

ASK/ACKNOWLEDGE, AFFIRM, CONNECT

ASK/ACKNOWLEDGE

Check in with students on how they are doing or share a concerning behavior you have noticed.

Tell me more about what is going on for you? How

long have you been navigating this?

I noticed you have missed class for the last few weeks, how are things going for you?

AFFIRM

Demonstrate empathy through active listening, statements, and gestures that recognize student strengths and validate their feelings. Provide encouragement.

Thank you for being comfortable sharing with me, that took a lot of courage.

I appreciate you sharing this with me, getting help can be hard and we have great support here for you.

CONNECT

Encourage help-seeking through sharing information about resources, guiding the student in planning their own next step, and checking in on what success will look like for their next step or what additional support they may need.

Issue a connection using Navigate and encourage the student to review information they receive and respond to outreach.

I know a resource that may be helpful for you, would it be ok if we talk through that together?

What would a next step look like for you? What would be helpful for you?

What would progress or success look like for you on your next step?

How can I support you in achieving your next step?

OTHER TIPS WHEN CONNECTING WITH STUDENTS

- Remind students if you are not a confidential resource at the beginning of a conversation.
- Always keep in mind safety if you or others are in any danger – call ISUPD.
- Know your limitations. You are not expected to serve as a counselor. Rather, your role is in listening and connecting the student to support.
- Take care of yourself, there are resources available to employees if you need to talk to someone about the impact of a situation for yourself.
- If you are unsure how to proceed the Office of Student Assistance is available for consultation. Call 515-294-1020 or email studentassistance@iastate.edu.

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