



## ACE Phone Consultation Protocol

### STUDENTS:

Students who live too far from campus to meet with an ACE coach in person have the option of participating in a phone consultation. This service is especially designed for the Satisfactory Academic Progress (SAP) students.

### Students will need to complete the following BEFORE their appointment:

- Schedule an appointment over phone or via website indicating that a phone consultation is necessary.
- Students must fax their completed academic plan, LASSI scores, and transcript to 803-777-0683 (Attn: ACE) at least 48 hours prior to their appointment

### DURING the phone appointment time, students must:

- Students should call the ACE office at 803-777-0690 to begin the appointment
- Plan to spend between 30 and 60 minutes reviewing their completed academic plan with an ACE Coach
- Be able to provide a fax number to the ACE Coach so that the coach may fax back the signed cover sheet

### AFTER the appointment students must:

- Send their completed Academic Plan (with the signed cover sheet) to the financial aid office with other materials as indicated in their letter

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**EMAIL CONFIRMATION SENT TO STUDENTS**  
(and CCed to ACE Coaches)

Hello Student,

Thank you for scheduling an ACE Academic Success phone appointment.

This email confirms your ACE phone appointment is scheduled for XXX. It is your responsibility to call the ACE office at 803-777-0690 at the time of your appointment.

XXX, an ACE Coach will review your completed Academic Plan.

Because you have been referred to ACE for Financial Aid reasons, you should do the following before your phone appointment:

1. Take the LASSI (found at: <http://www.housing.sc.edu/ace/lassi.html>)
2. Complete your Academic Plan (found at: <http://www.housing.sc.edu/ace/pdf/ACEAcademicPlan.pdf>).
3. Fax your completed Academic Plan to 777-0683 (Attn: ACE) 48 hours prior to your phone consultation.

Please remember that your completion of this Academic Plan and your ACE phone consultation does not reinstate your Financial Aid. That decision will be made by the Financial Aid office once you complete these steps.

Please note, your ACE meeting is designed for your benefit and to help you reach your academic goals. ACE Coaches are here to help answer any academic questions you have about classes, advisement, course preparation and study skills. Please let us know how we can help you during your appointment.

We look forward to working with you!

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Academic Centers for Excellence (ACE)  
Ph# 803.777.5430  
[www.sc.edu/ace](http://www.sc.edu/ace)