

Academic Assistant (AA) Requests

Academic Assistant Request Instructions for Faculty, Admins, and Chairs.

Effective Date: July 31, 2025

Revised Date: November 11, 2025

1. Overview

Academic Assistants (AAs) — also referred to as Academic Coaches — are highly qualified, experienced professionals with graduate-level credentials or higher. They function as an extension of the course instructor, providing grading support, communication assistance, and student engagement within AOS courses.

The goal of the AA program is to relieve faculty of day-to-day classroom tasks so instructors can focus on course content, delivery, and student success.

2. Eligible Courses

- AOS courses and their companion sections (CP1, CH1, and U0A) qualify for Academic Assistant (AA) support. Please do not merge sections that are not companion sections to the AOS courses that have an AA enrolled.
- Each department sets its own minimum enrollment requirement for a course to be eligible for an AA.
- The Department Chair can approve or deny an AA Request based on the instructor's load and course expectations.

If you are unsure whether your course qualifies, please contact the AOS team before submitting a request.

3. Requesting an Academic Assistant

To request an AA, submit the AA Request Form as early as possible.

AA Request Form: http://www.jotformpro.com/ICForms/ASUJ_Request

Submission Deadline:

Requests must be submitted at least two weeks prior to the course start date.

Important Notes

- **Instructors:**

If there is even a slight chance that you may need an AA for an upcoming term, please submit the request as soon as possible, regardless of current enrollment numbers. Early submission ensures AA availability when the course begins.

- **Program and Department Chairs/Coordinators:**

If your program has a course in an upcoming term that does not yet have an instructor assigned, please submit an AA Request early, even if enrollment numbers are still low. This allows Instructional Connections to begin the matching process and ensures AA availability for instructors who are assigned later.

If there is a change in instructor assignment, please notify the [AOS team](#) as soon as possible.

4. What Happens After You Submit

- Once submitted, the Instructional Connections (IC) team will begin reviewing qualified candidates.
- The IC team (Kristine or Tricia) will send an email introducing the assigned AA after they confirm availability.
- Do not email AAs directly until you receive confirmation from the IC team.
- The AOS team will manually enroll confirmed AAs into courses the week before classes start. Enrollment occurs only after:
 - The AA assignment is confirmed, and
 - The course meets the minimum enrollment requirements set by the department.

If enrollment exceeds the maximum load for one AA, a second AA may be assigned. Each AA must have their own group of students for compensation and billing purposes.

5. What Academic Assistants Do

AAs/Coaches operate under faculty direction and may assist with:

- Grading: Discussions, assignments, quizzes, exams, and projects (with detailed rubrics provided).
- Email Communication: Responding to student inquiries within 24 hours; escalating issues that require faculty approval.
- Discussion Boards: Monitoring and facilitating discussions.
- Student Support: Answering logistical questions, posting reminders, and ensuring student engagement.

- Conference Calls: Holding pre-course, mid-course, and end-of-course check-ins with instructors.
 - Notes from these meetings are retained by Instructional Connections.
 - Coaches cannot modify course content, change due dates, or hold synchronous office hours.
 - They are not responsible for developing course materials, assessments, or rubrics.
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6. Communication Guidelines

All communication among students, instructors, and AAs must be conducted through A-State email accounts to maintain confidentiality and FERPA compliance.

7. Key Forms

- **AA Request Form:** http://www.jotformpro.com/ICForms/ASUJ_Request
 - **Faculty Referral Application:** <https://form.jotform.com/ICForms/faculty-referred-coach>
 - **Faculty Evaluation of Academic Assistant:**
<https://form.jotform.com/ICForms/ASUJFacultyEval>
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8. Contacts

For any questions or assistance, please contact AARRequests@astate.edu

Instructional Connections Contacts:

Jacquelyn Cato, Vice President of Operations – jacquelyn.cato@iconnect-na.com

James McLaughlin, Director of Operations – james.mclaughlin@iconnect-na.com

Tricia Clayton, non-Ed Lead Coach – tricia.clayton@iconnect-na.com

Kristine Vowels, Ed Lead Coach – kristie.vowels@iconnect-na.com

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