



CARE Center™
STUDENT SUCCESS COACHING

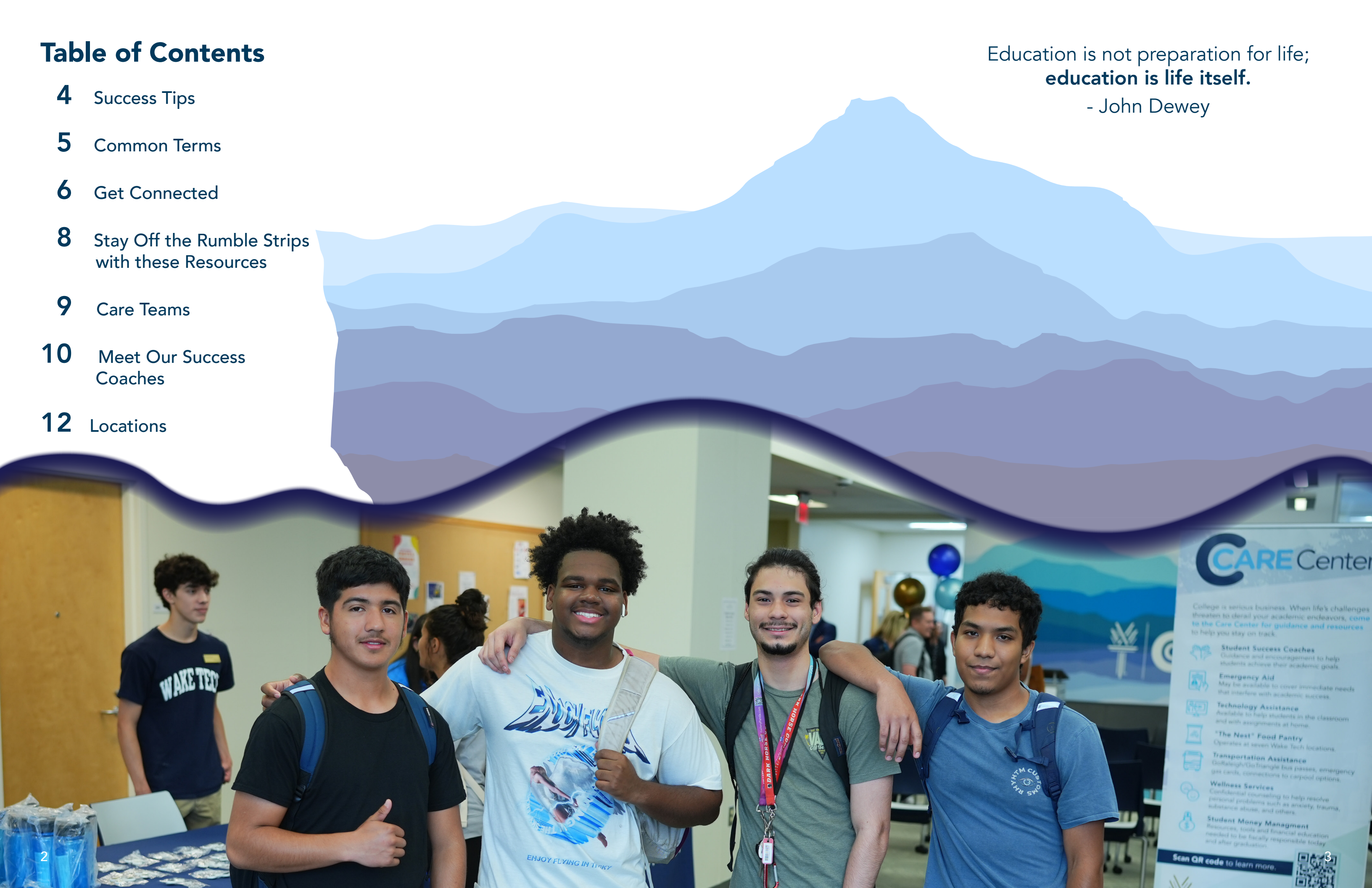


carecenter.waketech.edu

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Education is not preparation for life;
education is life itself.
- John Dewey



CARE Center

College is serious business. When life's challenges threaten to derail your academic endeavors, come to the CARE Center for guidance and resources to help you stay on track.

- Student Success Coaches**
Guidance and encouragement to help students achieve their academic goals.
- Emergency Aid**
May be available to cover immediate needs that interfere with academic success.
- Technology Assistance**
Available to help students in the classroom and with assignments at home.
- "The Nest" Food Pantry**
Operates at seven Wake Tech locations.
- Transportation Assistance**
GoRaleigh/GoTriangle bus passes, emergency gas cards, connections to carpool options.
- Wellness Services**
Confidential counseling to help resolve personal problems such as anxiety, trauma, substance abuse, and others.
- Student Money Management**
Resources, tools and financial education needed to be fiscally responsible today and after graduation.

Scan QR code to learn more.

Success Tips

Student Success Coaches help you to set goals, figure out what's working and what isn't, and connect you with resources on campus and in the community. Here are some Student success tips to help you throughout your college journey.

1. Implement tools and strategies

- Check e-mail and Blackboard frequently.
- Use daily planner, electronic calendar and/or phone alerts.
- Work with your Student Success Coach to tailor a plan that works for you.
- Plan to spend 2 hours studying for every hour you spend in class.

2. Partner with students, faculty, and staff

- Form study group sessions with your classmates.
- Utilize virtual meeting on Teams.
- Working together can help you think creatively and build strong communication skills

3. Communication with your instructor

- Reach out to your instructors if you are struggling.
- Office hours are the times that students should visit instructors.
- Don't assume your instructors won't help you. Always ask!

4. Familiarize yourself with technology

- Enroll in E-Learning Intro
- Contact ITS Help Desk for support at 919-866-7000

5. Get connected with resources

Wake Tech offers a wide range of free resources. Check out the roadmap in this booklet for available resources.

Common Terms

Asynchronous Learning - Type of online education allowing students to learn on their own schedule.

Credit - metric used to determine the intensity or length of a course.

Curriculum - Refers to the specific lessons and subjects students learn in a course.

FAFSA - Free Application for Federal Student Aid, the FAFSA is a document students must file each year to qualify for federal student aid.

FERPA - Family Education Rights and Privacy Act governs who can access students' educational records.

Financial Aid - Money students receive to help offset the cost of college. May be offered through government entity, college, or private organization.

GPA - Grade point average refers to the numerical value of final grades. Usually calculated using a scale of 0-4 corresponding to grades A through F.

Hybrid - Class that combines face to face learning with online learning.

TLC - Tutoring and Learning Center offers a range of free tutoring services for students.

Office Hours - Scheduled times when students are able to meet with instructors.

Pell Grant - Designed to assist students from low-income households, largest federal grant program

Prerequisites - Classes that the college expects students to have taken prior to enrollment.

Program Planning Guide (PPG) - Courses required for specific degrees or certificates.

Registrar - Head of the college's record-keeping department.

Synchronous - Students and instructors interact in real time.

Syllabus - Document instructors provide at the beginning of a course providing an overview of requirements, assignments, tests, and other necessary information.

Transcript - Displays overview of a student's academic progress and grades.

Work Study - Provides part-time employment for students with financial need. Apply via Financial Aid Office.

Get Connected

Why Get Involved?

Getting involved at college can help ease the transition from high school to college. Involved students are more likely to graduate, report higher levels of satisfaction with their college experience, and feel more connected. Here are some additional benefits of getting involved in college:

- Make friends
- Leadership opportunities
- Build your resume
- Time management
- Reduce stress
- Discover new interests
- Better grades and outcomes

Student Success Peer Leader

Student Success Peer Leaders understand the challenges of college life and are here to provide guidance, share wisdom and experiences, and support students through their college journey.

Students may request to be connected to a Peer Leader via Student Success Coach website.

Student Life

Enrich your college experience by getting involved. Wake Tech offers student activities for a variety of interests. Visit Wake Tech Xtra for a list of clubs and events.

- Join a club
- Volunteer
- Participate in an event
- Serve of Student Government
- Play a sport
- Become a Student Ambassador



xtra.waketech.edu

Roadmap to Success

To achieve college and career success, it is important to set personal goals and then develop a road map to achieve them. Below are three steps for academic and/or personal goals you can use as a starting off point on your academic journey. You can reach out to your Student Success Coach this semester to develop a personalized plan for success, based on your specific goals, objectives, and challenges.



Goal #1: Achieve passing grades in my classes

- Check in with your professor during office hours.
- Set up weekly or bi-weekly appointments at the Tutoring and Learning Center (TLC).
- Create a study plan for each topic you are reviewing in class.

Goal #2: Develop better study skills

- Study for 30 minutes; take a 10 minute break to get some fresh air and stretch; go back and study for another 30 minutes.
- Remove as many distractions as you can when you study.

Goal #3: Become knowledgeable of resources:

- Visit the Care Center to view all resources they have to offer including wellness services and student support.
- Need to speak with a counselor immediately or outside of business hours? Contact We Care student assistance program 24/7 at 800-633-3353 for free, confidential counseling and consultation.
- Visit the Library to view all resources they have to offer.
- Connect with your success coach if there is something I cannot find.

Need help navigating this roadmap? Reach out to your success coach today!

Stay Off the Rumble Strips with these Resources

Academic Advising: Customize an education plan for each student's career goals.
919-866-5474 | advising@waketech.edu

Care Center: One Stop for wrap-a-round support to achieve your academic goals.
919-866-6111 | care@waketech.edu

Career Services: Clarifying a career goal, undecided about program of study, explore next steps in career plan.
919-866-5695 | careers@waketech.edu

Disability Support Services: Accommodations for documented physical, psychological, or learning disabilities. Be sure to connect with DSS if you had accommodations in High School.
919-866-5670 | dssaccommodationreq@waketech.edu

ITS Help Desk and Answer Center: Student portal, account and password, Blackboard assistance, technical issues.
ITS: 919-866-7000 | helpdesk@waketech.edu
Answer Center: 919-866-5000 | answers@waketech.edu

Registration and Records: Priority registration and dates, order transcripts, drop, add, and withdrawal.
919-866-5700 | registrar@waketech.edu

Student Success Coaches: Create success plans (strategies and tips) for navigating the semester.
successcoach@waketech.edu

Tutoring and Learning Center (TLC): Free tutoring services.
Math, Science, & Writing: (919) 866-6880 | tutoring@waketech.edu
Computers: (919) 866-6880 | compututor@waketech.edu
Study Skills: (919) 866-6880 | tutoring@waketech.edu

Veteran Services: Educational benefits, resources, and special programs.
(919) 866-5099 | veterans@waketech.edu

We Care: 24/7 mental health support, legal and financial consultation.
704-529-1428 or 800-633-3353



Care Teams

Advising, Student Success Coaches, & Career Coaches

Care Teams provide each student with an assigned team of advisors, success coach, and career coach.

Academic/Faculty Advisor

- Register for classes
- Plan your program of study
- Making program changes

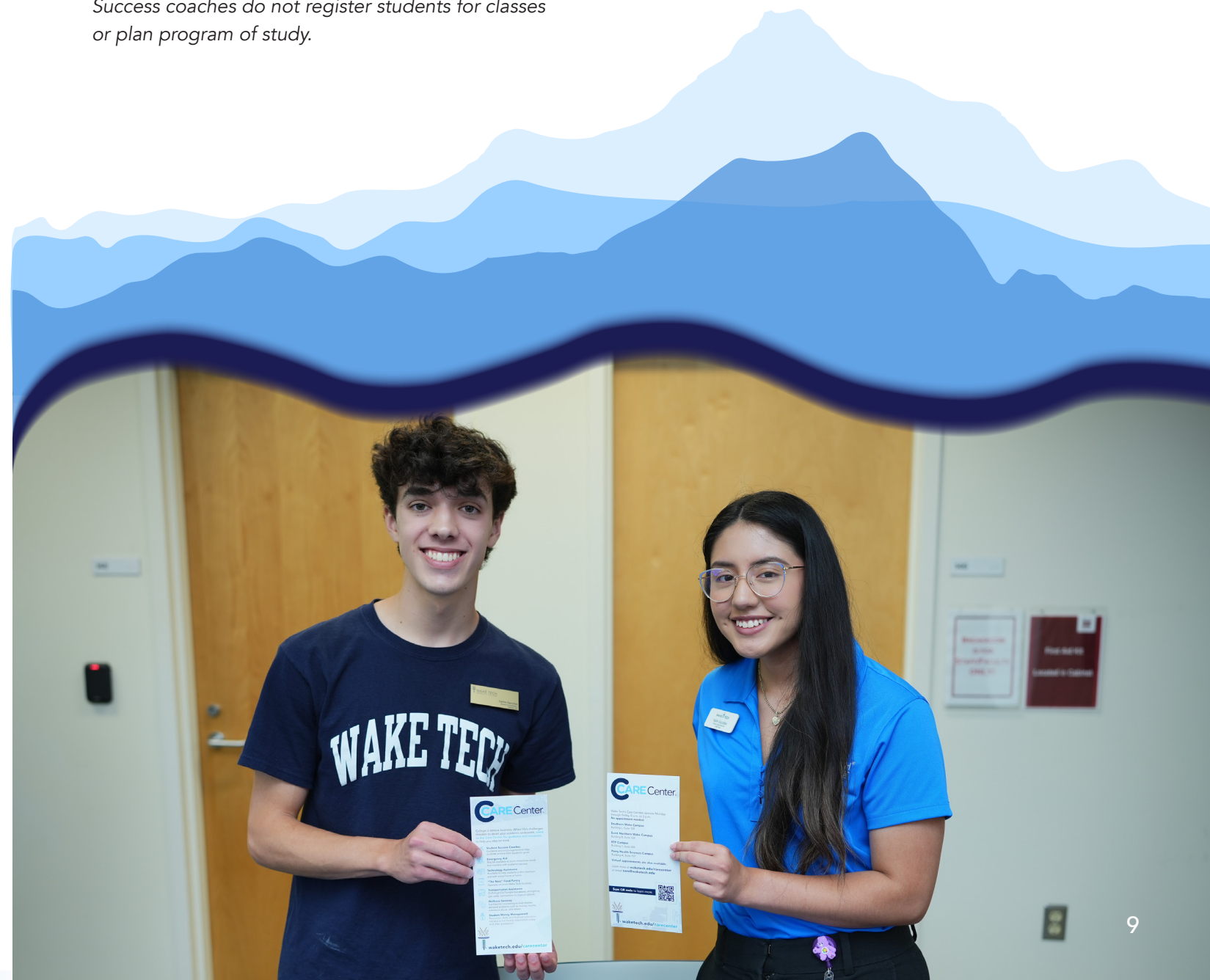
Student Success Coach

- Self-assessment
- Identify academic, personal, and career goals
- Connect you with campus resources

Success coaches do not register students for classes or plan program of study.

Career Coach

- Career exploration
- Resume and cover letter writing
- Interview skill-building
- LinkedIn assistance
- Job search strategies



Leadership Team



MICHAEL COLEMAN
Dean of Student Support



AMANDA ALLEN
Director of Student Success



MELODY WIGGINS
Director of Student Support Programs



ELIANE HERNANDEZ-ACOSTA
Assistant to the Dean of Student Support



MICHAEL EURE
Advanced Manufacturing, Construction & Maintenance, Biotechnology Care Team

Advanced Manufacturing: Associate in Applied Science degree students enrolled in electronics engineering technology and mechanical engineering technology programs.

Construction & Maintenance: Associate in Applied Science degree students enrolled in air conditioning, heating, & refrigeration technology, architectural technology, building automation technology, civil engineering technology, construction equipment systems technology, construction management technology, diesel and heavy equipment technology, electrical systems technology, facility maintenance technology, geomatics technology, interior design, plumbing, welding technology.

Biotechnology: Associate in Applied Science degree students enrolled in biopharmaceutical technology and biotechnology programs. baking & pastry arts, cosmetology, culinary arts, esthetics technology, and hospitality management.



HOLLY FITCH
Health Care & Wellness Care Team

Students enrolled in computed tomography, dental assisting, dental hygiene, electroneurodiagnostic technology, magnetic resonance imaging, mammography, medical assisting, medical laboratory technology, nursing, pharmacy technology, radiography, sonography, health and fitness science, and human services technology.



DAVYOUS MELVIN
Business Care Team

Students in the Associate in Arts program who are planning on transferring to a four-year institution to major in a business-related field. Student enrolled in accounting and finance, business administration, data science and programming support services, medical office administration, office administration, paralegal technology, and supply chain management.



ENRIQUE RODRIGUEZ
Information Technology Care Team

University transfer students interested in IT and students enrolled in advertising and graphic design, business analytics, cloud infrastructure, computer programming and information science, cybersecurity, data science and programming, IT service and support, network technology, simulation and game development, web and UX design, web developer.



ASHLEY WHEELER
Public Safety, Transportation, & Veterans Care Team

Public Safety: Associate in Applied Science degree students enrolled in criminal justice, criminal justice technology - forensic science, emergency medical science, and public safety administration.

Transportation: Associate in Applied Science degree students enrolled in automotive systems technology, collision repair and refinishing technology, and heavy equipment and transport technology.

Veterans: supports military-connected students including veterans, spouses of veterans, or dependents of veterans.



ERICA WISE
Engineering Care Team

Engineering: students pursuing an Associates in Engineering degree who plan to transfer to a four-year university. Associate in Applied Science degree students in the civil engineering technology, electronics engineering technology, geomatics technology, mechanical engineering technology, and mechatronics programs.

Meet Our Success Coaches



SHERRIA ARDS
Communication, Humanities, Arts, & Social Science Care Team

Students enrolled in the Associates in Arts and Associate in Fine Arts degree program who plan to transfer to a four-year school to pursue a major in the areas of communication, social sciences, art, or humanities.



ZACHARIAH BELL
Math & Science Care Team

Students pursuing an Associate in Science degree who plan to transfer to complete a bachelor's degree in biology, chemistry, math, environmental science, or pre-professional programs like pharmacy or veterinary medicine.



SARAH DOMINGUEZ
Education, Hospitality & Personal Services Care Team

Education: Associate in Applied Science degree students enrolled in the Early Childhood Education Career Track, Early Childhood Education Non-Licensure Track, and Birth-Kindergarten Licensure Track programs.

Hospitality & Personal Services: Associate in Applied Science degree students enrolled in baking & pastry arts, cosmetology, culinary arts, esthetics technology, and hospitality management.

Care Center Locations

carecenter.waketech.edu

Southern Wake Campus

Building L, Suite 128



Scott Northern Wake Campus

Building B, Suite 134

RTP Campus

Building 1, Suite 244



Perry Health Sciences Campus

Building A, Suite 157



Wake Tech East

Building C, Suite 157

