Mission Statement and Goals

The student-athlete enrichment program is designed to provide a holistic experience while assisting University of New Orleans (UNO) student-athletes with reaching their fullest academic and personal development. The University, Department of Athletics and Student-Athlete Enrichment staff are committed to empowering UNO student-athletes through academic, social and athletic programming, while upholding the academic integrity of the institution.

The Student-Athlete Enrichment staff will work closely with coaches, university administration and faculty to provide student-athletes with the support and resources to:

- Establish meaningful academic and social goals
- Create and implement strategies to achieve academic and social goals
- Balance the demands of their academic, social and athletic responsibilities
- Help build capacity within communities throughout New Orleans

Student-Athlete Enrichment Service Profile

The student-athlete enrichment program is administratively housed in the Department of Athletics. The Assistant Athletic Director for Student-Athlete Enrichment reports to the Director of Athletics. The primary function of the student-athlete enrichment unit is to develop and implement academic and life skills development services and resources to the student-athlete population at the University of New Orleans. This program is available to all student-athletes throughout the entire calendar year. It provides direct support services and also refers student athletes to services available through other University offices, such as the First Year Experience (FYE) Office, Learning Resource Center, the University Counseling Center, and the University Health Center.

Site Locations: Academic Center
The Athletic Center (TAC)
6601 Franklin Avenue
New Orleans, LA 70122
Phone: 504-280-1188

Hours of Operation: M-F 8:30 a.m. – 7:30 p.m.
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Collaboration with the Division of Student Affairs, Enrollment Management and the Department of Athletics

The University of New Orleans is committed to the holistic development of all of its students. The university is dedicated to creating a nurturing environment that promotes development through scholarly efforts and meaningful out-of-class experience for our students. Students who have outstanding athletic ability contribute significantly to the diverse campus environment. Their participation in intercollegiate athletics enriches the campus and helps to provide an engaging experience for all students. Excellence in a range of areas is embraced and welcomed by the university. As result, the University of New Orleans is devoted to providing the support and resources needed to help our student-athletes succeed academically, athletically and socially.

While we are cognizant of the unique needs and characteristics of this student group, we are also committed to creating an environment where the student-athletes benefit from the general experience shared by all University of New Orleans students. As a result, particular efforts are made by the athletic department and student affairs to offer coordinated services. Collaboration efforts focus on providing for the unique needs for various student populations, while empowering students through a common experience. The following is a description of the Department of Athletics and the Division of Student Affairs and Enrollment Management collaboration efforts.

The Office of the First Year Experience (FYE) Programming

The Office of the First Year Experience (FYE) is committed to assisting University of New Orleans students to transition into college life socially, succeed academically and persists until graduation. The mission of the Office of the FYE at the University of New Orleans is:

- To provide a broad network of support services and programs that address the academic, personal and social need of first year students and promote student success.

- To provide outreach and necessary interventions to students who are experiencing academic and social difficulties.

- To actively encourage students to engage in the university community

- To promote critical thinking and life-long learning

- To work collaboratively with faculty and staff across the campus to provide additional resources for first year students
Since the Assistant Athletic Director for Student-Athlete Enrichment position was filled in February 2013, he has been an active member of the FYE team. This person is an active participant in the weekly planning meetings and helps to coordinate programming. The Assistant Athletic Director for Student-Athlete Enrichment serving as a member of the FYE team helps to avoid fragmented services and promotes coordination of programming between Student Affairs and the Department of Athletics to support UNO student-athletes.

In addition to the course monitoring and academic participation monitoring facilitated by the Student-Athlete Enrichment staff, the FYE team and student success counselors offer an early alert system to help identify students who are at-risk academically. Student success counselors receive emails from professors indicating that a student may be struggling in a class. If an alert pertains to a student-athlete, this information is relayed to the Assistant Athletic Director for Student-Athlete Enrichment. Furthermore, students are contacted by student success counselors when they receive a failing grade after midterm grades are posted. The email encourages the students to meet with a success counselor to discuss strategies for improving their performance in the course. Other collaboration efforts will include new student orientations and WebStar trainings for class registration.

**University Learning Resource Center and Tutor Services**

The University of New Orleans offers tutoring services through the Learning Resource Center. Specifically, UNO students have access to content tutors in a range of areas including math, sciences, history, sociology and other liberal arts subject areas. The Learning Resource Center will collaborate with the Department of Athletics by coordinating tutor services in the athletic center during evening times. Due to practice and competition commitments, there are times when the student-athletes cannot attend tutoring on main campus. As a result, tutoring will also be offered in the athletic center during evening hours. The Student-Athlete Enrichment staff will also coordinate with Learning Resource Center to track the academic participation of the student-athletes in utilizing their services on main campus. This will allow for accurate information to be sent weekly to the various coaching staffs related to tutor appointment participation and required study hours.

**Centralized Advising and Support Services**

The University of New Orleans will implement a new strategy for advising first year students beginning in the fall 2013. We will transition from college dominated advising to having a centralized advising and services model. The Privateer Enrollment Center (PEC) will offer a range of services to new students in a centralized location. As a result, students will be able to access academic advisors, success counselors, and admissions/financial aid advisors in one convenient location. All first year UNO students will be able to have continual access to their support staff on a regular basis. There will be a team dedicated to meeting their academic, financial and social needs. UNO student-athletes will have access to
these services. The Privateer Enrollment Center staff will be trained on NCAA requirements and considerations, so they can competently work with UNO student-athletes.

**Student-Athlete Enrichment Programs and Services**

**Academic Counseling**

The advising efforts of the student-athlete enrichment program serve to complement the regular advising experience in which the student is required to participate. The primary emphasis of this service is to advise and monitor the students’ progress toward their selected degree program within the University and NCAA guidelines. The Academic advisor serves as a liaison for their specific varsity sport and each student’s primary academic program advisor. Responsibilities include notifying professors of any student athletes’ emergency (illness, family, injury), serving as a contact if the student is struggling in a course, and notifying the coaches if the student is failing to meet their academic commitment.

Counseling activities of the student-athlete enrichment program follow a holistic approach. The staff of the student-athlete enrichment program provides support for a variety of areas that impact the total academic, personal, and career development of student-athletes. While many activities center on issues related to the successful academic adjustment to the student-athlete experience, our staff is also involved in the social, cultural, and personal adjustments of student-athletes throughout their tenure at the University. Counseling is also provided to student-athletes who must redefine themselves as they adjust to their “life after sports.” All counseling is provided on a confidential basis. Student-athletes who experience more serious problems that require professional attention are referred to the University Counseling Center or appropriate unit.

**Academic Programs**
- New Student Programs
- Learning Skills Development
- Advising
- Counseling
- Tutorial Services
- Academic Skills Development
- Career Development
- Academic Awards

**Academic Services**
- Structured Study Plans
- Academic Monitoring & Tracking
- Eligibility Reviews
- Recruiting
- Program Participation Reports
- Computing Services
- Academic Center and Study Area
- Mentoring

Each academic counselor in the student-athlete enrichment unit holds the title of “Academic Counselor” to emphasize their role in the effective delivery of the previously listed programs. Their expertise is utilized in providing serves to student-athletes, coaches, and athletic administration. The Assistant Athletic Director for Student-Athlete Enrichment assigns responsibilities, supervises, and evaluates the performance of Academic Counselors in meeting program goals. Additional support staff will include an administrative assistant Graduate Student Assistant/Interns, and student employees, all of whom provide critical support to the mission of the office.
In addition to the management and administration of aforementioned programs and services the student-athlete enrichment staff interacts with the following offices in the Department of Athletics: Media Relations, Marketing and Compliance. The staff of the student-athlete enrichment program is required to meet the standards, policies, mission statements and goals of the NCAA, the Southland conference, the National Association for Athletic Advisors (N4A) as well as those governing the University of New Orleans.

The academic counselor submits specific department reports, such as monitoring and participation, providing assessment and interpretation of the results. The counselor is responsible for implementing required study hours on either a team or individual academic plan. Academic counselors may also recommend tutoring, study plans, and counseling to aid the students.

“At-Risk” Programs are designed for student-athletes who have not achieved above a prescribed grade point average (2.25 GPA). Additionally, all freshmen and transfer students are considered “at-risk” during their first academic year at UNO. These programs may consist of class attendance monitoring, periodic grade checks, workshops or seminars on study skills and time management, content tutoring in small groups or individual, and weekly conferences with counselors.

**Academic Advising policies/procedures:**

- Counselors are responsible for maintaining structured study plans (Blue/Silver schedules) See Appendix B.
- Counselors are required to maintain “reasonable” oversight of their students when those students are working in the academic center.
- Counselors should seek approval from the Assist AD for SA Enrichment for any “off-site” study halls, coach mandated study sessions or any study/tutoring occurring off site.
- Team travel requires specific “academic advising” built into the itinerary prior to any SA Enrichment staff member leaving on trip.
- The counselor should proctor exams at all possible times. Under no circumstances should a coach or other staff person proctor an exam without the instructor being fully aware of the procedures in place. Counselor is responsible for mediating any proctoring for their team. In the event the counselor is not available, the Asst. AD for SA Enrichment will coordinate with the instructor, student and coach.
- Counselors should refrain from contacting instructors within the final 2 weeks of the semester. Coaches should be advised by counselors are not to contact instructors under any situation per Department of Athletics policy.
- Counselors are required to check tutoring session update sheets, in a timely manner, for their students or areas in which they have particular responsibilities. Initialing forms and routing slips is an appropriate check off procedure.
- Counselors are also required to provide support to their coaches on a weekly basis. Participation reports, monitoring reports and academic issues are to be communicated to the coaches in a timely manner. A proactive approach to student issues is required of all counselors on the SA Enrichment staff.
Structured Academic Study Plans

Structured Academic Study Plans (Blue Silver sheets) are key components in the regular advising process for the unit. This is a valuable tool in assisting students who need additional aid in managing their time during critical points in the semester. It allows the staff to schedule students for daily study and tutoring time, as well as assisting coaches and other personnel as to the scheduled times students will utilize SA Enrichment services.

A Structured Academic Study Plan will be set up for each student-athlete for every term that student falls into one of the Academic Support Service for Student-Athletes “at-risk” categories:

a. The student’s overall QPA falls below a 2.20 overall.
b. The student is on probation for the current term.
c. The student placed into an intensive composition course.
d. The student has a documented learning disability.
e. The student is on probation for not completing one of their skills requirements.
f. The student is a new transfer student (1st year at UNO).
g. The student is a freshman. (Excluding those who meet regular admission guidelines)
h. The student was an advisory admission committee admit.

- The information will be available in the “at-risk” list that is updated and distributed to the staff each semester. SA Enrichment staff are expected to update their sport “at-risk” list each semester.

- The student should be scheduled to attend a minimum of 6 hours per week. Students whose QPA is below a 2.0 should be required to spend 8 hours per week. Adjustments may be made at the discretion of the counselor on a weekly basis if necessary due to travel or other issues.

- Students are expected to adhere to the plan set with the SA Enrichment staff. Failure to do so should result in a meeting with the head coach, student and SA Enrichment liaison, and corrective action should be taken.

- Any student who declines to utilize the SA Enrichment services should be referred to the appropriate skills center on campus, i.e., the Academic Resource Center, the Disability Resources office, etc. The Asst. AD for SA Enrichment and the head coach should be notified of the referral and subsequent follow up plan.

New Student Programs

New Student Programs provides a mean for easing the transition for incoming student athletes and creates the opportunity to meet an individual team advisor. This program benefits all incoming and transfer student athletes by acquainting them with specific services. The students are introduced to the advising, testing, and registration system, as well as the academic support services for student athletes department. Informational sessions are also provided to these students on learning styles, study skills, and time management. Some other
services offered by this program include identifying “at risk” students and coordinating individual meetings with a team academic counselor.

Students access these services based on their individual course and practice schedules. Students meet with their academic counselor as needed to discuss concerns as they arise. If a student is identified as “at-risk,” the counselor and learning specialist takes a specific plan of action to offer extended support services. If a student decides to no longer attend the University of New Orleans, they do not qualify for the new student programs. The only exception to this is students who graduate from the university.

New Student Program policies/procedures:

- A letter is sent to student-athletes in the spring to set up an individual time to meet with his or her team academic advisor during their orientation session with the University.
- The student-athlete will meet with their team counselor when on campus for advising, testing, and registration.
- Upon arrival in the fall, student-athletes must attend mandatory New Student Transitions meetings, typically scheduled for the Sunday prior to the fall term or in the summer if arriving for the second summer school session prior to the fall term.

Operation Freshman

This program’s purpose is to assist students with the transition from high school to college by the support and structure necessary to help them succeed during their freshman year. Students are required to spend 6-8 hours (or an agreed upon number by staff) a week working with tutors, receiving learning/study skills support and or in structured study sessions. The Sport counselor will work with each student to help him or her decide how to best use the tutors and other available support. Between 40 and 65 students per year represent an entering class. All freshmen are considered “at-risk.” Freshmen students are also assigned a student success counselor through the First Year Experience (FYE) Office within Student Affairs.

Operation Freshman policies/procedures:

- Students are required to fill out a Structured Study Plan with the Sport counselor.
- Sport counselor then disseminates information to coach of their respective sport.
- Coordinator and sport liaison should schedule periodic meetings during the term to discuss updates with freshman students, particularly addressing those on probation or completing basic skills requirements in Writing/Algebra courses.
Study Halls

Study halls are not a mandatory component of the academic support plan for every student-athlete. However, mandatory study halls may be instituted at the request of a head coach and/or academic counselor. When study hall is required, the academic counselor provides the student-athlete with location/time of the study session. Study halls become a part of the structured academic study plan for the student. Tutorial assistance is also built into the structured study plan along with other services and recommended programs sponsored by SA Enrichment program or supported through the University’s general student services unit.

Student Services

Academic and Performance Monitoring/Tracking

Academic tracking and monitoring of student-athletes provides up to date information on the student’s standing and class attendance. The monitoring program is designed to track the academic performance of the student-athletes two to three times per term. The SA Enrichment office generates correspondence to faculty via campus mail requesting information on class attendance, assignments completed, grades to date, and any comments the instructor would like to share.

Full time staff members are permitted contact with instructors to request information on student-athlete performance in a course. Staff should not contact instructors within two (2) weeks of the final examination period without consulting the Asst. AD for Student-Athlete Enrichment. Under no circumstances may any SA Enrichment staff contact instructors for the purposes of mediating, promoting or condoning any measures for a student-athlete which are not clearly indicated by a course syllabus or have been initiated by an instructor as normal procedures for all students for his/her course.

Monitoring policies/procedures:

- Reports are discussed with students and any relevant feedback shared strictly between student and appropriate university personnel.
- The information that is received is processed by SA Enrichment staff and sent out in a report to coaches.
- Strict confidence of academic information to all parties is expected to adhere to all Buckley amendment and FERPA policies.

Degree Completion Program

This program exists to assist student athletes who have exhausted eligibility toward graduation. As per NCAA guidelines, all athletics financial aid awards are one-year contracts, which are renewable/non-renewable, cancelled or graduated, based on NCAA
regulations and the policies on the University of New Orleans Terms and Conditions Statement. If a student athlete has used four season of competition within the first four years of collegiate enrollment, eligibility for that student athlete to receive “exempt fifth year athletics financial aid” is based on the following requirements:

1. Student athletes must meet the same eligibility guidelines that they would if they were going to compete that fifth season (credits, QPA, 75% degree completed).

2. Student athletes have a minimum 2.0 QPA overall.

3. Student athletes must complete a minimum of 18 credits in the Fall and Spring terms of their fourth season.

4. Student athletes must finish the fourth season as members in good standing on their teams. This will require the coach’s endorsement.

5. Student athletes must submit graduation plans endorsed by their advisors in Academic Support Services

6. If the Athletic Director approves exempt 5th year athlete’s aid, the Athletic Director reserves the right to add requirements for that student athlete to receive a second semester of fifth year aid.

**In addition, regulation for some special circumstances are listed below:**

1. If a student athlete graduates mid-year and his/her athletics eligibility is expired during the Fall Term, then athletics aid is discontinued for the Spring Term.

2. If a Fall sport student athlete graduates in August prior to his/her final year of eligibility, he/she competes in the Fall by declaring the second major, and his/her eligibility is expired at the end of Fall Term, that student athlete will not be funded for the Spring Term

3. If a student athlete is in graduate school for the Fall, and his/her eligibility expires in the Fall, he/she will receive athletics financial aid for the Spring Term, providing he/she passes all courses with a “C” or better. In those cases, athletics financial aid will be granted for Spring Term, but not for Summer Term, unless approved by the Department of Athletics.

4. Student athletes are expected to pursue graduation within four years, or as soon as possible after that. Student athletes found to purposely delay graduation (for example, by not signing up for a course needed to complete a degree even though it is offered) will not receive further fifth year aid to complete the degree.

5. The Athletic Director can approve exceptions to all of these procedures on a case-by-case basis. Student athletes wishing to submit appeals should coordinate with the Associate Director for Student Life and Compliance.

In order to be eligible for exempt fifth year athletics aid, students must:
1. Pick up a Request for Fifth Year Exempt Athletics Aid Form from the Compliance Office or from their advisor in SA Enrichment services.

2. Complete part I, and obtain signatures and requested information from Head Coach for Part II, Counselor for Part III, and Donna Sanft for Part IV.

3. The form will then be forwarded with an academic record to the Athletic Director.

4. The Athletic Director will make a decision, sign the form, and notify the student athlete, coach, Assistant Athletic Director for Student-Athlete Student Enrichment. A copy will also be made for the student’s file.

5. Student athletes should see the Athletic Director to receive specific information on the scholarship amount.

**Computer Lab**

A computer lab is provided to the student-athletes at the Athletic Center on East Campus. Student-athletes are required to log in using their University provided username and password and all usage fall under the University guidelines to academic computing.

**Computer Lab policies/procedures:**

- No food or drink should be permitted in the computer lab at any time. This includes students and staff. Failure to adhere to this policy can result in removal from the lab.
- Under no circumstances are staff (full-time, part-time, work study, tutors) permitted to type papers for students anywhere in the center. In the event of injury to a student, the director must approve in advance any requests for support.
- Students are permitted to use the computer lab for e-mail and/or internet usage, however, if the lab is full, students will be asked to log off their computer if another student needs to complete an academic endeavor. The logoff request will be made first to that student who has been in the lab the longest.
- Any student caught using another student’s computer disk, paper or inappropriate materials in the computer lab will have the material confiscated and be asked to leave the lab immediately.
- Any student using the internet for downloading materials deemed offensive to University standards will be asked to logoff and leave the lab.
- Only the administrator of the computer lab has permission to download software onto the computer. Any staff requests for programs should be made to the lab administrator or director of the unit. Under no circumstances will students or tutors be permitted to download materials to the computers.
- The lab administrator will be responsible for maintaining the hard drives in the computer labs.
- All computer lab materials are to be kept in the appropriate areas away from student contact. Staff (Work study, full time, part-time) is responsible for supplying paper
and other relevant items in the lab. Under no circumstances are students to have access to supplies.

- All staff (work study, full time, part time, tutors) are required to maintain proper cleanliness in the lab. Cleaning services will be maintained in the center; however, basic cleaning may be requested of work study/staff in the lab.
- Any student caught defacing materials (computers/tables/walls, etc.) in the lab will be asked to leave the lab at that time and may be responsible for any financial loss that occurs.

**Book scholarship**

All student-athletes who are on a full scholarship at the University will also receive textbooks for their courses at the beginning of each semester. Students who are on partial scholarship may also be eligible for textbooks, based on the scholarship award given by their respective coach. Any questions related to book scholarship recipients should be forwarded to the Associate Athletic Director for Business Operations in the Department of Athletics.

**Book scholarship policies/procedures:**

- Students can pick up textbooks at the University bookstore 1 or 2 days prior to the beginning of classes.
- Students who need a replacement textbook during the semester can file a request at the office of Student Life and Compliance in the Department of Athletics.
- Any student who changes their schedule by an ADD/DROP procedure is responsible for returning the textbooks from the dropped course to the bookstore. Failure to do so will result in a financial hold on the student-athlete’s account for the value of the text which will be lifted upon return of the book.
- Student-athletes must return all books to the Department of Athletics by the designated date determined by the Associate Athletic Director for Business Operations
- Student-athletes who fail to return their books may be subject to repayment of the cost of the lost books. Enforcement of this penalty is based on the discretion of the Athletic Director

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**Learning Skills Support**

**Study Skills Workshops**

Study skills Workshops/Seminars will be provided to students periodically throughout the year in two formats:

- Voluntary—Workshops or Seminars will be posted in the center at least two weeks in advance and calls should be made to coaches by the sport liaison. These will either be specific to a team (if requested by a coach or staff
member), a particular class (Fr/So/Jr/Sr) or available to the entire student-athlete population on a voluntary basis. Coordination of materials/presentation should be through the appropriate staff learning skills specialist.

- Mandatory—Workshops/Seminars will either be designated by the Assistant AD for SA Enrichment. Coaches may also request a workshop/seminar through the director. Date and time should be coordinated through the availability of the center as well as with the coach. In the event of a conflict with the center, alternative sites should be considered within the building first, then throughout the University. Coordination of materials/presentation should be through the appropriate staff learning skills specialist.

Math and Science Lab

The math and science program will exist to serve the needs of the student-athlete that requires a basic skill level program or the student-athlete who has upper-level needs in the math/sciences area. This program is designed to serve the entire student-athlete population to provide them with a support to supplement their lecture and recitation experience. This program also fosters independence in the student-athletes to succeed in courses in which the work is analytical in nature.

Students may request tutoring or be required to attend sessions by staff.

Students who are on probation for the Math requirement through their school will be required to receive math tutoring though the SA Enrichment program. Only those students on probation receiving tutoring through another sanctioned University program will be exempt.

Responsibility of this program is through the Learning Skills specialist on staff and through the tutorial coordinator.

The specific services that are provided are to the student-athlete are math & science labs will be provided in one of three ways:

- Individual tutoring: The individual tutoring is provided for student-athletes who have the necessary background, but require or request more individual attention for a course. The freshman or SA Enrichment staff will request individual tutoring on the request form or in person to the appropriate tutorial coordinator of the program. All information will be disseminated to the tutorial coordinator.

- Group Tutoring: In certain instances, group tutoring will be provided to those students who are able to work in a group setting. Ideally, groups of 2-3 students per session will be assigned for students in the same section of a course. In the event a student is originally designated for group tutoring and either a counselor of student requests individual tutoring, the Math/Science coordinator will fill the request. The tutorial coordinator will be notified.
• Math/Science Lab: The math & science lab is designed to help student-athletes who are able to work independently on material. Sessions will be a “walk-in” feature.

Participation in labs voluntary, offered to those student-athletes who are not “at risk” for the semester. Those students who are “at risk” will be required to attend the labs or receive a tutor. The counselor, student-athlete, and tutorial coordinator will determine the amount of time required for these students. Student-athletes can access these services by filling out a tutor request form and turning it in to the tutor coordinator. The coordinator then assigns the student a tutor and sets up an initial appointment.

After each tutorial session, the tutor will fill out an evaluation form on the student-athlete. These forms will be checked weekly by a counselor to assess the student-athlete’s progress in the course. The tutor will also record the length of each session daily. These times will be generated weekly in reports given to coaches and counselors. Login sheets will are provided at the labs so that the coaches and counselors will know the course and time spent on any session attended. This information will once again be generated weekly and given to coaches and ASSSA counselors.

A student will have these services revoked from them if they are disruptive or continually miss tutorial sessions. They will then be referred to their counselor and coach who will determine the student-athlete’s future participation in the labs or tutorial sessions.

Writing Lab

The Writing program will exist to serve the needs of the student-athlete that requires a basic skill level program or the student-athlete who has upper-level needs in a writing area. This program is designed to serve the entire student-athlete population to provide them with proper university writing instruction. This program also fosters independence in the student-athletes to succeed in courses in which there exists writing content.

Students may request tutoring or be required to attend sessions by staff.

Students who are on probation for the Writing requirement through their school are required to receive writing tutoring though the SA Enrichment program. Only those students on probation receiving tutoring through another sanctioned University program are exempt.

Responsibility of this program is through the Learning Skills specialist on staff and through the tutorial coordinator.

The Assistant Athletic Director for SA Enrichment is responsible for the following as it relates to the writing lab:

1. Interviews, approves hiring, trains, supervises and evaluates writing tutors.
2. Sets hours for writing lab and determines schedules for writing tutors.
3. Makes sure writing tutors have necessary syllabi, assignments and texts to tutor.
4. Serves as a liaison with instructors who have concerns about writing of student-athletes.

Writing Lab policies/procedures:

- The student will fill out a tutoring request which will be forwarded from the tutorial coordinator to the coordinator of the writing lab.
- The appointment will be filled by the coordinator of the writing lab and the sport link will be notified of the appointment time.
- Walk in students will be met with on a first come-first serve basis. Consideration will be given to those students who have regularly scheduled tutoring appointments in the lab.
- No student may email a paper for a writing tutor to proof read under any circumstances. Students must be present when a paper is proof read in the lab.
- Any student-athlete using another student’s computer disk in the writing lab will have the disk confiscated and held by the coordinator of the writing lab.
- No tutoring will be given during the last two weeks of the semester to a student who has not regularly met with the writing tutors during the course of the semester. Only the Assistant Athletic Director for Student-Athlete Enrichment has the discretion to allow an exception to this rule.

Learning Disabilities

Students entering the University with a documented learning disability will be referred to the office of Student Disability Resources for appropriate counseling and services. Appropriate services will also be administered through the SA Enrichment unit. Identifying and testing students who may be suspected of having a learning disability will be referred and tested through Disability Resources in the following manner:

Learning Disability policies/procedures:

- SA Enrichment staff/tutor will refer student to Disability Resources liaison.
- Liaison will meet with student and set up appointment at Disability Resources office.
- Disability Resources staff will meet with student and schedule testing, if necessary. More than one appointment may be necessary before testing is scheduled.
- Coordination of Disability Resources through SA Enrichment liaison will allow athletics to handle billing.
- Disability Resources will disseminate information to student in a follow up meeting.
- ASSSA liaison will receive results, copy to student file

IV. Tutorial Services

The tutorial program exists to assist student athletes in the development of their academic careers. It is a service available to the entire student athlete population. The
objectives are to provide instruction, skills, and strategies essential to learning course content. Further, the program strives to help students prepare for examinations and complete assignments. Ultimately, the program aspires to help students increase their knowledge base in specific subject areas.

The Assistant AD for SA Enrichment is responsible for the recruitment, hiring, training and evaluation of the tutorial staff. Further, he/she will develop the policies and procedures that govern the implementation and utilization of this valuable resource to student-athletes. He/she also ensures that resources needed to support the initiatives of the tutorial program are managed according to the policies established by the unit.

A two session training program is provided to each of the tutors hired by the SA Enrichment unit and repeated every semester a tutor works at SA Enrichment services. The first session covers the tutoring policies and procedures manual, NCAA and University compliance and each tutor signing off on an Athletic Department Integrity statement. These statements are kept in the permanent tutor files at the SA Enrichment office.

Student-athletes should be encouraged to request academic assistance for those courses for which they are having difficulty or those students who fall into the “at-risk” category. However, tutoring is not to be used as a substitute for regular class attendance and participation. At all times, the student-athlete must retain responsibility for his/her own academic work. In addition, if a student-athlete cannot pass the course without extensive tutoring, the support staff must evaluate the student-athlete’s courses and assess if he/she is registered for courses at the appropriate level, prior to providing additional tutorial assistance.

The SA Enrichment tutorial component addresses basic subject tutoring as well as more specific needs in Math Skills and Writing Skills. Students are responsible for initiating the tutorial process by filling out a “Request for Tutoring” form. The staff is expected to fill requests daily and should always within a week. Specific office protocol is followed to secure a tutor. The tutorial request must be made in writing to the Assistant AD for SA Enrichment. He/she assigns the student a tutor, who has a compatible schedule, and sets up the initial appointment. He/she may also forward a request, to the specific Learning Skills Specialist in the Math/Science or Writing subject areas.

Students are discouraged from missing tutoring appointments; in the event that three appointments are missed, tutoring privileges can be suspended. Student-athletes are required to give the same level of respect to tutors as they would any other faculty or staff. Tutoring must take place within the confines of the Learning Resource Center destinations on main campus or in the Athletic Center during office hours. Only under special permission of the Assistant AD for SA Enrichment is tutoring allowed off site off hours. All tutorial work with the student-athlete is to be confidential. However, tutors are required to provide report on each session’s activities to the SA Enrichment staff.

The Assistant AD for SA Enrichment, Math and Science Specialist, and Writing Specialist meet at the end of the year to evaluate, discuss, and collaborate on what was effective and ineffective about the program in the preceding year.
Individual

Individual tutoring is the default assignment for all students when a tutor request is submitted. Individual tutoring is also scheduled if the student has a diagnosed learning disability. All individual tutoring takes place at the approved locations of the Learning Resource Center on main campus and in the Athletic Center under the supervision of a full time counselor of the unit.

Group

Small group tutoring will take place when circumstances dictate, such as availability of the tutor, time constraints due to practice or ability of the students to receive tutoring in a small group. Group tutoring should be limited to 2-4 students, however, larger groups will be permitted under the discretion of the Assistant Athletic Director for Student-Athlete Enrichment.

Review Sessions

Review sessions will be available during the semester for student-athletes to utilize as a means of reviewing prior to an exam. These reviews are not intended to be a substitute for regular review sessions held by a teaching assistant or professor prior to an exam and should not be viewed as such. Review sessions will also be held during finals week and will be posted within the Athletic Center.

Tutoring Policies/Procedures

1. A student fills out a “Request for Tutoring” form for the Tutorial Coordinator to schedule the appointment. The request can be voluntary or mandatory based on the need of the student.
2. An email is generated to the student and the tutor on the best available appointment time, matching both the tutor and student availability. Confirmation by the “link” to the student and tutor is recommended, but not always necessary.
3. Tutoring will continue at the same time every week with that tutor, unless student has designated the request as a “one-time” meeting or the student/tutor cancels the appointment.
4. If a student misses an appointment, the sport counselor is to notify the coach, who is responsible for any disciplinary measures. The second miss is to be followed up with a meeting with the coach. After the third missed appointment, the tutoring appointment is cancelled and can only be rescheduled after approval of the Assistant AD for SA Enrichment.

No new tutoring appointments will be scheduled during finals week for a student who has not met with a tutor for the entire semester. A student may be permitted to sit in on a review session or an existing appointment upon the discretion of the sport counselor and the Assistant Athletic Director for Student-Athlete Enrichment.
**Life Skills Programming**

The Student-Athlete Enrichment unit is committed to the holistic development of UNO student-athletes by creating comprehensive programming for all student-athletes by utilizing educational, athletic, and community resources and preparing them for their lives and careers after college. This program is designed to benefit the total student-athlete population by expanding opportunities in the areas of character and leadership, community service, health and wellness, and career development.

All of the programs are on a volunteer basis only due to the student-athletes intense time schedules. Some of these services are career planning and developmental programs such as a career fair and a resume workshop are also offered. Character and leadership programs are designed to help develop skills related to self-awareness, being an effective vocal leader and leading by example. Other programs are designed around health and wellness including eating disorders, stress management, tobacco usage, etc. Community service programs are focused on utilizing service learning. Student-athletes will have designated learning objectives associated with their service experience.

The life skills programming is evaluated every year by having every student-athlete and coach complete a survey based on the program. The Student-Athlete Enrichment team will then use the results of these surveys to coordinate the plan to fit both the needs of the students and the coaches.

**Life skills polices/procedures:**

- A liaison to the Student-Athlete Enrichment unit in athletics will coordinate activities between the programs and update the University Student Affairs and Enrollment Management staff on events.
- The Assistant Athletic Director for Student-Athlete Enrichment is a member of the First Year Experience (FYE) team in Enrollment Management.
- The Assistant Athletic Director for Student-Athlete Enrichment will enlist FYE staff with particular skills or responsibilities to help provide programming during the year.

**I. Career and Vocational Development**

The SA Enrichment staff provides guidance, direction, and possible opportunities for student-athletes in their desired career choice. This program has many different objectives that benefit the whole student-athlete population. The Career Development program assists students in career exploration and helps them to develop the tools they need to begin a career. This program also helps student-athletes define who they are, what careers they would like to pursue, and helps student-athletes identify possible job opportunities based on their career choice. This program will work closely with University Career Services unit to coordinate programs offered to student-athletes during the year.

Some of the services provided by this program include workshops and seminars on self-exploration, choosing a major, resume building, steps to finding a job, and interviewing skills. This program also provides counseling about career opportunities to the student-
athletes. This program also sponsors a career networking event and guest speakers from specific career fields.

Career Development policies/procedures:

- SA Enrichment staff will notify FYE staff and athletic department personnel with proper advance to allow time for calendar notice to take place.
- SA Enrichment staff will coordinate with FYE and Athletics for career related NCAA Life Skills program.
- SA Enrichment staff should meet with coaches and FYE staff periodically to ensure that career needs of the students are being met.

II. Community Outreach

The Student-Athlete Enrichment unit is committed to utilizing community outreach as a strategy to promote development. Specifically, we are focused on coordinating service experiences that apply a service learning approach. We look to coordinate outreach experiences that have applicable learning objectives, while promoting community capacity building. Each team will participate in a community service initiative during each semester. The team service projects can be coordinated by the SA Enrichment staff, student affairs staff, student-athletes or coaches. Additionally, student-athletes will have the opportunity to participate in service opportunities that involve student-athletes from various sports.

Community Outreach policies/procedures:

- SA Enrichment staff will create a community outreach guide for student-athletes and coaches to be distributed in the fall
- The guide should include NCAA policies related to promotional activities, community services policies and procedures and service opportunities
- When creating team service opportunities the SA Enrichment staff will provide volunteer guides to help orient the student-athletes and coaches
- Service opportunities involving student-athletes should be cleared by the athletics department compliance staff
- Community service initiatives are cleared by the outside agency or organization completing a promotional activities form and submitting to athletic department compliance staff
- Once student-athletes have participated in a community service initiative, the SA Enrichment staff will document and track service hours and submit a list of participants to the athletic department compliance staff

III. Character and Leadership Development

The Student-Athlete Enrichment unit is committed to assisting student-athletes in developing the necessary leadership skills to be responsible citizens. Workshops and a leadership academy will be utilized to help develop character and leadership skills. These tactics will
entail promoting skills related to leading by example and becoming vocal leaders. Additionally, student-athletes will be challenged to reflect on personal values and developing a personal brand. The Student-Athlete Advisory Committee (SAAC) will also be developed. SAAC will involve a group of student-athletes who serve as liaisons between coaches, athletic administration and student-athletes.

**Character and Leadership Development Procedures:**
- Student-athletes will be nominated by their coaches to serve on SAAC
- SAAC officers will be selected annually
- An administrator from the SA Enrichment unit will serve as the SAAC advisor
- Minutes will be taken at each SAAC meeting
- UNO SAAC members will be encouraged to participate in Southland Conference and NCAA national SAAC initiatives
- Participation in leadership training workshops and academies will be voluntary
- The SA Enrichment staff will seek opportunities to collaborate with the Division of Student Affairs on leadership programming

**Student-Athlete Fund**

The Student-Athlete Opportunity Fund (SAF) is a program designed to meet the needs of all student-athletes at the University of New Orleans. Using funds administered by the NCAA, the Student Athlete Opportunity Fund will fund the cost associated with emergencies that affect UNO student-athletes. Additionally, the funds can be used to offset costs associated with graduate school exams. Student-athletes will have the opportunity to receive funds to help pay for one of the following exams and one graduate school application fee per student:

- DAT (Dental Admissions Test)
- GMAT (General Management Admissions Test)
- GRE (Graduate Record Exam)
- LSAT (Law School Admissions Test)
- MCAT (Medical College Admissions Test)
- PCAT (Pharmacy College Admissions Test)
- Praxis Series (Teacher Certification)

In addition, the SAOF can be used for other educational opportunities which benefit student-athletes directly. The Assistant Athletic Director for SA Enrichment will use his/her discretion on how to allocate the funds yearly.

**Student Conduct**

**General**

All student-athletes must follow the guidelines spelled out in the University’s “Student Code of Conduct and Judicial Procedures.” These rules cover alcohol use, residence hall rules and illegal behavior. The University, through the University Judicial System, provides for a
hearing for offenses allegedly committed by students. As University employees, SA Enrichment staff must cooperate in seeing that these rules and NCAA rules are adhered to at all times.

**Academic Integrity**

Student-athletes are responsible for adhering to the “Guidelines on Academic Integrity” while attending the University of New Orleans. These guidelines obligate the student “to exhibit honesty and respect ethical standards” in all aspects of academic life. Students must not represent others work as their own. Failure to adhere to these basic principles can lead to penalties and sanctions. There are three possible sanctions:

1. Failing grade on the assignment or paper.
2. Failing grade for the course.
3. Judicial board review and possible dismissal.

The University provides for an “academic integrity hearing” for students suspected and accused of such violations. In addition, the NCAA has ruled that student-athletes who violate academic ethical standards may also face additional penalties, which could affect their athletic eligibility and that of the team.

SA Enrichment staff also has obligations in the area of student-athlete academic conduct. Staff members must work to ensure that athletes are aware of and work within the University Academic Integrity guidelines and may not in any way aid in the violation of these guidelines. According to NCAA Bylaw 10.1(b) “an institution is required to report a violation...any time an institutional staff member...knowingly is involved in arranging fraudulent academic credit or false transcripts...” Staff members include all affiliated SA Enrichment staff personnel, including full time staff, part-time staff, tutors and work study students.

**Independent Study courses**

Any student taking an independent study course is requested to submit a copy of the independent study contract to the SA Enrichment unit. A copy of the contract will be kept on file at the SA Enrichment office. The Faculty Athletic Representative (FAR) has the discretion to follow up with the instructor on a student-athlete’s progress in the course or request a copy of the contract from the SA Enrichment staff for review.

**Athletic department staff courses**

Courses are offered at the University for the entire student population that are taught by staff employed by the athletic department. While all students may enroll for such courses, the
student-athlete population should meet certain criteria before enrolling for such a course. These standards include:

1. The student-athlete is enrolled in the major and must take the course.
2. The student-athlete is completing a minor or related area in the course.
3. The student-athlete is interested in pursuing the major/content and is permitted to take the course under the discretion of the Assistant Athletic Director SA Enrichment.

Under no circumstances should a student who is pursuing credits toward NCAA eligibility be enrolled in a course taught by a Department of Athletics employee without permission of the Assistant Athletic Director for SA Enrichment. If such a situation exists, the student should be notified by SA Enrichment staff to drop the course and add an alternate course. If a situation arises whereby the student can’t add/drop, the FAR should be contacted to address the situation with the instructor.

**Student-Athlete Make-Up/Proctored Exam Policy**

There are times when student-athlete’s University competition dates and times conflict with their ability to meet certain academic requirements in a course. This poses a particular problem when there is a conflict with a scheduled examination. It is at the discretion of the course instructor and his/her policy on examinations to allow a student to take a proctored examination off-campus. Student-Athletes have no inalienable “right” to this opportunity. They should review the exam policy as provided in the course syllabus. If such a conflict arises, the following is the policy that will be followed by the concerned parties:

1. The student should meet with the instructor of the course immediately upon receiving the competition schedule and determining that a conflict exists. At that meeting the student should explore the potential options. The following list gives examples of possible resolutions that an instructor could (but is in no way obligated to) offer:
   a. Take a make-up exam immediately upon return to campus.
   b. Take an examination immediately prior to departure.
   c. Remain on campus to take the examination and join the team at first opportunity.
   d. Forfeit the opportunity to take the examination with the option to count another exam at twice the value.
   e. Many instructors allow a student to drop one exam score. This option could be exercised upon notifying the instructor of intent to do so.
   f. Complete a make-up assignment if this is an option described in the course syllabus or in meeting with the instructor.
   g. Have the exam “proctored” on the road under conditions specified by the instructor.
2. In the event the instructor provides the “proctored” exam as an option, the student must immediately notify his/her academic counselor in the SA Enrichment office,
who will then contact the instructor to coordinate the arrangements and conditions for administering the examination. **Under no circumstances is the coach or team representative to contact the instructor to make such arrangements.**

Arrangements typically recommended can include:

a. The Academic Counselor can travel with the team and administer the exam under conditions prescribed by the instructor.

b. The Academic Counselor can arrange to have the examination forwarded to the host school’s academic support program and have it proctored under conditions prescribed by the instructor. Options for forwarding the exam might include a form of electronic transfer, overnight messenger service, or by an approved athletic department administrator—all subject to the approval of the instructor and the Compliance office.

**IF THE INSTRUCTOR OF THE COURSE WILL NOT ALLOW A MAKE-UP OR PROCTORED EXAMINATION, THE STUDENT-ATHLETE IS OBLIGED TO MEET THE REQUIREMENTS FOR THE COURSE AND TAKE THE EXAM AS SCHEDULED.**

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**Student-Athlete Enrichment Unit Administrative**

**Hours of Operation/Staff Hours**

The SA Enrichment unit is open M-F from 8:30 a.m. to 7:30 p.m. during the Fall and Spring terms. The ASSSA office will open on Sundays for individual team study halls if requested and will be open on the Sunday prior to finals week at staff discretion.

Each full-time employee will be required to log a minimum of 37.5 hours per week. Exempt employees may be required to log more hours—depending on assignments, special programs or activities which require your presence. Any changes to the regular work schedule will be done by written request to the Assistant Athletic Director for Student-Athlete Enrichment. At all times, the academic computer lab will have oversight by at least one full-time staff person. Work study clerical students should never be placed in the position of opening or closing the computer lab--this is the responsibility of full-time staff.

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**Vacation**

Every attempt should be made to plan a vacation or break around times when students are least likely to be left without support services from SA Enrichment. The expectation is that staff will arrange for students to meet with someone else on the staff in their absence. Vacations should be planned well in advance. The following policies should help in making plans for the academic year:

**Vacation polices/procedures:**
Individuals planning vacations of 4 working days or longer should submit a written request at least 30 days prior to the first day of the planned vacation. Included in this request should be the specific arrangements you have made to your sports, students and other office responsibilities.

Individuals planning vacations of 3 working days or longer should submit a written request at least 15 days prior to the first day of the planned vacation. Included in this request should be the specific arrangements you have made to your sports, students and other office responsibilities.

Individuals planning vacations of 1-2 working days or longer should submit a written request at least a week prior to the first day of the planned vacation. Included in this request should be the specific arrangements you have made to your sports, students and other office responsibilities.

Your request for vacation days cannot exceed the amount you have accumulated for the fiscal year. In the event that you do not have the accumulated balance, you cannot exceed the number of days you will have accumulated by the end of the fiscal year-no borrowing days from the next year.

Sick Leave

Sick leave should be used according to the University policy. It is not to be used in the place of vacation.

Staff Meetings

Staff meetings are mandatory. No exceptions for sports or student related activities. Staff meetings will be held weekly (as necessary) and staff are expected to contribute updates on their specific areas of responsibilities to the unit.

Inclement Weather

The SA Enrichment unit will follow the University’s Policy on Extreme Weather Conditions (07-04-02). This policy and be accessed at the website, www.uno.edu. The SA Enrichment policy is as follows:

- The University will remain open in all but the most extreme circumstances. However, University employees are urged to use their own discretion in deciding whether they can safely commute to work. If, because of the weather, a staff person is unable to commute to work when the University is open, the Assistant Athletic for SA Enrichment should be contacted within the first hour of the workday. Such an absence will be charged against the employee’s accrued vacation or personal days. If
care for a dependent family member is necessitated by the closure or a delayed start of a care facility or school because of severe weather, sick time may be taken.

- Cancellation of classes does not imply that the University is closed. The SA Enrichment office is always open when the University is open. Staff should report for work at their normal time. Allow for slow traffic by leaving early.
- In the event of bad weather prior to closing at normal hours of operation, the senior staff member on duty at that time will make the decision to shut down operations at any given point during the evening.

Team Travel

Throughout the academic year, coaches request SA Enrichment personnel to travel with teams to conduct study halls, tutorials, and/or provide support. While these are important functions, these activities will never supercede responsibilities to the SA Enrichment program. These activities are considered ancillary to the primary mission of the program. All team travel must be approved in advance by the Athletic Director in advance of the season opening of the specified sport. The following procedures are provided for planning purposes:

- WEEK DAY TRAVEL: Any sport requesting an SA Enrichment staff member to travel with the team, must submit, in writing, an itinerary that includes the date(s), departure and arrival times. A specified block of time for study hall(s) must be listed on the itinerary.
- WEEKEND TRAVEL: Staff members traveling with teams on weekends (Friday, Saturday and Sunday) may compensate by the Department of Athletics for the travel (Meals, hotels, flight).
- ONLY ONE TRIP PER WEEK should be considered.
- The Department of Athletics will reimburse staff members for airport parking and round trip travel to the airport when staff cannot be accommodated by team arrangements.

Computer Lab

Student athletes primarily use the computers to type papers, do computer programming and research. The SA Enrichment unit maintains learning and study skills software that is available to student athletes with specific needs for enhancement in these areas.

Library Procedures

This program exists for the benefit of tutors, who are working with student-athletes on specific course material, and student-athletes, who use the material for reference. The sole
purpose of the book library is to provide the necessary tools to the staff and students for success in a particular course.

- The material/text is acquired on a need basis and according to the number of students enrolled in a specific course. The assessment of the need for material is the decision of the staff member and is requested on the “Request for Tutoring” form.
- At least twenty-four hour notice is required to obtain class materials/texts. A list of available books is retained in the main office; the list is updated periodically.
- Students may borrow the material/text for personal use in the Athletic Center only. As a safeguard to insure the return of material/texts, the student’s identification card is kept until the material/texts are returned. Failure to return/leaving the center with material/texts is an NCAA violation will cause students to lose future privileges and may result in a financial hold being placed on the student’s account.
- The inventory of material/text is spot checked throughout the semester. At the conclusion of the semester an inventory of the texts is taken.

### Professional Development

Each staff member is encouraged to take advantage of opportunities to enhance their skills and professional profile by attending or participating in relevant training or conferences. The following is a list of approved activities. Every attempt will be made to support your development, however, some limits must be imposed to insure that the resources, time, and support provided to each staff is equitable.

- National Organizations
- Regional Organizations
- Career/Skill Enhancement
- University Committee Membership
- University Sponsored Courses
- Continuing Education
- Community Service
- NCAA Committees/Appointments

### Event Participation

All staff is encouraged to support SA Enrichment sponsored functions. If there is a SA Enrichment workshop, seminar, or training session, you should make every attempt to be there to assist. SA Enrichment stay should make every attempt to communicate with students and coaches to solicit attendance at these programs.

Staff is encouraged to attend athletic department functions. Athletic department banquets, recruiting dinners, sporting events are all a large part of the experience of working with the
population of student-athletes. All staff are expected to attend several events each year and should be planned accordingly.

**Work Study**

The SA Enrichment unit will seek to employ work study students each semester in various clerical capacities for the unit.

**Work Study policies/procedures:**

**Job Description:** Student-Athlete Enrichment office support for the unit. The responsibilities include (but not limited to):
- Clerical Support
- Compile data and data entry
- Make copies for staff/tutors
- Filing and shredding
- Campus errands
- Answering phones and/or serve as reception and office support.
- Maintain computer lab and tutorial room support.

**Supervisor:** Academic Counselor

**Dress Code:** Casual office attire is expected. No cut-offs, halter tops, dirty or stained clothing. No midriffs for men or women. No offensive t-shirts, either political or social. If you think it might be unacceptable, then it probably is and should not be worn.

**Code of Conduct:** We expect our staff to maintain a professional appearance and decorum. It is inappropriate for work studies to date student-athletes. As an employee of the SA Enrichment unit you are representing both our office, the athletic department and the Provost’s office; it is therefore important that you behave professionally in all situations in which you would be recognized as an employee.

You may work on your own coursework only when all assigned responsibilities have been taken care of. This includes regularly scheduled daily tasks as well as any assigned tasks in the work study bin. You must check this bin each time you come in to work to see if any new jobs need to be completed.

**Call Offs:** You are expected to adhere to your regularly scheduled hours at all times. If you need to reschedule for any reason, you are expected to call and have one of the other work studies fill in for you. Under no circumstances are you to check in with counselors or other work studies for a call off. Only the academic counselor assigned as your supervisor, Assistant Athletic Director for SA Enrichment or Administrative Assistant can grant permission for a call off.
Grounds for termination/non-renewal:

- Falsification of time records
- Any academic integrity issues with student-athletes
- 2 unexcused no-shows
- Constant tardiness

Work Study Compliance statement: Each work study student is considered to be an institutional staff member and will be required to sign a compliant statement that will be kept on file at the athletic center.

Student-athlete course conflicts:

Student-athletes may encounter academic issues which affect their ability to attend practice or participate in intercollegiate competition. While every attempt should be made to mediate issues that may arise concerning practice, if a student has to take a course that interferes with practice, under no circumstances should a student miss class to attend practice. If there is an overlap with practice or competition, the student should attend the course and join the team after the course has ended.

Course conflict policies/procedures:

- Coaches will select, as soon as possible, optimum hours for practices based on facility availability and report those to the SA Enrichment unit. SA Enrichment unit will distribute to all advising centers within the University upon receiving the schedules and prior to scheduling.
- If a course is taken as an elective, the student-athlete should look for alternatives that do not interfere with practice or competition. If none can be found, the student should take the course as planned and notify the coach immediately.
- If a course is in a student’s major, alternatives should be investigated with the SA Enrollment advisor. If no alternatives can be found, the student should notify the coach immediately.
- If the course is required for a major the student is currently enrolled in (either in a sequence or to graduate), the student should take the course and notify the coach immediately and make practice or competition arrangements.
- Under no circumstances should a player be penalized participation in competition because of academic class conflicts. If such a situation arises, the coach, Assistant Athletic Director for SA Enrichment and the Director of Athletics should meet and discuss the situation.

Ethics and NCAA compliance:
All institutional staff members employed by SA Enrichment unit (full or part-time, tutors, work study, GSA, interns) are responsible for adhering to University, NCAA and Big East policies on academic integrity. Any failure to comply with these policies will result in disciplinary action, including possible termination. Any instances that would require an investigation into possible academic integrity issues will be documented and kept in the permanent file of the institutional staff member.

A yearly meeting with the Director of Athletics, FAR, Assistant AD for Compliance prior to the beginning of each academic year will be conducted. All full time staff are expected to attend.

**Tutor problems/issues:**

Any issues related to the tutoring program should immediately be brought to the attention of the Assistant Athletic Director for SA Enrichment. Please refer to the tutorial handbook for proper policies/procedures as it applies to tutor conduct.

**Student Confidentiality**

The SA Enrichment unit adheres to the strictest guidelines in accordance with student confidentiality. Both FERPA regulations and the Buckley amendment protecting confidential student issues, grades and course feedback will be followed daily. Any confidential student information will be filed in the student’s permanent folder or shredded and disposed of in a proper manner.

Staff are expected to protect/safeguard student information at all times. Any information with grades, social security numbers or student information protected under the Buckley amendment should be filed in binders or in file cabinets. This information should not be left out on desks for staff, students or tutors to read under ANY circumstances.

**Student-Athlete Course Withdrawal Requests:**

At the beginning of the fall term and spring term, student-athletes will have an advising hold on their account. They may request to have the hold lifted by meeting with their academic counselor in the athletic department and their academic advisor in their respective college. If both administrators deem the withdrawing from the course is appropriate, the Assistant Athletic Director for SA Enrichment will send an email to the registrar’s office to request the class to be dropped.
Student-Athlete Registration:

UNO student-athletes are provided priority registration dates by the University. Student-athletes will need to submit a SA registration form to their advisor in their respective college. The form lists the suggested classes discussed in the advising meeting. If a college prefers to use their own form, the student-athlete may use that format. The student-athlete must submit a suggested course form and graduation plan to the Assistant Athletic Director for SA Enrichment during each semester.