



Learning to Navigate Uncertain Waters With Academic Coaching

A Partnership With the University of South Alabama and Pack
Education

How did the partnership start?

- Pilot program started August of 2020
- Idea formed in 2018
- Program participants also include Bishop State Community College and Coastal Alabama Community College
- Partnership creates additional contact for students
- Stakeholders

What do students get?

- Free academic coaching
- 24/7 access to coaches
- Multiple points of assistance
- Personal connections with coaches
- Coaches connect with academic advisors

How are students connected to the program?

- Call, text and emails from AATS and Ignite coaches
- Emails to school email and through Navigate South
- Target population of incoming freshmen and probation students
- Increase in participation around midterms
- Advisors recommended program in advising appointments

Outreach Examples

Good Morning,

I wanted to see how your semester is going so far. *Are classes going well? Have you run into any challenges? Are you struggling with the adjustment to college?*

Even if it's smooth sailing right now, you can still learn good habits to set you up for greater success in the future.

We have a **FREE** service to help you succeed!

Here's what you get with the Ignite program:

- 24/7 access to your own academic coach
- Content and tips to help you balance your class work and personal life
- Campus resources to help you get the most out of your college experience

[Click here to enroll](#), and you'll get matched with your academic coach.

Have questions? [Here's Zeke to tell you more!](#)

If you have any questions let us know!

Lacking motivation or facing challenges this semester? Let an Ignite Coach change the game plan! <https://ignite.packedu.com/college/university-of-south-alabama>



IGNITE
POWERED BY PACK EDUCATION

UNIVERSITY OF SOUTH ALABAMA

Questions about college?
Text your Academic Coach.

Hi Zeke! How did your month go yesterday?

Good! Those study habits are really paid off! Thanks!

Great! Happy to help!

How do you really succeed in college? The answer is different for everyone. That's why University of South Alabama has partnered with Pack Education to give you a **personal Academic Coach**. Best of all, it won't cost you a thing. No really. This service is free.

Enroll Now

 Here's what you get with the Ignite program powered by Pack Education:

- A one-on-one Academic Coach who will help you achieve YOUR goals. Text or call them anytime.
- Tons of useful content to help you succeed in class (and still have a personal life).
- Resources to help you get the most out of your college campus.
- Help to prepare for your future and start a career.



Enroll Now

Ignite: Team and Objectives

Our team consists of four Academic Coaches with backgrounds in education, coaching and student development.

We aim to support the whole student by:

- Improving retention, persistence, and graduation rates
- Increasing student engagement
- Providing support
- Providing accountability and resources
- Helping students overcome barriers to academic success

WHY ACADEMIC COACHING?



Improve Graduation Rates

Systematic, structured support allows students to succeed inside and outside the classroom, while working towards improved academic success.



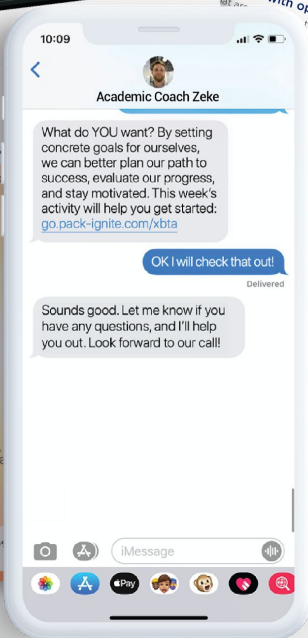
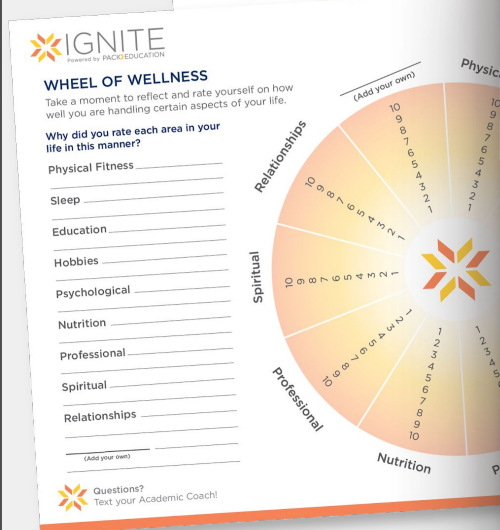
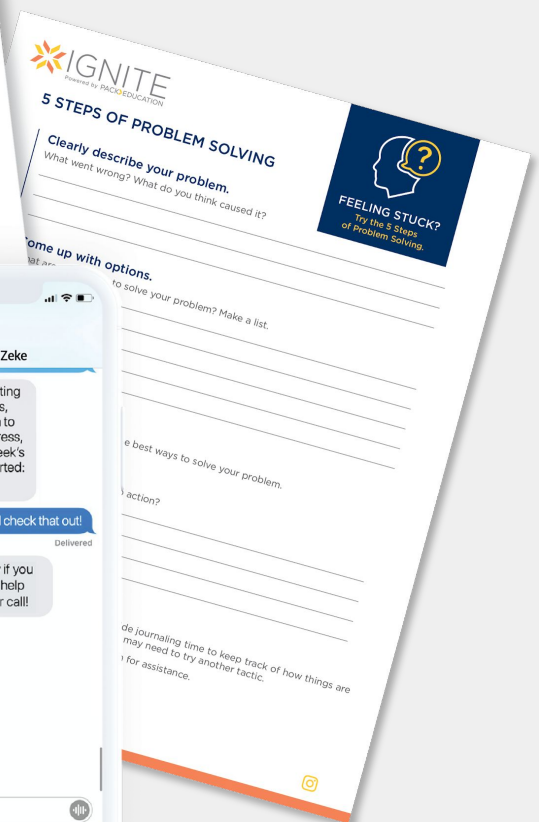
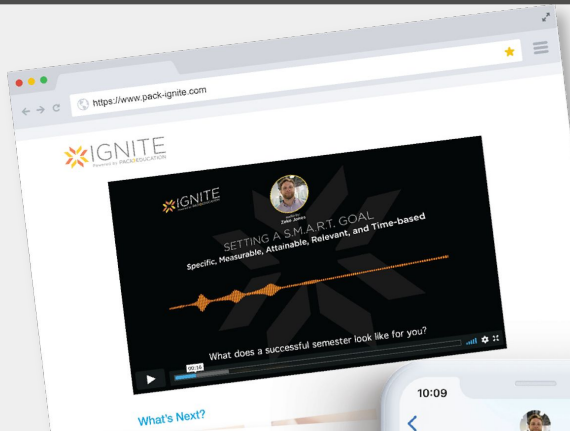
Unify the Student Experience

Tying together a comprehensive resource education plan provides a unified experience for students, especially those who may have difficulty asking for help.



Support Between Advising Sessions

Providing support in between academic advising sessions helps students stay on track and consistently progress personally and professionally.



TIPS FOR PLANNING AN EFFECTIVE HOME STUDY SPACE

When learning remotely, it's important to choose an environment where you can focus on your work and be comfortable and relaxed. The design of home study spaces is a crucial aspect of academic success because although you may not be in a classroom, you will maintain confidence in the face of study stress and challenges. Here are some tips for designing your own study space:

1 Choose a space with colors, decor and interior design that appeal to you.

- Separate your study environment from your bedroom if possible
- A pleasant environment will help you relax and focus

2 Add some greenery.

- Plants can improve air quality, add serenity, and color

3 Clear the clutter.

- Dispose of trash and other distractions
- Keep only essentials in your study space

4 Create desk zones for varying tasks.

- For example, the right side of your desk can be used for homework, and the left for your laptop

5 Select background sounds.

- Soft classical or instrumental music
- Ambient noise can also be effective

6 Prepare healthy snacks and hydration.

- Avoid excessive sugar and caffeine
- Designate break times to keep your mind fresh
- **Brain foods:** almonds, dark chocolate, hummus and veggies, carrots, and string cheese

7 Set ideal lighting.

- Consider setting up near a window or using "happy lights" that mimic sunlight to boost your mood

8 Minimize electronic distractions.

- Create rules for your study space
- Turn off electronic devices if possible
- Avoid constantly checking social media and texts

9 Keep ergonomics in mind.

- Your desk should be at about waist height
- Use a chair with back support or a cushion
- Position laptop 18-30 inches from your face
- Use a mouse and large monitor if possible

10 Use the space under the desk.

- Incorporate an organizational system of boxes, drawers, or cabinets
- Consider using labels to easily identify items



THE STUDENT EXPERIENCE

Pack Education's high touch model incorporates a human element to best help students get access to community and campus resources. Students participate in 16 weeks of peer-to-peer coaching, with over 40 touchpoints over the course of the program.

16-WEEK PROGRAM OUTLINE

- Enrollment
- Getting Started
- Setting Goals
- Classroom Interaction
- Campus and Community Resources
- Time Management 101
- Study Habits 101
- Emotional Health
- Midpoint Review
- Healthy Living
- Improving Stress and Social Support
- Spring/Fall Break
- Sleep Health
- Budget for your future
- Preparing for the Workplace
- Milestone Review

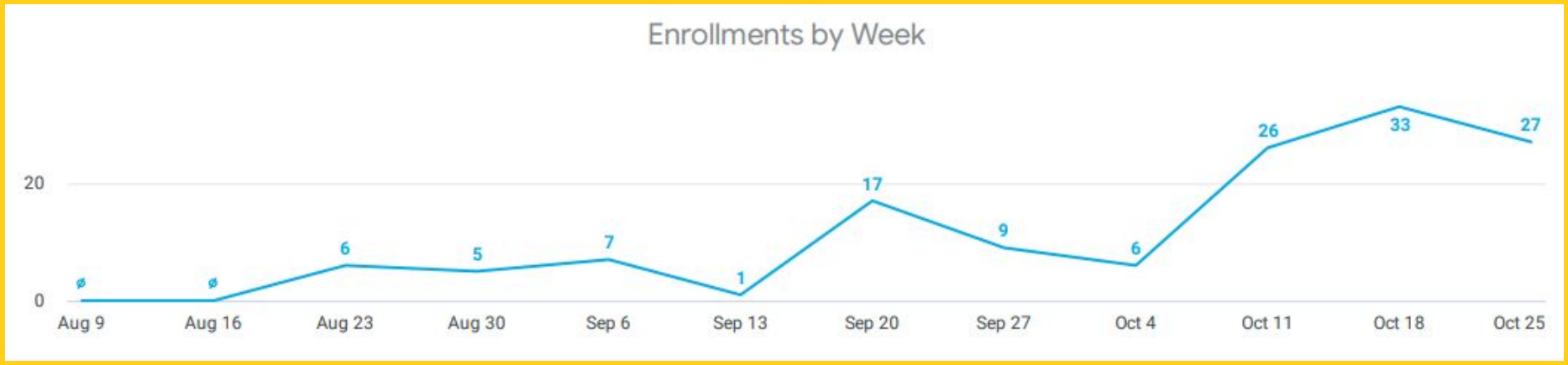
The Ignite Program Student Process

- Students enroll, receive a welcome text, and have an initial phone call with coach
- Weekly activity with podcast, survey, and resources on that week's topic
- Coaches review surveys and respond to students with appropriate resources
- Students engage with coach as needed to utilize resources and implement plans
- Coaches send encouraging messages and reminders
- Students are encouraged to contact their coach as needed throughout the semester
- Students complete a midpoint and milestone review to track program progress

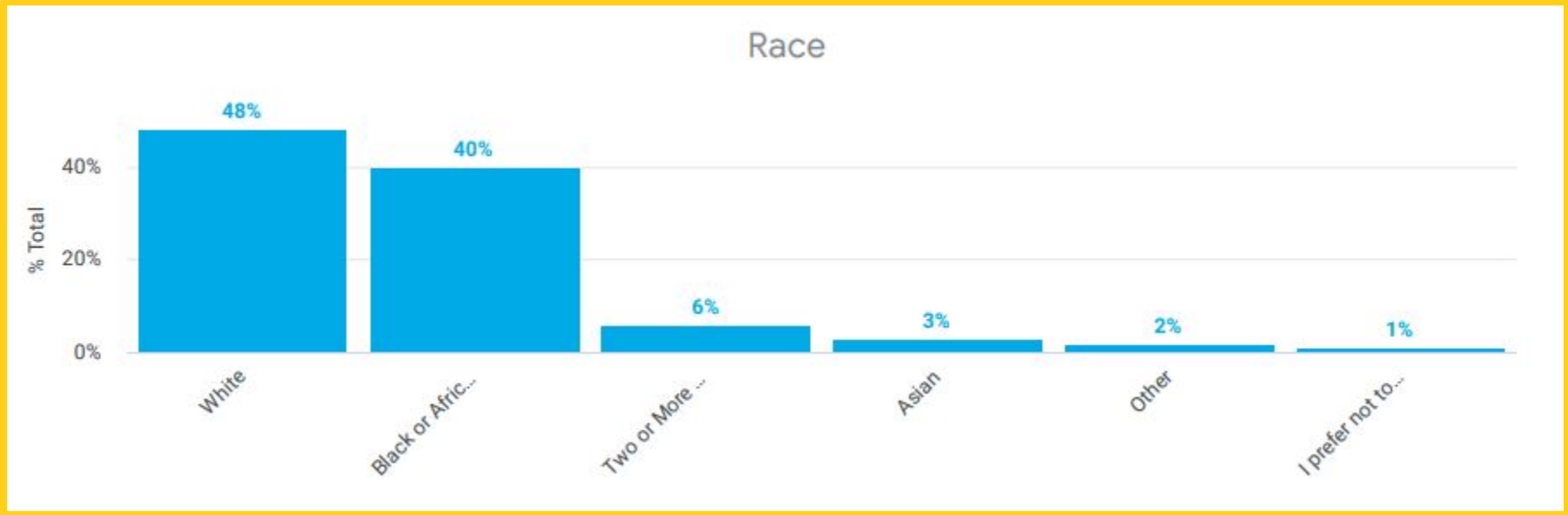
Additional Benefits

- On the ground support and insight
 - Weekly communications
 - Student Data
 - Qualitative Insights
- Adaptive Support
 - Immediate & Personal Crisis Responses
 - COVID
 - Hurricanes
 - Resources
- Survey Data

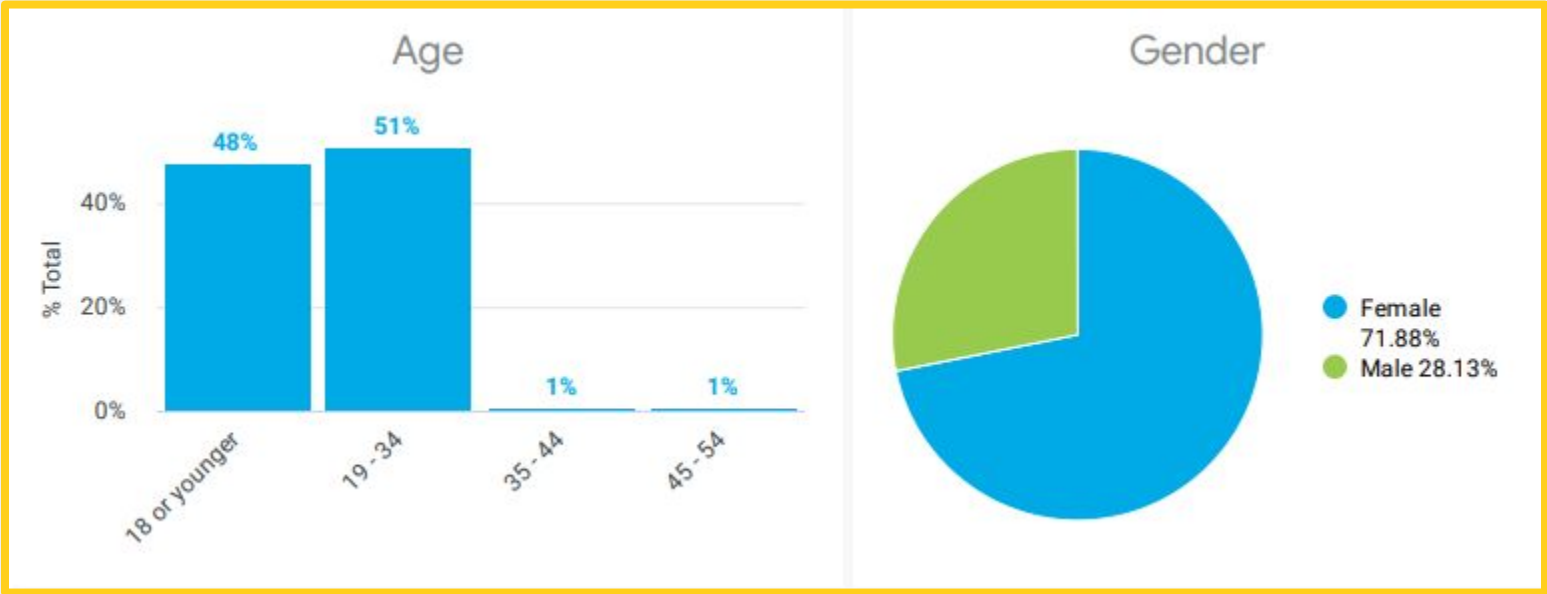
Enrollment Timeline



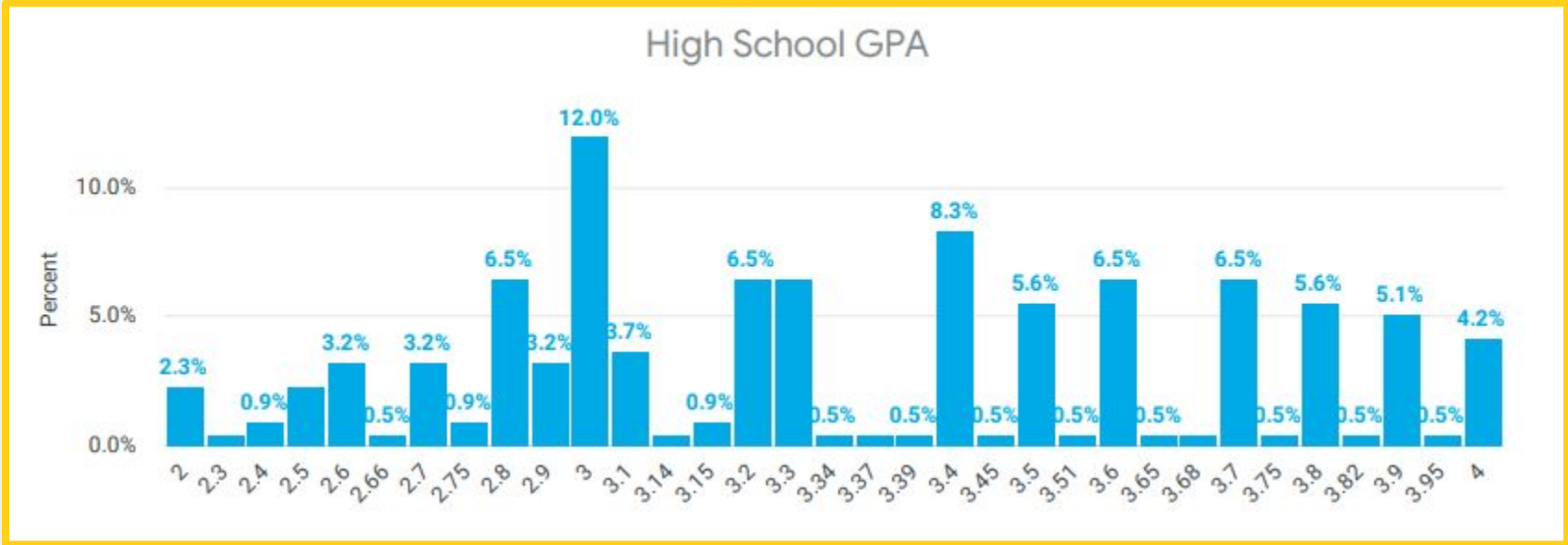
Participants



Participants



Participants



Data

- 2020 Cohort Midterm - 2.85
- 2020 Final GPA - 2.81
- 2020 Active Ignite Midterm - 2.82
- 2020 Active Ignite Final - 3.04
- 2020 Inactive Ignite Midterm - 2.25
- 2020 Inactive Ignite Midterm - 2.33

Example Call

Coaching Techniques

- Motivational Interviewing
 - Open Ended Questions, Affirmations, Reflection, Summaries
- Affirmative Inquiry
- Goal Setting

Contact Information

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Questions??