

THE BIG PICTURE

STUDENT SUCCESS MODEL

The Student Success Team (SST) is comprised of eCampus staff members who are responsible for student outreach.

BEFORE THE TERM



Gated Registration

First-time eCore and eMajor students must take an Introduction Quiz before registering for classes.



Preemptive Calls

Selected students who could benefit from additional outreach get a phone call 1-2 weeks prior to the start of the semester.



eConnection Tutorial

This optional tutorial course is available to help students become familiar with the layout of their courses.

START OF TERM



Not Logged In (NLI) Calls



Day 2/3 Calls

All students who have not logged into their course by the 2nd or 3rd day of class (depending on the session) receive a phone call to offer assistance.



Day 4/5 Calls

On the 4th and 5th days of classes, eCampus reaches out again to students who still need to access their course in GoVIEW, reminding them of the approaching attendance deadline.

DURING THE TERM

eCampus Initiated

Throughout the term, eCampus reaches out to students via email and text messages about important milestones in their course. In addition to this, SST members regularly call students to offer assistance with:

- **Proctored Exams**
Students who still need to register for or who did not complete their proctored exam
- **Major Projects**
eCore students who did not complete their Major Project Video Assignment
- **Re-Engagement**
Students who appear to be at-risk in the course and have not been reported by their professor

Student Initiated



Withdrawals

SST members reach out to eMajor students to make sure they are making an informed decision and to listen to any concerns about the course.

Professor Initiated



At-Risk Entries

SST members reach out to students identified as at-risk to provide resources and support to get them re-engaged in the course.

SUCCESS SERVICES

These services are available through the GoVIEW platform as a separate class. Students receive access to the tutoring support classes after the first week of the term. Access to eCampus Success Services is available through:

- Live Chat
- Email
- Discussion Boards
- Live Sessions



eCAMPUS STEM TUTORS

eCampus STEM Tutors support students with math, science, and technology questions. Unlike other tutoring services, the eCampus STEM Tutors have access to the course materials so that they can help students within the context of their course.



eCAMPUS LIBRARY AND WRITING CENTER

eCampus Librarians and English Writing Tutors assist students with their library resource and writing needs.

- **Librarians** assist with research, how to properly cite sources, and how to avoid plagiarism.
- **English Writing Tutors** assist with writing, topic development, outlining, grammar, and citations.

24/7 ONLINE TUTORING

eCampus students also have access to 24/7 online tutoring service at no additional cost. The online tutoring service offers on-demand and scheduled tutoring in a variety of subject areas.



HOW TO

Students may download the [Student Services Guide](#) for step by step instructions on how to access the tutoring resources listed above.