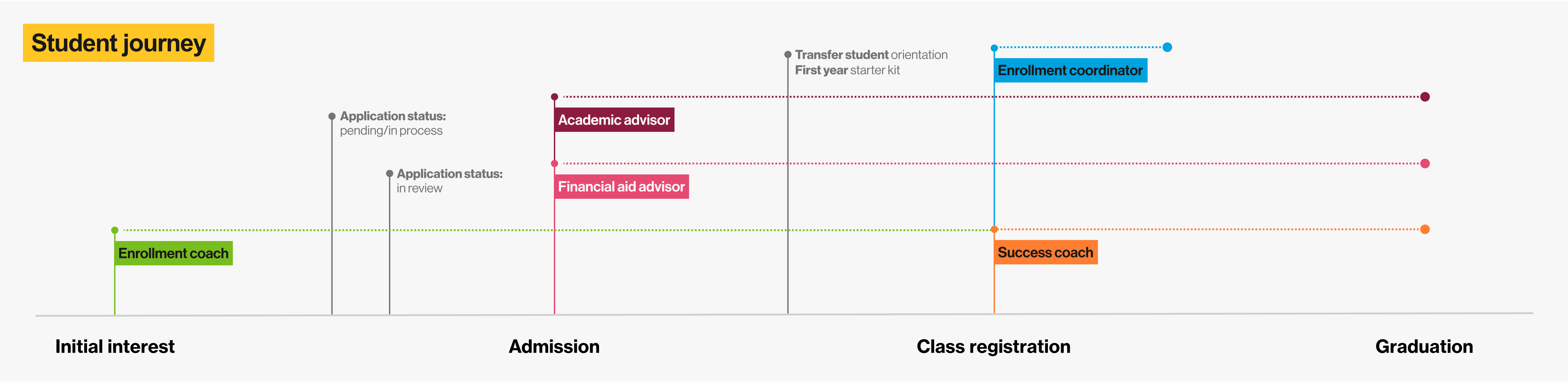


# Student support timeline

At Arizona State University, we prioritize student success by providing individualized support that informs, guides, motivates, empowers and ensures each student thrives – from first interest to graduation.



### Enrollment coach

🕒 Initial interest → Class registration

💬 Zoom, call, email, live chat, SMS

**Knowledge and support**

- Answering questions about ASUO
- Assisting through enrollment process
- Handoff to enrollment coordinator

### Academic advisor

🕒 Admission → Graduation

💬 Zoom, call, email

**Knowledge and support**

- Course recommendations and scheduling
- Transferable credits and course recommendations
- Graduation timeline
- Academic policies and procedures

### Financial aid advisor

🕒 Admission → Graduation

💬 Call, email, live chat

**Knowledge and support**

- FAFSA submission
- Financial aid process
- Ways to pay

### Enrollment coordinator

🕒 Class registration → Success coach handoff

💬 Call, email

**Knowledge and support**

- Clearing remaining tasks before start date
- Preparing student for seamless transition from enrollment center to success coaching center and advising team

### Success coach

🕒 Class registration → Graduation

💬 In person, Zoom, call, email, Slack, SMS

**Knowledge and support**

- Academic success planning and progression
- Student motivation, goal setting and study strategies
- Navigating ASU resources and services