SKILL: COACHING CONTRACT

Our Long-Term Goal: Complete autonomy: the ability to successfully and independently navigate the entire academic experience, learn to use university resources, make independent decisions and accept consequences

Expectations: The coach will work with the student to develop new and effective skills; however, breaking old habits and establishing new behavior patterns takes time and effort. The key to a successful transition lies with the student, who must be motivated and willing to do the work. *We cannot guarantee success*; we provide important tools and skills for the student to use, but it is up to the student to:

- Go to class (it really does matter)
- Do the work: the action plan only works if it is checked and followed
- Study (not cram) for exams
- Attend coaching sessions consistently
- Accept responsibility and consequences

Trust: For a coaching partnership to be effective, trust must be present. Both the student and coach should be able to communicate openly and honestly. We believe mistakes are important life lessons and to be expected. The coach's role is to help the student see why the mistake was made and learn from it. Withholding information from a coach related to grades, attendance or other academic issues does not help a student reach his/her goals.

Communication: Because trust is integral to an effective coaching partnership, *coaches do not communicate with parents.* The student may share material provided by the coach, such as action plans or grade reports, but those materials will not be provided directly to parents by SKILL staff.

- If a parent contacts the SKILL Program Director via email or text, the student should be copied and *will always be copied on any reply by the Program Director.*
- Phone conferences or meetings with the Program Director can be scheduled as needed, with student consent and involvement.
- We will coach students on effective communication, which includes the importance of timely responses to coaches, faculty, and staff. We can help students compose emails to faculty as needed, but we do not contact faculty on a student's behalf.

Appointments: Students will have a standing appointment time each week. We recognize a student's autonomy to decide how best to use their time, but No Show appointments will not be rescheduled, instead the coach will email the action plan for the week. A No Show appointment is defined as a student failing to notify the coach at least two hours in advance of the need to reschedule an appointment or arriving more than 20 minutes late without notification.

- If a student contacts the coach at least two hours before the appointment to request a reschedule, we will do our best to accommodate the request, schedules permitting. Alternatively, if a coach must miss a session, the coach will offer to reschedule, including meeting with another coach or over the phone.
- After 2 consecutive missed appointments the student will be required to communicate with the Program Director before the coach will continue sending action plan emails.
- After 3 consecutive No Show/No Contact appointments the Program Director will contact parents for a wellness check. This means if we do not see OR hear from a student for three consecutive weeks, we will email the parents to check on the student's safety. If the student does not attend but communicates with us in other ways, such as via email or text, we will *not* notify the parents. However, while we respect student autonomy and privacy, we will always err on the side of student safety and the Program Director reserves the right to use discretion if this timeline needs to be altered.

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Billing: We will bill for the semester after the 3rd session (15th class day); the charges will be paid through Student Financial Services and included on the student's eBill. If a student elects not to continue with SKILL after the 3rd session, the student will only be billed for the first 3 weeks of the program. SKILL follows the Student Financial Services refund policy, meaning no refunds are issued after the 3rd Session/15th class day except in the instances of withdrawal for health or family emergencies. SKILL fees cover the administrative costs of the program (salaries, supplies etc.); the fee does not cover access to grades or other information covered by FERPA.

Grades: Coaches review grades regularly during appointments and communicate with students about strategies for improvement. We cannot guarantee a passing grade, but will assess for risk of a failing grade. Before the withdrawal deadline, we will give our professional advice to students regarding course withdrawal, both in person and via email in the midterm grade report. In general, we believe that a withdrawal (W) is better than an F, meaning if it is improbable or impossible to pass a course we will recommend withdrawal, but the final decision will be up to the student.
Students are in control of information regarding grades; coaches can only access grades during coaching sessions when the student logs into their Canvas account. We will not communicate with parents regarding grades without student consent. However, withholding information from parents regarding grades can erode trust and we encourage students to be open and honest, even, or especially, if grades are below expectations.

- If a parent has questions about grades, the preferred course of action is to speak with the student.
- If the student cannot adequately address the grade issue the Program Director can schedule conference calls with the student and parent as needed.

Accommodations: All students who are enrolled in SKILL have a diagnosis that may qualify them for academic accommodations; however, they are not required to use them, nor is academic coaching considered an accommodation.

- SKILL coaches will provide limited accommodation support such as: submitting accommodations, setting up appointments with instructors and scheduling proctored exams.
- SKILL coaches do not: review medical documentation for the purpose of determining eligibility, establish accommodations, or communicate with faculty about accommodations.

Resources: SKILL academic coaching is not academic advising, tutoring, mental health counseling or career counseling; however, we can connect students with those resources. We encourage students to use the free resources offered, but if needed we can also refer students to fee based services.

Enrollment: Students who are enrolled in SKILL have first priority for future semesters. SKILL students will be contacted by the Program Director in November (for Spring semesters) and May (for Fall semesters) to determine if they wish to re-enroll for the upcoming semester.

- Students who respond *after* the re-enrollment deadline will be added only if space is available
- If a student has enrolled in SKILL for two semesters and wishes to re-enroll for a third (or more), they have the option of attending every other week instead of weekly at a reduced fee (half).
- Students who consistently No Show will not be invited back to re-enroll for SKILL for future semesters

Student Signature _____ Date_____

Parent Initials _____ Parent Initials _____ Date_____