

## **Undergraduate Coaching Program**

Definition, Requirements, Guidelines, and Recommendations – October 2008

### Expectations and Requirements

#### **How does the one-on-one coaching work?**

- The Director of Student Coaching Services is the primary coordinator for undergraduate students interested in the Undergraduate Coaching Program.
- Students and coaches can apply for coaching services by completing an application/information form located at [www.franklin.edu/ugcoaching](http://www.franklin.edu/ugcoaching). These application and information forms provide information about the students' goals and objectives, current major, and contact information.
- Once a student has applied for coaching, a member of Franklin's coaching team will contact them to discuss their goals and objectives.
- Coaching matches are communicated via joint email to both coach and student.
- Once the match is communicated, it is the responsibility of the student to contact the coach (within 72 hours) to set up an initial meeting to review topics for discussion. The student is the primary party responsible for the success of the relationship.
- Prior to each coaching session, the student is to complete a Coaching Call Preparation Form and email it to the coach at least 24 hours before the scheduled coaching meeting/call. This helps the coach prepare for the session.
- After each coaching session, both the student and the coach are required to complete the Goal Developer form and email it to the Director of Student Coaching Services at [ugcoaching@franklin.edu](mailto:ugcoaching@franklin.edu). This is for quality assurance purposes and will be viewed only by the Director.
- Feedback will be required by responding to a survey questionnaire approximately every 30 days during the coaching relationship. This feedback ensures each relationship is going well, and helps improve the Coaching Program.

#### **What is the coaching time commitment?**

- A plan with goals and action steps should be established, with a regular follow-up plan for a minimum of 12 weeks.
- A coaching relationship needs to be ongoing to be successful, and 1 - 2 hours per month is recommended. Both parties decide what works best for them.
- Students are responsible for taking the initiative and to maintain the relationship, but coaches shouldn't hesitate to follow up and encourage when necessary.
- The most effective coaching relationships involve monthly or periodical meetings. Relationships over the phone can work, but only using email is very ineffective. A combination of all three (meetings, phone, email) works the best.

#### **General Guidelines**

- A request for a coach, or to become a coach, may be made at any time during the academic year (provided trained coaches are available).
- Coaching relationships generally last 3 – 6 months.
- Students are responsible for taking the initiative to maintain the relationship.
- Some form of correspondence (meetings, phone or email) should take place at least once a month.
- Frequency of face-to-face meetings will vary based upon the needs and availability of both individuals.
- Meetings between coaches and students are considered development activities.

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- Information exchanged within the relationship is considered confidential.

**How can I be of service to you?**

As the Director of Student Coaching Services, I am here to support you with all of your coaching needs. Please contact me if you have any questions, comments or concerns about the program.

Tracy Austin  
Director of Student Coaching Services  
Phone: 614.947.6774  
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**Liability/Student Code of Conduct**

We, the coach and the student, together agree that we must abide by all of the rules, regulations and policies of Franklin University as described in, but not limited to, the Franklin University *Academic Bulletin*, and be subject to the Franklin University *Student Code of Conduct* (found at [www.franklin.edu/go/conduct](http://www.franklin.edu/go/conduct)).

**Coaching Agreement**

By completing the information below, we indicate our commitment to this coaching relationship as defined in these guidelines.

Student Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Coach Name: \_\_\_\_\_ Date: \_\_\_\_\_

Edited by TA 10/03/08