

Student Care: What to Expect

Before

We will always try to prioritize your first meeting to be as soon as we can. Translation services can also be explored if needed.

During busier times of year, we may have to space out our meetings so we can give each student our prioritized attention.

Contact us by e-mail, text, or inquiry submission and you will receive directions to book an initial meeting directly with a designated staff member.

If your appointment is more than a week away, hang in there. Feel welcome to check-in with your advisor and other resources while you wait.

During

We will create space to learn about what you're navigating and the obstacles you've been facing.

We will develop an action plan on what resources we'll connect with, next steps, and when we'll meet next.

We will identify if you will continue to meet with your current staff member or if continued follow up will be led by our Student Care intern team.

We will continue working together until we have resolved as many concerns as we can. We'll take things one step at a time.

After

We will send you a copy of our meeting notes to capture what we planned.

You will schedule a follow-up appointment with our staff or intern team within one week of our first meeting.

We are able to schedule one follow-up meeting per week. We are happy to meet with you up to three more times after your initial meeting.

On average, students request two follow-up meetings. If further follow-up is needed after four meetings, we'll explore options with our Student Care interns.