Week 1: Suggested Interaction – In-person/Zoom Appointments

This interaction is about assessing if the student is engaging with their class and whether they are having trouble with accessing material or understanding course requirements.

- Remind them how to reach you: Make sure to include phone, email, physical address, zoom links, office hours, etc. and how to schedule advising appointments with you with OnCourse.
  - https://u.osu.edu/oncourse/students/
- Assess their engagement in courses
  - Ask student: “Have you read your syllabus for each course? What questions do you have about your syllabi? Are you understanding what the instructor is asking you to do in their class?”
- Assess their internet and technology connections
  - Ask student: “Do you have a reliable internet connection? Is your iPad working? Are you able to access what you need for your classes on Carmen? Are you able to navigate On Course? Can you get onto Zoom when you need to?”
  - Resources:
    - Internet Access: https://keeplearning.osu.edu/tools/internet-access
    - Zoom tutorials
      - https://teaching.resources.osu.edu/toolsets/carmenzoom
      - https://support.zoom.us/hc/en-us/articles/206618765-Zoom-video-tutorials
    - IT Help Desk
      - Website: https://ocio.osu.edu/help
      - Phone: 614-688-4357 (HELP)
      - Email: servicedesk@osu.edu
      - Self Service and chat support: go.osu.edu/it
    - OnCourse: https://u.osu.edu/oncourse/students/
    - Carmen tutorial
      - https://teaching.resources.osu.edu/toolsets/carmencanvas/guides/getting-started-carmen-students
Office of Disability Services
  - If a student mentions that they have an IEP or 504 Plan, ask them “Have you visited with Ruth Montz to talk about supports that may be available for you?”
  - Ruth Montz 330-287-1247
  - [https://ati.osu.edu/disability-services](https://ati.osu.edu/disability-services)

Program Excel Eligible Students
  - Have you met with your PE Academic Mentor yet?

If Student is in Academic Recovery
  - Have you met with your PE Academic Mentor or the College Success Counselor yet?

Campus Engagement
  - Remind students to check out activities in Student Life [https://woostercampuslife.cfaes.ohio-state.edu/](https://woostercampuslife.cfaes.ohio-state.edu/)

Time Critical Communications:
- Last day to add a course online
- Link to adding courses
  - [https://assist.ocio.osu.edu/sis/WebHelp/MyBuckeyeLink/sr_enroll_classes.html](https://assist.ocio.osu.edu/sis/WebHelp/MyBuckeyeLink/sr_enroll_classes.html)

Continue to next page for Week 2 touchpoints.
Week 2: Suggested Interaction – In-person/Zoom Appointments

This interaction is an early check-in with students about how they are managing their academics and life in college. It is an opportunity to connect them with support services early in the semester.

- Ask the student how they are tracking assignment due dates and planning their academic work. Explain that it takes 30 days to establish a new habit, so now is the time to find a system that works for them.
  - Outlook Calendar [https://office365.osu.edu/](https://office365.osu.edu/)
  - Google Calendar [https://www.google.com/calendar/about/](https://www.google.com/calendar/about/)
  - Evernote [https://evernote.com/](https://evernote.com/)
  - Paper planner
  - Wall calendar or

- Do an academics check. Now that you have attended several class sessions, how well are you understanding the material? Are you feeling that any of your classes are going to challenging? Refer student to these services:
  - Learning Lab [https://ati.osu.edu/currentstudents/academics/learning-lab](https://ati.osu.edu/currentstudents/academics/learning-lab)
    Review the website for specific services and assist student in contacting the Learning Lab.
  - College Success Counselor (if the student is not Program Excel): [https://ati.osu.edu/currentstudents/academics/college-success-and-career-planning](https://ati.osu.edu/currentstudents/academics/college-success-and-career-planning)
    Review the website for specific services and assist student in contacting the College Success Counselor.
  - Program Excel (if the student is Program Excel): [https://ati.osu.edu/program-excel](https://ati.osu.edu/program-excel)
    Review the website for specific services and assist student in contacting a Program Excel Coach (tutoring) or Mentor (academic counseling).
  - Library: [https://ati.osu.edu/library](https://ati.osu.edu/library)
    Review the website for specific services and assist student in contacting the library.
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- Do a wellness check. *How are your non-academics going right now?* Share that counseling services are free and confidential. There are multiple options for talking with someone. Provide the student with information about counseling services and how to access them.
  - [https://ati.osu.edu/counseling-services](https://ati.osu.edu/counseling-services)
  - [https://safeandhealthy.osu.edu/mental-health-wellness](https://safeandhealthy.osu.edu/mental-health-wellness)

- Remind them on important deadlines such as:
  - **The last day to add a course without instructor permission**
    - [https://ati.osu.edu/currentstudents/academics/important-dates-calendar-ati](https://ati.osu.edu/currentstudents/academics/important-dates-calendar-ati)
  - **Last day to petition for graduation:** Students must submit a petition to graduate to the Ohio State ATI Academic Affairs Office no later than the first two weeks of the semester prior to the semester in which they expect to graduate.
    - [https://ati.osu.edu/currentstudents/academics/graduation](https://ati.osu.edu/currentstudents/academics/graduation)

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