are scheduled. Embedded assignments should include directions on submitting to Drop-Off Essay. Instructors are encouraged to check in with their specialist mid-term to discuss student progress. Additional supports can be arranged with the specialist at the instructor's discretion. In addition, specialists will inform instructors on useful webinars held by Learning Support or useful resources for the classroom.

EAB Reporting and Case Management

EAB Alerts referred through "Referral to Learning Support", "Additional Accommodations Needed", and "Referral for ESL Support" are routed directly to the Learning Support Manager, who queues the alerts and routes them to appropriate

Learning Support personnel. Alerts are raised by faculty and advisors in a proportional manner, with both parties submitting a similar number of alerts each term.

The "Referral to Learning Support" is the primary outlet to connect to a specialist. This alert should be used when a student demonstrates a specific learning challenge, such as missing a remedial academic skill or struggling with time management/prioritization. These skills should be distinct from what advisors assist in short coaching meetings. The role of the advisor is to provide success coaching, while the role of the specialist is to provide academic coaching.

When a "Referral to Learning Support" is raised, a specialist is required to reach out within 24 hours of assignment by email. If the email does not receive a response in 48 hours, the specialist will then attempt to connect by phone or text. Should this attempt fail, specialists will then turn to the instructor and/or advisor to further assist in connecting with the student. A successful intervention results in a student scheduling an appointment and is documented in EAB for all personnel to review.

A contact email is personalized by each specialist, but is constructed in a similar way, as follows below:

Hi <student>,

Your instructor/advisor let me know that you could use some additional support in your <course> class. I'm available to help you succeed in your course and I am also able to equip you with the skills you need to feel confident.

Can you please let me know a few times we can meet soon to discuss your class? I am available to meet in person at the Chicago campus, or online via the Zoom video conferencing platform.

I look forward to speaking with you.
<specialist name>

The EAB referral process serves as an integral part of the triage process, as Learning Specialists provide just-in-time intervention to students upon receipt of the alert. Specialists are also more likely to connect with students from embedded courses, where their identity has been established and relationships have been built.

In addition, the Learning Support Manager attends weekly online meetings to discuss individual student cases and provide additional guidance on Student Success Collaborative discussions. This ensures effective communication between each

unit and informs faculty/staff on student interventions in a timely manner. The ultimate aim of EAB support is to triage student cases and provide a documented line of communication between each support unit to maximize the probability of student success.

Advising Triggers and Communication Protocols

NEGATIVE TRIGGERS						
TRIGGER	ADVISOR STEPS	COACH STEPS	FACULTY	ESCALATION	REPORTING	OUTCOME
No Established Attendance in	Send Non-attendance	Call student to remind them to log	Raise No Established	If no response within 48 hours of	Notes in SPACMNT,	Loop faculty in through EAB notes, notify
72-hour inactivity *will also show as a category added to EAB student profile	Email student within 48 hours if student has not re-engaged.	Calls student to discuss after 12 hours, sends email if no response, copy advisor	Raise non-attendance alert for no activity; raise low D2L engagement alert if student established attendance; enter specific notes in EAB	No response to phone/email, advisor reaches out by phone and email within 48 hours; escalation to Veronica/faculty if no response from student	Tableau report, Notes in SPACMNT, Retain	Loop faculty in, fully documented escalation, what ended escalation – positive attendance? Withdrawal? Discuss 7+ days no activity in weekly Online Support Meeting

Weekly grade below threshold: UG> 70% GR> 75%	Send Academic Concern Template copying Coach within 24 hours of grade report data	Calls student to discuss after 24-48 hours -Grade falls below program requirements in Retain	Raise Low D2L Engagement Alert in EAB with notes about what student didn't submit/post	n/a unless reoccurring behavior 2nd time CC instructor – course withdrawal escalation – instructor feedback for next steps, instructor	Weekly Tableau grade report; Notes in SPACMNT, Retain	Instructor outreach and feedback about whether student can pass class
Low D2L Engagement Alert in EAB	Email student within 48 hours to offer support	Calls student within 24 hours, sends email template and copies advisor	Raise if student established attendance but is not keeping up with course assignments/postings; include notes about what they've missed	If not resolved and student cannot pass class, withdrawal conversation follows	Notes in SPACMNT, Retain, add notes to student profile in EAB	Keep faculty apprised of outreach efforts through EAB comments
Multiple Late Assignments & Postings Alert in EAB	Email student within 48 hours to offer support	Calls student within 24 hours, sends email template and copies advisor	Raise if student is not actively engaging in discussion posts and posting substantive discussions	n/a unless student is in danger of failing class then raise that alert	Notes in SPACMNT, Retain, add notes to student profile in EAB	Loop faculty in through EAB comments

In Danger of Failing Alert in EAB	Send Academic Concern Template, within 24 hours, copy Coach. Call student within 48 hours	Coach will reach out 48 hours or after alert raised	Raise during EAB campaign if student is in danger of failing and include notes on whether student	Possible Course withdrawal discussion, check with Student Finance re: financial consequences of	Notes in SPACMNT, Retain, add resolution and notes in EAB, reschedule	Loop faculty in when closing case in EAB. Quarterly retention meeting to discuss full drop reasons, metrics; if student wants to completely drop, have
Student requests course withdrawal	Send Course Withdrawal Impact Email after receiving student request, copy Coach	Calls student to follow up on email and discuss circumstances around withdrawal	n/a	Reach out to Student Finance to discuss financial implications of withdrawal, If student is	Notes in SPACMNT and Retain; reason documented, revise Degree	Loop faculty in, part of retention discussion if completely withdraws
Not Registered Outreach	Send course options for future terms; stop outs done 1 month after term start and continuously	Veronica sends stop out list to Success Coaches. Coach calls students to remind them to reply to stop out	n/a	n/a	Notes in SPACMNT, Stop out file	Stop out list update, withdraw students who we know are not continuing to remove from stop outs
Referral to Library & Learning Support in EAB	Send Academic Support Email within 24 hours, copy Coach	Calls student to encourage tutoring options available within 48 hours	Raise alert if student needs assistance with tutoring, APA, writing, research, etc..	n/a	EAB case closed by LS; LS providing weekly updates on students receiving their services	Loop faculty in, check in with LS

Plagiarism Concern in EAB	n/a	n/a	Raise alert if academic dishonesty occurs and options presented to students (script	Ombudsman notifies program chair and Provost's office after second case for same student; hearing is set by	Notes in SPACMNT, EAB case to Ombudsman for reporting (Courtney will follow-up with	Discuss options with faculty, possible hearing
SAP Warning/Suspension	Advisor sends follow up email within 48 hours of notice to student; appeal created if on Suspension Advisor creates a schedule to assist in improving pace/ GPA	Calls student to encourage meeting with advisor within 72 hours		n/a	Notes in SPACMNT, list generated through Banner; List saved by Veronica in Helix SAP folder as reports are available.	1. Students meet with advisor and/or complete appeal and plan to continue on 2. Student previously appealed and didn't meet conditions of plan – can continue and pay out of pocket or dropped 3. Students meet SAP standards and are now in good standing (email trigger from Advising)

Students at risk upon enrollment UG = high potential admit GR = 2-course review	Advisor emails using the Exception Acceptance Email Template to complete an Academic Plan for the current term, copy Coach on plan Advisor adds student to EAB watchlist; follows up every 2 weeks	Coach assesses sources of risk in coaching calls and offers custom resources to help student	Biweekly updates on students, raise flags for concerns/good work	Upon completion of each term (and by the term-based provisional benchmarks), advisor pulls GPA and advises students via phone on next steps	Admissions sends report of conditional acceptance students to Advising by wk 2. Master list of these students maintaned by Director of Online Student Services. GPA reports each term	Need confirmation from faculty prior to end of term whether student can register for future terms

POSITIVE TRIGGERS

TRIGGER	ADVISOR STEPS	COACH STEPS	FACULTY	OVERLAP	REPORTING	OUTCOME
Admission to NLU	Advisor reaches out UG student within 24 hrs of reg form submission for new appt; process GR student reg	Introduced in reg confirmation template, calls just prior to week 1 of term start	MBA Program: send Chair welcome letter sent along with registration confirmation email	n/a	Notes in SPACMNT, Retain	Student registers, receives credit/ degree overview, and estimated degree completion date

Strong In-Class Participation/Impro ved Grade/Improved Attendance Alert in EAB	Advisor copied, send congrats/keep up hard work email within 24 hours	Calls to congratulate good academic performance within 48 hours	Choose positive alert in EAB	n/a	Notes in SPACMNT, Retain	Student continues to make successful academic progress
Military Student	Dr. Dixon sends Military Welcome email within 3 days of admit.

Dr. Dixon sends out email greetings on military holidays | Refers to Dr. Dixon if the connection has not occurred; connects w/ Ramon and shares any relevant info regarding student | n/a | n/a | | Student is connected to additional military resources available |

GPA performance	Sends congratulatory email for students with 4.0 after grades input	When alerted to 4.0 achievement, Coach sends a personal congratulatory email	Program Chair Congrats email?	n/a	Quarterly grade updates from Registrar; Retain info	
GPA Back on Track	Sends congratulatory email for getting off SAP Warning/Suspension after grades inputted	When alerted to 4.0 achievement, Coach sends a personal congratulatory email	n/a	Back on SAP if students falls below again	Quarterly grade updates from Registrar; Retain info	Student graduates
Graduation	Sends graduation template email term prior to completion	n/a	Attend commencement	n/a	Notes in SPACMNT, degree petition list review	

Online Career Bridge Tools and Resources

The Online Career Bridge is a series of meaningful and personalized interactions that contribute to the student's career readiness and connection to NLU, overall. Career Readiness Milestones will be completed either through CAR202 and 203 (for full programs) or through career-designated courses in degree completion programs for undergraduate students.

First: The Career Toolkit Checklist will be distributed to all new online students starting with the cohorts that entered in Fall of 2019. The Toolkit requires the commitment to completing the following items:

1) Completing self-assessments (Focus2)
2) **Resume uploaded to Handshake**
3) **Handshake Profile**
4) **Cover Letter**
5) **LinkedIn Profile**
6) **Elevator Pitch**
7) Career Bridge Event attendance
8) Informational Interview
9) **Mock Interview (Interview Stream)**
10) Post-College Plans

Items in **BLUE** are completed in the required CAR or Career-Designated courses.

Second: All online full program undergraduate students will be required to take CAR202 in their second term and CAR203 in their third term of attendance; career-designated courses will be scheduled based on the cohort sequence. Faculty teaching those courses will be carefully selected to be fully committed to the Online Career Bridge program and will play a critical role in communicating referrals to the Online Career Advisor through EAB.

Third: Career Bridge will host at least one webinar quarterly. Topics may include:

1) *Fall - Professional Branding, LinkedIn*
2) *Winter - Online Relationship Building, Negotiating Salary*
3) *Spring - Current Job Searching Techniques, Managing a Career Change*
4) *Summer - Interviewing for the Win*

Fourth: Once per year Career Bridge will also host a Virtual Career Fair, the first one being held by the end of the 2019-20 academic year if funding is available, in collaboration with the Executive Director of Career Bridge.

Online Career Bridge Triggers and Communication Protocols

		NEGATIVE TRIGGERS				
TRIGGER	CB ADVISOR STEPS	COACH STEPS	FACULTY	ESCALATION	REPORTING	OUTCOME
Resume not uploaded into Handshake upon appointment request date	Email student reminder to upload document, copy Success Coach			If not completed by time of appointment, Career Advisor (CA) sends email reminder. If not completed within a week after the appointment, CA emails student the importance of uploading the document in order to apply for jobs through Handshake. CA will also call the student emphasizing the importance.		
CAR 202/203 – EAB alert or 72+ hours of non-engagement.		Call student to discuss support needs. Raise EAB	Raise alert during campaign or ad hoc for	If student does not schedule appointment in	D2L Activity Reports, EAB	Protocol ends with student conversation or referral to Career

		Career Support alert for students requiring additional career assistance.	students needing supplemental career support, learning support, or who are demonstrating at-risk academic behavior. Include notes in all alerts.	Handshake, SC reaches out via phone to student to determine if career support is needed. Raises EAB Career Support alert as necessary. Follows up with email if no response from student within 48 hrs.		Advisor. Academic Advisor or Career Advisor will close case when situation is resolved or after 5 business days without a student response.
Career Support Referral in EAB	Reach out via phone within 48 hours to discuss nature of comments. Follow up via email and copy Success Coach and Academic Advisor if no response from student.	Calls student to ensure received message from CA and assists with scheduling appointment.		If student does not respond to CA within 5 days of outreach, CA closes case and calls student again.		Protocol ends with conversation with CA OR an email from Coach on how to engage with Career Bridge in the future
Non-responsive to Career Bridge outreach email	Email "Career Bridge follow-up" script	Calls student to ensure they got the email from CA; offers to help student request appointment in		If not completed by Week 6, SC emails a reminder. If not completed by Week 12, CA calls students to fill	Weekly report of students who have engaged with CA through appointment, email, or	Protocol ends with scheduled dates of completion of Toolkit items OR an email from SC on how to re-engage in Career Bridge

		Handshake		it out together. If not completed by the end of first term, CA calls student.	webinar registration. Shared weekly on Thursdays.	milestone in the future
No data reported on post-college plans	Reaches out to graduated students with career plans template email.			If not completed by designated date, CA follows up with phone call to student.	List from Registrar. CA reports results directly to Registrar by designated date.	

<table>
<tr><td colspan="7" align="center">POSITIVE TRIGGERS</td></tr>
<tr><td>TRIGGER</td><td>CB ADVISOR STEPS</td><td>COACH STEPS</td><td>FACULTY</td><td>OVERLAP</td><td>REPORTING</td><td>OUTCOME</td></tr>
<tr><td>Registration in first term courses</td><td>Email all new registered students Career Advisor intro email, Career Toolkit, and Career Tools summary.</td><td></td><td></td><td></td><td>New student registration confirmation email; weekly Helix New Student roster</td><td></td></tr>
<tr><td>Enrollment in CAR 202/203</td><td>Email students registered in course during week 2, copy instructor</td><td>Make referrals to CA during appointments with students in CAR 202/203. Encourage registration for webinars pertaining to</td><td></td><td>If student does not schedule appointment in Handshake after referral by SC, CA reaches out via phone to student and follow up with email if no</td><td>EAB, course rosters</td><td>Protocol ends with completion of the items OR an email from SC on how to re-engage in Career Bridge milestone in the future</td></tr>
</table>

		course content. Raise EAB Career Support alert for students requesting additional help.		response in 48 hrs.		
Enrollment in BUS 431	Email students registered in course during week 2, copy instructor	Make referrals to Career Advisor during appointments with students in BUS 431. Encourage uploading CL/resume in Handshake. Raise EAB Career Support alert for students requesting additional help.		If student does not schedule appointment in Handshake after referral by SC, CA reaches out via phone to student and follow up with email if no response in 48 hrs.	EAB, course rosters	Protocol ends with completion of the items OR an email from SC on how to re-engage in Career Bridge milestone in the future
Enrollment in ECO 440	Email students registered in course during week 1, copy instructor	Make referrals to CA during appointments with students in ECO 440. Discuss status of LinkedIn profile. Refer student for webinar registration. Raise EAB Career Support alert for		If student does not schedule appointment in Handshake after referral by SC, CA reaches out via phone to student and follow up with email if no response in 48 hrs.	EAB, course rosters	Protocol ends with completion of the items OR an email from SC on how to re-engage in Career Bridge milestone in the future

		students requesting additional help.				
Enrollment in OBD 432	Email students registered in course during week 2, copy instructor	Make referrals to CA during appointments with students in OBD 432. Discuss status of Elevator Speech/Informational Interview. Raise EAB Career Support alert for students requesting additional help.		If student does not schedule appointment in Handshake after referral by SC, CA reaches out via phone to student and follow up with email if no response in 48 hrs.	EAB, course rosters	Protocol ends with completion of the items OR an email from SC on how to re-engage in Career Bridge milestone in the future
Enrollment in HCL 311	Email students registered in course during week 2, copy instructor	Make referrals to CA during appointments with students in HCL 311. Encourage uploading CL/resume in Handshake. Raise EAB Career Support alert for students requesting additional help.		If student does not schedule appointment in Handshake after referral by SC, CA reaches out via phone to student and follow up with email if no response in 48 hrs.	EAB, course rosters	Protocol ends with completion of the items OR an email from SC on how to re-engage in Career Bridge milestone in the future
Enrollment in HCL 326	Email students registered in course during	Make referrals to CA during appointments with		If student does not schedule appointment in	EAB, course rosters	Protocol ends with completion of the items OR an email from SC on

	week 2, copy instructor	students in HCL 326. Discuss status of LinkedIn profile. Refer student for webinar registration. Raise EAB Career Support alert for students requesting additional help.		Handshake after referral by SC, CA reaches out via phone to student and follow up with email if no response in 48 hrs.		how to re-engage in Career Bridge milestone in the future
Enrollment in HCL 421	Email students registered in course during week 2, copy instructor	Make referrals to CA during appointments with students in HCL 421. Discuss status of Elevator Speech/Informational Interview. Raise EAB Career Support alert for students requesting additional help.		If student does not schedule appointment in Handshake after referral by SC, CA reaches out via phone to student and follow up with email if no response in 48 hrs.	EAB, course rosters	Protocol ends with completion of the items OR an email from SC on how to re-engage in Career Bridge milestone in the future
Week 3	Email CA introduction and Career Bridge Milestones checklist, CB Tools, and webinar date	Make referrals to CA during appointments. Raise EAB Career Support alert for students requesting			Helix new student report, Quarterly student roster	

	and reg link to NEW and RSO students.	additional help.				
Webinar attendance	Send follow-up email thanking student for attendance and sharing additional tools. CA reports webinar attendees to Online Support team monthly. Complete list of webinar attendees reported to Director of Online Student Services quarterly.				Handshake registration data CA reports webinar attendees to Online Support team monthly. Complete list of webinar attendees reported to Director of Online Student Services quarterly.	
Completes appointment with Career Advisor	Take notes in Handshake for what was discussed during appointment. Send follow-up email to thank them for meeting and				Appointment in Handshake CA reports students who have completed appointments to Online Support team monthly.	

	share additional tools. Copy Academic Advisor and Success Coach. Send CB appointment survey email from CB email.					
Degree finalization: program requirements met/Graduation	<mark>Post-graduation plans survey? Alumni Career support details?</mark>				Degree petition email from academic advisor; degree petition list	

Communication Scripts – Academic Advisors

All outreach should be logged in SPACMNT. Copy Success Coach on all email communication.

Student Inactivity Outreach

The Director of Online Student services will run Tableau reports daily of D2L log-in and discussion post activity. These reports will be disseminated to Academic Advisors and Success Coaches.

Student Inactivity for 72 hours (3 days)

To: NLU email account, personal email account, Success Coach
Subject: <**CLASS**> Check-in
Good morning, <student>,

I hope you are doing well. It appears that you have not logged in or posted any discussions or assignments in your <**CLASS**> within the past three days.

We've found that students tend to be more successful in our online classes when they log in and participate in class multiple times per week. Your active contributions in class will also benefit your peers.

If you are juggling multiple responsibilities and would like to discuss time management strategies, or if anything has come up that is making it difficult to keep up with your academics, please contact me right away. I also encourage you to contact your instructor to make sure you have a plan in place to submit all coursework.

To schedule a time for us to talk, please reply with your availability for a call.

I care about your personal well-being and academic success at NLU and I hope to hear from you soon.

Warm Regards,
<Advisor>

Student Inactivity for 7+ days with no response
- ✓ *Call student. Leave voice mail if student does not answer (sample script below).*
- ✓ *Text student if they can't be reached by phone (sample text below)*
- ✓ *Email student if they can't be reached by phone (sample email below)*
- ✓ *Email instructor (sample email below)*

Call student to discuss inactivity in course. Identify any barriers to engagement, troubleshoot solutions, refer to appropriate support, and identify action steps for student to commit to.

- Encourage student to remain in course if s/he is able to catch up and pass course.

- If student discloses that s/he is struggling and outside factors are affecting participation and s/he doesn't feel s/he can successfully complete course, discuss withdrawal and retake options and policy.
- Leave a voicemail if student does not answer.
  Sample message: *Hi, [student], this is [advisor name], your Academic Advisor at National Louis University. I am calling you as a follow up to an email I sent you yesterday. I care about your success and want to make sure you stay on track to reach your academic goals! Please call me back at 312-261-XXXX. Thank you!*

- Voicemail script:
  Sample message: *Hi, <STUDENT>, this is <ADVISOR NAME>, your Academic Advisor at National Louis University. I am trying to reach you to talk about how things are going in <CLASS>. Would you mind calling me back when you have a free minute? I care about your success and want to make sure you stay on track to reach your academic goals! I can be reached at 312-261-XXXX. Thank you!*
- Sample text through EAB after leaving voicemail
  Sample text: Hi, <STUDENT>, it's <ADVISOR NAME> from NLU. I'm trying to reach you to talk about <CLASS>. Can you call me at 312-261-XXXX when you get a chance? Thanks!

- Sample student email

To: NLU email account, personal email account, Success Coach
Subject: <**CLASS**> Check-in
Good morning, <student>,

I hope you're doing well. I'm reaching out because I have emailed and called you recently and have not heard back. Is everything ok?

Please email or call me when you have the time so we can make sure you have a plan in place to catch up in <CLASS>. It's important to me that I can support your success. If you are unsure what steps to take to be successful, I am available to help you to create a plan.

I would also strongly encourage you to contact your professor right away to discuss your status in the class and how you might catch up.

To schedule an appointment with me, respond to this email with your availability for a call. I am available for appointments at the following times: **LIST HOURS.**

Thank you and I hope to hear from you soon!
Warm Regards,

- Sample email to instructor

Subject: Student in <**CLASS**>
Good morning, Prof. <L NAME>,

I hope you're well. I'm reaching out to see how I can support <**STUDENT**> in your <**CLASS**>. If you have a moment, would you be able to share with me any feedback on whether the student could catch up and what they would need to do? I appreciate your taking the time to provide input on the student's performance.

Best wishes,
<**ADVISOR**>

Academic Concern Outreach

Academic concerns may be expressed through EAB alerts or direct contact from an instructor. Advisor will contact student based on the feedback, update notes in the EAB alert, and close cases within a 3- or 5-day window.

No established attendance case in EAB

Advisor emails student the day the case is opened. If no response by the provided deadline, advisor calls student. If student confirms no plan to participate in course or advisor is unable to contact student, advisor processed course drop.
NEW students: include Enrollment team on all emails to student. Allow Enrollment Specialist time to contact student before processing the drop.
CNT students: include Success Coach on all emails to student. Allow Coach time to contact student before processing the drop.

To: NLU email account, personal email account, Success Coach
Subject: At Risk of Course Removal
Good morning, <student>,

I hope you're doing well. At NLU instructors are encouraged to provide progress reports to the Academic Advisors to ensure that students are receiving timely support to be successful academically.

I have been notified by your instructor in that you have not established attendance in <CLASS>. Your class began on <date>.

At NLU attendance in online classes is established by submitting a discussion board post for a grade, completing a quiz or homework, or uploading an assignment. Students who do not establish attendance within the first two weeks of the class are at risk of being dropped from the course.

If you would like to remain enrolled in your class, please contact me immediately, email your instructor, and log into your class and submit course work.

I must hear from you and attendance must be established in the class by [deadline 48 hours in the future] or you will be dropped from the class.

I care about you achieving your personal and academic goals at NLU and I hope to hear from you soon.

Warm Regards,
<Advisor>

If no response to email within 48 hours, call phone number on file:
    Sample message: *Hi, [student], this is [advisor name], your Academic Advisor at National Louis University. I am calling you as a follow up to an email I sent you regarding [class]. You are at risk of being dropped from the class today at 12 PM Central. Please call me back before 12 at 312-261-XXXX. Thank you!*

EAB academic concern alert (low engagement, decline in performance, missing assignments, in danger of failing)

Subject: <**CLASS**> check-in
Good morning, <student>,

I hope you're doing well. At NLU instructors are encouraged to provide progress reports to the Academic Advisors to ensure that students are receiving timely support to succeed in their classes.

Prof. <NAME> let me know <summarize concern>.
Sample concerns:
- You are engaged in the course but have missed points due to late work.
- You are completing assignments and have not been engaged in the weekly discussion posts.
- Your ideas are strong and you could earn a higher grade with some more attention on your writing.

This is a common concern with online students and I'd be happy to talk through some solutions with you. I know how important your degree is to you and want to be able to help you to do your best work.

NLU also has numerous support services available to you, including Learning Specialists in math and writing, essay drop-off, counseling, ADA accommodation specialists, and Grammarly and Tutor.com access.

I would love to connect with you to discuss your situation. You can respond to this email with your availability.

Thank you,

<Advisor>

If no response to email within 48 hours, call phone number on file:
Sample message: *Hi, <STUDENT>, this is <ADVISOR NAME>, your Academic Advisor at National Louis University. I am calling you as a follow up to an email I sent you. Your academic success is important to me. Please call me back at 312-261-XXXX. Thank you!*

Stop Out/Not Registered Outreach
Students not registered for the subsequent term will be identified via a report run by the Director of Online Student Services at least two times per term. The Academic Advisor on record will research course options, outreach to the student to discuss enrollment, and will copy Success Coach on all email communication.

Course Withdrawal Impact Email/Graduation Extension Email

A student request to withdraw may be received via email, voicemail, or through the online drop request form. To be processed, a student must make the request via the online drop request form or from the NLU student email account.

Email outreach to student within 24 hours of receiving the request to withdraw. If no response is available regarding FA implications, academic advisor will refer student to SFO staff.

Good morning, <student>,

I have received your request to withdraw from <course>, and wanted to touch base with you prior to processing the request that you understand the implications.

Withdrawing from this class can/will delay your graduation date as it's not offered again until <term>. This will push your graduation date to <new estimated completion date>. This course is also a pre-requisite for the remainder of the program and must be successfully completed before moving forward in your degree.

Additionally, I've reached out to Student Finance to see how this will impact your financial aid package and <summarize SF response. You can also view the withdrawal/refund policy here: https://www.nl.edu/financialaid/studentaccounts/withdrawalrefundpolicy/.

For extenuating circumstances such as illness, car accidents, loss of a loved one, etc. students can choose to appeal the tuition

charges. ==Students who have previously appealed tuition charges are not eligible to submit another appeal.== Appeals are reviewed at the end of each month and a decision will be communicated via emailed at that time. Please contact me if you would like to pursue this option and we can discuss next steps in this process.

I care about your achieving your personal and academic goals at NLU, therefore if you have encountered any problems recently that have prevented you from being successful in this class, I would be happy to discuss your situation by phone or email.

To schedule an appointment with me, respond to this email.

Warm regards,
<Advisor>

Academic Support Referral Email

Academic concerns may be expressed through EAB alerts or direct contact from an instructor. Advisors are unable to close these cases in EAB.

Initial email outreach to student will occur within 24 hours of EAB alert and will be closed within 3 business days.

Good Morning, <student>,

I hope this finds you well. Instructors at NLU are encouraged to provide feedback on student performance to the Academic Advising team to ensure students receive the best support as they work toward achieving their goals.

Your instructor in <class> shared that you are doing a great job of engaging in the class, and could improve your work by focusing on your ==writing and grammar==. NLU's Learning Support has tutors that can help you with your writing, including an essay drop-off online and one-on-one appointments.

You can reach out to schedule a session with a Learning Specialist at 312-261-3376 or [request an appointment online](). Tutoring is also available for a variety of subjects at tutor.com. Current students can reach out directly to schedule an appointment with a tutor.

I hope you take advantage of these free resources NLU offers! To schedule an appointment with me, respond to this email with your availability.

Best wishes,
<Advisor>

Reach out by phone 3 days later to confirm tutoring appointment scheduled.

Sample message: *Hi, <student>, this is <advisor name>, your academic advisor at National Louis University. I am calling you as a follow up to an email I sent you. I care about your success and want to make sure you stay on track to reach your academic goals! Please call me back at 312-XXX-XXXX.*

Low Participation Email

Academic concerns will be expressed through EAB alerts. Academic Advisor and Success Coach will relay concerns to student and communicate outreach via EAB case notes.

Initial outreach to student will occur on the same day concern is expressed in EAB and case will be closed within 5 business days.

Good Morning, <student>,

I hope this finds you well. Instructors at NLU are encouraged to provide feedback on student performance to the Academic Advising team to ensure students receive the best support as they work toward achieving their goals.

Instructor <name> shared with me that you have missed some discussion posts and submitted an assignment late. I know how much you care about finishing your degree and want to support you in your academic success. Please let me know if you'd like to set up a time to discuss the course, study strategies, or time management.

I also strongly encourage you to contact your instructor in D2L to see what you have missed and if you can catch up in the course and be successful.

I care about you achieving your personal and academic goals at NLU, therefore if you have encountered any problems recently that have prevented you from participating, I would be happy to discuss your situation by phone or email. To schedule an appointment with me, respond to this email with your availability.

I look forward to hearing from you.

Warm Regards,
<Advisor>

SAP Email Templates

SAP Warning and SAP Suspension status is tracked through Banner reports, which runs as Student Finance updates student status. Upon status change, Director of Online Student Services saves report on shared drive, sends email notice to student, copies the Academic Advisor and Success Coach, and saves email in SPACMNT.

SAP Warning Email Template (UG and GR)

Subject: Financial Aid Warning
To: student email, personal email, Academic Advisor, Success Coach

Dear <Student>,

The Academic Advising Center was notified about your Financial Aid Warning status and we wanted to take this opportunity to set up a time to meet with you and discuss any obstacles you had in your previous term and how we can help you overcome them. Meeting with your Advisor/Coach is required when you're on Financial Aid Warning so please connect with your Advisor/Coach who is copied on this email to set up an appointment. You need to receive a cumulative 2.0 GPA (undergrad) or 3.0 (graduate) and complete at least 67% of all courses attempted to be taken off Financial Aid Warning status. If you do not meet those academic standards, you will be placed on Financial Aid Suspension the next term and will be ineligible for Financial Aid.

I've attached information about the available resources at NLU that your Advisor/Coach can go through with you and create an action plan to monitor your success. The Office of Learning Support provides proactive academic support in Writing, Math,

Study Skills and ADA accommodations along with helpful student resources: https://www.nl.edu/learningsupport/. Learning Support Specialists are available to help you achieve personal and academic success in collaboration with your Advisor/Coach.

The Academic Advising Center is here to help you become more successful and avoid further implications. Please look at our website for additional information and FAQ's: http://www.nl.edu/studentservices/academicadvising/academicprogresspolicies/. We look forward to working with you to achieve your academic goals.

Sincerely,
Veronica Wilson
Director of Online Student Services

SAP Suspension Email Templates (UG)

Subject: Financial Aid Suspension
To: student email, personal email, Academic Advisor, Success Coach

Dear <student>,

The Academic Advising Center was notified about your Financial Aid Suspension status and we wanted to take this opportunity to set up a time to meet with you and discuss any obstacles you had in your previous terms and how we can help you overcome them. Meeting with your Advisor/Coach is required when you're on Financial Aid Suspension so please connect with your Advisor/Coach who is copied on this email to set up an appointment. You need to receive a cumulative 2.0 GPA and complete at least 67% of all courses attempted to be reinstated for financial aid. Your Advisor/Coach can assist you with completing the appeal to submit to the Appeal Committee to review.

The Appeal Committee reviews appeals twice each term, in the second and sixth weeks. In order for your appeal to be reviewed, you must submit your appeal to your advisor/coach prior to the term (to be reviewed by the committee in week two) or by the fourth week (to be reviewed by the committee in week 6).

I've attached information about the available resources at NLU that your Advisor/Coach will go through with you to help create an action plan to support your success. The Office of Learning Support provides proactive academic support in Writing, Math,

Study Skills and ADA accommodations along with helpful student resources: https://www.nl.edu/learningsupport/. Learning Support Specialists are available to help you achieve personal and academic success in collaboration with your Advisor/Coach.

The Academic Advising Center is here to help you become more successful and avoid further implications. Please look at our website for additional information and FAQ's: http://www.nl.edu/studentservices/academicadvising/academicprogresspolicies/. We look forward to working with you to achieve your academic goals.

Sincerely,

Veronica Wilson
Director of Online Student Services

SAP Suspension E-mail (GR)

Subject: Financial Aid Suspension
To: student email, personal email, Academic Advisor, Success Coach

Dear <Student>,

The Academic Advising Center was notified about your Financial Aid Suspension status and we wanted to take this opportunity to set up a time to meet with you and discuss any obstacles you had in your previous term and how we can help you overcome them. Meeting with your Graduate Advisor is required when you're on Financial Aid Suspension so please connect with me to set up an appointment. You need to receive a cumulative 3.0 GPA and complete at least 67% of all courses attempted to be reinstated for financial aid. I will assist you with completing the appeal to submit to the SAP committee to review.

Your Financial Aid Suspension appeal must be submitted two weeks prior to the end of your class this term. I've attached information about the available resources at NLU that your advisor can go through with you and create an action plan to support your success. The Office of Learning Support provides proactive academic support in Writing, Math, Study Skills and ADA accommodations along with helpful student resources: https://www.nl.edu/learningsupport/. Learning Support Specialists are available to help you achieve personal and academic success in collaboration with your Graduate Advisor.

The Academic Advising Center is here to help you become more successful and avoid further implications. Please look at our website for additional information and FAQ's: http://www.nl.edu/studentservices/academicadvising/academicprogresspolicies/. We look forward to working with you to achieve your academic goals.

Sincerely,
Veronica Wilson
Director of Online Student Services

If no response to email in 5 days, academic advisor calls number on file.
> Sample message: *Hi, <student>, this is <advisor name>, your academic advisor at National Louis University. I am calling you as a follow up to a recent important email you received from Veronica Wilson regarding your student account. I care about your success and want to make sure you stay on track to reach your academic goals! Please call me back at 312-XXX-XXXX..*

Students At-Risk Upon Enrollment

These are students with the 2 and 4 course review status at the time of admission. The Director of Admissions will run a report of these students and Advising will track progress.
1) Admission Exception Email

Good Morning, <student>,

In our efforts to make the pursuit of your <program name> degree as successful as possible, I have created an academic plan for the upcoming term that utilizes NLU's academic support resources. This plan takes into consideration faculty feedback regarding your acceptance and academic areas to strengthen to ensure your success at NLU this first term.

Part of this plan includes scheduling writing assistance with Learning Support to review written work prior to submission. Additionally, I highly recommend you reach out to your instructor to discuss any assignment feedback right away to make sure you're on the right track. Let's plan to touch base biweekly or sooner if anything comes up that prevents you from being successful this first term.

I care about you achieving your personal and academic goals at NLU, and will reach out in a few days to see if you've been able to

schedule time with a Learning Specialist. We hope you take advantage of these free resources NLU offers! Please don't hesitate to reach out with any questions.

Warm Regards,

<Advisor>

New Student Registration Confirmation Email
Subject: <TERM> Registration Complete and Next Steps at NLU
Send to student personal email, NLU email, and cc: NLUAdmissionsDecision@online.nl.edu

Dear <student>,

 Welcome to National Louis University! My name is <ADVISOR NAME> and I will be your main contact person for all of your academic needs throughout your time at NLU. My goal is to help you to have a successful and positive experience as you pursue a degree in <name of degree>.

This email provides details on your schedule and highlights key people and resources that will help you in your transition to NLU. Please flag this email to return to in the future.

Your request to be registered for the following course(s) has been processed.

- GEN 103- Student Success Seminar: Jan. 13-Feb. 23, 2020
- RES 200- Research, Writing & Analysis: Feb. 24-April 5. 2020

To help you prepare for academic success at NLU, you've also been enrolled in **INT101 – Online Orientation,** a self-paced course which will give you practice using Desire2Learn (D2L), the online platform used for your academic courses. You will also gain a deeper understanding of university expectations and available resources at NLU. Please set aside about an hour to explore the modules in INT 101 before the term begins.

Your Success Team

At NLU you have a team committed to your academic and career success!

Academic Advisor: Name, contact information. You and I will partner together so that you understand your degree requirements and have a clear path to follow to graduation. When you approve your degree plan, I will register you for all of your required courses.

Reasons to contact your Academic Advisor: approve your degree plan, discuss adding, dropping, or withdrawing from a course, clarify academic policies and processes, confirm degree completion date, create an Academic Success Plan, connect to student services across NLU.

To schedule an appointment or ask me a question, call 312.261.XXXX or email me at xxxxxx@nl.edu. My office hours are: [insert availability].

Success Coach: Krystle Carrero, 847.850.0624 OR Virgil Gribbin, 847.850.0669. Your Success Coach will provide ongoing support to ensure you are set up for success, help you to work through obstacles, and connect you to key resources at NLU.

Reasons to contact your Success Coach: time management strategies, help catching up in a class, guidance on communicating effectively with your professors, or help contacting Learning Support.

Career Advisor: Olivia Smith, osmith6@nl.edu, 312.261.3132 Olivia is your partner as you prepare for your next career step, whether it be a career change, an internal promotion, or a return to full-time work. She offers webinars to advance your career knowledge, maintains numerous online resources, and provides personalized career coaching.

Take a moment to activate your account in [Handshake](#), the premier career-launching tool for college students, where you will go to schedule an appointment with Olivia.

Access online tools at https://www.nl.edu/studentservices/careerbridge/allonlinetools/.

Reasons to contact your Career Advisor: feedback on your resume, cover letter, job interview preparation, discuss [potential careers](#) and create a career plan, learn about opportunities to connect with employers, revamp your LinkedIn presence, or feedback on a [mock interview](#).

To ask Olivia a career-related question, call 312.261.3132 or email her at osmith6@nl.edu. Schedule an appointment through your Handshake account.

NLU Portal

The NLU Portal is your online hub at NLU. In the Portal you have access to your student e-mail (NLU's official channel of communication with you), unofficial transcript, and account balance. Get in the habit of checking your NLU e-mail multiple times per week for messages from Student Finance, Student Experience, Academic Advising, and other departments across campus. *You are responsible for all information that is sent to you via this account.*

 To access your NLU Student Portal and E-mail account:

1)   Go to: https://my.nl.edu

2)   Log in with your NLU username <username>

3)   You will need to create a password. Go to https://my.nl.edu and click the Forgot Password? link. Enter your personal email to receive a pin and follow the instructions to create your account password.

4)   If you have any difficulty accessing your Portal, the Student Help Desk is available 24 hours a day, 7 days a week at 866-813-1177 or helpdesk@nl.edu

5)   Your e-mail account can be accessed in the Student Email tab on the portal and your email address is username@my.nl.edu.

Accessing Your Online Courses

You will access your courses in the NLU Portal. Go to the Online Campus tab at my.nl.edu or visit http://d2l.nl.edu. NLU uses a platform called Desire to Learn, or "D2L." Classes are active and visible in D2L 10 days prior to their scheduled start.

Plan to download and read the syllabus for each class prior to the first day. The syllabus will help you to understand learning objectives, assignment deadlines, and course expectations and policies.

A short video overview of the NLU portal and D2L is available here: http://www.nl.edu/studentservices/academicadvising/studentresources/newstudents/.

Help guides are available here: https://www.nl.edu/lms/studentresources/.

Student Finance

If you have not submitted a **FAFSA** (Free Application for Federal Student Aid) yet for the 2019-2020 aid year, please fill it out at www.fafsa.gov and use NLU school code *001733*. The Student Finance team will send updates on the status of your financial aid to your NLU student email account. When your financial aid award letter is available you will receive an email with instructions on accepting your financial aid package.

Student Finance team members are available to help you to understand your aid and to make a plan for your tuition and billing.

You can direct all financial questions to Student Finance at 888-658-8632, option 3 or FAOnline@nl.edu.

Books

NLU uses an online bookstore: www.ecampus.com/nlu. You are responsible for purchasing or renting books and/or access codes each term. Purchase and rental options are available through eCampus, or you're welcome to purchase your books elsewhere using the ISBN.

Learn more about qualifying for a Book Voucher and access the Book Voucher request form here: http://www.nl.edu/studentservices/bookstore/bookadvancesandvouchers/.

Drop/Withdrawal Policy

You have until the end of the first week of the term to make changes to your class schedule without academic or financial penalty. All drop requests must be submitted through the drop/withdrawal form or in writing to me from your NLU student email account.

You may request to withdraw from a course up until the last day of the course. Withdrawing has academic and financial implications. Please speak with me and Student Finance *before* making a decision to withdraw from a course.

Take a moment to review our course withdrawal policy, located at:
http://www.nl.edu/studentfinance/studentaccounts/refunds.cfm.

Student ID Cards

To obtain a student ID, contact Jefferson Burns at JBurns@nl.edu or 224-233-2592 and be ready to include your full name, NLU ID #, mailing address and a photo. Or if you are in the Chicago or Tampa areas, you may stop by the closest campus and the Facilities Office staff will take your photo and print your ID card.

I've also attached a new student checklist and orientation handout to read through. If you have further questions, please feel free to contact me. We look forward to helping you achieve your academic and career goals!

Warm Regards,

 <Advisor>

 Graduation Template Email

Dear <student>,
I wanted to reach out about the graduation process as I see you're almost finished with your degree. In order to receive your degree you must apply for your degree finalization by the appropriate deadline. Once this is received a degree audit will be completed and emailed to your NLU email account to determine that all requirements have been met.
Please recognize that this **must** be completed regardless of whether you plan to participate in the graduation ceremony or not.

After requesting degree finalization, you can also choose to participate in the Commencement ceremony which occurs every June. In order to participate in Commencement, you must be completed with all degree requirements by the <date> degree date. If you find you will not complete all requirements in time, please resubmit another form for the next degree date.

Degrees are conferred 2-3 weeks after the degree date and students can check their unofficial transcript on the NLU Portal – Student Services tab – Advising & Registration – View my Transcript to verify completion and order any official transcripts needed. Diplomas are then mailed six weeks later.

Formal commencement exercises are held once a year in each regional location. In order to participate, students must register their Degree Finalization form by <date>. This is an important deadline to make sure you're registered, receive all communications and are included in Commencement activities. Find FAQ's, speaker information and vendor info on the [Commencement](#) website. Congratulations on your accomplishment!
Warm Regards,

Veteran & Military Admission Template

Dear <student>,

I want to extend a warm welcome to our new and returning students! Thank you for choosing NLU to further your educational goals. Our team looks forward to supporting you during your time at NLU. We understand our students are balancing many things in their lives i.e., raising a family, working, etc. Our mission is simple: provide support which will allow you to focus on your academics and complete your degree. Our wrap-around support services are designed to assist you with any challenges you may face. Please contact our office for assistance.

Our program team can assist with access to the following services: academic advising, career/legal services, mental health/social services, spiritual, health or financial support. If you need help, our staff is there for you. We want to ensure that no obstacle, personal or professional, prevents you from achieving your academic goals. Whether you are a student veteran, active duty, reserve/national guard service member or family member, our staff is committed to serving you during your tenure as an NLU student.

Please visit our Homepage: https://www.nl.edu/veteransprogram/ or connect via Facebook: National Louis University Student Veterans of America. Our Student Veterans of America (SVA) chapter is always seeking new members. The

SVA program is designed to support and develop student veterans and is a great resume enhancer. We need your participation, please consider joining our chapter. If you attend class at the Chicago Campus, or are in the area stop by our office. Our administrative offices are located in the Veterans Resource Center, Room 5044. This is a place to study, relax, and connect with your NLU community.

We are thankful for your service and are committed to your academic success. I wish you the best this school year.

Sincerely,

Dr. Stacy Dixon

Director,Veterans and Military Program phone/fax: 312.261.3262
www.nl.edu/veterans
NATIONAL LOUIS UNIVERSITY | 122 S. Michigan Ave., Chicago, IL 60603

Communication Scripts – Career Advisor

Copy Academic Advisor and Success Coach on individual email communication, and include Director of Online Student Services when sending mass emails.

Career Advisor Initial Outreach Email (UG)

Subject Line: Welcome! Introducing your Career Advisor!

Hello!

It's a new school year and I want to personally welcome you! I am Olivia Smith, your Career Advisor. I can provide feedback

for you on your resume, cover letter, or personal statement for graduate school if you decide to go down that path. I am also available to help guide you with your job search, help you update or create your LinkedIn profile, conduct mock interviews, help you with your internship search or answer any general questions you have about career development.

Some resources that are available to you can be found on NLU's homepage under <u>Student Services – Career Development – All Online Tools.</u> Also attached is a checklist of milestones that need to be completed upon graduation. Links for each of these milestones can be found on this document.

You will need to meet with your Career Advisor in order to review these milestones. Please schedule an advising appointment through <u>Handshake</u>. I am available between 9:30 AM and 4:00 PM CT Monday-Friday. Details on how to do this can be found by clicking the link below. If you have questions, feel free to reach out either by phone or email.

In addition to my outreach to schedule a time to speak, you may also receive a call from your Student Success Coach to assist in scheduling that appointment. We are so excited to have you join NLU; our goal is to ensure you are career-ready and have all the tools you need to obtain meaningful employment or that promotion of your dreams!

Please respond to this email letting me know that you received it.

I can be reached through the contact information below, and look forward to connecting with you soon.

Best,
<career advisor>

Career Advisor Initial Outreach Email (GR)

Subject Line: Welcome! Introducing your Career Advisor!

Hello!

It's a new school year and I want to personally welcome you! I am Olivia Smith, your Career Advisor. I can provide feedback for you on your resume, cover letter, or personal statement for graduate school if you decide to go down that path. I am also available to help guide you with your job search, help you update or create your LinkedIn profile, conduct mock interviews, help you with your internship search or answer any general questions you have about career development.

Some resources that are available to you can be found on NLU's homepage under <u>Student Services – Career Development – All Online Tools</u>. Also attached is a list of milestones that you may or may not have completed. Links for each of these milestones can be found on this document.

If you wish to meet with your Career Advisor, please schedule an advising appointment through <u>Handshake</u>. I am available between 9:30 AM and 4:00 PM CT Monday-Friday. Details on how to do this can be found by clicking the link below. If you have questions, feel free to reach out either by phone or email.

In addition to my outreach to schedule a time to speak, you may also receive a call from your Student Success Coach to assist in scheduling that appointment. We are so excited to have you join NLU; our goal is to ensure you are career-ready and have all the tools you need to obtain meaningful employment or that promotion of your dreams!

I can be reached through the contact information below, and look forward to connecting with you soon.

Best,
<career advisor>

Non-responsive to Career Bridge outreach email (UG and GR)

Subject Line: Personalized Career Support Available for You

Hello, <student>

I understand that you are currently happy in your role and are looking to advance your career. As your Career Advisor, I am available to help you prepare for this role advancement. I can review your resume, help you update your LinkedIn profile, or provide any additional job search strategy help you may need. Please feel free to schedule an appointment with me through <u>Handshake</u>. I'd be happy to speak with you!

Best,
<career advisor>

Non-responsive to Career Bridge outreach (UG and GR)

Subject Line: Personalized Career Support Available for You

Hello, <NAME>

I understand that you are currently happy in your role and are looking to advance your career. As your Career Advisor, I am available to help you prepare for this role advancement. I can review your resume, help you update your LinkedIn profile, or provide any additional job search strategy help you may need. Please feel free to schedule an appointment with me through Handshake. I'd be happy to speak with you!

Best,
<career advisor>

Appointment Scheduling in Handshake

Subject: Handshake Instructions

Hello <student>,

I would be happy to meet with you regarding _____. Please schedule an appointment through Handshake.

In order to schedule an appointment through Handshake, please see details below:
- Click on the link above
- Log in using your NLU login information
- Click on Career Center at the top of the page
- In the drop down, click Appointments
- On the Appointments page, click Schedule a New Appointment
- From there, you be able to see your Career Advisor's availability and choose an appointment type based on your needs

Prior to your appointment with your Career Advisor, please upload your resume onto your profile in Handshake.

The above appointment request process is helpful because it allows your Career Advisor to gain a better understanding of what you would like to meet about and more individualized support can be provided.

If you have any questions regarding Handshake, please reach out to your Career Advisor.

Best,
<career advisor>

Completion of Career Advising Appointment

Hello <student>,

It was great speaking with you today! I have attached the edits to your (resume/cover letter) that we discussed. Below you will find the links to some of the resources we discussed during our appointment.

Focus2
Occupational Outlook Handbook
Resume Guide

Should you have any academic related questions, I have copied {Success Coach and Academic Advisor} on this email as well.

If you have any other career related questions, feel free to reach out to me and I am happy to help however I can.

Best,

<career advisor>

Career Webinar Announcement Email

Subject Line: Webinar Title and Date

Attachment: Marketing Flyer

Hello!

Please join us for our Career Bridge Webinar: Title on Date at Time (AM/PM CT). Learn _____. The link to RSVP through Handshake is on the attached flyer, but can also be found here: _____.

We are looking forward to your participation in this webinar!

Best,

<career advisor>

 Career Webinar Reminder Email

Subject: REMINDER: Webinar Title and Date

Attachment: Marketing Flyer

Hello!

I hope your classes are going well. I just wanted to remind you about the Career Bridge Webinar: Title coming up on Date at Time (AM/PM CT). It's not too late to register! Attached is the flyer detailing more information about the webinar where you will find the link to register in Handshake. This link can also be found below:

_____

If you have any questions, please let me know.

We are looking forward to your participation in this upcoming webinar!

Best,

<career advisor>

 Career Webinar Participation Follow-up

Subject Line: NLU Career Webinar Follow-up

Hello,

Thank you for your attendance at our Career Bridge Webinar: {Title}. We appreciate your feedback throughout the presentation. Attached are some additional resources that can help enhance our discussion **(if applicable).** We look forward to your participation in the next webinar. (The date for our next webinar is _____ and will be {Title}. Registration information can be found on Handshake). (More details to come on our next presentation). In the meantime, if you have questions, please let me know.

Best,
<career advisor>

 Career Webinar No-Show

Subject Line: NLU Career Webinar Opportunities

Hello <student>,

I'm sorry that you missed our Career Bridge Webinar: <Title>. Attached are some resources that can aid in your understanding of our discussion **(if applicable).** We hope you will be able to make it to our next webinar. (The date for our next webinar is _____ and will be {Title}. Registration information can be found on Handshake). (More details to come on our next presentation). In the meantime, if you have questions, please let me know.

Best,

Resume not uploaded into Handshake prior to appointment

24 hours prior to appointment:

Subject: Preparation for our Upcoming Career Appointment

Hi <student>,

I am looking forward to our appointment on ___. I noticed that your resume is not uploaded into [Handshake](). Please login to your profile and upload it there. This will help me be better able to prepare for our appointment.

Best,

<career advisor>

Morning of appointment:

Subject: Preparation for our Upcoming Career Appointment – Action Needed

Hi <student>,

I am looking forward to our appointment later today. Could you please upload your resume into [Handshake]() so that I have a chance to review it before our meeting? This will allow me to have a more tailored discussion during our meeting.

Best,

<career advisor>

(If they email resume, encourage student to upload into Handshake, further/deeper reasoning will be explained during the appointment)

One week following appointment

Subject: Preparation for our Upcoming Career Appointment – Action Needed

Hi <student>,

It was great meeting with you last week! I noticed that your resume is not uploaded into Handshake yet. The benefit of having your resume in Handshake, as we spoke about last week, is that it allows you to apply for jobs and internships through Handshake. This cannot be done until your resume is uploaded. Please let me know if you need assistance on how to upload documents. I'd be happy to help!

Best,

<career advisor>

CAR 202, CAR 203 Introduction E-mail
Subject: Supplemental Career Support Available for CAR 202/203 Students

Hello,

I hope the first week of your CAR 202/203 class is going well. I wanted to introduce myself. I am Olivia Smith, your Career Advisor. If you are struggling with any of the career related assignments in this class and feel that you need more in depth help, please reach out and I would be happy to assist you. You can schedule appointments with me through [Handshake](). This process is helpful for me because it will allow me to have a more in depth understanding of what you would like to meet about and it gives me time to prepare for a more individualized appointment. If you have any questions about Handshake, please feel free to reach out and I can walk you through how to use it.

Best,

<career advisor>

EAB Career Referral for CAR 202/203 Student

Subject: Career Referral for CAR 202/203

Hello <student>,

I understand from {Success Coach/Advisor/Faculty Name} that you are having difficulties in your CAR (202/203) class. Please

let me know which assignments you are struggling with, and I would be happy to help.

If you would like to meet with me, please schedule an appointment with me through [Handshake](). This process is helpful for me because it will allow me to have a more in depth understanding of what you would like to meet about and it gives me time to prepare for a more individualized appointment. If you have any questions about Handshake, please feel free to reach out and I can walk you through how to use it.

I'm looking forward to working with you,

Best,

<career advisor>

  BUS 431/ECO 440/OBD432/HCL311/HCL 326/HCL 421 Introduction E-mail

Subject: Supplemental Career Support Available for [COURSE NAME] Students

Hello,

I hope the first week of your [COURSE NAME] class is going well. I wanted to introduce myself. I am Olivia Smith, your Career Advisor. If you are struggling with any of the career related assignments in this class and feel that you need more in depth help, please reach out and I would be happy to assist you. You can schedule appointments with me through [Handshake](). This process is helpful for me because it will allow me to have a more in depth understanding of what you would like to meet about and it gives me time to prepare for a more individualized appointment. If you have any questions about Handshake, please feel free to reach out and I can walk you through how to use it.

Best,

<career advisor>

  EAB Career Referral for BUS 431/ECO 440/OBD432/HCL311/HCL 326/HCL 421 Student

Subject: Career Referral for [COURSE NAME]

Hello <student>

I understand from {Success Coach/Advisor/Faculty Name} that you are having difficulties in your [COURSE NAME] class. Please let me know which assignments you are struggling with, and I would be happy to help.

If you would like to meet with me, please schedule an appointment with me through Handshake. This process is helpful for me because it will allow me to have a more in depth understanding of what you would like to meet about and it gives me time to prepare for a more individualized appointment. If you have any questions about Handshake, please feel free to reach out and I can walk you through how to use it.

I'm looking forward to working with you,

Best,

<career advisor>

Anticipated Graduation Career Support

Subject: Career Steps as You Prepare for Graduation

Dear <student>,

I wanted to reach out about your post-graduation plans as I see you're almost finished with your degree. Our goal at NLU is to support and empower you to achieve your professional and academic goals.

If you are still identifying your career goals or need help to take steps toward reaching them, please keep in mind the range of tools available to you through the NLU Career Bridge:
- Handshake, InterviewStream, Focus2, CandidCareer
- Individual Career Advisor Appointment – pre-schedule using your NLU log-in at nl.joinhandshake.com/login

Warm Regards,

 Career Bridge Webinar Non-registration

Student attendance (and thereby, non-attendance) will be tracked via Handshake for Career Advisor follow-up.

Good Morning <student>,

We had a great Career Bridge webinar yesterday called _____and we noticed you were not able to attend. As you probably remember, our Career Bridge Webinars are important aspects of your career-readiness
The next Career Bridge webinar called _____ is scheduled for _____ and you can register here: _____. I care about you achieving your personal, academic, and career-oriented goals at NLU, therefore if you have encountered any problems recently that have prevented you from participating, I would be happy to discuss your situation by phone or email.

You may schedule a time to meet with me by responding to this email. My office hours are _____.

I look forward to hearing from you and assisting you at NLU.
Warm Regards,

Weekly Online Student Services Meeting Agenda Template

Attendees:

- Veronica Wilson, Director of Online Student Services
- Joanna Klimek, Online Academic Advisor
- Justin Phu, Online Academic Advisor
- Olivia Smith, Online Career Advisor
- Krystle Carrero, Student Success Coach
- Virgil Gribbin, Student Success Coach
- Dr. Bettyjo Bouchey, Associate Dean of CPSA (optional)
- Reece McDevitt, Manager of Learning Support
- Faculty Program Chairs (as available)

Time:

- Weekly, currently scheduled Thursdays at 10AM Central

Purpose:

- Review Advising Checklist tasks and ensure completion
- Review at-risk students/triggers/outcome
- Cross-functional conversations and trouble-shooting around pain points at the course, student, or faculty level
- Identify interventions at the course and student level

- Review positive trigger templates are being completed
- Review stop out lists for future term registration/NLU Withdrawal

Preparation:

- D2L Login Report sent daily for Academic Advisor and Success Coach review and outreach
- Weekly D2L grade report sent to Academic Advisors, Success Coaches, Learning Support Manager, and faculty for review
- Stop out report sent on scheduled basis to identify students at risk of attrition

- SAP report reviewed prior to UG SAP submission deadlines (twice per quarter)
- Academic Advisors and Success Coaches bring list of new students to discuss based on triggers for review
- Academic Advisors and Success Coaches bring list of previous students to review who have not responded to trigger outreach
- Online Career Advisor provides updates on student engagement (appointments, event attendance)
- Faculty provide insights about students/interventions/outreach

Quarterly Reflection Guidelines

- Format: in-person and Zoom
- Attendees: Advising and Learning Support management, Vice Provost of Advising, Academic Advisors, Success Coaches, Online administrators Length: 90 mins
- Frequency: Quarterly (approx. one month following available of prior term retention data, no later than 10th week of term)
- Data Collected:

- Program-level persistence – Veronica Wilson

- Faculty Engagement – Bettyjo Bouchey, Gina DiMartino
- New Student Webinar and Online Orientation engagement – Veronica Wilson
- Time to Register – Chris Stahlberg
- Term GPA – Power BI/Nate
- Course Attendance statistics – Power BI/Nate
- Career Milestones and Career Engagement – Olivia Smith
- Learning Support Appointments – Reece McDevitt
- Escalation Effect (EAB) – Veronica Wilson and Reece McDevitt

- Timeline:

- Data gathered for the previous term by end of Week 4 of the subsequent term
    - Data sets sent to Bettyjo, Andi, Veronica, Courtney for analysis
- Themes sent to Bettyjo, Andi, Courtney, and Veronica to guide reflection meeting

- Agenda:

  - Review data for reflection
  - Listen to and evaluate anecdotal information from Academic Advisors and Success Coaches
  - Develop Future Term Action Plan