

MISSION STATEMENT

The mission of CLASS Coaching Program is to provide high-touch advising and support services to students in arts, humanities, and social sciences by guiding them in complex academic situations, collaborating with faculty and campus representatives, as well as encouraging student personal growth and a sense of responsibility.

As an advisee, you can expect your coach to:

- Grasp and effectively communicate the degree requirements for your major
- Prompt you in making wise selections of courses and planning for graduation
- Maintain accurate records and monitor your progress toward degree completion
- Interpret and clarify for you the university policies and regulations
- Respond to your inquiries and facilitate meetings in a timely manner
- Make campus referrals based on your individual needs
- Address your academic concerns with confidentiality

As a coach, I expect my advisee (you) to:

- Research college programs and degree requirements for your major
- Familiarize yourself with tools and resources available on campus
- Take initiative to regularly seek academic coaching and plan ahead
- Prepare a list of items to discuss during your coaching session(s)
- Keep a personal record of your coaching interactions
- Take responsibility for your decisions and actions
- Follow-up and provide updates to your coach, if necessary

ATTENDANCE POLICY

Students receive invitations via Bay Advisor with a unique link to schedule their coaching session(s). Students are expected to meet with the coach at least once per semester, though follow-up meetings are encouraged and may be requested at the discretion of the coach. No-same day appointments policy is strictly enforced. If you need to cancel or reschedule your session, please allow at least 24 hours to notify your coach, except emergency cases.

NOTE: Failure to schedule and/or attend your coaching session will result in a hold being placed on your MyCSUEB account that will affect your ability to enroll in courses for the upcoming term(s).

IMPORTANT DATES: FA'20 TERM

Aug. 31 - Drop Deadline
 Oct. 1 - Graduation Application Deadline
 Nov. 6 - Withdrawal & Grade Type Change Deadline
 Nov. 23-27 - Fall Recess
 Dec. 6 - Last Day of Classes
 Dec. 7-12 - Final Exams Week
 Dec. 21 - Official Grades on MyCSUEB

IMPORTANT DATES: SPR'21 TERM

Feb. 1 - Drop Deadline
 Mar. 1 - Graduation Application Deadline
 Mar. 29-Apr. 2 - Spring Recess
 Apr. 9 - Withdrawal Deadline
 May, 7 - Last Day of Classes
 May, 10-15 - Final Exams Week
 May, 24 - Official Grades on MyCSUEB

REMEMBER

YOU are the master of your academic experience. Your coach will **NOT** make any decisions for you; instead, you will work together and explore opportunities that will allow for taking ownership of your academic career through informed decision-making.



COMMUNICATION GUIDE

The following suggestions are meant to serve as professional advice for your academic correspondence with the university representatives—whether it be a course instructor or an advisor.

- Utilize your university Email account @horizon.csueastbay.edu.
- Include primary topic of your Email in the subject line (e.g. schedule).
- Greet the recipient with a salutation including their name (e.g. “Dear Mrs. Davis” or “Hello Pr. Miller”). **Starting with “Hey” or not including a salutation at all is inappropriate!**
- Introduce yourself by sharing your full name and campus NET ID.
- Emphasize necessary information to provide the context for your request. If this is a follow-up, do not assume the recipient remembers all the details, and add a brief refresher.
- Use proper language, grammar, punctuation, and capitalization.
- Refrain from the use of emoticons and text-message acronyms.
- Proofread and wait before sending a message to catch errors and account for your emotions.
- Reply to any academic request in a timely fashion (i.e. 24-48 hours).

CAMPUS RESOURCES

AACE | Academic Advising & Career Education | aace@csueastbay.edu | <https://www.csueastbay.edu/aace/>

SCAA | Student Center for Academic Achievement | scaa@csueastbay.edu | <http://scaa.csueastbay.edu/>

SHCS | Student Health & Counseling Services | shcs@csueastbay.edu | <https://www.csueastbay.edu/shcs/>

LEARNING OUTCOMES

As a result of CLASS Coaching Program, students will:

- Understand their academic standing and ramifications of continuous probation
- Know and pursue relevant procedures that may positively affect their GPA
- Read their degree audit report (DAR) for planning and enrollment purposes
- Develop an individualized academic plan to facilitate progress toward degree
- Become familiar and utilize relevant campus resources and support services

Recommendations for Students on Probation:

- Schedule an initial session with the coach to address your unique situation
- Discuss any obstacles and challenges that may be affecting your performance
- Develop a personalized recovery plan, accounting for grade forgiveness and other opportunities
- Repeat all courses in which a grade of C- or higher is required, but has not been previously earned
- Contact and connect with relevant campus units completing necessary action items
- Report back to your coach to keep them up-to-date

NOTE: *If an extenuating circumstance has occurred, you may be eligible to submit a late withdrawal petition. Undergraduate students are eligible for up to 18 withdrawal units that do not affect their GPA and up to 16 units of grade forgiveness. If you are able to provide medical documents, withdrawal units will not count against you.*