Office Academic & Student Support Services (OASSS)

Spring 2010 New Student Orientation
Thursday, April 8, 2010
Members of OASSS

- Assistant Dean, Academic & Student Affairs
- Academic & Student Support Specialists
- Administrative Coordinator
- 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 (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

- Burlington campus
  - Academic & Student Support: Monday through Wednesday 11:00AM to 7:00PM

- Walk-in, appointment, phone, and email
Roles and Responsibilities

- Caseload management of undergraduate and graduate students by program ([http://www.cps.neu.edu/adv-caseload](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 ([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 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 Blackboard
Office of Academic & Student Support Services

www.cps.neu.edu/student-services