Academic Success Center: Tiers of Service Overview

Video Link: https://screencast-o-matic.com/watch/cqn3Y00iId

Tiers of Service

The purpose of the Academic Success Center (ASC) is to assist currently enrolled students in developing skills that strengthen their written communication and quantitative reasoning abilities. The ASC's tiers of service provide progressive levels of support to offer each student a personalized, meaningful experience. Visit the Learn the ASC page to learn about ASC resources and services, review ASC policies, and meet the staff.

Tier 1: Self-Directed Resources

- **Writing Resources** are a starting place for students who need assistance with a specific writing concept (e.g., outlining, paraphrasing).
- **Statistics Resources** are a starting place for students who need assistance with a specific statistics concept (e.g., t-test, ANOVA).
- **Editing Resources** can assist students in learning about the revision process as well as provide examples to aid in correcting writing issues. Directions on how to sign up for a premium subscription of Grammarly are in this guide.
- **APA Style Resources** offer guidelines and examples of basic APA Style rules. Academic Writer will help students with APA Style by providing quick guides and tutorials. The link to Academic Writer and directions on how to sign up are in this guide.

Tier 2: Ask a Coach

- The Ask a Coach page is where you can search Frequently Asked Questions (FAQs), submit a question about writing or statistics to get a personalized answer, or chat live with a coach through ASC Chat.

Tier 3: Coaching

- **Recorded coaching** is asynchronous—you do not meet live with a coach. Instead, you will submit the document you want reviewed (one per appointment) when you schedule the appointment. You will receive both written and video feedback, along with a detailed coaching plan, within two (2) days of the scheduled appointment time. Students can self-schedule these sessions.
- **Group coaching** is a live, 45-minute session with a coach and up to six (6) other students who are working on the same skill. Group sessions are held at the same time weekly, but will be interactive and focused on students' specific questions. Therefore, you are encouraged to attend early and often! Students can self-schedule these sessions.
- **Individual coaching** is a live, 45-minute session with you and a coach where you can work collaboratively to develop competence on a specific skill based on your unique needs. Students will use ASC Chat to schedule individual sessions.