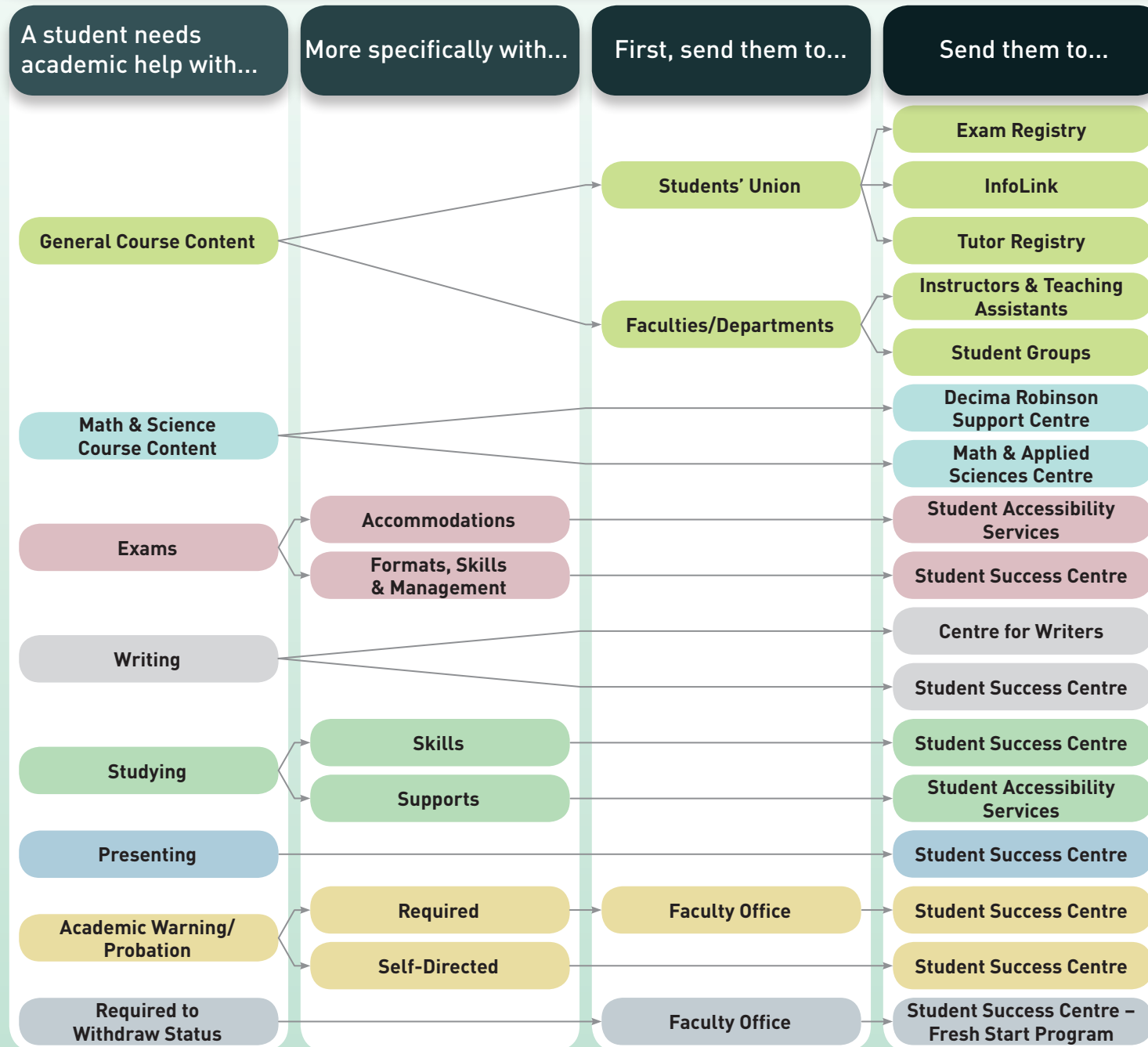


where do you send U of A students for academic help?



Services Contact Information

General Student Services

Aboriginal Student Services Centre
2-400 SUB | 780.492.5677
www.aboriginalservices.ualberta.ca

Counselling and Clinical Services
2-600 SUB | 780.492.5205
www.mentalhealth.ualberta.ca

Math and Applied Sciences Centre
289 CAB | 780.492.6272
www.masc.ualberta.ca

Office of the Student Ombuds
5-02 SUB | 780.492.4689
www.ombudservice.ualberta.ca

Student Accessibility Services
1-80 SUB | 780.492.3381
www.uab.ca/accessibility

Student Success Centre
2-300 SUB | 780.492.2682
www.studentsuccess.ualberta.ca

University Health Centre
2-200 SUB | 780.492.2612
www.uhc.ualberta.ca

Faculty-Based Services

Faculties/Departments
Instructors, Teaching Assistants, & Student Groups
Please refer to specific Faculties for details

Centre for Writers/Faculty of Arts
1-42 Assiniboia Hall | 780.492.2639
www.c4w.ualberta.ca

Decima Robinson Support Centre/Faculty of Science
528 CAB
www.mathstats.ualberta.ca/SupportCentre

Students' Union Services

InfoLink
0-81 SUB - Main Office | 780.492.4212
www.su.ualberta.ca/services/infolink

Exam Registry
www.su.ualberta.ca/services/infolink/exam/

Tutor Registry
www.su.ualberta.ca/services/infolink/tutor/registry/

how to help students access academic help

what is academic help?

Academic help includes skills, resources, advice, and supports to improve, develop, or facilitate academic performance. All students develop their academic skills as they progress through their degrees and, ideally, should access available academic resources from the start.

Generally, students should access help when they:

- start a new degree or program
- require accommodations/supports
- enter more advanced courses
- want to improve their skills and/or performance

Students may also be referred to other campus services (e.g., Student Accessibility Services, Counselling and Clinical Services, Aboriginal Student Services Centre, the University Health Centre, Office of the Student Ombuds) based on their needs.

indicators for academic help

It is normal for students to be unsure of the kind of help they need, or to feel uncertain or hesitant about seeking help. Students may not directly say they need help, but there are many ways they might communicate their desire for support.

A few common indicators are:

verbal indicators

- "I don't know where or how to start..."
- "I want to do better in..."
- "I am working hard but..."
- "I'm (frustrated, bored, angry, etc.) with/at..."
- "I go to class and study but..."
- "I don't understand..."
- "What else can I do?"
- "I don't know if I can do it."
- "How do other students do it?"

behavioural indicators

- Disappointment in grades
- Interest in improving academic skills
- Ineffective study, exam, writing, or communication skills
- Poor academic performance
- Grades not matching efforts
- Interest in better managing academic challenges
- Poor organization or time management
- Misunderstanding course concepts and expectations

identifying and referring

ask and explore →

Ask them to elaborate by using open-ended questions to start a discussion that explores their challenge.

- "I'm glad you asked about..."
- "Can you tell me more about..."
- "What types of material are you struggling with?"

Be positive and use non-judgmental language.

consider the options →

Review the flowchart on the reverse to determine what types of services are available.

Identify other support options, including:

- speaking with the instructor
- hiring a tutor
- connecting with a subject librarian*

refer

Depending on your role, provide a referral in one or more of these ways:

- Contact the service directly
- Provide them with details for accessing a specific service
- Help them book an appointment
- Follow up with the student to see how it went

Once you have identified and referred the appropriate academic support for a student, reassure them that all services are focused on helping students. The sooner students access services, the sooner they will reach their academic goals, decrease stress, and increase motivation.

***Students who need research assistance can be referred to the U of A Libraries.** The libraries provide resources in finding information, using databases or other electronic resources, and doing library research. Subject guides can be found online for each campus, faculty, and/or discipline. Subject librarians are experts in the library resources that are available for each faculty or discipline. For more information, visit www.library.ualberta.ca.

Still not sure where to refer?

Sometimes advisors are not sure whether students' concerns are related to academics or learning. Refer these students to the Student Success Centre where staff can help determine the best resources to address students' concerns.

Please Note: Listed resources are located on the North University of Alberta Campus. Similar resources are available at other U of A campuses, and students attending other U of A campuses are able to access the University's student services on the North Campus. These resources are not exhaustive of all academic resources available at the U of A. Please check with faculty offices for additional internal resources.

Have we missed something? Please let us know at success@ualberta.ca.



UNIVERSITY OF ALBERTA
STUDENT SUCCESS CENTRE
www.studentsuccess.ualberta.ca

January 2016