

# USupport FAQs - Students

## What is USupport?

USupport is a new platform that allows Instructors to refer students who may be facing obstacles in their classes to the Student Success Advising team. Instructors may highlight issues such as a lack of attendance, missed assignments, or overall poor performance. Instructors may also suggest specific supports that they believe would benefit the student.

## How does the USupport program work?

Each term, all Instructors will be asked to identify students who have not been attending classes, or have missed tests/assignments, or who have poor academic performance. This will take place at the halfway point for Fall, Fall/Winter, Winter and Spring term courses

Students who have been identified through the USupport process will be contacted by a Student Success Advisor and offered supports related to academic strategies, problem solving and referrals to resources on and off campus.

## Why was I contacted by a Student Success Advisor?

Student Success Advisors are here to help you achieve your full academic potential as you progress through your studies and, as such, may contact you for a variety of reasons. They may reach out to you and offer support if you have experienced an academic status change such as when students are put on academic probation. They may also reach out if they have received a referral from a faculty or staff member on campus indicating that your academic performance has changed. Student Success Advisors are here to assist you in overcoming challenges and help you to avoid roadblocks that might impact your educational plans.

## What happens after I am contacted by a Student Success Advisor?

After you receive an email and/or phone invitation to participate in Student Success Advising, we ask that you let us know if you want to participate in the Student Success Advising process.

Should you express an interest in working with a Student Success Advisor, they will set up an appointment to learn more about you and start creating an academic plan to assist you as you move forward with your studies. You will also be referred to any relevant academic supports available.

Even if you decline the offer of support or do not respond to the initial outreach by a Student Success Advisor, you are always welcome to connect with us in the future. You can email the Student Success Advisors at [studentsuccess@uwinnipeg.ca](mailto:studentsuccess@uwinnipeg.ca) at any time.

## Can students use USupport to refer themselves or to identify concerns about other students?

Students can refer themselves by emailing [studentsuccess@uwinnipeg.ca](mailto:studentsuccess@uwinnipeg.ca) and one of the Student Success Advisors will reach out to them.

Due to privacy regulations, students will not be able to identify other students they are concerned about. If you are worried about your peer, it is recommended that you encourage them to reach out to the Student Success Advisors through e-mail at [studentsuccess@uwinnipeg.ca](mailto:studentsuccess@uwinnipeg.ca) or in person.

## How does USupport affect student privacy?

All records are kept confidential. Information collected through USupport will be restricted to those individuals who are directly supporting the students. Students, faculty, and staff who have privacy concerns should contact the Student Success Advisors at [studentsuccess@uwinnipeg.ca](mailto:studentsuccess@uwinnipeg.ca). Your personal information is collected under the University of Winnipeg Act and 36(1)(b) of the Freedom of Information and Protection of Privacy Act ("FIPPA"). It is only collected for the operation of the USupport program.

## Does the USupport program affect students' academic records or decisions related to funding or academic status?

Information that is associated with USupport will not affect the students' academic record including their academic status or decisions related to funding. Information associated with USupport is not accessible to anyone other than authorized personnel involved in supporting the student.

## Does USupport have a negative effect on my academic status?

The USupport program was created to enhance academic supports for students at The University of Winnipeg. Student Success Advisors aim to help students succeed and flourish as they move forward with their academics. The USupport program enhances the ability of faculty and staff to look out for the wellbeing of students and connect with those who may benefit from support. The USupport program is not a disciplinary program. Students have the right to accept or decline the support being offered.