

Systems and Process Support

A coach can assist students with helping them navigate and learn the systems and processes within your institution. You should learn all the systems that a student will interact with at your institution. In your worksheet, list them all and use it as a checklist to ensure that you have access (or guest access) to them. Then, watch training tutorials and set aside time to familiarize yourself with each system.

Commonly asked system navigation questions include:

How do I register?

How do I add/drop a course?

How do I contact my instructor?

How do I withdraw?

How do I get on a waitlist for a course?

How do I access my courses in Canvas/Blackboard?

What textbooks are required for my classes? How do I order/return my books online?

How do I pay my bill?

Why do I have a hold on my account?

How do I see my financial aid?

How do I access the online library resource?

Who should I reach out to when I have more questions?

In addition, many students may need help to understand policies at your institution. Work with your academic advising office to locate where each policy is listed on your campus website.

Common policies students ask about are:

When does the semester start and end?

What are the drop/add deadlines?

When is tuition due?

What resources are available for students struggling financially?

What are the academic policies such as: grade appeals, requesting an incomplete grade and/or late withdrawals?

Time Saving Tip: Locating commonly asked questions within your campus website and adding bookmarks whenever you find something useful will save you time later on.