



Learner Services Update – Tuesday, 4/1/20

How to Request Individualized & Holistic Learner Support

The Learner Services Offices are prepared to receive support requests from you for your learners immediately.

We streamlined our process to make it easier for faculty and staff to submit requests. There are essentially two (2) ways to request support and intervention – please see below.

- 1) *Any NSCC Faculty or Staff Members* – Please send an email to Advising@NorthwestState.edu or call 419-267-1390

*Please include the following details, where available:
Learner Name, N#, course (if applicable), question/concern, and support recommendation (Tutoring, Counseling, Basic Needs (Food, Finances, etc.)

Please skip to Option 2 (below) if that is easier for you.

- 2) *Faculty members teaching courses* – Please submit a request via the Academic Early Alert System (previously known as the “Early Warning” or “Yellow Card”). Enclosed are current instructions for your reference.

Learner Services will promptly respond to all inquiries received. We look forward to serving you and our Learners!

Reminder -

NSCC Learner Services Offices – including Admissions, Advising Center, Career & Activities Office, Financial Aid Office, Registrar’s Office, and the Success Center are remote services.

Virtual office hours are Monday through Thursday 8 to 4:30 p.m. and our staff members are prepared to fully serve your needs remotely.

NSCC Counseling Services

Please – if at any point your Learners report that they feel overwhelmed, anxious, or uncertain about anything – have them reach out to NSCC Counseling Services and text NSCCHELP to 419-591-6487 and someone will respond to their inquiry and assist them with their needs.