

Frequently Asked Questions

About Coach training and certification

insidetrack

WHO IS INSIDETRACK?

InsideTrack is the nation's leading provider of student coaching services aimed at increasing student engagement, persistence, and success. Since 2001, InsideTrack has coached more than 250,000 students at 50+ campuses and has consistently demonstrated improved outcomes for both students and colleges and universities.

WHO ARE THE COACHES?

All coaches are selected based on an intensive screening and assessment process and receive extensive professional training. They are passionate about education and helping others succeed, have demonstrated the ability to motivate students to reach their goals, have a high degree of emotional intelligence, and have completed their Bachelor's degree or higher. Coaches also receive ongoing training through five professional certification levels.

HOW ARE COACHES TRAINED AND DEVELOPED?

InsideTrack's training is based on interactive, experiential learning. New coaches receive two weeks of full-time training and must pass a written and oral exam before receiving Level One Coach Certification and becoming eligible to work with students.

Certified Coaches continue to develop their skills by leveraging ongoing professional development opportunities that include:

- Weekly one on one professional development meetings with a Campus Director.
- Four hours of coaching call debrief sessions per month with a Coaching Quality Manager.
- Five levels of Coach Certification training led by InsideTrack's Professional Development team.
- Regular team meetings and campus-specific professional development sessions.
- Quarterly management and leadership summits.
- Professional development opportunities such as Six Sigma training. Department Specialist Roles enable career growth and provide increased professional development for coaches who want to contribute beyond the coaching role.

HOW ARE COACHES MANAGED?

Coaches are supported in both their personal and professional development by the InsideTrack Campus Directors are experienced managers who ensure that coaches work on a weekly basis towards goals—both qualitative and quantitative—that will maximize the impact of coaching. We have found that teams of coaches perform at high levels when Campus Directors provide them with clear, measurable goals and the training and motivation to achieve these goals.