

VALDOSTA STATE UNIVERSITY

Connecting with Students through the VSU Concierge Service

USG Momentum Summit IV



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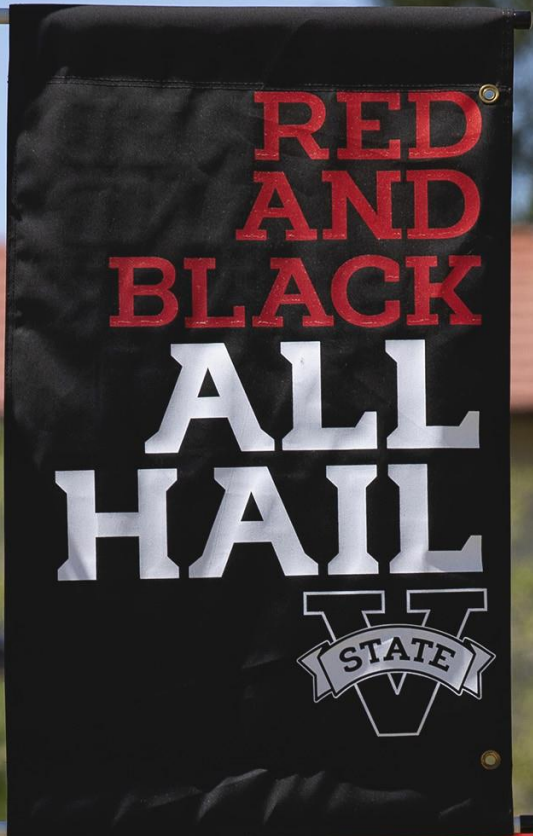


VALDOSTA STATE
UNIVERSITY

CONCIERGE COACHING CONCEPTION



The ENTIRE Campus



Coaching Focus

SPRING 2020

- ❖ 300 Coaches
- ❖ 6,600 undergrad students
- ❖ All who moved to fully online studies
- ❖ 13,615 notes

SUMMER 2020

- ❖ 215 Coaches
- ❖ 3,359 undergrad students
- ❖ All online in good standing
- ❖ 3,761 notes

FALL 2020

- ❖ 115 Coaches
- ❖ 424 first-year undergrad students
- ❖ All fully remote but not enrolled in traditional online programs
- ❖ 813 notes



CONCIERGE COACHING TRAINING COURSE



Announcements 

FAQ Document Updated!



Posted Apr 14, 2020 11:15 AM

Hello team!

Just FYI the FAQ document as been updated to reflect the questions that you all submitted to the discussion post area. Great job on this

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CONCIERGE COACHING PORTAL

Welcome Robert Freidhoff



Save Changes 


Term
Spring 2020 


Helpful links:

- [Coronavirus FAQ](#)
- [Campus Operations](#)
- [Campus Directory](#)

Instructions:

- Enter notes and/or change the risk level for student(s) and then click the green "Save Changes" button.
- View existing notes by clicking  or the student's name to view existing notes.
- Click  in the right corner of the report to maximize the list on the screen.



Risk level	Notes Exist	Student ID	Name 	Email VSU	Sport	Advisor Name	Advisor Email	Permanent Phone Number
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Go

Actions

Save Changes



Risk level	Notes Exist	Student ID	Name	Email VSU	Sport	Advisor Name	Advisor Email	Permanent Phone Number	Cell Phone Number	
Medium	✓									
Medium	✓									
Medium										
Medium										
Medium	✓									



Risk level	Notes Exist	Student ID	Name
Medium	✓		
Medium	✓		
Medium			
Medium			
Medium	✓		

Student Report

Q Go

Actions

Term	Student Id	Name	Notes	Created By
Spring 2020			EXAMPLE NOTE: I reached Laura on her cell phone number. Discussed concerns about her physics course. Laura also expressed a concern about moving out of housing. After the phone call I connected with the following resources to let them know Laura would like to speak with them: - Academic Support Center (Tutoring) - Housing (move out)	Robert Freidhoff

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LESSONS LEARNED

- ❖ Initial Fears (Staff) Not Realized
- ❖ Partnership with Employee Development and E-Learning
- ❖ Technology Integration was key
- ❖ Targeting of student populations allowed for decreasing coaching hours as we returned to “normal”
- ❖ Quick connections during rapid change matter
- ❖ Assessment of the program is a challenge

