



**KENTUCKY STATE
UNIVERSITY**

STUDENT SUCCESS AT KYSU ONLINE

Student Support Concierge

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The Student Success Center at Kentucky State University Online is dedicated to advancing the academic success of our students through comprehensive programs, services, events, and curricula. Employing an interdisciplinary and collaborative approach, we strive to promote exploration, engagement, and success by cultivating productive academic habits, providing personalized advising, success coaching, learning support, and impactful first- and second-year experience programming. Our outcomes-oriented philosophy ensures a seamless, robust, focused, and comprehensive educational support system that significantly enhances the likelihood of academic success and retention.

The KYSU Online Student Support Concierge

The **Student Support Concierge (SSC)** provides support, advocacy, and advisement to online students. Outside the online classroom, the SSC offers the most sustained and meaningful contact with the student.

The SSC's duties include (but are not limited to) creating and implementing systems for the following:

- Assisting students in completing course registration processes and requirements
- Providing academic advisement to students on topics such as course selection.
- Providing referrals to academic and co-curricular resources, including support offices (registrar and financial aid, etc.) and other university resources as appropriate.
- Monitoring students' progress toward degree completion and proactively intervening when necessary.
- Maintaining regular contact with students to monitor their well-being, academic progress, and other needs.

The Student Support Concierge serves as the face of the KYSU online program on behalf of the university. Most daily interactions will be with students and others in the campus community.

The Student Support Concierge can be contacted at 888-597-0022 or by email at joy.wargo@kysu.edu.

The Thorobred Learning Center

The primary objective of the Thorobred Learning Center (TLC) is to furnish holistic learning support, guaranteeing that students possess the requisite tools and resources essential for achieving academic prowess. Serving as a cornerstone for academic success, the Center extends tailored learning assistance to cater to the diverse academic requirements of students across all stages of their educational trajectory. TLC offers a wide array of services, including face-to-face group and individual tutoring, writing assistance, supplementary math review sessions, integrated peer support within classroom contexts, success-oriented workshops, and personalized academic coaching. TLC also provides supplementary tutoring online at <https://kysu.upswing.io/>

The Thorobred Learning Center is located in Suite 330 Carl M. Hill Student Center and can be reached at (502) 597-6547 or by email: tlc@kysu.edu.

Upswing Tutoring - a TLC Service

Upswing Tutoring is offered through the Thorobred Learning Center, and it offers several online tutoring services for Kentucky State University students.

KYSU Online students can access Upswing at <https://kysu.upswing.io/>

The tutoring services include:

- Live online tutoring sessions
- Assignment Review
- Assistance with citations

Career & Professional Development Center

Kentucky State University's Career and Professional Development Center (CPDC) is here to assist students in making successful transitions from their academic pursuits to either the workforce or post-graduate continued education. The CPDC provides a variety of programs and services to empower students to take ownership of their continuous career development process. Career programs and activities allow students to actively explore interests and develop skills to effectively and efficiently achieve individual career goals. Our services include:

Career Exploration

Our goal is to assist students in making meaningful decisions to guide them into a natural career path. PathwayU is a unique combination of cutting edge predictive science and patented algorithm to assist students in exploring their majors and careers. Handshake is the #1 way college students find jobs, internships and connect with employers.

Career and Graduate School Fairs

Kentucky State University's Career and Graduate School Fair is a biannual event giving our students an opportunity to network with local and national organizations that welcome internship and job placement opportunities. Fairs are held in the fall and spring. All students are highly encouraged to attend dressed for success with resumes in hand.

Tips for a Successful Career Fair: <https://www.indeed.com/career-advice/finding-a-job/tips-for-a-career-fair>

Resume and Cover Letter Writing

Resume and Cover Letters communicate your qualifications and your brand to employers and recruiters. Kentucky State University offers

workshops for individuals, classrooms, and student organizations. We also use the Quinncia platform to assist you with resume and cover letter creation.

Set up your Quinncia account: www.quinncia.io

Networking

Kentucky State University believes that professional success is largely built upon the ability to create and sustain long-term relationships. We encourage KSU students to start this process as early as possible. LinkedIn is a reputable social networking platform that connects individuals and businesses worldwide. The Career and Professional Development Center offers workshops on how to use and navigate the LinkedIn platform.

Set up your LinkedIn account: www.linkedin.com

Contact Information

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Blazer Library

Learning to organize and carry out independent research is an integral part of a university liberal studies education. Paul G. Blazer Library, located at the northeast end of the campus, provides comprehensive and current research materials and facilities for students and faculty. The university community is also encouraged to use Blazer Library for personal enrichment and leisure reading.

Blazer Library's collection of more than 600,000 volumes includes such materials as books, journals, eBooks, DVDs, and other resources to aid students in their course work and research. As a member of the Kentucky Virtual Library (<http://www.kyvl.org> (<http://www.kyvl.org/>)), Blazer Library has access to more than sixty databases including: Academic Search Complete, AGRICOLA, Business Source Premier, CINAHL Full text, eBook Academic Collection, Health Source: Nursing Academic Edition, Literary Reference Center Plus, Newspaper Source, and PsycINFO to name a few. Other electronic resources such as our JSTOR Collections are available online for research and information. Blazer Library uses OCLC Worldshare Management Services as its library management system. KSU users have access to the library's full-text resources as well as access to billions of electronic, digital and physical resources from other institutions worldwide, via the OCLC WorldCat Discovery system.

KYSU Online learners have remote off-campus access to all of the Library's electronic resources—databases, e-journals, and e-books which are available to all students, faculty, and staff from off-campus locations through a hosted EZproxy server, and through the Library catalog, using WorldCat Discovery at <https://kysu.on.worldcat.org/advancedsearch> (<https://kysu.on.worldcat.org/advancedsearch/>) or on the Library's webpage using the "Library Catalog" link. These resources are available 24 hours a day, seven days a week. To sign in to WorldCat Discovery, students, faculty, and staff will use their KSU e-mail account sign on, and password.

Through the Library's webpages, students, faculty and staff have access to helpful links, tutorials, and subject guides (<https://kysu.libguides.com/?b=g&d=a>) to assist in access to the information

resources the library provides. Professional librarians and support personnel are available to assist students in using the library's resources and facilities. Special library tours or individualized library instruction may be scheduled by contacting the Public Services Desk. For assistance, please visit us at Blazer Library or chat with us virtually at Ask Us on the Library's webpage at: kysu.edu/academics/library/ask-a-librarian.php (<https://www.kysu.edu/academics/library/ask-a-librarian.php>)

Contact Information

Ms. Sheila Stuckey, Director

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Service Desk: (502) 597-6851

Email: sheila.stuckey@kysu.edu

Website Link: <https://kysu.edu/academics/library/> (<https://www.kysu.edu/academics/library/>)

The Accessibility and Disability Resource Center (ADRC)

The Accessibility and Disability Resource Center (ADRC) facilitates equal access to the campus, programs, activities, and services for students with disabilities in accordance with federal and state regulations and University policies.

The ADRC process is completely electronic. KYSU Online students can either email, or call to request the ADRC packet that includes applications and requirements to receive accommodations.

Once all of the appropriate documents have been emailed the review process begins, and if approved, then the student's accommodations are sent to all instructors and the student for that particular semester. Each semester the student has to request their accommodations via email.

Contact Information

Dr. Phillip Clay

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