



**STUDENT SUCCESS**

EASTERN ILLINOIS UNIVERSITY™

**2230 McAfee Gymnasium**  
**[eiu.edu/studentsuccess/](http://eiu.edu/studentsuccess/)**

**Instagram:**  
**[@eiu\\_studentsuccess](https://www.instagram.com/eiu_studentsuccess)**



# Mission & Vision

The Student Success Center at Eastern Illinois University serves as the catalyst for student transformation through personalized pathways to achieve their academic, professional, and personal goals. Through collaborative partnerships that remove barriers, innovative growth-oriented support systems, and equitable access to learning, we cultivate a culture of success where every student discovers their unique promise. As campus leaders, we empower students to navigate challenges, embrace opportunities, and develop the resilience and skills necessary for lifelong success in their educational journey and beyond.

Vision: To cultivate a culture of success where all EIU students, regardless of their starting point, have equal opportunity to excel academically, grow personally, and launch successful careers that fulfill their aspirations.





# Welcome from the Dean

I'm honored to present our renewed Student Success Center (SSC) to the EIU campus and community. Over the past several months, our SSC Leadership Team and staff have worked tirelessly to reimagine how we support and transform the academic journeys of every student at EIU—from first-semester freshmen to graduate students completing their thesis requirements. We've built a robust center that expands what's possible for our students and raises expectations for what they can achieve.

I am particularly excited to share some key developments within the SSC. First, we are launching the Pathways to Achievement, Confidence and Knowledge (PACK) program, which provides at-promise students dedicated advising and comprehensive academic support. Second, our new Academic Support Center (ASC) features Certified Peer Educators ready to collaborate with students across all disciplines and class levels. We have redesigned EIU1111 and are launching EIOU, The Panther Experience August 25! Finally, in November we'll open the Firsts Hub—a dedicated space of resources and belonging for first-generation students.

I am particularly thrilled to share that our TRIO Student Support Services program has renewed! We have a year of celebration ahead as we continue delivering this essential program for our Panthers.

Please explore our new SSC guide, which includes contact information for our offices, key programs and initiatives, and details about exciting new developments in supporting our at-promise students.

I invite you to join us for Student Success Week, September 8-12, 2025, featuring our Open House on September 11 from 3:00-4:30 PM. We have an exciting academic year ahead, so connect with us on Instagram ([@eiu\\_studentsuccess](https://www.instagram.com/eiu_studentsuccess)) and stay in touch!.

With gratitude,



**Dr. Michael D. Gillespie, Dean**  
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# Academic Advising Services (AAS)

Academic advising is a collaborative teaching and learning process dedicated to student success. At EIU, academic advisors provide students with the opportunity to develop an interactive one-to-one partnership aimed at enhancing students' intellectual and personal development.

- Collaborative & interactive partnerships with students
- Help to plan educational pathways that align their unique skills & interests
- Connects degree programs directly to career launch opportunities
- Personalized guidance to ensure students make informed academic decisions

*Advisors provide guidance, support, and encouragement as they teach students how to plan and to approach their educational career in an organized, responsible, and meaningful way.*

*Academic Advising Services (AAS) implements the Pathways to Achievement, Confidence, and Knowledge (PACK) Program*



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# Pathways to Achievement, Confidence, and Knowledge (PACK) Program

The Pathways to Achievement, Confidence & Knowledge (PACK) program provides students with individualized attention during their first year at Eastern. Through the PACK program, at-promise students who may not have the standard academic credentials can find their own pathway to achievement, confidence, knowledge, and success!

PACK students work with Senior Academic Advisors and peer educators, as well as participate in cohort-based activities and events in a first-year experience designed with a growth-mindset model. Other expectations include:

- Enroll in courses determined in collaboration with a Senior Academic Advisor
- Enroll in EIU 1111: EIYOU during first semester at EIU
- Attend all classes, meetings, and participate in student success activities
- Attain a 2.0 GPA in the Fall and Spring semesters
- Attain 20 credit hours for the academic year
- *If a student falls below a 2.0 GPA in either of their first two semesters, they may have to continue to follow all the PACK Program expectation in year two.*



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# Academic Support Center (ASC)

The Academic Support Center (ASC) at Eastern Illinois University is dedicated to empowering students to achieve academic and personal success. Our team of caring and knowledgeable professionals and Certified Peer Educators is committed to supporting students through NASPA's model of peer education, solution-focused and growth-oriented support, and an inclusive Center for all learners.

- Academic and personal success through comprehensive skill development
- Essential academic skills training including test-taking, note-taking, organization, and time management
- Certified Peer Educators committed to student accountability and growth
- Supports college transition while fostering lifelong learning habits and curiosity

The ASC is located in 1611 McAfee and is open 8a to 7p Monday-Thursday, and 8a to 4:30p on Fridays.

*The ASC oversees the Academic Alert System and EIU 2919: Strategies for Academic Success*



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# Academic Alert System

The Academic Alert System at Eastern Illinois University is designed to promote opportunities for growth through academic challenges.

Faculty members can use the Academic Alert System to connect students with academic support services, peer educators, and more.

The Academic Alert System is an opportunity for growth, and faculty are asked to use the system as an intervention at any point in the semester, but the earlier, the better.

- Faculty are encouraged to communicate with the student prior to the AAS referral and using this as an opportunity for growth
- Academic Support Center peer educators are trained on a national model for peer education and Mental Health First Aid
- Support is built on a solutions-focused, growth-oriented, individualized plan
- The Academic Support Center works with campus partners in Student Affairs for integrated referral and resource partnerships



# EIU 2919: Strategies for Academic Success

EIU 2919: Strategies for Academic Success is designed for students placed on academic warning for the first time. With comprehensive skill development and self-reflection, students explore essential strategies for academic recovery and success.

The learning objectives of this course include:

- Create measurable academic goals to foster long-term achievable goal setting.
- Evaluate personal academic performance to foster continuous improvement.
- Analyze academic and career-related challenges to enable future academic and professional success.
- Demonstrate effective verbal and written communication skills.
- Utilize university resources and support services to access and leverage support.
- Implement weekly time management strategies to balance academic responsibilities and personal commitments.
- Apply note-taking methods across various course subjects.
- Develop a growth mindset and resilience for future obstacles.
- Develop the skills to analyze and assess financial information.





# Interdisciplinary Studies Program (IDS)

B.A. in Interdisciplinary Studies at EIU serves adult learners helping them meet their goal of earning a bachelor's degree.

- Students may develop an individualized degree program to meet their professional and personal goals
- Career-focused with success across numerous professions including business, non-profits, law enforcement, education and health care
- Student-focused with flexible course schedules and instructional modalities that promote success
- In-state tuition, textbook rental and opportunities for scholarships
- Credit for Life Experience for learning through lived experience outside the traditional classroom, including on the job and in the military.

IDS also serves the population at the Danville Correctional Facility, partnering with the Illinois Department of Corrections.



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# Office of Accessibility & Accommodations (OAA)

The purpose of the disability accommodation process is to ensure a qualified student is not discriminated against solely on the basis of disability and has the same level of access to EIU as their nondisabled peers. The goal is equal access and equal opportunity, not to facilitate a specific accommodation.

- Ensure qualified students with disabilities have equal opportunity to participate in all university programs
- Provide reasonable accommodations and auxiliary aids tailored to individual student needs
- Facilitate barrier removal through individual consultation and strategic campus partnerships
- Conduct consistent outreach to promote accessibility awareness across the university community

*The Office of Accessibility and Accommodations collaborates with the Faculty Development and Innovation Center on accessibility and academic accommodation support for faculty across the university.*



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# TRIO Student Support Services (SSS)

TRIO Student Support Services (SSS) is a federally funded program designed to help low-income, first-generation, and students with disabilities succeed in college.

The goal of TRIO/SSS at Eastern Illinois University is to increase retention and graduation rates of eligible students and to foster an institutional climate supportive of the success of low-income and first-generation college students and/or college students with disabilities. TRIO/SSS provides a range of academic and personal support services to help students stay in school, graduate, and enter careers ready to succeed.

We accomplish this mission by providing intentionally targeted services, including:

- Educational outreach ensuring equal access
- Supportive environments motivating degree completion
- Targeted services increasing academic development
- Professional growth enhancing career competitiveness



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# Testing & Evaluation Operations (TEO)

Testing & Evaluation Operations (TEO) is responsible for two testing labs in McAfee, scoring and reporting of campus Scantron testing, managing the course evaluation program, coordination of placement testing for incoming students, outside exam proctoring for other colleges/universities, and program assessment and evaluation support for the campus community.

Our testing labs have been updated to support procedures that follow the highest academic standards. TEO staff members work with faculty to meet their testing expectations, proctor and administer exams, and facilitate the distribution of the results. Both testing labs have been equipped with brand new accessible workstations for students registered with the Office of Accessibility and Accommodations.

- Supports the university's educational mission through high-quality testing and exam scoring services
- Provides professional, secure, and accessible testing environments for students, faculty, and staff
- Offers comprehensive evaluation and survey services that advance learning opportunities
- Assists with assessment measures designed to promote academic success in higher education settings



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# EIUT111: EIYOU, The Panther Experience

EIYOU provides the building blocks for academic excellence at EIU. Students actively participate in areas of student success including navigating the university, building college success skills, creating college support networks, finding your future path and career, financial wellness, academic technology, and student social, physical, and emotional wellbeing.

After completing this course, students will be able to:

- Navigate university systems for success
- Apply critical thinking across contexts
- Develop comprehensive resource collections effectively
- Curate meaningful professional relationship networks
- Implement effective academic success strategies
- Articulate educational and career objectives
- Implement personal financial management strategies

EIYOU is required for all incoming full-time on-campus students with less than a 3.00 high school GPA, but open to all incoming full-time on-campus freshmen, transfer, and returning students.



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# Hope Scholars @ EIU

Hope Chicago is an economic mobility initiative that supports two generations of South and West Side families to and through debt-free postsecondary and workforce pathways all over Illinois.

EIU Serves nearly forty Hope Scholars with intensive academic support, career counseling, and retention and persistence programming.

- Dedicated program coordinator for Hope Scholars
- Enhanced first-year experience course as a cohort
- Hope persistence support with designated academic and career counselors
- Program growth is integrated into the Student Success Center Strategic Plan

An opportunity exists to serve the two-generation initiative by partnering with the Interdisciplinary Studies program for Parent Scholars.



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# Firsts Hub – Coming Fall 2025

The Firsts Hub will be a centralized support and navigation center designed to serve first-generation students, but open to all in the EIU community.

Its mission is to provide comprehensive academic and personal support while fostering campus belonging and lead the First Gen Forward initiatives for this institution.

- Holistic integration of campus-wide resources and information
- Proactive support targeting students statistically at-risk during college transitions
- Strength-based developmental approach emphasizing growth
- Identity-conscious service delivery tailored to individual needs
- Cross-divisional collaboration identifying and addressing student needs while increasing efficient access to services
- Continuous evaluation and adaptation of support services

Firsts Hub is envisioned as a cross-divisional collaborative project with partners across Academic Affairs, Student Affairs, Business Affairs, Enrollment Management, and University Advancement.



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# Upcoming Events, Fall 2025

**September 8 – 12: Student Success Week**

**September 11: Student Success Open House, 3p to 4:30p,  
McAfee Gymnasium**

**September 24: Inaugural Retention Symposium, 1p to 4:30p,  
Location TBD**

**September 27: Annual TRIO Retreat, All Day, MLK University Union**

**October 11: Homecoming**

**October 17: Fall Break**

**November 3 – 8: First-Gen Week**

**November 7: Firsts Hub Opening, 1p to 2p, 2611 McAfee Gymnasium**

**November 24 – 28: Thanksgiving Break**

**December 15 – 19: Final Exams**





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