



Northeastern University  
College *of* Professional Studies



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# **Office Academic & Student Support Services (OASSS)**

**Fall 2009 New Student Orientation**

**Saturday, September 12, 2009**



## **Members of OASSS**

- Assistant Dean, Academic & Student Affairs
- 6 full-time Academic & Student Support Specialists
- 2 full-time Administrative Coordinators
- 1 full-time Customer Service Representative



## Mission

- The mission of the Office of Academic and Student Support Services is to provide comprehensive services to enable students to take ownership of their education, making sound decisions and judgments that further their individual academic and professional success.



## Guiding Principles

- Develop a professionally-supportive relationship with the students
- Serve as the students' advocate
- Provide students with tools to engage and navigate the university by helping them understand the curricula, policies and procedures.
- Enhance the students' experience by offering enrichment opportunities through one-on-one consultations and community building, workshops and academic tutorial assistance in various formats.



## OASSS Information

### Hours of operation

- Boston main campus
  - *Office suite: Monday through Friday 8:30AM to 8:30PM; Saturday 8:30AM to 1:30PM*
  - *Academic & Student Support: Monday through Thursday 9:00AM to 7:00PM; Friday 9:00AM to 5:00PM*
- Burlington campus
  - *Academic & Student Support: Monday through Thursday 11:00AM to 7:00PM; Friday 9:00AM to 5:00PM*
- Walk-in, appointment, phone, and email



## Roles and Responsibilities

- Caseload management of undergraduate and graduate students by program (<http://www.cps.neu.edu/student-services/office-of-academic-and-student-services-support/academic-advising/support-specialist-caseload>)
  - Regular student contact
  - Academic requests/petitions
  - Academic planning
  - Academic progress monitoring (including academic probation, Dean's list, certificate and degree completion clearance)
  - Career advising
  - Co-op/internship advising (contact Cathy Evans at [ca.evans@neu.edu](mailto:ca.evans@neu.edu))
    - [www.cps.neu.edu/coop](http://www.cps.neu.edu/coop)



## Roles and Responsibilities (cont.)

- Conduit to CPS and university departments/personnel
- Enrichment workshops, e.g., resume, cover letter, time management, financial planning
- New student orientation
- Celebratory events, e.g., Certificate Award Ceremony; student appreciation; graduation



## Academic Tutorial Service

SMARTHINKING ([www.smarthinking.com](http://www.smarthinking.com))

- Free, online, 24/7
- Subjects covered: Writing, Math, Science, Economics, Accounting, Statistics
- Live sessions and asynchronous assistance
- Accessible through your Blackboard portal



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## **Office of Academic & Student Support Services**

[www.cps.neu.edu/student-services](http://www.cps.neu.edu/student-services)