

# 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.

## WELCOME EMAIL:

- When a student is assigned a scholarship, they receive a **welcome email** from Excel with information on how to log in, next steps, transcript details, and Success Coach contact information. In that email, **students are encouraged to reach out** via email, text, or phone with any questions or concerns.

## LIBRARY COMMUNICATION:

- Success Coaches log notes in the **Notepad** feature accessible from your Operator's Console, where you can add notes as well. Students are unable to view these notes.

## 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 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.

