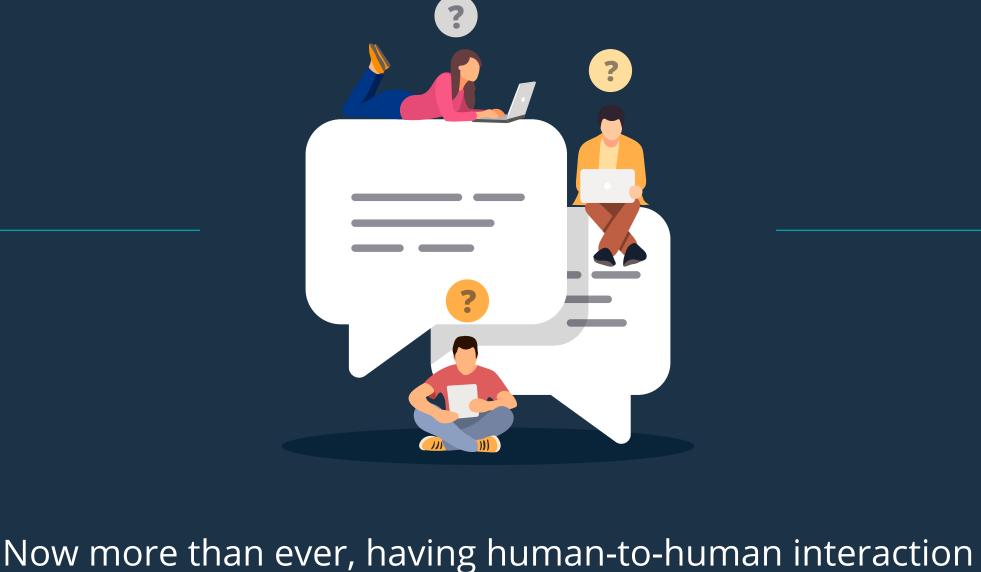
Advising in

TIMES OF UNCERTAINTY



matters. While faculty are unable to connect with students in traditional ways, there is plenty they can do to provide virtual support. Here, we outline four steps to help your students through these difficult times.

STEP

Connect

Listen to the student's concerns.

Send a message to check in.

Ask follow-up questions.

These gestures may seem simple, but you shouldn't

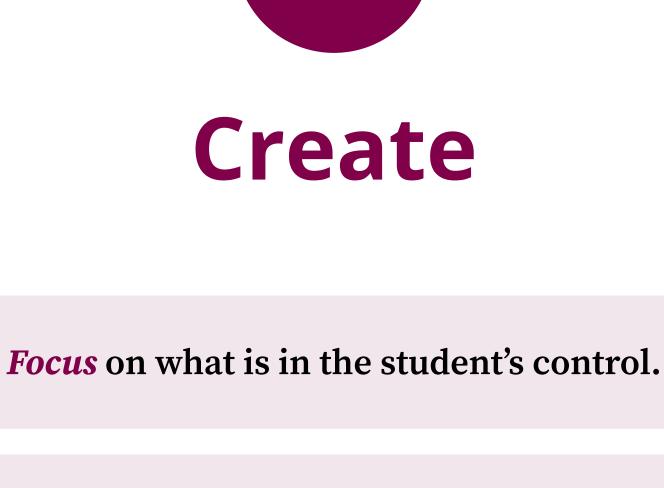
underestimate the impact they will have. Just reaching out to

a student shows them they have someone to talk to. By asking

Paraphrase and check for understanding.

follow-up questions and paraphrasing, students know that you are actively listening, and it makes them feel heard.

STEP



Ask about the student's ideal outcome and what

they would like to see happen next.

Emphasize the strengths the student possesses.

When times are uncertain, it can feel like everything is out of our control. Faculty should talk to students about their futures and

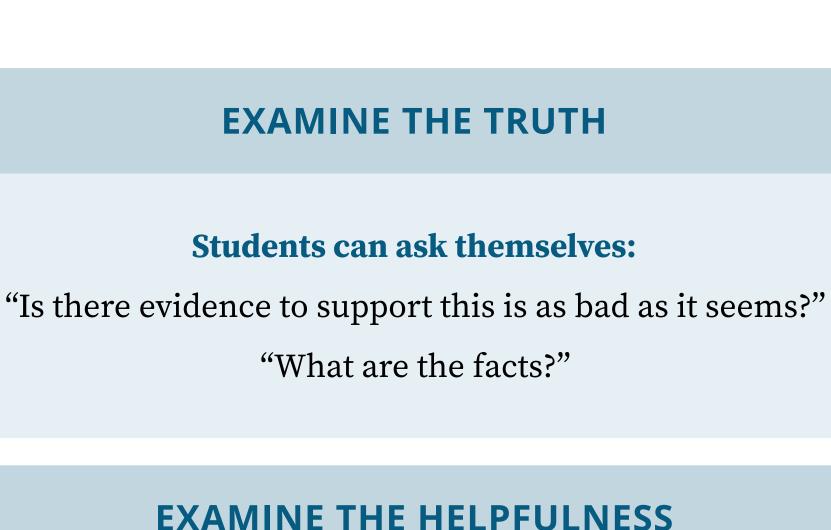
remind them to focus on their individual goals. By setting up a plan,

students can feel that their success is in their control.

STEP

3

Challenge



EXAMINE AN ALTERNATIVE

Students can ask themselves:

"Is there another way I can view this situation that is more

accurate and more helpful?"

Students can ask themselves:

"Is it helpful for me to focus on this right now?"

It's important to encourage students to examine the truth. Especially during times of uncertainty, false information is

everywhere. Faculty can guide students toward the facts

and provide accurate sources and information. Challenge

your students to think differently.

STEP

Collaborate & Commit

Document clear next steps with timestamps

for both you and your students.

Make a verbal or written commitment to

take the next steps.

Encourage the student to do the same.

Develop a plan that works best for you and your students. Make

sure the steps have time stamps so your students know that not

only do they need to make this deadline, but you do as well.

We recommend writing these steps down. When you write things

down, it has a different level of commitment than when you say

something. Suggest that students email you their plans so they are held accountable.

By following these steps, you will show your students they have your full support and you are willing to work with them to find solutions in the areas they are struggling. At Wiley Education Services, we utilize data-driven tools to anticipate student challenges and deploy hands-on support to foster success, helping students stay on track through graduation. For more helpful information on student retention support, check out our Resources.

