Office Academic & Student Support Services (OASSS)

Fall 2010 New Student Orientation
Saturday, September 11, 2010
Members of OASSS

- Assistant Dean, Academic and Student Affairs
- Associate Director, Academic and Student Affairs
- 6 full-time Academic and Student Support Specialists
- 1 full-time Administrative Coordinator
- 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 at 50 Nightingale Hall
  - **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
- Walk-in, appointment, phone, and email
- Extended Academic & Student Support hours for walk-in services during first week of classes
Roles and Responsibilities

• Caseload management of undergraduate and graduate students by program (http://www.cps.neu.edu/adv-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 cpscoop@neu.edu)
    • 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., student appreciation week; graduation
Academic Tutorial Service

SMARTHINKING (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