



**CSM LEARN**  
High Performance, for every

- ▶ The role of coaches
- ▶ CSMlearn Expert Coaching
- ▶ Using your own coaches

## CSM COACHING OPTIONS OVERVIEW

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# Overview

Coaches are critical for increasing completion rates and decreasing time to earning of the CSM Certificate. This document covers the role of coaches on CSM and coaching options, including CSMlearn Expert Coaches and professional development for your own coaches.

## Role of Coaches on CSM

### What Coaches Do

Coaches on CSM serve many roles, including:

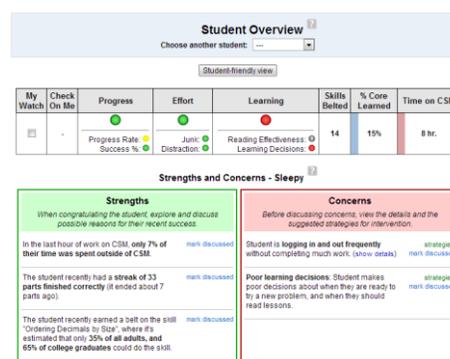
- helping students to learn the CSM interface and to navigate the resources available to them
- working with students to determine how they learn best, including discussing lesson choices that students are making, determining whether they are learning effectively from those choices, and helping them develop effective learning strategies
- monitoring student distraction and frustration, and helping students build strategies and mindsets for persisting in the face of challenges
- helping students stay on track towards completion by monitoring the amount students work and tracking that against the Completion Predictor

### The Toolkit

The CSM Toolkit allows coaches to monitor and communicate with students. The Toolkit provides extensive information on student skill progress, and develops a deep pedagogical profile of each student that indicates how they are behaving and learning.

Coaches are supported by artificial intelligence algorithms that indicate which students need immediate intervention. These are updated every 10 minutes with personalized strengths and concerns for each student.

The Toolkit also includes a multitude of reporting features, including exportable weekly progress reports, reports on total skills learned per student, Completion Predictor graphs, and more.



# CSM Expert Coaching

## What Expert Coaches do

CSMlearn Expert Coaches will provide white-glove implementation and coaching services including:

- Orienting students to CSM through individual or group orientation calls, webinars, or videos
- Performing all the coaching services above
- Communicating with students via email, text, phone, and internal CSM messaging
- Reporting regularly to the your Program Coordinator

Expert Coaches continue to coach students until they earn their CSM Certificate, even if your program has completed before they finish.

CSMlearn will make a good faith effort to assist the students in earning their CSM Certificates, but does not guarantee that all students will be successful in earning their CSM Certificates. If a student is non-responsive for a period of 4 weeks, CSMlearn may suspend Expert Coaching Services until the student resumes contact.

## What you do

You will provide a Program Coordinator to:

- serve as a single point of contact for CSMlearn
- purchase credits, register students, and assign services, including Expert Coaching Services
- work with your organization's assigned Expert Coach(es) to complete the Expert Coach Planning Worksheet. This ensures that the coach(es) understand your programs goals, duration, starting times, reasons for completion, and the students that you serve.
- contact students who are unresponsive to Expert Coach outreach

## Cost

CSMlearn Expert Coaches cost \$99/student, including all program implementation and support.

# Using your own coaches

## Who can coach?

Many programs use their own staff to coach participants on CSM. Coaches range from professional instructors, to volunteers, to corporate learning and development staff, to past program participants! Coaches do NOT need to be professional instructors, or content experts in math or other CSM content.

## Professional Development

**High Performance Coaching.** All coaches should complete the CSM High Performance Coaching professional development course before beginning to coach with CSM. High Performance Coaching covers the CSM philosophy, curriculum, and coaching and reporting tools. Coaches responses to required short-answer questions are evaluated by CSMlearn staff to ensure understanding of coaching best practices. These lessons are interwoven with the first few skills on CSM to ensure that coaches are familiar with the CSM instructional interface and student resources.

**Coaching Resources.** Coaches have access to Coaching Resources, a repository of resources including student orientation videos, handouts, and lesson plans on topics such as encouraging effective learning decisions and how to deal with frustration.

**Earning CSM Certificates.** If possible, coaches should earn their own CSM Certificates to learn the breadth of the CSM curriculum and build their own High Performance competencies. Many coaches work alongside participants during the program, sharing strategies that are working for them, and demonstrating how to persist through frustration.

**Check-ins.** Coaches can also take advantage of free “check-ins” with CSMlearn staff, who are ready to discuss any issues that may arise before, during, or after implementation, including questions about reporting, specific students, classroom organization, program set-up, etc.

## Cost

All professional development and program support is provided at no cost to encourage implementation with fidelity.