



**KENTUCKY STATE  
UNIVERSITY**

## TRANSITION & ADVISING SERVICES ONLINE

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### Student Support Concierge

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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.

Transition Services provides support to help students navigate online college life. This encompasses the development, implementation, monitoring, and evaluation of transitional programs and services that include:

- Working closely with faculty and staff to facilitate student connections with KSU staff and faculty members.
- Establishing avenues for student engagement in online campus life.
- Matching students with tutors and other support staff to encourage positive relationships and peer support for addressing academic and personal challenges.
- Offering resources designed to bolster learning, promote critical thinking, and empower students to become active, engaged learners.

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The Student Support Concierge delivers personalized advising services to assist students in navigating their academic journey, declaring majors confidently, and making informed decisions. More specifically, concierge:

- Assists students with the exploration and selection of majors and fulfillment of guided pathways.
- Facilitates student understanding of guided pathways and backward mapping.
- Assists with course selection and registration.
- Monitors academic progress.
- Facilitates early alert monitoring and intervention strategies to assist students with course success.
- Assists with transition issues as needed and provide campus resource referrals

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