

Supporting all students through the pandemic and the transition to online learning

It is important that we support our students emotionally through this moment. We still have two weeks of the Lent Term and the assessment period. The following are just basics to ensure that we are supporting all of our students:

1. Know your students: think about and attempt to understand how the following have an impact on their day-to-day living: health care, food, housing, financial consequences, employment, visas, loneliness and isolation.
2. Communicate care for your students: students are humans first. The more a student feels connected to and understood by their college or university, the more likely they are to stay enrolled and engaged. The language you use to communicate about the response to COVID-19 matters—it must convey care along with urgency. Communicate the need for physical distance as opposed to social distance to emphasise that you are still a community while observing recommended prevention practices.
3. Inform your students: consider using multiple platforms and modes to reach students and ensure that the information reaches its intended audience. Providing the contact information of a specific person to answer specific questions is particularly helpful. Please avoid offering only generic emails where students cannot be confident that they will receive a response in a timely fashion.

We will be facilitating Atlas sessions which will focus on providing academic mentoring online. Please do register.