TIMES OF UNCERTAINTY

Now more than ever, having human-to-human interaction 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 1: Connect**

**DESCRIBE THE TRIUMPHS**

- Send a message to check in.
- Explore the strengths the student possesses.
- Document clear next steps with timestamps for both you and your students.
- Ask follow-up questions.
- Make a verbal or written commitment to take the next steps.
- Encourage the student to do the same.
- Paraphrase and check for understanding.

**STEP 2: Create**

**EXAMINE THE TRUTH**

- Students can ask themselves: “Is there evidence to support this is as bad as it seems?”
- “What are the facts?”

**EXAMINE THE HELPFULNESS**

- Students can ask themselves: “Is it helpful for me to focus on this right now?”

**EXAMINE AN ALTERNATIVE**

- Students can ask themselves: “Is there another way I can view this situation that is more accurate and more helpful?”

**STEP 3: Challenge**

- It’s important to encourage students to examine the truth. False information can be harmful, and it’s important to help them learn the facts and process information accurately. Faculty can guide students toward the facts accurately and help them generate the right information to help your students to think differently.

- 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 listing these steps down. When you write things down, you’re more likely to remember them than when you read or hear them. You can create a spreadsheet or a document to help you and your students stay on track.

**STEP 4: Collaborate & Commit**

- By following these steps, you will show your students they have your full support and commitment. In unpredictable times, there are no guarantees in life. Faculty who support their students will fare better in the difficult times 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.

edservices.wiley.com

Advising in Times of Uncertainty

When times are uncertain, it is so helpful to feel some sense of control. Faculty should talk to students about their brainstormed ideas for how to take this in their individual ways. By setting up a plan, students can feel that their success is in their control.