

# SUCCESS COACH SUPPORT

Gale Presents: *Excel Adult High School*

Excel Adult High School Success Coaches are available for students to contact with questions or issues. They can also assist with general encouragement/motivation, special-case scenarios, and course and career planning. To contact a Success Coach, students can call or text (952) 465-3700.

## AUTOMATIC EMAILS:

- See the [Student Auto-Email Plan](#).

## LIBRARY COMMUNICATION:

- Success Coaches log notes under the **Notes** tab accessible from a student's profile, where you can add notes as well. Students are unable to view these notes.
- For questions regarding students, library Program Managers are encouraged to reach out to Jodi Alama and Nancy Hoff ([jalama@excelhighschool.com](mailto:jalama@excelhighschool.com) & [nhoff@excelhighschool.com](mailto:nhoff@excelhighschool.com)).

## STUDENT SUPPORT:

- Students receive an **encouraging email** from a Success Coach at 31 days, 60 days, 90 days, 6 months, and 1 year of enrollment.
- At 30 days and 60 days of **inactivity**, a Success Coach will reach out with an email/phone call to check in with the student.
- If a student hasn't logged in for 60+ days, they'll be put on an **Attendance Hold**. To have this hold removed, they will need to contact a Success Coach. Success Coaches take this opportunity to discuss the importance of logging in often.
- If a student calls the Success Coach team, they'll be connected with one of six coaches. If a student has formed a relationship with a coach, **they may request that coach specifically**.

## LIBRARY TIPS:

- While Success Coaches are there to help students, the most successful students **have support from both Success Coaches and the library Program Manager**.
- Students can visit the [Success Coach Corner](#) for study skills, writing resources, and more.
- Please encourage students to **reach out to Excel directly** with any questions.

