

## PROGRAM LEVEL SUPPORT

### ACADEMIC ADVISOR/PROGRAM COORDINATOR

**Services:** Provides academic advice related to course selection and program of study; helps students access appropriate college resources; facilitates students' success through assessing needs, goal setting and problem solving.

**\*Note:** *Program Coordinators provide additional academic support related to course load, add/drop, program related administration.*

**Availability:** By appointment and/or during office hours.

### STUDENT SUCCESS SPECIALIST

**Services:** Identify and track students at risk; acts as a liaison with other departments/ services to assist students with information pertaining to admissions, records, and program of study; developing and/or promoting student success retention initiatives.

**Availability:** Monday – Friday; 8 am – 4 pm

### ACADEMIC COACH

**Services:** Liaise with academic advisor, program professors and coordinators; provides tutoring and support related to the program of study (focusing on first year students); assist students with time management and study skills; is a role model by providing encouragement and information on job market, placement options and/or further educational opportunities.

**Availability:** 3 – 8 hours per week; by appointment.



2008 – 2009

## ROLES AND RESPONSIBILITIES

### OF THOSE PROVIDING ACADEMIC SUPPORT TO ENHANCE STUDENT SUCCESS



**ALGONQUIN**  
COLLEGE

## CROSS COLLEGE SUPPORT

### ACADEMIC REFERRAL CENTRE

**Services:** Responsible for helping new and prospective students clarify their career and educational goals and identify pathways to achieving those goals; provides support to Algonquin College applicants to ensure a successful application process; liaises with department Chairs and Program Coordinators regarding special applicant acceptances; works closely with Marketing/Recruiting Officers to participate in on and off-campus recruiting events; works closely with the students from the LINC, ESL, CCP and GAS programs to facilitate further education at the college.

**Client Base:** New and prospective students; current LINC, ESL, CCP and GAS Students; community agencies and high school guidance counselors.

**Availability:** Monday – Friday; 8 am – 4 pm, by appointment.



### STUDENT SUPPORT LAB

**Services:** Provides one-on-one coaching help! While not a proof-reading service, the SSL coaches will help students identify solutions to the difficulties they may be experiencing with their English and math studies, as well as with basic software operations.

**Client Base:** Any full- and part-time student in any program.

**Availability:** By appointment [www.algonquincollege.com/lrc](http://www.algonquincollege.com/lrc) at the Woodroffe Campus or drop by the Student Support Lab at your campus.

**Woodroffe:** Room C102, **Pembroke:** Room 335; **Perth:** Room 1

### OMBUDSPERSON

**Services:** Information service for students re: college policies and procedures; protection of student academic rights and responsibilities (i.e. grade appeal); directing complaints and inquiries; clarifying and investigating policy and procedure issues; conflict resolution.

**Client Base:** All College students.

**Availability:** Monday – Friday; 8:30 am – 4:30 pm; by appointment and drop-in.

### CENTRE FOR STUDENTS WITH DISABILITIES (CSD)

**Services:** Provides academic accommodations and educational support services to students with verifiable disabilities; test room accommodation services; adaptive technology needs assessment and training; alternative-to-print material; individualized learning strategies instruction; referral services for psycho-education assessments; transition planning for HS students; attendant care services for students in residence; referral to medical specialist for management of adult ADHD issues; consultation with faculty on issues of disability, academic integrity, accommodations and student success; consultation with staff to ensure all aspects of college life are accessible; policy development, professional development and awareness activities. Services are free, confidential and voluntary; designed to support students while preserving academic integrity.

**Client Base:** Algonquin College students with disabilities.

**Availability:** 8 hrs/day, Monday – Friday; Tuesday evenings by appointment.

### COUNSELLING SERVICES

**Services:** Provides professional assessment and intervention in Academic, Career and Personal Counselling; design and deliver special programs to support academic success such as the Single Parent Network; determines and deals with the overlapping areas of concern a student brings in; assists faculty in designing specialized Cross-Cultural Issues, and various study skills topics; support students through the admission process; provides information on articulation agreements with other institutions across Canada for transfer of credits; provides specialized settlement counselling for new Canadians; Advertises, screens, trains and monitors the Peer Tutoring Program; specific support to aboriginal students through the Mamidosewin Centre; makes appropriate psychiatric referrals when academic problems are clearly caused by mental health issues.

**Client Base:** Any full-time or part-time student in any program, plus academic and career services for any College applicants.

**Availability:** 8 hrs/day, Monday – Friday

