

OFFICE OF STUDENT SUCCESS

# First Year Roadmap



*2022-2023 Academic Year*



HIGH POINT UNIVERSITY

OFFICE OF STUDENT SUCCESS

# Welcome Home Panther!

As you embark on this new journey in life we hope that the Office of Student Success can be a familiar face to you and your family. We can't wait to get to know you! Now to answer a few questions...

## What is a Success Coach?

Your Success Coach is here to guide you through your transition into college life. In addition to serving as your Academic Advisor, we will help you get connected on campus and ensure you have access to the tools and resources to support your success at High Point University!

*Students should meet with their Success Coach to:*

- Determine course and graduation requirements based on intended academic program
- Explore academic majors of interest (Project Discovery)
- Discuss and make changes to your academic program (major, minor, pre-professional program)
- Access academic support resources to assist with classroom success
- Learn about involvement opportunities on campus
- Connect with the community for acts of service
- Learn more about all student services available

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## Success Coach Responsibilities

*As your "go to" support staff on campus, we commit to provide...*

- Monthly meetings to foster a supportive advisor-advisee relationship and address student needs
- A respectful and supportive environment during the transition to college life
- An appropriate first-semester schedule, taking into consideration course requirements (major-specific and general education) and previously earned credits disclosed by student
- Appropriate advising and guidance through the course registration for subsequent semesters
- Assistance in developing realistic academic goals aligned to your strengths, skills, and interests
- Guidance regarding academic and non-academic challenges, concerns, and questions
- Information regarding campus resources that foster academic, career, personal, and professional growth for holistic engagement
- Current information regarding academic policies, procedures, regulations, and programs
- Engagement opportunities communicated via e-mail, the RISE app, and social media
- Follow up and guidance should a Starfish Flag (academic concern) be raised on your behalf
- Grade follow-up at mid-term and finals and implementation of an academic improvement plan if necessary
- Adherence to guidelines set by the Family Educational Rights and Privacy Act (FERPA)
  - Success Coaches may communicate with parents in the case that multiple Starfish Flags are risen for a student (ending a FERPA release on file) to provide additional support for the student

# Student Responsibilities

*To properly set yourself up for success, students are expected to...*

- Partner with Success Coach, faculty, and other academic allies on campus
- Check HPU e-mail daily and reply to faculty and staff in a timely manner
- Schedule monthly meetings with assigned Success Coach through Starfish
- Arrive on time to all meetings... DO NOT schedule meetings during class times
- Self-advocate. Communicate needs and concerns to keep Success Coach aware of academic and non-academic challenges so they can support you
- Review syllabi and keep track of all class meetings, due dates, and exam dates
- Purchase and use required course materials (textbooks, platforms, supplies, etc.)
- Monitor graders throughout the semester via Blackboard and any other platforms used by faculty
  - Success Coaches do not have access to a student's Blackboard accounts. We receive grade reports at mid-term and finals and rely on students and Starfish Flags to convey academic concerns outside of these times.
- Share grades reported at mid-term and finals with parent/guardian
- Take ownership of your academic path and decisions regarding your academic future
- Review university policies and graduation requirements in the University Undergraduate Bulletin; seek clarification from Success Coach as needed
- Practice academic integrity
- Utilize support resources (Tutoring, OARS, Counseling, etc.) as needed
- Create and complete Academic Improvement Plans if recommended by Success Coach

*To make the most of the first-year experience, we strongly recommend students....*

- Add HPU email to your phone to provide easier access
- Use a planner to keep track of meeting and due dates
- Participate in clubs/organizations that interest you personally and professionally
- Learn and Utilize strategies to successfully manage time and responsibilities of a college student
- Connect with the Office of Career and Professional development to begin planning next steps towards acquiring internships, shadowing experiences, and job opportunities post-graduation
- Build positive relationships with faculty and staff on campus
- Attend events hosted by the Office of Student Success
- Consult with First Year Navigators for peer support
- Utilize Project Discovery to assist in uncovering academic and career interests
- Utilize the Connection Blueprint and RISE app to ensure you're actively engaging with the HPU community to the best of your ability

# Important Terms to Know

## *Student Success Coach*

Your Academic Advisor and 'go-to' person for the first year

## *Faculty Office Hours*

Scheduled time outside of class faculty set aside to meet with students

## *Syllabus*

An outline for a specific course which includes course topics, assignments, tests, other graded work, attendance policies, office hours, grading system, and other course information

## *OARS (Office of Accessibility Resources and Services)*

An office who provides and coordinates appropriate accommodations to ensure equitable access in an inclusive environment.

## *Blackboard*

An academic platform where you access course documents, such as syllabi and assignments, and grades

## *Starfish*

An academic platform and early alert system where students schedule appointments with their Success Coach and faculty/staff alert students and their support network of any concerns (Starfish Flags)

## *Student Planning*

The university's registration system where you register for classes and view midterm and final grades

## *Self-Advocacy*

Life Skill; the ability to communicate your needs. People who self-advocate are more likely to thrive in school, work, and life

## *First Year Navigator*

Student leaders selected by the Office of Student Success to provide transitional support to first-year students and assist you in building a greater sense of belonging to High Point University and its support network. First Year navigators help students learn how to navigate the academic platforms for student learning- Blackboard, Starfish, and Student Planning-that are used on campus

## *RISE App*

A uniquely designed app created exclusively for HPU students, by an HPU alum. The app's intention is to encourage and promote student engagement from an academic, professional, social, and service lens. The RISE app is a fun and easy way to earn badges and to get involved on-campus or in the High Point Community

## *Project Discovery*

An elective program to guide students in discovering their academic and career interests and passions

## *Connection Blueprint*

A guide to assisting students in forming meaningful connections

## *Learning Excellence*

A fee-based, academic support program that provides comprehensive services for students; ideal for students who needs additional support with transitioning to college, organization, time management, study skills, or strategies to help with learning differences. \*Requires application and additional fee. Contact program, director for more information

## FAQ's

### *How long will I work with a Success Coach?*

All new students are assigned to a Success Coach who will serve as their academic advisor for at least their first year. Students in the School of Business, School of Communication, and those students who are still deciding on a path of study will continue working with a Success Coach through their second year. All other students will be moved to a faculty advisor in their second year.

### *How often should I meet with my Success Coach?*

You should meet with your Success Coach a minimum of once/month

### *What do I do if I have to miss class? (Includes illness and emergency)*

Class attendance is required; however, students are allowed a certain number of absences per class. We recommend using these for illness or emergency. We do not distinguish absences as excused vs. unexcused. If you must miss a class, you should communicate with your professor(s). You will be responsible for the work/information covered during that class.

### *What happens if I exceed the number of allowed absences for a class?*

Professors can involuntarily withdraw students from class if they exceed the number of allowed absences (discretion of the academic department). An involuntary withdrawal can negatively impact a student's GPA. The student will receive warnings (via Starfish Flags) before this happens.

### *How many classes should I be taking?*

Appropriate course loads are based on credit hours, rather than number of classes. To be considered full-time, you should be enrolled in 12-18 credit hours. 128 credits are required to graduate; therefore, students need to average 16 credit hours per semester to complete their degree in 4 years/8 semesters. Most first-year students will take 17 hours in the first semester (Four 4-credit classes and one 1-credit class, President's Seminar) If a student is a member of a fellow's program, they may have an additional 1-credit class and total 18 credit hours. \*If you have questions/concerns about your schedule, please contact your Success Coach.

### *What do I do if I get a Starfish Flag?*

Starfish flags are intended to call your attention to a concern so it can be addressed and remedied. The best thing to do if you receive a concern from your professor is to be proactive! Connect with the professor and Success Coach as soon as possible to discuss best next steps.

### *Do Success Coaches have access to my grades?*

Success Coaches receive grade reports at the midpoint (midterms) and end of the semester (final grades). They do not have continual access to their students' grades; however, your Success Coach will contact you and provide an intervention should you receive a Starfish Flag regarding academic challenges in the classroom as reported by your professor(s).

### *What do I do if I want to change my major or add/drop a major/minor?*

See your Success Coach. They will be happy to discuss what your new program will look like and assist you with changes.

# Fall Conversation Starters

Beginning of Semester

Middle of Semester

End of Semester

August - September

October - December

Introduce yourself to your Success Coach

Review your class schedule. The Drop/Add period is the first week of classes.

Attend the Involvement Fair

Talk to your Success Coach about resources on campus (Tutoring, OARS, Counseling, etc.)

Review the Presidential Seminar Syllabus (Schedule your appt. to turn in your paper through Starfish quickly- appt.'s fill up quick!)

Complete the College Transition Survey

Review Connection Blueprint with your Success Coach

Learn about the RISE app

Complete President's Seminar Essay #1 (You must schedule an appt. through Starfish for \_\_\_\_\_ or earlier and bring a copy of your completed paper to the meeting.)

Prepare for Midterms

Utilize campus resources (Library, Office Hours, Success Coach)

Grades at the midpoint of the semester will be posted around Fall Break. Review your grades with your family/Success Coach

Work on tasks for the RISE app

Complete pre-registration meeting with your Success Coach (These will begin after Fall Break. Registration will begin early-mid November)

Connect with Career & Professional Development to discuss careers and internships of interest

Prepare for your final exams

Review your finalized Spring Schedule

Complete 2nd President's Seminar Paper (Submit electronically through Blackboard)

Complete the College Transition Survey

Maintain your relationship with Career & Professional Development

Earn RISE app badges

Share final grades with your family

*Things to talk to your Coach about:*

Setting academic goals

Resources on Campus

Ways to get involved on Campus

*Things to talk to your Coach about:*

President's Seminar Paper

Academic Concerns

Appropriate classes for next Semester

Midterm Grades

*Things to talk to your Coach about:*

Concerns from College Transition Survey \*if applicable

Review schedule for Spring and make sure you're in appropriate classes

# Spring Conversation Starters

Beginning of Semester

Middle of Semester

End of Semester

January - February

March - April

May

Review your class schedule

The last day to make changes to your schedule is \_\_\_\_!

Meet with your Success Coach to review your final grades from Fall Semester

Attend the Involvement Fair

Address potential academic challenges/ discuss academic resources

Review your Connection Blueprint with your Success Coach

Continue earning RISE app badges

Put housing deposit down

Prepare for Midterms

Complete pre-registration advising meeting with your Success Coach before registering for Fall Classes (These will begin after Spring Break)

Complete College Transition Survey #3

Continue working on your Connection Blueprint

Continue earning RISE app badges

Register for housing for the following academic year

Prepare for final exams

Address any concerns with your Success Coach

Review your Fall schedule

Maintain your relationship with Career & Professional Development

Earn RISE app badges

Finalize housing for the next academic year

Share final grades with your family.

*Things to talk to your Coach about:*

How did your first semester go? Any changes you want to make?

Project Discovery

Are you/should you consider taking summer courses?

*Things to talk to your Coach about:*

Review grades at the midpoint of the semester/ discuss potential improvement plan

Appropriate classes for next semester (and summer if needed)

*Things to talk to your Coach about:*

Will you be assigned a faculty advisor next semester?

Review your fall schedule/ let coach know if you're taking summer courses

Reflect on your first academic year

# Student Support Resources

## Office of Student Success - *First Year Academic Advisor*

**Location:** 2nd Floor of Cottrell Hall  
[highpoint.edu/successcoach](http://highpoint.edu/successcoach)

## Office of Academic Services - *Tutoring Services*

**Location:** 4th Floor of Smith Library  
[highpoint.edu/academicservices](http://highpoint.edu/academicservices)

## Office of Accessibility Resources & Services (OARS) - *Academic/Housing Accommodations*

**Location:** 4th Floor of Smith Library  
[highpoint.edu/oars](http://highpoint.edu/oars)

## Office of Career and Professional Development - *Internships, Resume, Career Planning*

**Location:** 1st Floor of Cottrell Hall  
[highpoint.edu/careerinternships](http://highpoint.edu/careerinternships)

## Office of the University Registrar - *Summer School, Transcripts, AP/IB/Dual Enrollment/Transfer Credits*

**Location:** 1st Floor of Roberts hall  
[highpoint.edu/registrar](http://highpoint.edu/registrar)

## Office of Student Life

**Location:** 3rd Floor of Slane Student Center  
[highpoint.edu/studentlife](http://highpoint.edu/studentlife)

## Office of Counseling Services

**Location:** 3rd Floor of Slane Student Center  
[highpoint.edu/counseling](http://highpoint.edu/counseling)

## Student Health Services

**Location:** Parkway Commons  
[highpoint.edu/studenthealth](http://highpoint.edu/studenthealth)

## HPU Connect - *A Listing of all HPU Clubs/Organizations*

[involved.highpoint.edu](http://involved.highpoint.edu)

## Campus Concierge - *All Campus and Community Information*

**Location:** Slane Student Center, Wanek Center, and Cottrell Hall  
[highpoint.edu/concierge](http://highpoint.edu/concierge)  
(336)841-4636

## Office of Global Education - *Study Abroad, Global Programming, and International Student Affairs*

**Location:** 1st Floor of Cottrell Hall  
[highpoint.edu/global](http://highpoint.edu/global)