Connecting with Students through the VSU Concierge Service
USG Momentum Summit IV

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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
FAQ Document Updated!

Posted Apr 14, 2020 11:15 AM

Hello team!

Just FYI the FAQ document has been updated to reflect the questions that you all submitted to the discussion post area. Great job on this
CONCIERGE COACHING PORTAL
Welcome Robert Freidhoff

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.
<table>
<thead>
<tr>
<th>Risk level</th>
<th>Notes Exist</th>
<th>Student ID</th>
<th>Name</th>
<th>Email VSU</th>
<th>Sport</th>
<th>Advisor Name</th>
<th>Advisor Email</th>
<th>Permanent Phone Number</th>
<th>Cell Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medium</td>
<td>✔️</td>
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</tbody>
</table>

Note: The table contains columns for Risk level, Notes Exist, Student ID, Name, Email VSU, Sport, Advisor Name, Advisor Email, Permanent Phone Number, and Cell Phone Number. The Risk level is marked as Medium in all entries, and Notes Exist are marked as '✔️' in the corresponding rows.
<table>
<thead>
<tr>
<th>Term</th>
<th>Student Id</th>
<th>Name</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring 2020</td>
<td></td>
<td></td>
<td>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)</td>
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<td>Created By: Robert Freidhoff</td>
</tr>
</tbody>
</table>

1 - 1
Welcome Robert Freidhoff

Term
Spring 2020

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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