

Academic Support Services

ACADEMIC SUPPORT SERVICES OBJECTIVE

The academic support services staff provides comprehensive support for all student-athletes. The type and level of programming, monitoring, and support provided to each student-athlete is dependent upon the individual needs of each student-athlete, based on the review of existing academic information and academic assessments administered by the academic support services staff or through the testing process. The academic support services staff also encourages student-athletes to access existing university resources.

Academic advisors assist student-athletes with class selection, major selection, graduation planning, career planning, time management, goal setting, study skills, and learning strategies. The advisors work closely with the University faculty to monitor performance and participation. The academic staff also communicates with staff and faculty to provide assistance with rescheduling class assignments and exams missed due to team travel.

Summary of Support Services

- New Student-Athlete Orientation as part of University Alive! Programming
- Learning Assessment (referrals to Psychology Clinic and Disability Resource Center)
- Academic Assessment (for assignment to appropriate advisor, services, and programs)
- FAST START (week two time management program for at-risk student-athletes)
- Academic and Career Planning
- Academic Skill Building
- Priority Advising and Registration for Incoming and Returning Student-Athletes
- Monitoring Degree Progress (Degree Audits) and Schedule Review
- Proactive Weekly Monitoring (new student-athletes and at-risk returners)
- Mid-term Evaluations
- 5, 8, and 12 Week Advisor Initiated Evaluations with Faculty
- General Academic Counseling
- Learning Strategies/Study Skills
- Academic Assistance with Team Travel
- Writing and Math Assistance
- SOMA Training Program (reading and educational assistance program)
- Structured Learning Sessions (study teams, guided study)
- 10 Hour Study Options Program
- Individual and Group Tutoring
- Assistance with Accessing Technology (research and writing)
- ARC—Computer Lab (35 desktops, 10 netbooks, 5 notebooks, B&W/Color Printers, scanner)

- Summer School Financial Aid Program (athletics bridge and university advantage programs)
- Degree Completion Financial Aid Program
- Academic Recognition Programs

AVAILABLE SERVICES

New Student-Athlete Orientation

New student-athletes will participate in an academic orientation while on campus during the university's Alive! orientation program. The orientation will include a survey of existing departmental resources and outlines departmental and university expectations.

General Academic Advising

The academic support services staff is available for advising by appointment and on a drop in basis. The advisors focus on class selection, major selection, tracking progress toward a degree, and developing graduation and career plans.

- Weekly contacts for returners with under 2.20 cumulative GPA.
- Monitoring of returners between 2.21 and 2.49, or weekly contact as assigned by the Associate Director of Athletics for Academic Support Services.
- Weekly contacts for new students, as assigned by the Associate Director of Athletics for Academic Support Services.
- General contacts for students over 2.50 cumulative GPA (advising-focus on non-certified majors and graduation planning for those in designated degree programs).
- Schedule reviews for degree applicability.
- Contact person for head coach/assistant coach.
- Accommodation of academic needs due to team travel, injury, or illness.

Assessment

The academic support services staff assesses the academic strengths and weaknesses of student-athletes using existing academic records and assessment instruments. Any student-athlete with a documented learning disability or physical impairment will meet with an athletics department learning services specialist to develop an individual academic success plan (IASP), and for possible referral to other University resources.

The learning services specialist administers the Stanford Diagnostic Reading Test-Screener and Beta III to new transfer students who were high school non-qualifiers and freshmen with a WSU Admission's Index Number less than 30. The learning services specialist also coordinates access to all available University resources through the Psychology Clinic and Disability Resource Center. The learning services specialist forwards any recommendation for a waiver of NCAA academic requirements to the associate director of athletics for academic support services and collaborates with the compliance office to ensure the appropriate measures are taken.

Academic Assistance with Team Travel

WSU Athletics follows the University guidelines for class absences, as approved by the Faculty Senate. The University recognizes team athletic trips as University-sponsored activities; therefore, instructors are requested not to penalize the student-athlete if an authorized Class Absence Request Form has been filed with the instructor one week prior to the absence. It is the student-athlete's responsibility to make up all work missed. We encourage student-athletes to turn in work or take tests before the absence.

As an element of our support role, academic support services staff assists student-athletes when their competitive seasons are underway and team travel is more common. Listed below are common tasks undertaken by the advising staff as a measure to ensure that student-athletes have ample support when team travel becomes more prevalent.

- Contact/communication with University faculty
- Acquire and return exams to faculty per outlined instructions
- Relay examination protocol to designated proctor
- Provide lap-top and technical support as needed
- Provide general academic support with regards to travel time management

Academic and Career Planning

Student-athletes are officially advised by University academic advisors in accordance with university policy. Athletics academic advisors provide comprehensive advising for student-athletes to ensure that student-athletes understand University and NCAA requirements and actively participate in the advising process. Athletic academic advising also ensures that academic schedules meet NCAA Progress to Degree requirements. The academic advisors focus on class selection, major selection, and tracking progress toward a chosen degree program, including the development of graduation plans with "time to graduate" as an important component. The academic support staff's responsibilities include fostering, assisting, and informing the student-athlete of their best academic options.

FAST START Program

To reinforce the importance of studying all sixteen weeks of the semester, targeted student-athletes are expected to attend the FAST START planning session the second week of the semester. FAST START seminars are planning sessions organized and facilitated by the Athletics Department's learning services specialist. After attending FAST START, students are prepared to begin the second week of school and their second week meeting with their athletics academic advisor. During FAST START students receive assistance with organizing their syllabi in their binder, completing their semester time management calendar and reviewing the Academic Skills packet, a quick review of college study skills with easy-to-use instructions and ideas for study skill

development. This packet is included in the binder and can be used by the academic advisor and student throughout the weekly meeting process.

Proactive Weekly Monitoring

The academic support services staff meets weekly with high risk, moderate risk, progression risk and selected new student-athletes to provide a structured academic support program and to track academic progress in each class. The academic advisor assists the student-athlete with class selection, major selection, graduation planning, career planning, time management, goal setting, study skills, and learning strategies. Advisors work closely with the University faculty to monitor grades and class attendance. The staff also communicates with the student's faculty to provide assistance with rescheduling or making up class assignments and exams missed due to team travel. Proactive weekly monitoring improves communication among the academic advisors, student-athletes, coaches, faculty advisors, and instructors. New student-athletes may be assigned to a Peer Academic Counselor (PAC) for their weekly meeting.

Peer Academic Counseling (PAC) Program

The PAC program is a peer mentoring program designed to assist new student-athletes with their transition from high school or junior college to a Division I institution. Peer counselors give the new student-athletes a contact person on a weekly basis to share accomplishments and challenges. Peer academic counselors emphasize time management, balancing athletics and academic commitments, keys to success, and accessing department/University resources. Peer counselors may also assist student-athletes with learning strategies, writing and research skills, and maintaining successful interaction with professors.

PAC counselors are current or former student-athletes—successful sophomores, juniors, seniors, or graduate students with a wealth of knowledge about how to succeed at WSU. Peer counselors can receive credit from the Psychology Department, fulfill internship hours for the Athletics Department's Degree Completion Program, or simply volunteer their time.

5-8-12 Week Monitoring Programs

Week 8 Evaluations. The University reports midterm grades for freshmen and first semester transfer students. In addition, the academic support services office mails a request for midterm grades to each professor/instructor of all student-athletes after their first year of enrollment. The faculty is requested to respond on the Athletics Department's confidential website. Coaches and academic advisors receive copies of each returned evaluation and a summary of all reports for each student-athlete. The midterm report assists the academic staff and coaches in providing immediate intervention and reinforcement at a point in the semester when the student-athletes still have an opportunity to raise their grade. The goal is to provide access to institutional support services as early as possible in the semester.

5 and 12 Week Evaluations. The academic support services office initiates e-mail and phone evaluation requests to each professor/instructor of all scholarship “High Risk” student-athletes in the 5th and 12th week of each semester. This monitoring system improves communication among the faculty, athletics advising staff, student-athletes, coaches and advisors. Academic advisors working with moderate risk and new student-athletes will utilize the 5 and 12 Week Evaluation Forms based on individual performance and specific circumstances.

Schedule Review and Monitoring of Degree Progress

The academic support unit monitors student-athletes’ degree progress specifically by reviewing every student-athlete’s academic schedule each term (both scholarship and non-scholarship student-athletes). This process allows the advising staff to track potential eligibility issues as well as major interests and/or changes. This review process is an invaluable resource for all student-athletes as it ensures that all course work taken is applicable towards the chosen degree program. This review process also allows the academic advising staff the opportunity to evaluate potential academic and athletic balance issues as well as preventable time conflicts. Lastly this review process aids in our student-athletes academic experience as it affords academic support services the opportunity to counsel and/or refer student-athletes to the appropriate university resources when necessary.

Team Academic Advisors

Washington State University Athletics has been, and continues to be, committed to the overall development and success of all its student-athletes. For this reason, the academic support services unit has a support staff of seven to guide and assist the student-athlete population as they work towards their respective academic degrees. You can find more information about our staff by visiting our website at [**http://www.athletics.wsu.edu/arc/staff/default.html**](http://www.athletics.wsu.edu/arc/staff/default.html).

Administrators:

Pam Bradetich	Senior Associate Director of Athletics
Chris Cook	Associate Director of Athletics for Academic Support Services
Wanda Tennant	Coordinator of Internal Operations

Advisors:

Andy Dephtereos	Academic Advisor/Learning Services Specialist
Gail Gleason	Learning Services Specialist
Danny Gourley	Coordinator, Academic Resource Center
Thad Hathaway	Assistant Director of Academic Support Services
Cynthia Prieto	Senior Academic Advisor

Learning Strategies/Study Skills

Student-athletes, based on objective assessments, may need to improve basic academic skills such as vocabulary development, textbook use, reading comprehension, concentration skills, time management, memory skills, note taking,

grammar and sentence structure, and general writing. The Athletics Department learning services specialists and academic advisors work individually and in small groups to meet the needs of these students.

Services For Student-Athletes With Special Needs

Any student-athlete with a documented learning disability or physical impairment will meet with the Athletics Department's learning services specialist to develop an individual academic success plan (IASP) and for possible referral to available university resources. The learning services specialist works closely with the Disability Resource Center staff and the student-athletes' academic advisor to ensure the student's specific academic needs are being met. The associate director of athletics for academic support services and the learning services specialist will monitor implementation, evaluation, and completion of each plan.

Individual Tutoring

All current student-athletes have access to tutoring opportunities during the academic year and summer sessions. Students are encouraged to meet weekly with tutors to enhance their performance in challenging courses and to maximize academic success. Individual one-on-one tutors are recruited, trained, scheduled, and evaluated through the Center for Advising and Career Development (CACD). The CACD tutoring program is certified by the College Reading and Learning Association. Tutors are trained, evaluated, and monitored according to CRLA guidelines. The Athletics Department uses hiring practices mirroring the expectations of the CACD mentioned above. Student-athletes are also encouraged to access the many individual tutoring opportunities available in academic departments and residence halls throughout campus.

Group Tutorials

The Athletics Department offers group tutorials for several General Education courses each semester. These strategy and content driven sessions are coordinated by the Athletics Department's tutoring and guided study coordinator and facilitated by the Athletics Department's academic intern or academic advisors, senior-level students, or teaching assistants. The facilitators are recruited, hired, and supervised by the tutoring and guided study coordinator.

Guided Study

Trained study skills facilitators and writing tutors are available to work with student-athletes Monday through Thursday nights during the guided study program. The guided study program provides monitored, structured study sessions for students with guided study facilitators. The facilitators serve as "learning strategy tutors" and help students with: 1) study skills in specific content areas, and 2) writing skills across all content areas. These sessions take place in the Academic Resource Center, as well as the adjacent Bohler suite, thus allowing students access to technology for their writing and research needs. High-risk student-athletes may be required to attend facilitated study

sessions either in the evenings (Monday-Thursday, 6:30--9:30 p.m.) or during daytime hours (8:00 a.m.-5:00 p.m.).

Study Teams

The major component of the guided study program is study teams. The tutoring and guided study coordinator schedules study teams each semester. The tutoring and guided study coordinator assigns a facilitator to a study team of two to four students. Study teams typically meet late in the afternoon or during the evenings at the Academic Resource Center. Study Team facilitators are upper class or graduate-level students, or academic advisors who have been trained in study skill instruction and/or writing skills. The athletics department tutoring and guided study coordinator and/or the University Writing Lab Coordinator hire and train the guided study and study team facilitators.

Study Team Facilitators

The trained Study Team facilitators provide a monitored, structured study session for small, targeted groups of student-athletes organized by academic subject area or specific course. Study Teams provide a weekly focused time of subject review, as well as provide an opportunity to develop and reinforce study skills with special emphasis placed on practical application of those skills specific to the subject matter of the individual Study Team. With the acquired learning strategies, students will be able to meet as a study group/team throughout the semester and study independently in preparation for exams, quizzes, and projects.

Ten-Hour Study Options Program

The study options program is a required 10-hour per week study program. The intent is to provide a structured learning environment that allows student-athletes the opportunity to determine the most beneficial type of assistance. Almost any structured, monitored study session will help complete the 10-hour requirement. Examples include: tutoring, Professor/TA meetings, study sessions, guided study teams, work done in the ARC structured by the lab monitor, work done during guided study structured by a facilitator.

Structured study sessions may take place in the ARC (or adjacent Bohler suite) either during daytime hours or in the evenings and are monitored by the tutoring and guided study coordinator, academic intern, academic advisors, ARC assistants, tutor, or guided study facilitators. Facilitators serve as “learning strategy tutors” and assist students with study skills, writing and research skills, and learning strategies across all content areas.

Head coaches have the option of requiring additional scheduled study sessions each week, monitored by the academic staff. Coaching staffs may also monitor their own team’s study hours at other facilities in addition to the study sessions available at the Academic Resource Center (ARC).

Examination Proctoring on Team Trips

If possible, student-athletes should reschedule all tests so they can be taken prior to departure or immediately upon return. However, if requested by the faculty member, a student-athlete may need to take a test while on a University-sponsored athletic team trip. If a student-athlete needs to take a test on the road, a member of the coaching staff is responsible for monitoring the student's compliance with instructions provided by the faculty member (e.g., time limit, use of calculators, time and date of test, etc.).

The student-athlete must contact the professor to arrange with the professor to have the test available to be picked up prior to the team's departure. The student-athlete should notify the team's academic advisor of location and time to pick up the test. The academic advisor will arrange to have the test picked up and delivered to the coach in a sealed envelope prior to the team's departure. The coach will return the completed exam in the sealed envelope to the team academic advisor immediately upon return from team trip. The advisor will return the test to the professor and, if necessary, notify the professor of any concerns regarding academic integrity.

ACADEMIC RESOURCE CENTER

Academic Resource Center Hours

Monday, Tuesday, Wednesday	8:00 a.m. - 10:00 p.m.
Thursday	8:00 a.m. – 9:00 p.m.
Friday	8:00 a.m. - 5:00 p.m.
Saturday and Sunday	closed

The Academic Resource Center (ARC), located in Bohler Athletic Complex Room 290, is equipped with desktop PC computers for use by student-athletes. Each student-athlete is provided with a personal account for this facility. The ARC is staffed with trained facilitators who provide writing and research assistance, and help students with learning through technology, while reinforcing a positive, disciplined learning environment. Two additional workstations are available in the PROWL Resource Center, PEB 104.

Ability to use technology is the key to success on the modern college campus.

In the ARC, student-athletes have access to:

- 35 Computers with Flat Panel Monitors
- Individual, personalized computer accounts for each student-athlete.
- 2 high-speed, high-volume black/white and one high resolution color laser printers.
- High resolution document scanner.
- Direct, high-speed connection to the WSU Internet computer system.
- ARC Website—www.athletics.wsu.edu/arc
- WSU Libraries On-Line.
- myWSU
- Easy Access to WSU "Virtual" classrooms.
- Free e-mail and internet access.
- Microsoft Office software (Word, Works, Excel, FrontPage, PowerPoint, Access).

- Adobe Photoshop software.
- Bright, spacious conference rooms for independent study or group projects.
- 10 netbooks and 5 notebook computers for use on the road, to stay ahead in the classroom while away from Pullman. Netbooks have the same updated operating system software available in the ARC. Please contact your head coach in advance of your trip to reserve a netbook.

Academic Resource Center Policies

- Student-athletes on an active roster are eligible to use the ARC.
- Student trainers/managers/assistants and degree completion students may also use the ARC when space is available.
- Scholarship student-athletes who quit or are cut from their team may access the ARC through the term of their athletics financial aid.
- Academic related work is given priority at all times.
- **From 7:00 p.m.-10:00 p.m.** academic related work **only** in the ARC (no personal e-mail or recreational web use).
- No food or drink in lab area.
- No games via CD-rom **or** internet.
- The lab is a learning environment. Be respectful of those around you.
 - Responsible cell phone usage
 - Music in headphones only
 - Quiet talking only
 - Responsible use of Internet and e-mail
 - Responsible use of printing privileges
 - Printers can only be used for **academic and career development** purposes, not for personal/recreational use or as a copy machine.
- **Internet/e-mail:** Absolutely no harassing, pornographic, obscene, or inappropriate use of Internet resources will be tolerated.
- **Follow directions of lab monitor/ARC supervisor.**
- Follow lab procedures (i.e., procedure to turn on/off, time limitations, proper use of hardware/software, netbook check out, closing times, etc.).
- Academic Resource Center users will adhere to the policies of Washington State University.
 - No illegal copying of software or data.
 - Do not modify or attempt to damage software, databases, records, or equipment.
 - Do not invade the privacy of others by electronic means.
 - No harassing or abusing others via electronic means.
 - Do not use facilities for commission of a crime.
 - Do not use other individual's accounts/identity.
 - The ARC employs an internet filtering system that blocks inappropriate sites which are inconsistent with our unit, department, and university mission.

Policy and Procedures for Use of Netbook Computers

- The academic support services staff will coordinate with team coaching staffs to maximize the efficient and equitable use of this resource.

- **All** checkout netbooks **must** be returned by **noon** on the next full business day after the team returns from travel.
- Netbook computers will be the responsibility of the team that uses them, rather than an individual student-athlete.
- Athletics Department netbook computers will be used only by student-athletes while they are on the road to away events.
- Normal operating expenses associated with netbook upkeep will be the responsibility of the ARC. However, the team responsible for damage due to negligence or failure to follow operation guidelines will be charged the cost of repair or replacement.
- With prior approval, netbooks may be checked out for special circumstances (i.e., illness, family emergency, etc.).
- Student-athletes with learning disabilities may check out a netbook for use during the week if requested by a learning services specialist.
- Internet access is for work directly related to completing academic coursework, provided the academic coursework is required to be completed while the student-athlete is away from campus on official team travel or within the following week after returning from the trip.
- No recreational web surfing is allowed.
- E-mail is allowed, but is restricted to correspondence between the student and class professor, or members in a class project.
- Any questionable websites that have been accessed must be justified, or future requests for netbooks will be denied.

Other Computer Labs

- **SCS Labs** (Student Computing Services—several locations on campus): IBM or Macintosh computers, Microsoft software, Internet access, multi-media, e-mail, major-specific software, library resource, training sessions, and lab monitor assistance. Contact the Academic Resource Center Supervisor at Bohler Athletic Complex 290 to set up an account. The Athletics Department provides access to these computer labs at no charge for student-athletes.
- **PROWL Resource Center**: Additional ARC networked computers are available in the PROWL Resource Center, PEB 104.