

<a href="http://asuonline.asu.edu/student-resources/student-services">http://asuonline.asu.edu/student-resources/student-services</a>			
The Indigo Assessment	ASU Online has partnered with the Indigo Project to provide students with an extensive assessment that helps students identify their strengths, find balance in their lives and plan for the future. Upon completion of the assessment, each student receives a personalized report with insights on their skills, strengths, potential challenges, motivators, communication style preferences (of self and others), ideal work environment as well as possible degree matches, time wasters, and study tips. The report is integrated into ASU Online's signature orientation learning experiences, ASU 10, ASU 11 and ASU 42 discussed next.	<a href="#">Indigo Project Home</a>	
ASU 10 Connect: ASU Orientation	Students enrolled in the Starbucks College Achievement Plan will learn about ASU's mission as the New American University, discover the value of a university degree from a research institution, discuss academic integrity, explore the tools used in online courses, and identify key components of a work/life/school balance plan.		
ASU 11 ASU Online Orientation	Students enrolled in ASU Online Orientation will learn about ASU and its mission as the New American University, discover the value of a university degree from a research institution, discuss academic integrity, explore the tools used in online courses, and identify key components of a work/life/school balance plan.		
ASU 42 Online Military Orientation	Active duty and veteran students enrolled in ASU 42 will explore ASU academic, veteran, and career resources, discover the value of a university degree from a research institution, discuss academic integrity, explore the tools used in online courses, and craft a plan balancing work, school, and life.		
ASU Online Graduate Orientation Pilot	This Fall, we will pilot a modified version of orientation for graduate students and students who are not able or choose not to participate in ASU 10, ASU 11 or ASU 42. Like ASU 10, 11 and 42, this modified version will be housed on Blackboard; contain many (not all) of the lessons available in 10, 11 and 42; and continue to have an instructor presence in the learning experience. We will establish key learnings and document findings to inform the creation of an orientation for graduate students.		
ASU EdPlus Student Success Center	The ASU/EdPlus Success Center is the home of our Student Success Coaches offers students a personal connection to ASU. Success Coaches work with ASU Online students to help them achieve their educational goals. Coaches students work together to identify and overcome obstacles; navigate ASU resources including financial aid, academic advising and technology support; assist students with short-term and long-term planning. Coaches take a strength-based approach to their engagement with students further integrating and building on the Indigo Assessment as they help students address strategies to achieve balance in work, school and life. Coaches have a 350:1 ratio.	See, "Success Coach Triggers," tab.	
Coach Portal	Built within the ASU Enterprise instance of Salesforce, the Coach Portal helps staff prioritize outreach to students who need it the most. Prioritizing students is based on an extensive data management integrations and system logic that pulls from various locations including: PeopleSoft, Blackboard and the ASU Data Warehouse. In addition to prioritizing coach outreach by phone, coaches can share and send cases to other colleagues at ASU including financial aid and academic advising.		
SmartThinking Tutoring and University Academic Success Programs Online Tutoring	Students receive 1200 minutes of tutoring (20 hours) per semester. If students exceed their allotted hours, our current usage and capabilities allow us to extend student hours at no additional cost to the student.	<a href="https://asuonline.asu.edu/tutoring">https://asuonline.asu.edu/tutoring</a>	<a href="https://tutoring.asu.edu/student-services/online-tutoring">https://tutoring.asu.edu/student-services/online-tutoring</a>
Academic Advising	ASU Online students have Academic Advising staff provided by the academic units.		
iGrad and FASS	iGrad is a digital financial literacy tool that ASU students have access to, to help them understand financial options to pay for school, personal finance, loan management and more. The Financial Aid Student Services (FASS) team supports online students via phone or chat to answer questions specific to ASU Financial Aid.		
Career Services	Online students have the same Career Services resources available to them as campus immersion.	<a href="https://eoss.asu.edu/cs">https://eoss.asu.edu/cs</a>	
Pitch	Pitch is designed to increase student engagement and help connect students to their peers and resources at ASU. Pitch launched it's first beta, with the Success Coaching Center in the Fall of 2016. In January 2017, Pitch started planning for it's next round of Beta, which included student to student chat, private groups, public channels, class integrations and bot technologies. These tested the functionalities of the core Pitch Platform.		
me3	A tool and game for students to align potential careers with ASU Online degree programs.		
Crisis Services	In it's FY 2018 budget, EdPlus requested funding to provide referral/crisis counseling services for online students.		

Marketing and Social Media Engagement	Surprise and delight packages of swag and goodies are occasionally mailed to ASU Online students. Active with current students on Twitter, Instagram, Facebook etc ASU Online's social media builds community by bringing elements of ASU's traditions and events to platforms where prospective and current students, as well as, alumni can engage with the brand regardless of their physical location.		
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