

CSU Academic Coach Standards of Care

CSU Academic Coaches will employ the following Standards of Care using academic coaching knowledge and actions to ensure and maintain consistent academic coaching for ALL CSU Students.

Standard of Care	Coaching Knowledge & Actions	Student will...
Academic Coaching	University Policy & Procedure College & Major Requirements Academic Support Resources	<ul style="list-style-type: none"> • Be able to register for their classes. • Be able to read and understand their degree audit. • Be able to connect their major to their career goals. • Be able to complete the appropriate petition process. • Be able to identify campus resources that support their individual academic and social emotional needs.
College Life	Financial Aid Assessment for Each Student <ul style="list-style-type: none"> • Account Balance • Financial Aid Tab • All In One (411) Campus Culture for All Students <ul style="list-style-type: none"> • Mentoring • Student Groups • Campus Facilities & Resources 	<ul style="list-style-type: none"> • Be able to articulate their current account balance and financial aid status. • Be able to identify on campus student groups & organizations that will increase their sense of belonging to the campus community.
Caseload Management	Multi-term Scheduling is Available with a University Scheduling Hold - 0 – 24 hours Bi-Weekly Outreach with Caseload 1:1 Coaching Meetings <ul style="list-style-type: none"> • 15 Minute Outreach/Check-in (No formal Appointment) • 30 Minute Progress (Gold Standard) • 60 Minute Initial Appointment 	<ul style="list-style-type: none"> • Be able to understand the purpose and meaning of any holds on their account. • Be able to connect with their Academic Coach via Starfish or email. • Be able to request the type of meeting they need with their Coach.
Data Analysis	Tiered Management of High-Risk Caseload <ul style="list-style-type: none"> • Persistence Data • Retention Data 	<ul style="list-style-type: none"> • Be able to identify their Academic Standing. • Be able to articulate their progress toward graduation.