



**ACADEMIC SUPPORT SYSTEM GUIDE**

Thanks for serving our NPP Program students with us! This guide outlines how to setup a Academic Support System for your NPP students.

## Getting Started

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This guide provides you with an overview on the components of what makes a successful academic support system.

Students who are academically successful are more likely to stay in your program. NU wants to partner with you to make sure you have the best academic support system possible for your students. The Director of Student Success & Advising is your contact for any questions or concerns you have about your students or your academic system at your partner. I also want to strongly encourage you to schedule an appointment with me and we can talk through any questions you have or strategize ways of making a support plan that works for you and your students' specific needs.

Contact Info: Jessica Herbison, MBA

[jessica.herbison@northwestu.edu](mailto:jessica.herbison@northwestu.edu); 425.889.7825

## Academic Coaching

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### What is Academic Coaching?

Having someone at your partner that is in charge of helping the students succeed academically. In some NPP's the Academic Coach has no other NPP responsibilities, in others the coordinator or director serve as the academic coach. The Academic Coach may be a paid or volunteer position (at the Partner's discretion). The academic coach takes leadership in the Academic Orientation, weekly study hall, helping students navigate NU Online and online study tools, weekly grade and assignment monitoring, and guiding students through academic processes, such as adding, dropping, or withdrawing from a course.

### Academic Coach Requirements

It is encouraged for the person providing the academic coaching help to hold a Bachelor degree from regionally accredited college or university. We encourage this because it makes helping someone through college goes more smoothly when you have experienced it first-hand. If the person providing this service is someone other than the Coordinator they must submit their Resume and Volunteer application to [NPP@northwestu.edu](mailto:NPP@northwestu.edu) in order to be FERPA cleared (so they can view student academic records), and complete requested trainings through HR. The coach must complete the "Academic Support System" checklist and review handbook by mid-August (contact [Jessica Herbison](#)). The coach is expected to be available 2-5 hours per week including the weekly Study Hall. This position works closely with NU's Director of Student Success & Advising and assigned NPP Student Support Specialist.

### Academic Coach Responsibilities

1. Complete NPP "Academic Support" training (with Jessica) & submit NPP Annual Academic Plan by 8/31 annually.

2. Develop working knowledge of online academic resources (see Eagle [NPP Academic Success Page](#)) Smarthinking Tutoring, Smarthinking Writing Center, NU Library, Writing Resources, Study Skill Resources.
3. Assist students in completing "[First Day of Class Checklist.](#)"
4. Provide personal academic support for students during academic year.
  - Help students develop individual weekly study schedule and habits.
  - Run Academic Orientation each semester
  - Develop Academic Success Plans – for all Success Strategy & “Grade Check” students, and provide personal academic support throughout the academic year.
  - Run Weekly Study Hall/Academic Success Center –
5. Primary liaison between students and NU for academic support issues – adds/drops/withdrawals, NU Online or instructor issues

## Academic Support System Checklist

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Let us know about your academic support system at your partner! Below is a checklist to help you as the academic coach to set up your partner for success.

**DUE: August 31<sup>st</sup> to the Director of Student Success & Advising ([Jessica.herbison@northwestu.edu](mailto:Jessica.herbison@northwestu.edu))**

- Who is the academic coach?**
  - o Name \_\_\_\_\_
  - o Email \_\_\_\_\_
  - o Phone \_\_\_\_\_
  
- Coach (if applicable) has submitted NU Volunteer Application (FERPA Clearance)**
  
- Read Academic Support System Guide**
  
- Completed “Building a Strong Academic Support System” training**  
Date Completed \_\_\_\_\_
  
- Reviewed NU Student Resources**
  - o Eagle NPP Academic Success Page (<https://eagle.northwestu.edu/academics/northwest-partnership/student-success/>)
  - o NU Online (<https://nuonline.northwestu.edu/>)
  - o Smarthinking (<https://eagle.northwestu.edu/apps/lms/smarthinking.php>)
  - o NU Library (<https://library.northwestu.edu/>)
  - o Academic Success Plan (used for students on Success Strategy or Probation)
  
- Our Academic Orientation is scheduled and communicated to students**
  - o When? (circle one)      Before the 1<sup>st</sup> day of class      During first week of study hall
  - o Date & Time \_\_\_\_\_
  
- Do you have a study hall scheduled? (circle one)**      **Yes**      **No**
  - o If yes, which day of the week? (circle one)      M      T      W      Th      F
  - o How long will you meet? (circle one)      1.5 hours      2 hours      2.5 hours
  - o Who will be utilizing the study hall? (circle any that apply)  
Success Strategy students      All Students  
Other (describe)  
\_\_\_\_\_

## Academic Orientation

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(During Study Hall – First or Second Week of Classes)

Every semester the Academic Coach leads an Academic Orientation for all new students. Academic Orientations are run during study hall, but not until the first week of classes, because that is when students are motivated, and interested in study help. The goals of the Academic Orientation are...

1. Demonstrate NU Online
2. Demonstrate the Eagle Academic Success Page
3. Demonstrate Online Study Tools (Smarthinking Tutoring, Online Writing Center, Writing and Study Helps)
4. Demonstrate NU Library Resources and NU Research Librarians.
5. Review “Communicating with Professors” checklist
6. Help students develop a personal weekly study schedule

Everything on this page can also be found on the [Academic Orientation Page](#). It is most effective for the Academic Coach to use the Academic Orientation Page, in front of everyone while each student has their own laptop open to follow along and use the tools for themselves.

### NU Online Demonstration

This is a [Demonstration Video](#) for NU Online (also located on the Eagle Academic Success Page). Once an Academic Coach is familiar with NU Online, he or she may want to demonstrate NU Online live, without the video.

### Eagle Academic Orientation Page

All NPP Academic Support Tools are located on the Eagle Academic Success Page (and most are also accessible through links in NU Online). The first step in Academic Success is to know where that page is (have students bookmark it). On that page you will find links to NU Online training, Smarthinking Tutoring and Online Writing Center, Writing Helps, Study Helps, and the [Academic Orientation Page](#) (for Academic Coach use).

### Online Study Tools Review (Smarthinking Tutoring | Online Writing Center | Writing Helps | Study Helps)

Your goal during Academic Orientation is to demonstrate the online study tools and have each student open them on their own laptop. The first 15 minutes of each study hall after orientation is dedicated to individually reviewing each of these tools and having the student use them. The basic NPP Online Study Tools (Smarthinking Tutoring, Online Writing Center, NU Library and Reference Librarians, Writing Helps, and Study Helps) are found on the Eagle [Academic Success Page](#).

### Review “Communicating with Your Instructors” Checklist

Most students do not know how to communicate with instructors, or what to expect from their instructors (response time, assignment grading time, comments in assignments, late work, and other issues). Here is a PDF with [Tips & Tricks](#).

### Weekly Student Schedule

Every student develops a weekly study schedule that schedules blocks of time for academic work around their internship (and other) weekly responsibilities. Optional scheduling video is available in *Resources*. A typical internship takes around 12 hours per week. Each class will take 10-17 hours per week. A good weekly study schedule will *schedule* answers to the following questions.

- When will you set your weekly academic goals (what assignments will you do when)?
- When will you do your weekly reading and viewing?
- When will you take your weekly quiz?

- When will you work on rough drafts of your papers? Remember to leave turn-around time if you want to submit your drafts to Smarthinking Writing Center.
- When will you do Academic Posts (due Thursdays) & Response Posts (due Saturdays)?
- When will you work on your final draft of your paper (due Sundays)?

## Academic Success Center | Study Hall

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(Every Week)

Your weekly Academic Success Center (or Study Hall – you choose what to call it) is the backbone of academic success for your students and your NPP overall. This weekly gathering of students usually runs an hour and a half to two hours, and is best scheduled earlier in the week to help students with assignments before they are due.

### Study Hall Participants

- Academic Coach (Coordinator and/or Director are optional)
- All Students – It is strongly recommended that all students be required to attend weekly Study Hall *at least* until they attain a 3.0 GPA, at which time weekly Study Hall is optional as long as they maintain a 3.0 GPA. However, any partner can require all students to attend regardless of GPA. Flex students may be the exception, based on job and family responsibilities.
- New Students – We strongly recommend requiring attendance of all first semester students, even if they attain a 3.0 GPA.
- Success Strategy Students – Students accepted to NU with an entry GPA below 2.49.
- Grade Check Students - Students receiving grade check letters (earning a D or F) week 3 are to attend the weekly Academic Coaching Center for the rest of the session.
- Students with Missing Assignments - Academic Coaches may have students with missing assignments attend until all assignments are current.
- Student Mentors – We strongly encourage having continuing students with a 3.0 GPA (or higher) to serve as student mentors, helping other students with Study Skills, NU Online, and Online Study Tools

### Study Hall Ideas

- First 15 – Use the first 15 minutes (or so) to demonstrate and have students use on Online Study Hall tool. Our goal is to have each student use all study tools by the end of their first session, and to continue using other resources each week after that.
- Study Habits – Study Hall teaches students to block out time during the week to study, but also can teach them the best way to manage and structure that time. Structure the time in 25 minute study blocks with five to ten minute reward breaks (optional).
- Check In – The Academic Coach should check every student's grades and assignments (is everything submitted?), and make personal contact with *each student*.
- Success Strategy Students – The Academic Coach should make more intentional contacts with success strategy students and grade check students.
- Discussion Groups – Encourage students in the same class to form discussion groups around reading assignments, Discussion Posts or ALA's.
- Final Project Workshop – provide time on Week 6 for students to work on their Final Summative Project due week on Week 7 (part one) and 8 (part two). Donuts & Coffee? Pizza?

## Activity Check

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(Week 1 of each eight-week session)

### Activity Check – Week 1

An “Activity Check” is basically taking attendance in an online class. In week one of an online class, NU makes note of any student who has not participated in an academic event. The student must have completed a quiz, discussion, or Applied Learning Activity (ALA). Merely logging in or participating in a practice quiz does not count as an academic event. NU will contact students without a first week academic event, and then administratively drop students from the respective course on day 6 for non-attendance. NU notifies coordinators prior to taking this action. Dropping students from classes prevents non-participating students from being charged tuition for non-attended courses.

## Grade Checks

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(Weeks 4 and 6 of each eight-week session)

When NU refers to “grade checks” we are referring to the time planned for our offices to pull a report of students with Ds or Fs in classes and to our notification to the NPP coordinator/academic coach. You can monitor student grades and progress all semester long.

### Grade Check – Week 4

Any students receiving a D or F in any class will receive a “Grade Check Email.” Academic coaches should make personal contact with these students and request that they attend the Academic Coaching Center for the remainder of the session.

Academic Coach’s Responsibilities - Acknowledge Grade Check email; meet with students to make plans of action.

- Determine why students are struggling
- Determine which assignments are outstanding (and why).
- Communicate with instructors about resubmitting assignments that have an F and submitting outstanding assignments late
- Require students to submit all outstanding assignments (if allowed by the instructor) by the end of week (by the end of the night if possible).

Video Call if Necessary – NU advising staff will be available to talk through any of the following issues: grade checks, probationary students, academic tools, academic coaching sessions, and recommended action steps.

### Grade Check – Week 6

Students receiving a D or F in any class will receive a “Grade Check Email.” Academic coaches should make personal contact with these students and request that they attend the Academic Coaching Center for the remainder of the session.

- If students do not submit all outstanding assignments by end of Week 6, we highly recommend they withdraw from course, or they will receive the grade they earned. [Request Registration Change Form.](#)
- Students with two weeks of non-attendance (no assignments submitted) in a course without making arrangements with the instructor may be administratively withdrawn from that course.

## Partner Assessment

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(January and June)

Since this is an on-going partnership, we would love to have an evaluation season at the end of each semester. You will have opportunities to evaluate NU through surveys. Here are some areas we would like to look at regarding our partnership with you.

### Communication

One area that is vital in our relationship is communication. We must be able to reach the coordinator and receive responses in a timely manner. Likewise, NU commits to being available and responding in a timely manner for questions or issues, small or large. If these expectations are not met, we would like to create freedom for either party to address them.

### Report Card

After spring semester, NU will give you a report card with NPP overall statistics as well as your individual NPP statistics for review. Data on this report card includes semester GPA, degree breakout, graduates, and number of students on the Dean's and Honors Lists.

### Academic Performance

We would like to be able to assess the quality of the academic coaching available to students at your NPP. If students are struggling overall, we will together identify the nature of the issue, and lay out action steps to rectify the problem.

- Is academic coaching available?
- Is there appropriate internet connection in your building?
- Are the students serving an appropriate amount of hours in internship, or too many?
- Did students have too much on their plate between academics, internship and an outside job?

## Resources

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### Weekly Schedule Videos

- [Study Less Study Smart - College Info Geek](#) *Practical Tips for studying better like “chunking” your time, rewarding yourself, etc.*
- [How I Use My Calendar Efficiently - College Info Geek](#)
- [Stay Organized and Motivated All Semester - College Info Geek](#)

### NU Demonstration Videos

- [Library Resources Demonstration Video](#)

### Writing Process Videos

- [How to Write a Five Paragraph Essay](#)
- [Writing Process and 5-Paragraph Method](#)
- [Writing an Introductory Paragraph](#)
- [Hook Strategy](#)
- [How to Write a Killer Thesis Statement](#)
- [Thesis Statements: Four Steps to a Great Essay](#)
- [How to Write a Paragraph](#)
- [Writing a Good Transition Sentence](#)
- [Writing a Killer Conclusion](#)
- [Revising Your Five Paragraph Essay](#)
- [How Not to Plagiarize](#)
- [Plagiarism Song](#)
- [10 Types of Plagiarism](#)
- [5 Tips to Avoid Accidental Plagiarism](#)

### Study Help Videos

- [5 Active Reading Strategies for Textbook Assignments - College Info Geek](#)
- [How to Read Your Textbooks More Efficiently - College Info Geek](#)
- [Eight Advanced Study Tips - College Info Geek](#)
- [10 Study Tips for Earning an A on Your Next Exam - College Info Geek](#)
- [How to Take Notes in Class: 5 Best Methods - College Info Geek](#)
- [How to Avoid Making Stupid Mistakes on Exams - College Info Geek](#)
- [How to Remember More of What You Learn with Spaced Repetition - College Info Geek](#)