

Peer Academic Coaching Student FAQ's

1. [How do I know my coach is qualified to help me with this course?](#)
2. [Where do I go to sign up for a group?](#)
3. [Do I have to sign up for the whole semester?](#)
4. [What do I do if I can't come to a session that I signed up for?](#)
5. [May I switch groups?](#)
6. [Why do we meet in groups instead of one-on-one?](#)
7. [What other help is available to me besides group sessions?](#)
8. [Can I meet with my coach at other times besides the group session?](#)
9. [Do I have to pay for any of this?](#)
10. [How do I get into my virtual sessions?](#)

1. **How do I know my coach is qualified to help me with this course?** Your coach has maintained at least an overall 3.25 GPA in their course work and they made an "A" in the course they are coaching. They have been interviewed personally by the director of the department, and they must provide a favorable reference from a professor before they are hired. If they are qualified to coach more than one course, we allow the coaches themselves to pick which one they prefer. This also helps ensure that they are confident about their knowledge of the material and interested in the subject matter.
2. **Where do I go to sign up for a group?** Go into [Accudemia](#) and either log in or use your EID and then pick "forgot password" in order to be sent a link to get into the system. There you may pick the group that meets at the time and day you desire and sign up for the semester.
3. **Do I have to sign up for the whole semester?** The quick answer is "no". These groups are designed to last throughout the semester, and be stable, safe environments in which to learn. This is more difficult to achieve when the group members change significantly from week-to-week. We would prefer that you sign up for a spot and commit to weekly attendance, however we will not prevent you from signing up for a couple of sessions **with the same coach** here and there. If it becomes disruptive to the group, (for instance, if the group dynamic and flow is upset by your lack of context for the way the group functions, or if your lack of knowledge about material that was covered in previous sessions requires the peer coach to spend a significant amount of time getting you "up to speed" on the topic), you may be asked to commit to regular attendance or use your professor's office hours or other assistance to meet your needs.
4. **What do I do if I can't come to a session that I signed up for?** Log into [Accudemia](#). On the home page, you will see your appointments listed. Check-mark the appointment you want to cancel, and click "cancel". You must cancel more than 2 hours before your session starts, otherwise the system will not allow you to cancel and your appointment will be counted as a no-show. If you have 3 no-shows, you can be removed from the group if there is a waiting list for that group. If you have an emergency, you may let your coach know and they can have the no-show absence voided so it will not count against you. Group coaching is voluntary and we do not punish someone for not attending. However, our coaches need to know in a timely fashion whether or

not they have enough people coming to hold the session and also to be able to organize their group activities for that session, so we ask that you cancel more than 2 hours ahead if you cannot attend.

5. **May I switch groups?** Not without permission. Our groups are designed to be safe, stable places to learn. Our coaches want to get to know you and your learning style, therefore we ask that you stay in your group throughout the semester. If there is a problem and you need to switch to another group, please let us know at nursingpac@austin.utexas.edu. Do not switch groups in Accudemia without speaking to PAC staff first.
6. **Why do we meet in groups instead of one-on-one? Isn't one-on-one coaching better?** There are several reasons why we meet in groups. Studies show that group dynamics and interactions help learners to engage with the material more fully and have better outcomes. Our budget cannot provide enough coaches to meet with each student one-on-one, and we do not have enough coaches to sustain this type of structure. We want to provide our services free of charge, and this is the best way to keep costs down and use our resources (our coaches) most wisely. One of the most important reasons, however, is that in a group that is committed to meeting on a regular basis, the members of the group who understood the content that week are able to contribute what they have learned to their fellow group members. This is why we encourage you to attend even when you feel you have good understanding of the content for that week: because that is your chance to contribute to the group. Then on weeks when you have trouble understanding a concept, someone else may be able to contribute information or ideas that help you. *It is not just the coach who has valuable contribution to the group, but all members!*
7. **What other help is available to me besides group sessions?** We do ask that you sign up for a group session first. Then if you need more help, we have options for one-on-one coaching with your same group coach, with a different coach, or even with a Teaching Assistant. We can also refer you to Sanger Learning Center for more general issues like test anxiety, time management, or diagnosis of learning disabilities which may be impeding your progress.
8. **Can I meet with my coach at other times besides the group session?** Some coaches are available for extra one-on-one sessions for students who are failing a course, failed an exam, or are referred by their professor. These sessions are not guaranteed, but ask your coach if they are available to you. If your coach is unavailable due to time constraints and you qualify under one of reasons listed above, you may be able to meet with a different coach or a graduate Teaching Assistant. If you need more information about this, email us at nursingpac@austin.utexas.edu.
9. **Do I have to pay for any of this?** All of our services are free of charge. However, you can help us continue our funding by signing up for each session and attending on a regular basis. Regular attendance enhances the funding opportunities that might be available to us and helps us justify continuing the funding that we currently have.
10. **How do I get into my virtual session?** When you sign up for a group, you should get a confirmation email with your Zoom sign-in link on it. If you cannot find your email confirmation, go to the Accudemia home page and you will see all of your appointments listed. As the appointment time nears, you will see a "join session" button appear. Click this button and you will be taken directly to the Zoom session. If all else fails, contact your coach and get their

personal Zoom link and join the session directly. This, however, will not log you in as attending the session, so your coach will have to manually log you in.