

## **Academic Intervention Frequently Asked Questions**

### **Q. What is Academic Intervention?**

**A.** *OU Zanesville's online Academic Intervention system is a collective, campus-wide effort to maintain communication between faculty and students to alert the students of potential issues that could impact their success in the class. In efforts to retain our students, the purpose of the Academic Intervention program is to identify students who may be experiencing difficulties (academic/personal) at a point in their academic career. By identifying these students, the Office of Retention, strives to address their needs in a timely manner, thereby increasing the likelihood of their success.*

### **Q. Why is Academic Intervention important for students?**

**A.** *The Academic Intervention system is designed to help students succeed by identifying both academic and other relevant issues early enough to assist with the success of the student. It is not designed to be punitive or judgmental—Academic Intervention referrals do not appear on a student's transcript or affect their financial aid.*

### **Q. When should I make a referral?**

**A.** *Academic Intervention is best done as soon as a potential problem is recognized. By alerting a potentially struggling student as early in the quarter as possible, allowing more time to modify these behaviors and access helpful resources to address the student's issues.*

### **Q. How do instructors, administrators, staff, etc. make a referral?**

**A.** *The Online Academic Intervention System information is accessible from the Faculty/Staff Portal <http://www.zanesville.ohiou.edu/faculty-staff/employeeportal.htm> under the "Retention" sub-header. Pertinent information is also featured.*

### **Q. What will happen when a student's name is submitted for an Academic Intervention?**

**A.** *Web referrals are sent directly to the Retention Coordinator. The Retention Coordinator will attempt to contact the student referred to discuss the concerns noted 1-on-1 and resolve the concerns noted by connecting those students to existing University resources such as tutoring, financial aid, counseling, etc. Electronic feedback regarding the status of the referred students will be provided to the faculty/staff member who made the initial referral.*

### **Q. How can a faculty member be sure their Academic Intervention alert has been reported?**

**A.** *An individual submitting an Academic Intervention form should receive an automatic message noting that your form has been submitted. Electronic feedback from the Retention Coordinator will be provided within 3-5 business days, allowing for contact with the student to be made.*

### **Q. If I submit an early alert, should I still make contact with the student?**

**A.** *Yes, you are encouraged to make contact/attempt to make contact with your student PRIOR to submitting a referral.*

### **Q. Is it okay to submit multiple referrals for a single student?**

**A.** *Yes. Some students may receive multiple referrals, and this indicates a higher and more urgent need to contact the student from multiple services.*

**Q. What are other offices to which a student may be referred?**

**A.** (read below)

**Counseling Services**

**Location:** Elson Hall 114 *(within the Learning Advancement Center LAC)*

**Contact Name:** Teresa Headley, Interim Director

**Normal Operating Hours:** Hours Vary

**Phone:** 740.588.1517

**Financial Aid**

**Location:** Elson Hall *(within the Student Services Area)*

**Contact Name:** Vicki DeLucas, OU Zanesville Financial Aid Coordinator

**Normal Operating Hours:** Monday –Friday 8a-5p

**Phone:** 740.588.1439\*

*\*Call for appointment and Walk-In hours which vary quarter to quarter*

**HELP DESK/Information Technology**

**Location:** **Elson Hall** *(main computer lab beside the LAC)*

**Normal Operating Hours:** Monday –Friday 8a-8p

**Phone:** 740.588.1526

**Information Center (Info Desk)**

**Location:** Elson Hall *(main OU Zanesville office area)*

**Normal Operating Hours:** Monday –Friday 7a-6p

**Phone:** 740.453.0762

**Learning Advancement Center (LAC)**

**Location:** Elson Hall 174

**Normal Operating Hours:** Monday- Thursday 8a-6p/ Fridays 8a-5p

**Phone:** 740.588.1517

**Student Services**

**Location:** Elson Hall *(beside the Information Center)*

**Normal Operating Hours:** Monday-Friday 8a-5p

**Phone:** 740.588-1439

**Student Success Center**

**Location:** Elson Hall 174

**Contact Name:** Ashley Mitchell, Interim Coordinator

**Hours:** Monday-Friday 8a-5p

**Phone:** 740.588.2554