



# HIGH POINT UNIVERSITY

## **Office of Student Success**

### **Roadmap to First Year Student Success**



**2021-2022 Academic Year**

# The Anatomy of a Success Coach

The mission of the Student Success Program is to advise and support first- year students in their transition to High Point University by facilitating positive connections with faculty, peers, and support staff to enhance the holistic collegiate experience.

Your Success Coach is your guide through your transitional journey into college life. They will help you identify the best major for you, construct a path to achieve your goals and lend academic support when needed. Here are the other important roles your Success Coach will play throughout your freshman year at HPU:

**Academic Advisor:** The Success Coaches serve as the academic advisor for students during their first year on campus and into the second year for students in the School of Business, School of Communication, and those students who are still deciding on a path of study.

**Life Coach:** When incoming freshmen arrive on campus, they experience a variety of emotions. Because it's often their first time away from home, students feel the need to quickly find their place at HPU. Success Coaches answer that call. Success Coaches encourage students to find their niche on campus, as well as ways that students can apply and pursue their passions.

**University Liaison:** The Success Coaches help students to make connections with faculty and staff on campus. They can refer students to Career Services, Student Life, Counseling Services, Financial Planning, and other offices on campus to ensure that students receive the support and encouragement needed.

**Activities Coordinator:** The Success Coaches assist in the implementation of programs and services designed to promote academic, personal, and social/ emotional success. They encourage students to get involved in clubs, intramural sports, or other campus activities as a means of staying engaged beginning in their first year.

## **Meet with your Success Coach to:**

- Find out what courses to take for your intended major and for graduation requirements.
- Explore academic majors that interest you (Project Discovery).
- Access academic support resources to assist with your success in the classroom.
- Learn about involvement opportunities on campus.
- Connect with the community for acts of service.
- Find your “niche” on campus.
- Learn more about the student services available to you

## Our Expectations of Students

- The student is responsible for their educational journey.
- The student is expected to partner with support staff, including Success Coach, Faculty, and other academic allies on campus.
- The student understands the Success Coach is an informational resource. Once students express their needs and concerns, their Success Coach can serve as a referral agent and advocate.
- The student is an active participant in the Success Coach/adviser relationship. As such, the student must communicate concerns, needs, and problems to keep the Success Coach aware of academic and non-academic challenges.
- Students are required to check their HPU e-mail daily. It is strongly encouraged that students monitor their HPU e-mail account and have it on all devices. This will prepare students for the workforce. When a Success Coach contacts a student via email, the student is expected to respond back to their Success Coach in a timely manner AND to make an appointment to meet with the Success Coach.
- The student is responsible for monitoring their grades via Blackboard throughout the semester. If Blackboard is not used for the course, it is up to the student to reach out to their professor to inquire about their academic standing. Students are responsible for sharing grades with parents/guardians.
- The student takes full ownership of their academic path and decisions made about their academic future. Students are responsible for understanding University policies and graduation requirements that Success Coaches share with them.
- Students are expected to meet with their Success Coach minimally once per month. Students are responsible for setting up appointments with their Success Coach in Starfish when prompted to do so and showing up on time for appointments.

## What You Can Expect from Your Success Coach

- As your “go to” support staff on campus, your Success Coach will provide a respectful and supportive environment for you during your transition to college life.
- Your Success Coach will empower you to advocate for yourself as you develop premier life skills that enhance your transition to college life.
- The Success Coach will help you understand the significance and relevance of your college experience as it pertains to your overall success and personal development as a college student.
- The Success Coach will assist you in developing realistic academic goals aligned to your strengths and skills.
- The Success Coach will address academic and non-academic challenges, concerns, and questions with you.
- Your Success Coach will appropriately advise and guide you through the course registration process.
- Your Success Coach will assist you in discovering campus resources that foster academic, career, personal, and professional growth for holistic engagement.
- Success Coaches do not have access to their students' grades. However, your Success Coach will contact you and provide an intervention should you receive a Starfish Flag regarding academic challenges in the classroom as reported by your professor(s).
- Your Success Coach will provide current information about academic policies, procedures, regulations, and academic programs.
- The Office of Student Success sponsors and hosts numerous events that will allow students to get connected on campus. Your Success Coach will share these engagement opportunities with you via e-mail, the RISE app, and social media.
- Your Success Coach will adhere to guidelines set by the Family Educational Rights and Privacy Act (FERPA).

## First-Year Student Learning Outcomes

- First-year students will know who their Success Coach is and how to contact this person.
- First-year students will learn what the difference is between high school and college, and incorporate college expectations into their daily responsibilities and academic journey.
- First-year students should be able to advocate for themselves.
- First-year students should be aware of all academic-based support resources available to them on campus and know how to access these resources.
- First-year students should have an understanding of the general education requirements needed to graduate from High Point University.
- First-year students should have an understanding of major-specific courses that are required for their intended major.
- First-year students will know how to use Blackboard, Student Planning, and Starfish (academic platforms for student learning).
- First-year students will have an understanding of the importance of academic integrity as a student in our campus community.
- First-year students should be participating in clubs/organizations that interest them personally and professionally.
- First-year students will know how to successfully manage their time and their responsibilities as a college student.
- First-year students will have made initial steps to connect with the Office of Career and Professional Development in order to begin planning next steps towards acquiring internships, shadowing experiences, and/or job opportunities post-graduation.
- First-year students should have attended at least two events hosted by the Office of Student Success.

## Success Coach & Student Meetings: Month-by-Month Timeline

Student Name: \_\_\_\_\_

Fall Semester	Spring Semester
<p><b>August</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Introduce yourself to Success Coach</li> <li><input type="checkbox"/> Attend the involvement fair!</li> <li><input type="checkbox"/> Begin working on tasks for RISE App badges</li> </ul>	<p><b>January</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Adjust your schedule in Student Planning during the drop/add period if needed.</li> <li><input type="checkbox"/> Attend the involvement fair!</li> <li><input type="checkbox"/> Review your Connection Blueprint</li> <li><input type="checkbox"/> Work on tasks for RISE App badges</li> </ul>
<p><b>September</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Address potential academic challenges and review academic support resources</li> <li><input type="checkbox"/> Review your EXP 1101 essay with your Success Coach</li> <li><input type="checkbox"/> Complete your Connection Blueprint</li> <li><input type="checkbox"/> Review college transition survey #1 with Success Coach</li> </ul>	<p><b>February</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Address potential academic challenges and review academic support resources</li> <li><input type="checkbox"/> Connect with Career &amp; Professional Development</li> <li><input type="checkbox"/> Begin thinking about potential summer school course offerings (end of month)</li> </ul>
<p><b>October</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Review your midterm grades</li> <li><input type="checkbox"/> Work on tasks for RISE App badges</li> <li><input type="checkbox"/> Review your Connection Blueprint</li> <li><input type="checkbox"/> Complete your pre-registration meeting</li> <li><input type="checkbox"/> Connect with Career &amp; Professional Development</li> </ul>	<p><b>March</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Review your midterm grades at spring break with your Success Coach and parents</li> <li><input type="checkbox"/> Work on tasks for RISE App badges</li> <li><input type="checkbox"/> Review your Connection Blueprint</li> <li><input type="checkbox"/> Complete your pre-registration meeting</li> </ul>
<p><b>November</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Complete your pre-registration meeting</li> <li><input type="checkbox"/> Register for spring classes</li> <li><input type="checkbox"/> Review college transition survey #2 with Success Coach</li> <li><input type="checkbox"/> Connect with Career &amp; Professional Development</li> </ul>	<p><b>April</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Complete your pre-registration meeting</li> <li><input type="checkbox"/> Register for fall classes and summer classes if applicable</li> <li><input type="checkbox"/> Review college transition survey #3 with Success Coach</li> <li><input type="checkbox"/> Work on tasks for RISE App badges</li> </ul>
<p><b>December</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Prepare for Final Exams</li> <li><input type="checkbox"/> Review your final grades with your Success Coach and parents</li> </ul>	<p><b>May</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Prepare for Final Exams</li> <li><input type="checkbox"/> Review your final grades with your Success Coach and parents</li> </ul>

## Important Terms to Know

- **Student Success Coach:** your academic advisor for the first year.
- **Syllabus:** an outline and overview of course topics, assignments, quizzes, tests, projects, and other graded work for a specific course. On a syllabus, professors share attendance policies, office hours, and their grading system.
- **Faculty Office Hours:** scheduled time outside of class faculty set aside to meet with students.
- **OARS** (Office of Accessibility Resources and Services): an office who can assist you with learning about academic and housing accommodations you may be eligible to receive due to a disability.
- **Blackboard:** an academic platform where you access course documents, such as syllabi and assignments, and grades for courses.
- **Starfish:** an academic platform where you schedule appointments with your Success Coach and view resources available to students.
- **Student Planning:** the university's registration system where you register for classes and view midterm and final grades.
- **First Year Navigator:** student leaders selected by the Office of Student Success to provide transitional support to first-year students and assist you in building a greater sense of belonging to High Point University and its support network. First Year Navigators are assigned to students based on their academic school and help students learn how to navigate the academic platforms for student learning – Blackboard, Starfish, and Student Planning – that are used on campus.
- **RISE App:** a uniquely designed app created exclusively for HPU students, by an HPU alum. The app's intention is to encourage and promote student engagement from an academic, professional, social, and service lens. The RISE app is a fun and easy way to earn badges and to get involved on-campus or in the High Point Community.

# Student Support Offices Contact Information

## Academic, Career, & Experiential Learning Engagement

### **Office of Student Success** (Success Coach/First-Year Academic Advisor)

Location: 2<sup>nd</sup> floor of Cottrell Hall

[studentsuccess@highpoint.edu](mailto:studentsuccess@highpoint.edu)

### **Office of Academic Services** (Tutoring Services)

Location: 4<sup>th</sup> floor of Smith Library

[ccurty@highpoint.edu](mailto:ccurty@highpoint.edu)

### **Office of Accessibility Resources & Services** (Academic and Housing Accommodations)

Location: 4<sup>th</sup> Floor of Smith Library

[oars@highpoint.edu](mailto:oars@highpoint.edu)

### **Office of Career and Professional Development** (Internships, Resume, Career Planning)

Location: 1<sup>st</sup> floor of Cottrell Hall

[careerservices@highpoint.edu](mailto:careerservices@highpoint.edu)

### **Office of Global Education** (Study Abroad, Global Programming, and International Student Affairs)

Location: 1<sup>st</sup> floor of Cottrell Hall

[global@highpoint.edu](mailto:global@highpoint.edu)

### **HPU Libraries**

Locations: Smith Library (there are two other smaller locations in the Wanek Center and in the Stout School of Education)

[hpulibraries@highpoint.edu](mailto:hpulibraries@highpoint.edu)

### **Office of the University Registrar** (Summer School, Transcripts, FERPA, AP/IB/Dual Enrollment Credits, Course Equivalencies)

Location: 1<sup>st</sup> floor of Roberts Hall

[UniversityRegistrar@highpoint.edu](mailto:UniversityRegistrar@highpoint.edu)

### **Undergraduate Research and Creative Works**

Location: 2<sup>nd</sup> floor of Cottrell Hall

[urcw@highpoint.edu](mailto:urcw@highpoint.edu)



# Student Support Offices Contact Information

## Student Life Experiences

### **Office of Student Life**

Location: 3<sup>rd</sup> Floor of Slane Student Center

Email: [studentlife@highpoint.edu](mailto:studentlife@highpoint.edu)

Website: <http://www.highpoint.edu/studentlife/>

- Residence Life:** <http://www.highpoint.edu/residencelife/>
- Student Conduct:** <http://www.highpoint.edu/studentconduct/>
- Fraternity and Sorority Life:** <http://www.highpoint.edu/greeklife/>
- Multicultural Affairs:** <http://www.highpoint.edu/multiculturalaffairs/>
- Student Activities:** <http://www.highpoint.edu/studentactivities/>
- Religious Life:** <http://www.highpoint.edu/religiouslife/>
- Recreation Services:** <http://www.highpoint.edu/recreationservices/>

### **Office of Counseling Services**

Location: 3<sup>rd</sup> floor of Slane Student Center

[counseling@highpoint.edu](mailto:counseling@highpoint.edu)

### **Office of Accessibility Resources & Services** (Academic and Housing Accommodations)

Location: 4<sup>th</sup> Floor of Smith Library

[oars@highpoint.edu](mailto:oars@highpoint.edu)

### **Student Health Services**

Location: Lower Level of Wilson Residence Hall

[studenthealth@highpoint.edu](mailto:studenthealth@highpoint.edu)

### **Club Sports** (Over 30 club sports offered)

<https://highpointclubsports.com/>

### **HPU Connect** (a listing of all clubs/organizations)

<https://involved.highpoint.edu/>

### **Campus Concierge** (single source of knowledge for all campus and community information)

Locations: Slane Student Center, Wanek Center, and Cottrell Hall

[concierge@highpoint.edu](mailto:concierge@highpoint.edu)

336-841-4636

On your journey to academic success, you have an ecosystem of support and mentorship to guide you along the way!



