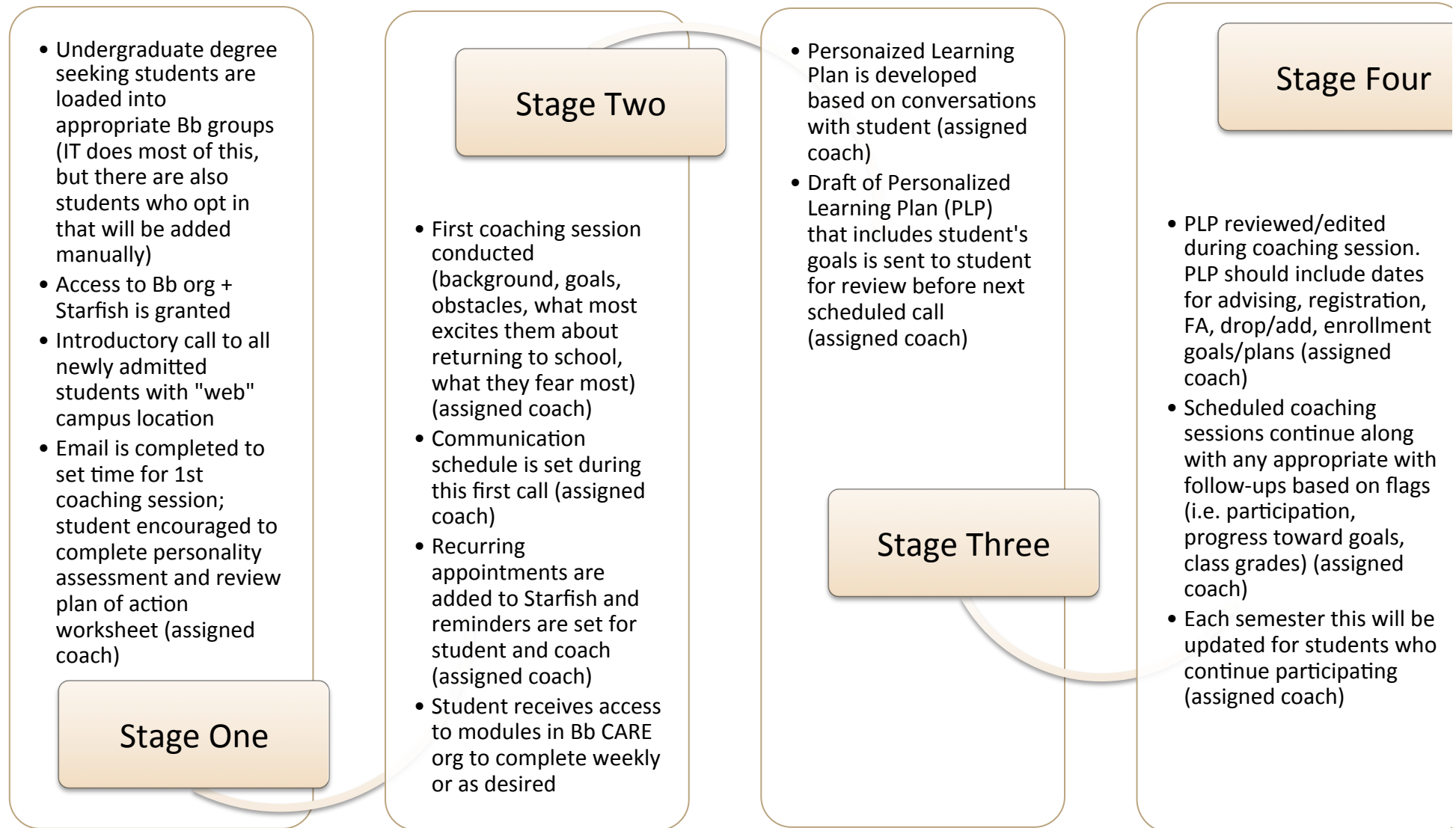
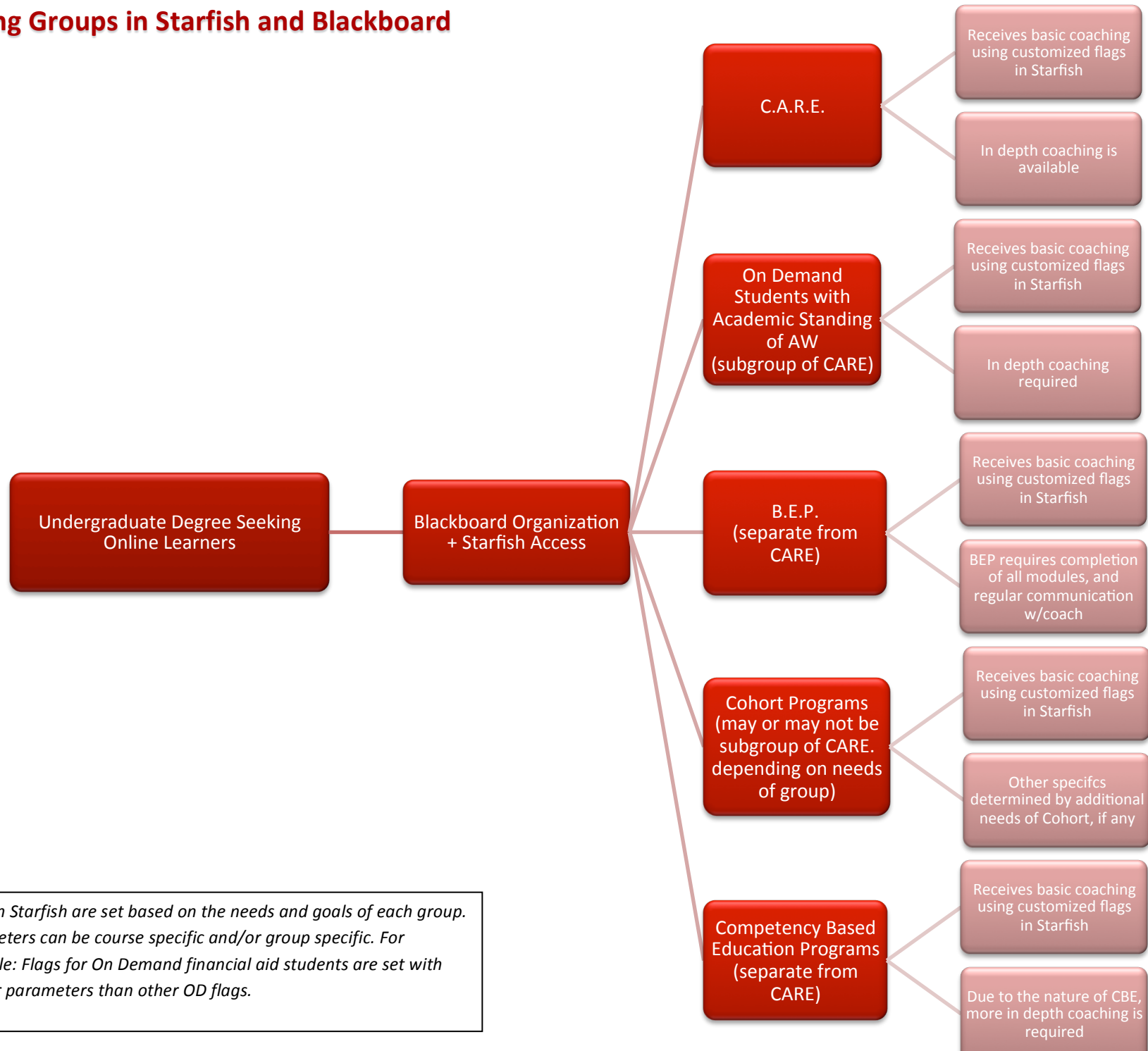


C.A.R.E. Initial Workflow



Coaching Groups in Starfish and Blackboard



Flags in Starfish are set based on the needs and goals of each group. Parameters can be course specific and/or group specific. For example: Flags for On Demand financial aid students are set with stricter parameters than other OD flags.

IDEAS FOR COACHING CONVERSATIONS/SESSIONS

A coaching session normally involves covering a lot of territory. A good coach assists students in adjusting to their studies, setting goals, staying on track to reach goals and helps to minimize confusion and frustration.

First Session

- Introduce yourself and have them do the same. This should help to break the ice. Talk about your role as an Academic Coach and what you can do for them.
- Start discussing academics thus far. How do they like their classes, any issues, questions, anticipated difficulties? What are they most excited about?
- Have they purchased all needed textbooks and supplies? Are they using a planner (encourage them to use one)? Are they checking their email?
- Discuss how they are doing with note taking, reading, studying, organization and time management.
- Discuss items available in orientation module, ask if they have visited that area, refer them there for resources and information and encourage them to complete the LASSI assessment to identify areas of focus.
- Discuss any expectations, goals, strengths, weaknesses. What grades are they realistically wanting to earn?

Second Session

- Assist students in looking ahead. Talk about important and upcoming dates - if they are receiving financial aid, they will need to finish within the semester have they set up a calendar? are they on track with assignments (we will be able to see assignment completion rates and patterns within a course, note drop off in submissions, etc.). Have they put test/project/paper dates in their planner? Work with them on a timeline to get these projects taken care of in a timely fashion. Start from due date and work backwards to not be swamped at the end.
- Are they caught up on all reading for classes? This is the point the 'excited-ness to succeed' starts to wear off.
- Formally set goals and begin to work on agreement or plan of action

Third Session

- Talk about stress levels and time management, the two coincide. Encourage 'to-do' lists and talk about what they do not understand in classes. Discuss study strategies that may help them. Refer them, if needed, to campus resources.
- If students do have grades back from tests or assignments, how did they do? If they did well, are they still studying with the same enthusiasm? If they did fair, what can they do to do better? If they did poorly, what needs to improve? Do they now understand the material they didn't understand for the grade work? Chances are the concepts will show up again.
- In the midst of tests, discuss the importance of food, sleep, and time management.
- Review and Formalize Plan of Action and Goals
- Teach and model research based strategies to achieve goals
- Provide examples of how student may embed strategies in current course work

Fourth Session

- Gear up for finals! Remind them when study days are, and what study days are. Make sure they know when and where their finals are. Are their tests comprehensive? What exactly do they need to know? What are their plans for conquering finals? Talk about study strategies for finals, no cramming! Discuss your own strategies for making it through.
- Do they have final papers or projects they should be working on? Encourage them to have these done prior to finals so they may concentrate on studying.
- Did they enjoy their coaching experience? What did they like most? What would they do differently?

While this is outlined as a bi-weekly plan, coaching is a very personalized service. The frequency and timing of the sessions will vary based on the goals and needs of the student, as well as activity and progress in Blackboard courses. The frequency will be based on whether a student is at low, moderate or high risk.

Proposed Approach: Coaching sessions will be available online, both synchronously and asynchronously; by phone and by email, as it offers increased flexibility for our student population. Workshops on key topics, such as note-taking, improving organization or time management can take place in discussion groups or as part of the webinar series through AdobeConnect/Skype/GoToMeeting.