

2019-  
2020

# Academic Success Employee Manual

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## Mission

### Academic Success

Academic Success provides opportunities for students to reach their individual goals in the higher education environment through ensuring equal access and skills-based coaching and tutoring.

### Tutoring at Stetson University

As part of Academic Success, tutoring at Stetson University empowers peer tutors with the skills to share their content-area knowledge and guide peers toward independent academic achievement.

### SPI at Stetson University

As part of Academic Success, SPI at Stetson University seeks to promote active learning for students and higher order thinking skills, foster collaboration with classmates and peers, help students understand what it takes to be a successful college student and assist students in developing relationships with other students.

No matter what your role is in Academic Success these are goals and missions that everyone should strive to incorporate into their work.

## General Procedures

1. **Schedule:** Schedules should be set prior to the start of the semester and any changes must be communicated and approved by the Coordinator for tutoring and SPI.
2. **Final Examination Schedules:** Due to finals changing schedules if you are no longer able to work your regular hours you must work with your supervisor to make changes. These are due 2-3 weeks prior to finals (see Semester Schedule below). Depending on your position these are due in different ways see below.
  1. **Tutors:** Please communicate any conflicts with your normal schedule and additional availabilities for finals week by the deadline (see Semester Schedule Below).
  2. **SPI's:** For finals week, prior to your class's final, you are expected to have one last review session. You will not have 2 sessions that week, even if the final is on a Friday and you would normally meet Mon-Wed. Re-Doodle Poll if needed for planning this last review session.
  3. **Front Desk:** Please communicate any conflicts with your normal schedule and additional availabilities for finals week by the deadline (see Semester Schedule Below).
3. **Attendance:** Show up to your shifts on time.
  1. Planned absences must be communicated with your supervisor at least a week in advance.
  2. Last minute absences and running late should be communicated with the front desk 386-822-7345
    1. When possible try to contact your co-workers to see if someone can cover your shift.
    2. If there is a pattern of last minute absences a meeting with your supervisor will occur.
4. **Dress Code:** There isn't a strict dress code, but dress appropriately for a business casual setting.
  1. No matter what you wear, **you are required to have your name tag on.**
5. **Sign-In:** It is everyone's responsibility to ensure that students are using the sign in computer.

6. **Time Card:** Time cards are submitted on a bi-weekly basis.

## Late or Missed Shift

**If you are going to be late or miss a shift do the following.**

1. Notify the front desk, 386-822-7345 or [HFSCC@stetson.edu](mailto:HFSCC@stetson.edu)
  - a. Let your supervisor know as well.
2. If you know in advance that you are unable to make a shift, it is your responsibility to tell your supervisor and any students this may impact (SPI's).
  - a. Contact your fellow co-workers and arrange for someone to cover your shift.
  - b. If no one is able to cover your shift, you must tell your Supervisor.

## Disruptions and Disruptive Behavior

As part of Academic Success and Stetson University, we try to create a safe and welcoming environment where students can learn and grow. If there is a particular student who is creating a hostile environment please take the following actions.

1. If there is a hostile work environment for yourself or your students, do not hesitate to contact Public Safety or 911.
  - a. Public Safety: 386-822-7300
  - b. **OR** Call 911

Don't forget that in the Library, even after the front desk has left, there will be reference librarians down stairs. And you can always contact Matt at 616-502-3703

If any problems persist with students please setup a meeting, or stop by and see the Coordinator, to discuss possible solutions.

## Academic Success Areas

### 5 Main Areas

#### Advising

Academic Advising encompasses a comprehensive support network of faculty advisors, professional staff, peer leaders and other administrative staff. The central mission is to empower students with the necessary information, resources and support to explore a full range of opportunities for academic achievement and personal fulfillment and the realization of their highest potential. The program's hallmarks include personalized faculty advising and mentoring, a supplementary Advising Center, advanced degree audit technology, and a peer leader support team.

FAQ's:

- Issues dealing with credit hours, having holds on their account which permits them from registering from classes, transcripts, etc. actually go to the **Registrar's Office**.
- For problems dealing with faculty advisors or academic advice, tell the caller to talk with their academic advisor first. Their Academic Advisor is listed in their degree audit.
  - If they have already attempted to reach out to their Advisor and aren't having luck have them email the department chair.

- Send a follow up email to [Academic Advising](#) so that the student is on Zonovia and her teams radar.
- If a student is looking for their registration PIN that will come from their faculty advisor.
- **IF** a student has an advising questions **AND** is an Athlete see below.

Point people for this area:

- [Joanne Bembinster](#); Assistant Director of Academic Advising
- [Miguel Burgos](#); Coordinator for Academic Advising
- [Christina Chamberlin](#); Graduate Assistant for Academic Advising

## [Accommodations](#)

Reasonable accommodations can be made for all students here at Stetson in accordance with Title III of the Americans with Disabilities Act of 1990, the Rehabilitation Act of 1973 (Section 504) and Stetson University's academic standards to ensure that there will be no discrimination on the basis of disability.

FAQ's:

- Concerns dealing with accessibility testing, test drop off, test accommodations, etc. should be directed towards the Accessibility Services Office; 822-7127.

Point people for this area:

- [Aaron Distler](#); Associate Director of Academic Success & Accessibility
- [Stephanie Potthoff](#); Coordinator for Academic Success

## [Athletics](#)

It is the mission of the Academic & Compliance Student Services Office to provide the resources necessary for all student-athletes to realize their personal, academic, and athletic potential. This office works closely with coaches, faculty, and university administration to share resources and promote the development of each student-athlete. Academic & Compliance Student Services conducts a study hall open over 40 hours a week, provides academic support and monitoring, has a tutoring and success coaching program specifically for student-athletes and works to ensure that athletics teams and coaches are fully educated on the resources and opportunities on campus.

FAQ's:

- If the student is having questions about how their class schedule may affect their eligibility or other questions regarding academics and being a student athlete then have them reach out to Sharniece.

Point people for this area:

- [Sharniece Supal](#); Coordinator for Student Athletes

## [Success Coaching](#)

Success coaching is designed to aid students in achieving their maximum academic potential. This is done through individualized sessions with either a peer success coach or a success coach, that will generally focus on areas such as study strategies, time management, reading and studying, test taking, test anxiety, and many more.

FAQ's:

- If the student want's to meet with a success coach first check the outlook calendar and see if they can meet with a peer success coach first.
- If the student insists on meeting with a success coach have them email [studentsuccess@stetson.edu](mailto:studentsuccess@stetson.edu).

Point people for this area:

- [Aaron Distler](#); Associate Director of Academic Success & Accessibility
- [Stephanie Potthoff](#); Coordinator for Academic Success

## Tutoring/SPI

Academic Success' tutoring services empower peer tutors with the skills to share their content-area knowledge and guide their peers toward independent academic achievement. Tutoring is provided to Stetson University students, faculty, staff, and alumni free of charge.

FAQ's:

- Can we connect a parent with a tutor for their high school or non-Stetson student? Unfortunately we can't.
- Do we tutor subject X? If subject X isn't one of the subjects listed on our site unfortunately we do not at this time.
- Can I schedule a tutor to tutor me one on one? You can ask a tutor if they'd be willing to, but we can't pay them to so you would be responsible for making a fair arrangement.

Point people for this area:

- [Matt Musser](#); Coordinator of Tutoring & SPI

## Semester Schedules

### Fall Semester 2019

|                  |                   |  |
|------------------|-------------------|--|
| Wednesday        | August 21         | Tutoring, Front Desk, and SPI Training (Mandatory) |
| Thursday         | August 22         | Classes Start and Work Begins                      |
| Sunday – Monday  | Sept. 1 - 2       | No Work (Labor Day)                                |
| Tuesday          | Sept. 24          | No Work before 5:00pm (Values Day)                 |
| Sunday – Tuesday | Sept. 29 – Oct. 1 | No Work (Fall Break)                               |
| Monday           | November 18       | Final Exam Work Schedules Due                      |
| Tuesday – Sunday | Nov. 26 – Dec. 1  | No Work (Thanksgiving Break)                       |
| Friday           | Dec. 6            | Schedules for Spring Semester are Due              |
| Sunday – Friday  | Dec. 8 - 13       | Finals Week Work Schedule                          |

### Winter Semester 2020

|                   |                  |                                  |
|-------------------|------------------|----------------------------------|
| Monday            | January 13       | Classes Start and Work Begins    |
| Sunday - Monday   | January 19 – 20  | No Work (MLK Day)                |
| Sunday – Saturday | March 1 – 7      | No Work (Spring break)           |
| Friday – Sunday   | April 10 - 12    | No Work (Good Friday & Easter)   |
| Tuesday           | April 14         | No work before 5:00pm (Showcase) |
| Wed.              | April 15         | Final Exam Work Schedules Due    |
| Wed.              | April 29         | Schedules for Fall 2021 are Due  |
| Thursday - Monday | April 30 – May 4 | Finals Week Work Schedule        |

\*Schedule subject to changes, if changes are made an email announcement will be made\*