



What are Student Success Case Managers/Coaches?

Student Success Case Managers/Coaches are at the center of prevention, intervention and support efforts designed to increase retention, persistence, and graduation for undergraduate University Campus students by College. SSCs improve success and promote wellness and autonomy through advocacy, communication, education and facilitation of services.

A Case Management Approach

SSCs approach the provision of case-managed services in a collaborative manner by working closely with all university divisions and departments to identify and resolve systematic barriers that could affect retention and persistence. These departments include Academic Affairs, Student Affairs, Registrar, Student Financial Services, Residence Life, Office of Accessibility Services, Counseling Services, Athletics, Orientation and Family/Parent programs, the center for Academic Vision & Excellence and Admissions.

Coaching for Success

SSCs facilitate the academic, personal and professional development of students by embedding various coaching techniques, such as the GROW and Appreciative Advising models, into their interactions with students. SSCs actively engage with students to ensure their basic and psychological needs are met, while challenging and empowering them to reach their full potential.

Meet the Student Success Case Managers/Coaches

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