



Job Aid Objective: Provide faculty with considerations for students who need interventions for college preparation.

First contact: Respond to the student with compassion and understanding to ensure that they know you have received their message. Consider permitting the student to submit late work (perhaps with a minor penalty).

Second contact: Encourage student to reach out to NU Student Success by emailing studentsuccess@nu.edu.

Third contact: Follow up with email to student and remind them of what was agreed upon.

Try to believe the best intentions of our students. The student may benefit from the following referrals:

NU Student Success (studentsuccess@nu.edu) – This group of Success Coaches can assist students in study/writing/communication/time management skills overall. This office also can provide students with access to Tutor.com, which offers no-appointment 24/7 web-based tutoring services.

NU Veteran Center (veterancenter@nu.edu) – If the student is active duty military or a veteran, the National University Veteran Center has a team of Veteran Peer Mentors and full-time staff who work with military-affiliated students in transition to University life. They will be able to reach out to the student and discuss the situation in the context of shared experience as well as the comradery of another veteran.

International Student Services: (ISS@nu.edu) – **Only if the student is an International Student!**
In addition to the standard University support services, the International Student Services department offers a variety of unique services and resources to international students throughout their studies for optimal student success and exceptional student experience. The ISS team can also assist with English language tutoring through the University's Language Institute English Language Programs.

