



# Personal Academic Support and Success

Fall 2020

## Description

The Personal Academic Support and Success (PASS) program provides coaching and motivational support to undergraduate students in the College of Humanities and Social Sciences (CHSS). PASS utilizes a developmental model in addition to an appreciative advising model with the purpose of encouraging students to achieve their desired academic and personal outcomes.

PASS mentors within the CHSS Academic Affairs Office guide students toward accountability for their own success by understanding and applying effective personal and academic strategies to achieve individual goals. PASS students work on an Academic Success Contract that allows them to understand and maximize unique areas of success during individual advising sessions and through multiple activities. Students will also have the opportunity to explore and leverage their strengths, better access campus resources, and eliminate barriers.

The PASS program consists of a period of assessment and planning, an implementation period, and an evaluation and follow up period where students will work on specific developmental modules in order to achieve their desired goals. PASS provides customized resources to assess and develop key areas in student success. Depending on the unique needs of each student, students will be able to improve their competency in any of the 16 different developmental modules offered in PASS. These modules include mindset, persistence, optimism, motivation, sense of belonging, self-efficacy, planning, organizational, and communication skills, academic advising and degree success, awareness of resources, support network, career goals, learning skills, time management, student transition, and overall well-being.

## CHSS Goals

- Provide effective academic and personal support to the undergraduate student population
- Identify trends and factors that affect good standing, retention, and engagement for undergraduate students
- Provide effective preventive and intervention strategies to increase the rate of students in good standing and graduation completion

## Student Goals

After participating in the PASS program, students will be able to:

- Understand their current academic standing
- Identify obstacles and factors involved in personal and academic success

- Identify ways to return to or maintain good standing
- Develop competencies in key areas of success
- Develop an Academic Success Contract to achieve personal and academic success
- Engage in the Mason community to achieve their goals

## Student Learning Objectives

Participating students will:

- Develop, in collaboration with their academic advisor, a semester schedule that is most conducive to their academic success.
- Identify the factors that affected their progress in the previous semester and develop an Academic Success Contract with strategies for addressing challenges and improving academic outcomes.
- Engage in developmental conversations with their PASS mentor while utilizing program resources to maximize opportunities for academic success.
- Understand the role academic advising plays in student success and explore ways to improve the advisor-advisee relationship.
- Demonstrate the ability to reflect on areas of strength and accomplishment over the course of the semester in PASS, as well as the specific strategies that facilitated this success.

Objective	Needs Improvement	Meets Expectations	Exceeds Expectations
<b>Students will develop, in collaboration with their academic advisor, a semester schedule that is most conducive to their academic success.</b>	Student does not meet with their academic advisor during semester in the PASS program.	Student meets with academic advisor and submits SAM form prior to stated deadline.	Student meets with academic advisor prior to add/drop, makes schedule adjustments as necessary, thoroughly discusses academic and transitional support needed, and submits SAM form prior to stated deadline.
<b>Students will identify the factors that affected their progress in the previous semester and develop an Academic Success Contract with strategies for addressing challenges and improving academic outcomes.</b>	Student does not complete the Pre-Assessment or interview with PASS mentor.	Student completes the Pre-Assessment and interview with PASS mentor, and develops an Academic Success Contract for the semester.	Student completes the Pre-Assessment, interview, and Academic Success Contract; student completes activities beyond what was identified on the contract and regularly discusses progress with PASS mentor.
<b>Students will engage in developmental conversations with their PASS mentor while utilizing program resources to maximize opportunities for academic success.</b>	Student does not attend any required meetings or completes required steps with PASS mentor.	Student attends two meetings with PASS mentor, and completes the required steps.	Student attends more than the two meetings with PASS mentor and completes additional modules within Blackboard, or seeks further support through a Mason resource/service.

<p><b>Students will understand the role academic advising plays in student success and explore ways to improve the advisor-advisee relationship.</b></p>	<p>Student does not schedule an appointment with major advisor beyond completion of the SAM form.</p>	<p>Student schedules an appointment with major advisor to discuss registration for upcoming semester and demonstrates an understanding of how to locate advising tools and resources within CHSS.</p>	<p>Student demonstrates experience using advising tools and resources, schedules and attends registration advising appointment with major advisor, and identifies questions to ask advisor beyond course scheduling.</p>
<p><b>Students will demonstrate the ability to reflect on areas of strength and accomplishment over the course of the semester in PASS, as well as the specific strategies that facilitated this success.</b></p>	<p>Student does not complete required reflection.</p>	<p>Student completes reflection with examples of how the PASS program impacted their success and provides at least one strategy to carry forward in academic career.</p>	<p>Student completes reflection with in-depth analysis of specific strengths and strategies that affected their academic performance, identifies a plan for future semesters, and demonstrates improvement of overall academic standing.</p>

## PASS Population Criteria

Qualifying students for PASS are classified as follows:

- **Mandatory PASS Group**

- Undergraduate students in CHSS
- GPA: 1.99 or below
- Academic standing: warning or probation
- Status: Active and enrolled in current semester
- Admit term: Previous term
- Classification: Transfer and freshmen
- Exclusion from participation: Students who withdrew from all classes in previous term, inactive students, Mason Korea, Honors College, students on suspension, and students enrolled in majors within the School of Integrative Studies (SIS): INTS, INDV, and EVSS

**NOTE:** *Students in this group who are not enrolled in classes in the current term by the last day to add classes will be moved to the recommended PASS group.*

- **Recommended PASS Group**

- Undergraduate students in CHSS
- GPA: 1.99 or below
- Academic standing: Warning or probation
- Status: Active and enrolled in current semester
- Admit term: Any, other than previous term
- Classification: Transfer and freshmen

- Exclusion from participation: Inactive students, Mason Korea, and students in Honors College

**DISCLAIMER:** Due to reporting issues, some students who are eligible to participate in the PASS program, either for the Mandatory or Recommend groups, for the current academic term, might not have been included in the appropriate cohort. If a student considers that this is his or her case, please notify a PASS mentor in order to have access to the resources and complete the program accordingly. Contact information is listed in the last page of the guidelines.

***Undergraduate Student Retention Populations in CHSS***

	<b>First-Time Freshmen</b>	<b>Transfer</b>
<b>Mandatory PASS Group</b>	<b>First-Year Freshmen</b>	<b>First-Year Transfer</b>
<b>Recommended PASS Group</b>	<b>Continuing Freshmen</b>	<b>Continuing Transfer</b>

**Program Length and Completion**

One academic term (13 – 15 weeks). It is conducted every spring and fall. In order to finish the PASS program and receive the PASS Certificate of Completion, students must complete all steps of the program either in person or online within the same term in accordance to agreement with PASS mentor stated in the Academic Success Contract.

**PASS Mentor’s Responsibilities**

- Establish/build a relationship with student
- Explore concerns
- Problem solve
- Set goals
- Keep student on track
- Act as a supportive and caring contact
- Connect student with resources
- Help student navigate Mason life
- E-mail student regularly with updates, reminders
- Maintain confidentiality with sensitive information
- Provide accurate information, refer when necessary
- Arrive on time and communicate in advance about conflicts
- Schedule and attend meetings
- Email student after each meeting including copies of documents

**Student’s responsibilities**

- Complete all steps of the program
- Attend all meetings
- Arrive on time and communicate in advance about conflicts
- Follow through on referrals

- Be honest and open

## Recognition

Students who complete all the steps of the program according to their Academic Success Contract by the set deadline, will receive the **PASS Certificate of Completion** issued by the CHSS Academic Affairs Office and signed by the dean. Students can include this award in their CVs in the future.

Students who receive the **PASS Certificate of Completion** are eligible to obtain referrals from the CHSS Academic Affairs Office for employment applications, internships and other academic applications.

## General Program Outline

<b>Assessment and Planning Period (4 weeks)</b>	
Step 1. Pre-Assessment form	During first, and second week of classes
Step 2: Initial Meeting- Interview	During first, second, and third week of classes
Step 3: SAM form	By last day for Final Drop deadline
<b>Implementation Period (9 weeks)</b>	
Step 4: Developmental Modules	Throughout the semester; recommended to start before midterms and extend to registration period
Step 5: Mentorship	Throughout the semester; recommended to start before midterms and extend to registration period for next term
<b>Evaluation and Follow-Up Period (2 weeks)</b>	
Step 6: Reflection form	Starting two weeks before last day of classes and by the day PASS certificates are awarded
Step 7: Post-Assessment form	Starting two weeks before last day of classes and by the day PASS certificates are awarded
Conferment of PASS Certificates	Last Thursday before last day of classes

## Program Components

### Assessment and Planning Period

- *Step 1. Pre-Assessment form*
- *Step 2: Initial Meeting- Interview*
- *Step 3: SAM form*

### Implementation Period

- *Step 4: Developmental Modules*
- *Step 5: Mentorship*

### Evaluation and Follow up Period

- *Step 6: Reflection form*
- *Step 7: Post-Assessment form*

## Assessment and Planning Period

- **Step 1: Pre-Assessment form**
- **Step 2: Initial Meeting- Interview**

Step 1 and 2 constitute the assessment and planning portion of the PASS program. Initially, students will receive an email notifying them of their current academic status and their participation in the PASS program. In the same email, students will be directed to complete **Step 1: Pre-Assessment form** before the deadline and a prompt asking to schedule the Initial Meeting – Interview.

During **Step 2: Initial Meeting - Interview**, students will receive information regarding all the steps of the program, PASS forms, and other resources such as additional information on Mason resources, contact information for academic advisors, and a detailed calendar with timeframes in which they need to complete each step and with important dates. This initial meeting, along with the Blackboard organization, will direct students throughout the program.

Students and PASS mentors will review the Pre-Assessment results, they will identify developmental modules to complete in the **Module Worksheets**, and they will prepare and sign **the Academic Success Contract**. The initial meeting will essentially help to understand the unique style of each student and the best tools for the students to maximize their chances of success. Students commit to one or more sessions depending on the modules to complete in agreement with the PASS mentor.

During the Initial Meeting, the student and PASS mentor will also talk about the **Student Advising Meeting (SAM) form**. To complete the SAM form, students must meet with their academic advisor (different from PASS Mentor or Peer Student Success Coach) prior to the final drop deadline.

- **Step 3: SAM form**

Students will meet with their academic advisor to complete the **SAM form**. They will also have the opportunity to meet with a PASS mentor in the event they are not able to meet with the academic advisor by the form's stated deadline.

**IMPORTANT:** There are two different enrollment holds that can be placed on a student's account upon failure to comply with the requirements of the PASS program according to their classification. Please refer to the "**PASS Holds**" section in this document for further information.

## Implementation Period

- **Step 4: Developmental Modules**

Students work with their PASS mentor and/or Peer Student Success Coach (PSSC) on one or two modules per session. Each module should be covered in a 30-minute timeframe. Students can complete more modules on their own if needed via the Blackboard organization.

- **Step 5: Mentorship**  
*(For Mandatory PASS students only. This section is implemented in partnership with PSSC-UL)*

Mandatory PASS students are required to meet at least one time with a Peer Student Success Coach (PSSC) from University Life (UL). This is with the intention to further support their completion of Step 4: Developmental Modules.

Students will be contacted by their assigned PSSC after the first day of classes via email.

**IMPORTANT:** There are two different enrollment holds that can be placed on a student's account upon failure to comply with the requirements of the PASS program according to their classification. Please refer to the "PASS Holds" section in this document for further information.

### Evaluation and Follow up Period

- **Step 6: Reflection form**

At the end of the semester and before finals, students and PASS mentors will review the Academic Success Contract to identify which areas were successfully completed and which others need further development. Both the student and PASS mentor will determine if an in-person meeting is required for this step or not.

- **Step 7: Post-Assessment form**

At the end of the semester and before finals, students will complete the Post-Assessment form as the last requirement to receive the PASS certificate of completion. A link for this form is available in Blackboard. Pre-Assessment and Post-Assessment forms contain the same scales based on the 16 developmental modules.

**IMPORTANT:** There are two different enrollment holds that can be placed on a student's account upon failure to comply with the requirements of the PASS program according to their classification. Please refer to the "PASS Holds" section in this document for further information.

### PASS forms

Regardless of the modules each individual student needs to complete, all PASS students are required to use the six following forms:

- **Pre-Assessment** (During Step 1: Pre-Assessment form)
- **Academic Success Contract** (During Step 2: Initial Meeting – Interview)
- **SAM form** (During Step 3: SAM Form)
- **Module Worksheet** (During Step 4: Developmental Modules and Step 5: Mentorship)
- **Reflection** (During Step 6: Reflection Form)
- **Post-Assessment** (During Step 7: Post-Assessment form)

### PASS Developmental Modules

Based on data from previous semesters, the CHSS Academic Affairs Office has identified 16 factors playing a defining role in academic and personal success for undergraduate students in CHSS. Each individual student possesses stronger competence in some factors, whereas some other factors need to be improved.

After completing the Pre-Assessment form and during the Initial Meeting-Interview, both student and PASS mentor will identify which of the 16 modules will be prioritized throughout the semester.

The developmental modules are:

1. Mindset
2. Persistence
3. Optimism
4. Motivation
5. Sense of Belonging
6. Self-Efficacy
7. Planning and Organizational Skills
8. Communication Skills
9. Academic Advising and Degree Success
10. Awareness Of Resources
11. Support Network
12. Career Goals
13. Learning Skills
14. Time Management
15. Student Transition
16. Well-Being

Students will work on their selected modules during sessions with PASS mentors or PSSCs, and/or via the Blackboard organization. This work constitutes Step 4: Developmental Modules.

## PASS holds

There are two different enrollment holds that can be placed on a student's account upon failure to comply with the requirements of the PASS program according to their classification:

- **Academic Advising Hold: SAM Form**
  - **Applies to:** Mandatory and Recommended PASS students
  - **Reason for hold:** Student will get this hold if the SAM Form has not been submitted to the CHSS Academic Affairs Office by one business day after Selective Withdrawal Period ends for current term
  - **Duration of hold:** One calendar year (two terms)
  - **To get the hold removed:** Student must submit the SAM Form for current term.
    - The SAM Form hold will be removed if student achieves good standing at the end of academic term
- **Academic Advising Hold: PASS Program**
  - **Applies to:** Mandatory PASS students only
  - **Reasons for hold:** Student will get this hold if one or both of the following conditions are met:
    1. Student has not completed Step 1: Pre-Assessment form and/or Step 2: Initial Meeting-Interview by one business day after the Selective Withdrawal Period ends



2. Student has not completed Step 4: Developmental Modules, Step 5: Mentorship, Step 6: Reflection form, and Step 7: Post-Assessment form by one business day after the last day of classes
- **Duration of Hold:** One calendar year (two terms)
  - **To get the hold removed:**
    - **Within the next academic term after hold placement:** Student needs to complete any missing steps of the PASS program online or in person
    - **Within the second academic term after hold placement:** Student needs to submit the SAM form for current term
    - **Note:** Hold will be removed without further action if student achieves good standing at the end of the academic term. Also, the hold will be removed without further action after one year of hold placement

### The PASS team

Students participating in the PASS program have a support team that consists of the following:

- **PASS Mentor**  
The mentor oversees that students successfully complete all steps of the PASS program. Your mentor is part of the CHSS Academic Affairs Office. The PASS mentor conducts the initial Meeting – Interview and assists with completion of the developmental modules. These modules can be completed with the PASS, and/or with the Peer Student Success Coach (for Mandatory PASS only).
- **Academic Advisor**  
This is an advisor from the academic department for which the student has declared a major of study. For example, the academic advisor for anthropology, the academic advisor for psychology, or the academic advisor for English. Students complete the Student Advising Meeting (SAM) form with their respective Academic Advisors.
- **Peer Student Success Coach (PSSC)**  
This is a fellow Mason student who provides additional support. PSSCs are assigned to Mandatory PASS students only. In addition of working with the PASS mentor, students can complete some content of the modules with their PSSC as well.

PASS Steps	PASS Team Member
Step 1. Pre-Assessment form	PASS Mentor
Step 2: Initial Meeting- Interview	PASS Mentor
Step 3: SAM form	Academic Advisor, and/or PASS Mentor
Step 4: Developmental Modules	PASS Mentor, and/or Peer Student Success Coach
Step 5: Mentorship (Mandatory PASS only)	Peer Student Success Coach
Step 6: Reflection form	PASS Mentor
Step 7: Post-Assessment form	PASS Mentor

## PASS Timeline Fall 2020

<b>Calendar Fall 2020**</b>
<b>Assessment and Planning Period (08.25 – 09.15)</b>
Step 1. Pre-Assessment form
Step 2: Initial Meeting- Interview
Step 3: SAM form
<b>Implementation Period (09.16- 11.18)</b>
Step 4: Developmental Modules
Step 5: Mentorship
<b>Evaluation and Follow-Up Period (11.18 – 12.03)</b>
Step 6: Reflection form
Step 7: Post-Assessment form
<b>Conferment of PASS Certificates on 12.03.20</b>

<b>Deadlines for Holds Fall 2020**</b>
<b>SAM Form Hold</b>
Priority deadline: 09.15
Final deadline: 10.28
<b>PASS Program Hold</b>
Priority deadline: 10.28
Final deadline: 12.16

\*\*Due to the evolving circumstances, deadlines are subject to change. Please go to Blackboard for most recent version of calendar.

## Contact

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