Office of Student-Athlete Success (OSAS)

The **Office of Student-Athlete Success (OSAS)** consists of two primary units: **Academic Services** and **Student-Athlete Development**. These units work collaboratively to empower Razorback student-athletes to reach their full potential both in and out of competition.

OSAS Mission Statement

The Office of Student-Athlete Success empowers student-athletes through holistic programming as **students, athletes, and leaders**, while promoting **integrity, diversity, and achievement**.

Academic Services

The Academic Services team provides comprehensive academic support to help student-athletes balance the **personal, social, academic, and athletic demands** of collegiate life. Our mission is to equip each student-athlete with the resources necessary to **achieve their academic goals, maintain NCAA eligibility, and ultimately graduate** from the University of Arkansas.

What We Offer

Academic Services includes:

- **Academic Counselors** – providing personalized academic guidance and serving as team liaisons.
- **Learning Specialists** – offering specialized support for at-risk or underprepared students, including those with learning disabilities or English Language Learners (ELL).
- **Tutor Coordinator** – overseeing the hiring, training, and evaluation of the tutorial staff.
- **Graduate Assistants** – assisting with programming and day-to-day academic support.

Academic Counselors

Academic Counselors work closely with assigned teams and student-athletes to develop academic and life skills that promote success and degree completion.

Primary Responsibilities:

- Serve as liaisons between **professors, coaches, and student-athletes**.
- Assist with **time management**, **personal accountability**, and referrals to campus resources.
- Create course schedules that **meet NCAA requirements** while accommodating athletic travel and competition schedules.
- Partner with the Eligibility staff to **ensure progress toward degree completion and athletic eligibility**.
- Coordinate communication with faculty regarding **class absences** due to competition or illness.

Educational Enrichment Services (EES)

The **EES program** provides individualized academic support to help student-athletes develop skills and strategies to reach both academic and personal goals.

Key Services:

- Skill building and accommodation management tailored to individual needs.
- One-on-one weekly sessions with Learning Specialists.
- Coordination with Academic Counselors to identify students who may benefit from EES services.
- Collaboration with the **Center for Educational Access (CEA)** for formal accommodations (see final section).
- Use of assistive technologies such as **Live Scribe Pens** and specialized learning tools.
- **H.O.G. Hall/Team Study Halls** – small group, objective-based study sessions (3:1 student-to-learning assistant ratio).

Tutoring Program

Our tutorial program supports student-athletes across all University Core courses and many advanced subjects.

Tutor Program Highlights:

- Staffed by undergraduate, graduate, PhD students, and qualified community members.
- Minimum **3.0 GPA** required and **4 hours of training** each term.
- Tutors are recommended by faculty and thoroughly vetted by the Tutor Coordinator.
- Sessions may be **one-on-one** or **group-based** (by request).

Scheduling & Policies:

- Appointments must be scheduled and managed **through the Academic Counselor or Tutor Coordinator**—students may **not contact tutors directly**.
- All cancellations or changes must be requested via email **by 4:00 p.m. the day prior** to the scheduled session.
- Missed appointments result in a **no-show fine**:
    - **First miss**: free pass.
    - **Subsequent misses**: fined the cost of the session.
- Students must bring **books and notes** to sessions; arriving unprepared counts as a no-show.

Academic Integrity Expectations:

- Tutors and students must follow **University, SEC, and NCAA rules**.
- Tutors may not:
    - Work on **graded assignments**, including homework, quizzes, or exams.
    - Provide special study materials or benefits such as meals or transportation.
    - Type papers or edit content beyond grammar and formatting assistance.
    - Operate a student's computer during sessions.
- Violations will be reported to the **University Judicial Board** and Compliance Office.

Student Learning Outcomes

These milestones guide student-athletes throughout their college careers:

Year	Key Goals
First Year	Develop a graduation plan with your Academic Counselor, complete mandatory study requirements, and attend **Razorback Ready Orientation**.
Second Year	Revisit and adjust your graduation plan as needed.
Third Year	Conduct a **degree audit** with your campus academic advisor to confirm you are on track for graduation.
Graduating Year	Apply for graduation through the Registrar's website and celebrate your accomplishment.

Ongoing Responsibilities:

- Maintain **good academic standing**:
    - **Undergraduates**: 12 credit hours per semester.
    - **Graduate students**: 9 credit hours per semester.
- Understand and track **degree requirements**.
- Maintain compliance with **continuing education and eligibility rules**.

Course Registration Guidelines

To ensure eligibility and degree progress, student-athletes must:

1. Meet with their **faculty or professional academic advisor** (not just an academic counselor).
2. Work with their Academic Counselor to prepare for advising, focusing on travel and NCAA eligibility needs.
3. Follow this **four-step process before dropping, adding, or declaring a major**:
    1. Obtain approval from Academic Services staff.
    2. Consult with your academic advisor and secure signatures.

3. Inform your coaching staff.
4. Confirm both athletic and academic requirements are met before finalizing changes.

Failure to follow these steps may result in:

- Loss of **athletic eligibility**,
- Loss of **financial aid**, and/or
- Delayed progress toward graduation.

Grade Monitoring & Confidentiality

- Academic progress reports may be requested from instructors throughout the semester.
- Academic Services staff work with coaches to track performance and address issues early.
- **Confidentiality**: Academic progress information is shared only with individuals who have a **"right and need to know"**, such as coaches, faculty, and department administrators.

If personal counseling is needed, Academic Services will coordinate directly with the **Mental Health and Performance staff**.

Academic Eligibility for Competition

Student-athletes must meet **NCAA, SEC, and University of Arkansas** academic requirements to remain eligible. Key rules include:

- **Full-Time Enrollment**:
    - Undergraduates must register for **12+ credit hours** each semester.
    - Dropping below 12 hours immediately makes a student **ineligible to practice or compete**.
- **Degree Progress Benchmarks:**
    - By the **second year**: 24 total hours earned (18 during fall/spring).

    - By the **fifth semester**: 40% of degree completed.
    - By the **seventh semester**: 60% of degree completed.
    - By the **ninth semester**: 80% of degree completed.
- **GPA Requirements:**
    - Second year: Minimum cumulative GPA of **1.80**.
    - Third year: **1.90**.
    - Fourth year and beyond: **2.00**.

Students who become academically ineligible **may not travel or compete** until eligibility is restored.

University Academic Policies

- Refer to the **Undergraduate Studies Catalog** for official university policies: http://catalog.uark.edu/undergraduatecatalog/.
- Student-athletes are responsible for understanding **academic standing policies**, including probation, suspension, and dismissal guidelines.

Summary of Academic Standing:

- **Good Standing**: Cumulative GPA ≥ 2.00.
- **Probation**: Cumulative GPA < 2.00.
- **Suspension**: Failure to meet minimum GPA requirements while on probation.
- **Dismissal**: Failure to meet requirements after returning from suspension.

Center for Educational Access (CEA)

The **CEA** serves as the central resource for students with documented disabilities. It ensures **equal access** to university programs and provides reasonable accommodations such as:

- Alternative print formats,
- Sign language interpretation,

- Assistive technology training and equipment.

To qualify, students must register with the CEA and provide appropriate documentation.

For more information, visit the CEA website or contact your Academic Counselor.
