



NU Student Success

Connect. Engage. Achieve.



What is NU Student Success?

Student Success provides one-on-one holistic support to students at all stages of their academic journey, incorporating institutional resources and external services to create comprehensive and customized plans for success from enrollment to graduation. Through innovative student outreach, advocacy, and programming, we celebrate student success to ensure academic persistence in a precision learning environment.

What is a Success Coach?

A Success Coach provides one-on-one support to students and examines their academic concerns and perceived barriers to success. The Coach then provides learning strategies and college-life management skills that the student can then use to fuel their own learning and success.

How can a Success Coach Support Faculty?

Student Support

Early Alerts:

Call or email your college's Success Coach directly and they will reach out to that student within 48 hours to assess concerns and to connect that student with resources, services, and one-on-one Success Coaching. We will work with your students directly to support them in achieving their academic goals using phone, email, and video-conferencing, and to assist them in navigating their educational experience.

Student Services Liaison:

Call or email your Success Coach directly for up-to-date information on what services are available for your students – or simply refer the student to NU Student Success, and your Coach will reach out to him or her directly to determine the best resources. Your Coach can also review our student services information system to help you get a more complete picture regarding any student concerns.

Faculty Support

Proactive Embedded Support:

Whether you are onsite or online, your Success Coach can provide or co-develop videos, handouts, and even in-person presentations (subject to class time and location) to help connect your students with tailored support resources before they experience problems.

Collaborative Partner for Persistence Projects:

NU Student Success welcomes the opportunity to partner with individual professors or departments on larger projects to support student success. Example projects include:

- Creating or re-designing orientation or preparatory materials at the course or program level, from handouts to videos to entire Blackboard courses.
- Custom data pulls identifying courses in which students are demonstrating exceptionally high or low success or persistence (via Tableau), areas in which students are demonstrating specific knowledge gaps (via Tutor.com), and overall persistence prediction scores (via Civitas).
- Creating tutorials, workshops, or virtual office hours tailored to your students.
- Creating central libraries of email templates, recommended resources, and best practices for instructors in your course or program.
- Creating qualitative reports on successful or struggling students in your programs to support quantitative success metrics and help you better understand the needs and barriers of your students.

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