

## Student Success Services Coordination

ACOT students are contacted by Student Success Services on a weekly basis to inquire how the student's class is progressing. Throughout the six-week term, Student Success Services assists students with their classes by verifying that students have access to their classroom and course materials as well as monitoring student performance and attendance.

In verifying the student's classroom and course materials access, Student Success Services may ask the student to update their address/contact information and to check their ACOT email account.

In monitoring student performance, Student Success Services may suggest tutoring for students needing help outside the classroom with grasping course content and may discuss strategies for the student to improve performance.

Student Success Services also fields questions and concerns that students have concerning their enrollment at ACOT. Upon receiving a student issue, Student Success Services will write up a description of the issue and refer the matter to the appropriate ACOT department for resolution. After the appropriate ACOT department has taken action on the issue and resolved the matter, the written description is returned to Student Success Services for follow up with the student if necessary.

In its commitment to creating a successful student experience for ACOT students, Student Success Services will communicate with ACOT departments about student issues and resolutions in order to continuously improve the student experience for all students as they pursue their educational goals.