Communication and Access
Student Success Center
Gordon State College

Communication ..................................................................................................................................2
Access ...............................................................................................................................................3
Communication

Advisement

Students are primarily contacted by advisors through GSC email. Welcome letters are sent to advisees who attend an NSO through the postal service. Letters are also sent to advisees placed on probation or suspension at the end of the academic year. Occasionally students are called by phone for special circumstances. General advisement reminders are sent though campus activity emails, information screens, and campus bulletin boards in addition to GSC email. Some advisement information is also posted on YouTube and Issuu.

Early Alert

Students are sent email notifications of their referrals. Each notification contains the reason for referral and directions for how to schedule an intervention meeting. In past semesters students have also been called. Professors are emailed directions for how to refer students periodically each semester.

General/Computer Lab Hours

Fliers are made and distributed around campus at the beginning of each semester. General hours are displayed on a whiteboard placed at the entrance of the center, displayed on video screens across campus, and posted on the website and social media.

Supplemental Instruction

SI leaders are present in the targeted classes so most communication is handled in person, including distributing business cards. Email is used in case of a SI leader or student absence. Information is also posted to the website.

Tutoring

Professors can request class visits each semester. A class visit entails a 15 minute tutor presentation. Tutors are also given business cards to distribute, as well as informational handouts. Hours and tutoring subjects are also posted as fliers posted across campus, on video screens, on whiteboards placed on busy pathways, and on the website and social media. Faculty are emailed tutoring updates weekly and are encouraged to contact the program assistant with comments or assignment sheets/study guides. Specialized fliers are distributed to target faculty members and students, i.e., Calculus II tutoring information. During new faculty orientation, the center provides informational handouts and speaks about the center’s services and how to get involved. Online tutoring is advertised on the website and through fliers and brochures distributed on the McDonough campus. Some information is also communicated through YouTube videos.

Workshops

Workshops are advertised through fliers, weekly campus activity emails to all students, weekly email updates to faculty and staff, video screens, website, and social media outlets. Some workshops are also posted on YouTube.
Access

The Student Success Center is open for extended hours on weekdays to better fit various student schedules: Monday through Thursday 7:30 a.m. to 7:00 p.m.; Friday from 7:30 a.m. to 5:00 p.m. There is late night tutoring available to students from 7:00 to 9:00 p.m. Weekend tutoring hours are held in Hightower Library when the need arises, but a recent lack of turnout has postponed this program. Online tutoring is available for two hours in the evening on Monday through Thursday for math tutoring. Online writing sessions are done asynchronously and may be submitted at any point—typical turnaround time is 24 hours. SI sessions are scheduled based on class surveys to ensure convenient session times. Workshops are typically held in during campus “dead hours” when classes are not in session but some are held at other times to allow students more opportunities to attend. General academic information and a selection of workshop recordings are also available at any time on the website, YouTube, and Issuu.

The center’s is located in the Student Center at the heart of the main campus. It is accessible by two elevators. Tables are spaced to allow wheelchair access to computers, tables, and staff offices. Extra visual-assistance software is installed on a designated computer. All workshop and session locations are wheelchair accessible.