



Policy Title: Student Success Policy

Policy Number: SUC.101

Policy Owner: Dean of Student Affairs

Responsible Office: Student Success Office

Revision Date: 9/8/2017

1. Purpose and Scope

The Student Success Center (SSC) is committed to the success of the individual students at North American University. The goal is to assist, guide, advise, mentor or steer students to the right person or place on campus to find an appropriate resolution to their academic achievements.

2. Policy

The Student Success Center (SSC) is committed to offer a variety of services that enhance the students' academic success. These services are also catered to Distance Education students to better supplement their academic experience at NAU using various technological solutions.

Tutoring is available to support the academic development of the student. At Risk advising is available to improve the academic standing of a student. Academic Workshops are available to supplement the students' experience at North American University. The SSC caters to Freshman students with specific services. The Freshman early registration and registration is conducive to the Freshman students to transition into North American University. The Peer Mentor Program, Freshman Seminar Class and the Timeline of the Freshman student are all aligned with the academic plan for the freshman student.

3. Procedures

NAU encourages individuals to seek out opportunities that pertain to student success.

Tutoring:

Step 1: The student will check the updated tutoring schedule which is available online

Step 2: Students are required to sign in to the Success Center

Step 3: Students are required to attend the tutoring sessions prepared with questions, homework assignment, exam, and/or related materials

Step 4: Students are required to complete a survey upon completion of the tutoring session

If a student is enrolled in distance education courses, they may access e-tutoring information through the Student Success website. If an online student has a specific need, he or she may contact the success office for more information pertaining to their request.

At Risk Advising:

At Risk is identified as any student likely that needs more academic support due to possible failure of a course(s). At risk notifications are sent mid semester to the student informing them of their academic standing. Details of the at-risk advising procedure is explained in At-Risk Advising Policy.

Academic Workshops:

Step 1: The SSC offers continuous academic workshops throughout the semester and notifies the students via email in advance with the name, location and time of the academic workshop

Step 2: Students must sign in when they arrive for the academic workshop

Step 3: Each student must complete the short survey at the end of the workshop

Freshman Student Success

A First Time Freshman (FTF) student who has no prior postsecondary experience attending any institution should read the Freshman Student success Policy and procedure which includes the Peer Mentor Program, Freshman Seminar Class and the Timeline of the Freshman. Detailed information is included in Freshman Student Success Policy.

4. Who Should Read This Policy

- Students
- Faculty
- Department Chairs

5. Related Documents and References

- At-Risk Advising Policy
- Freshman Student Success Policy
- Tutoring Survey
- Academic Workshop Survey