



## OFFICE OF STUDENT SUCCESS AND RETENTION

**Room 145, College of Education**

**Office Hours for Fall Semester: MWF 1:00 p.m. -5:00 p.m. | Tu/Th 8:00 a.m.-noon**

**e-mail: [studentconcern@ashland.edu](mailto:studentconcern@ashland.edu) or 419.289.5627**

The Office of Student Success and Retention coordinates the University's retention strategies through a partnership with faculty and students; academic support, enrollment management and student life staff; parents and other constituents. The focus is on a balance between proactive intervention based on an analysis of systems and reactive involvement with students. The emphasis is on the student's social, personal and academic adjustment to college.

## ACADEMIC SUPPORT SERVICES

**Faculty Advisors: May be contacted individually, by departments or through the College Directors of Advising.**

Ashland University's goal is to have its undergraduate students work with a faculty advisor within their intended major of study to promote self-sufficiency as the student works toward undergraduate and post-graduate goals. Faculty advisors are assigned to incoming freshman a few weeks prior to the start of each semester, and may be checked through a student's AU Web Advisor account which is activated upon registration.

**College Directors of Advising: [www.ashland.edu/services/acadadvising](http://www.ashland.edu/services/acadadvising)**

**Arts & Sciences: 419.289.5783 or 5098; Business & Economics: 419.289.5943; Education: 419.289.5358**

In collaboration with faculty advisors, professional advisors are assigned to each college to work with students individually who may be experiencing academic difficulty or have advising concerns. Directors can assist undergraduate students who are trying to decide on a major of study, outline specific requirements for a student's chosen major/minor and guide them through the scheduling process. Directors also serve as a resource point to connect students with faculty advisors or other appropriate AU services.

**Counseling Services: [www.ashland.edu/counseling](http://www.ashland.edu/counseling) or 419.289.5065**

Personal counseling services are FREE to all students and are designed to enhance the quality of your university experience. Counseling services can include, but are not limited to: Training for improvement of study skills; accelerated learning; speed reading; time management; test anxiety and relaxation; test preparation: CLEP, GRE, PRAXIS; workshops and skills enhancement programs; memory improvement; career testing; guidance for professional schools; human sexuality information and counseling; alcohol and drug awareness; counseling for personal concerns; premarital and marital counseling; decision making strategies and psychological testing services.

**Office of Disability Services: <http://www.ashland.edu/dss> or 419.289.5953**

Accommodations are provided on an individual basis and are based on each student's documentation. Once documentation is on file it is the responsibility of the student to make an appointment to speak with a Learning Specialist to discuss accommodations, preferably the first week of the semester. Reasonable accommodations must not fundamentally alter the courses being accommodated or the academic degree being sought. The following is a list of reasonable accommodations for Ashland University: classrooms moved for accessibility, academic coaching for learning strategies, sign language interpreters, test accommodations, textbooks in alternate format, and adaptive technology.

**Peer-Tutoring: <http://www.ashland.edu/tutor>**

Peer Tutoring is a free service available to any undergraduate student enrolled in classes at Ashland University. Individual tutors are available for most academic areas; group tutoring is also available for Mathematics and the Sciences. For students seeking individual tutoring, it is the responsibility of the student requesting tutoring to make arrangements with the Peer Tutor for tutoring session times.

## **ACADEMIC SUPPORT SERVICES (CONTINUED)**

### **Career Development Services: <http://www.ashland.edu/career> or 419.289.5064**

The Career Development staff facilitates career exploration for undecided students and for those individuals who would like to explore other majors in which they could be more successful. We provide an online interactive career & education tool that combines self assessment, career exploration and decision making to help students map out career paths and select the right major areas of study offered at Ashland University to support their career goals.

### **Minority Student Services: <http://www.ashland.edu/stuaff/mss/home.html> or 419.289.4142**

Minority Student Services enhances student learning and personal development for under-represented students while advocating their needs. Through collaborative efforts, a campus environment is promoted which affirms our common humanity, values each individual and respects the expression of other's points of view. Services offered include: personal and academic advice, programming, leadership development and advocacy.

### **International Student Services: <http://www.ashland.edu/iss> or 419.289.5935**

International Student Services provides admissions, orientation and immigration services to international students. International students should work through regular university channels for academic assistance whenever possible. Our office can act as a liaison or resource when needed for academic, cultural and personal concerns. Please contact Scott Parillo (ACCESS Instructor and Advisor) at [sparillo@ashland.edu](mailto:sparillo@ashland.edu).

### **Athletic Department: <http://www.ashland.edu/athletics> or 419.289.5441**

#### **Refer to the student Athlete Handbook for guidelines & policies.**

The Athletic Department views the athlete as a student and an athlete. The student athlete's major purpose at Ashland University is to continue his/her education and obtain a degree. Athletes are responsible for attending class on a regular basis, completing all classroom assignments and conducting themselves in ways that are acceptable to classroom performance. Student-athletes are required to meet all University Academic Requirements and be eligible to compete under the rules of the University, the GLIAC conference and the NCAA. Coaches have the responsibility of monitoring the academic performance of their student athletes on a regular basis to insure that classes are being attended, class assignments completed and that appropriate academic support is being utilized through the various AU Academic Support Services.

### **Residence Directors/Resident Assistants: <http://www.ashland.edu/reslife/staff.html>**

Residence Directors and Resident Assistants are available in each residence hall and serve as a resource to all residential students. Residence Directors are recent college graduates and they can assist students with a variety of academic questions while guiding them to the appropriate office on campus. Resident Assistants are upper-class students that have been trained to assist students in a variety of areas and as students themselves can serve as a strong campus resource. A student can find a Residence Director in each residence hall, typically on the ground or first floor of the building while a Resident Assistant is located on each residential floor of a hall.

### **Writing Center: <http://www.ashland.edu/centers/writing/wcent.html> or 419.289.5199**

The primary purpose of the Writing Center is to offer individual consultation for papers across the curriculum. Writing Assistants provide guidance and instruction in the following areas: understanding writing assignments and styles, writing the essay and critical analysis, supporting theses, revising for structure and grammar, documenting research, and teaching proofreading strategies. More intense essay instruction is available to students through a Writing Lab, ENG 110 that is arranged in the Writing Center.