

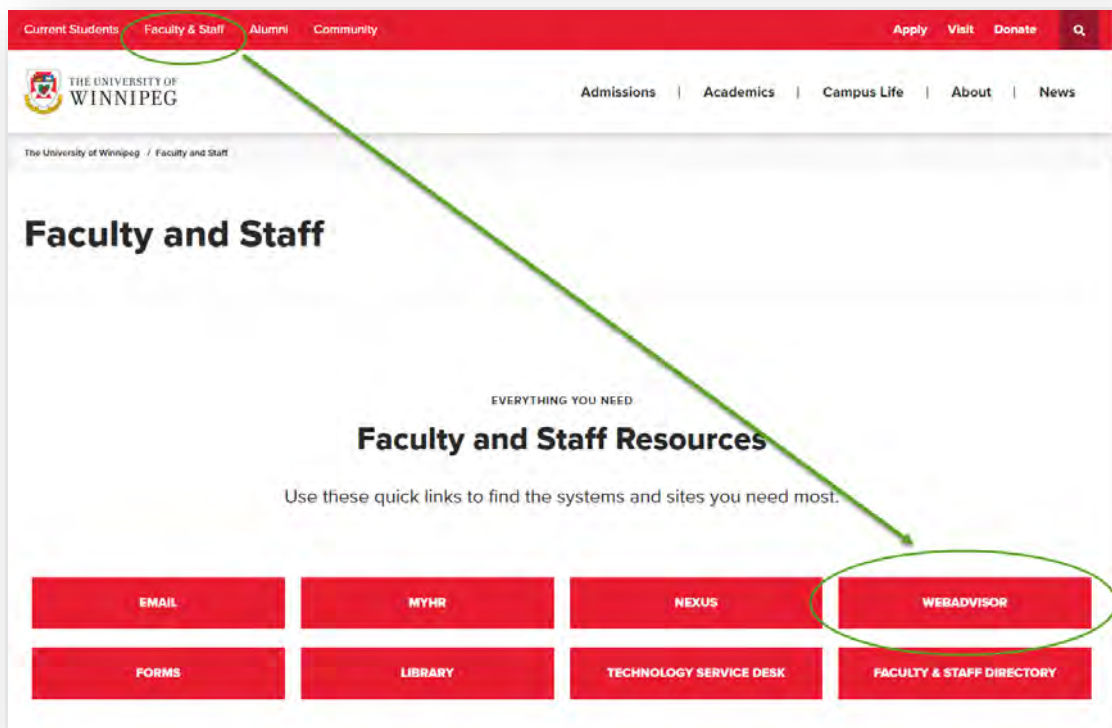
Faculty – Making a Referral through USupport

OVERVIEW

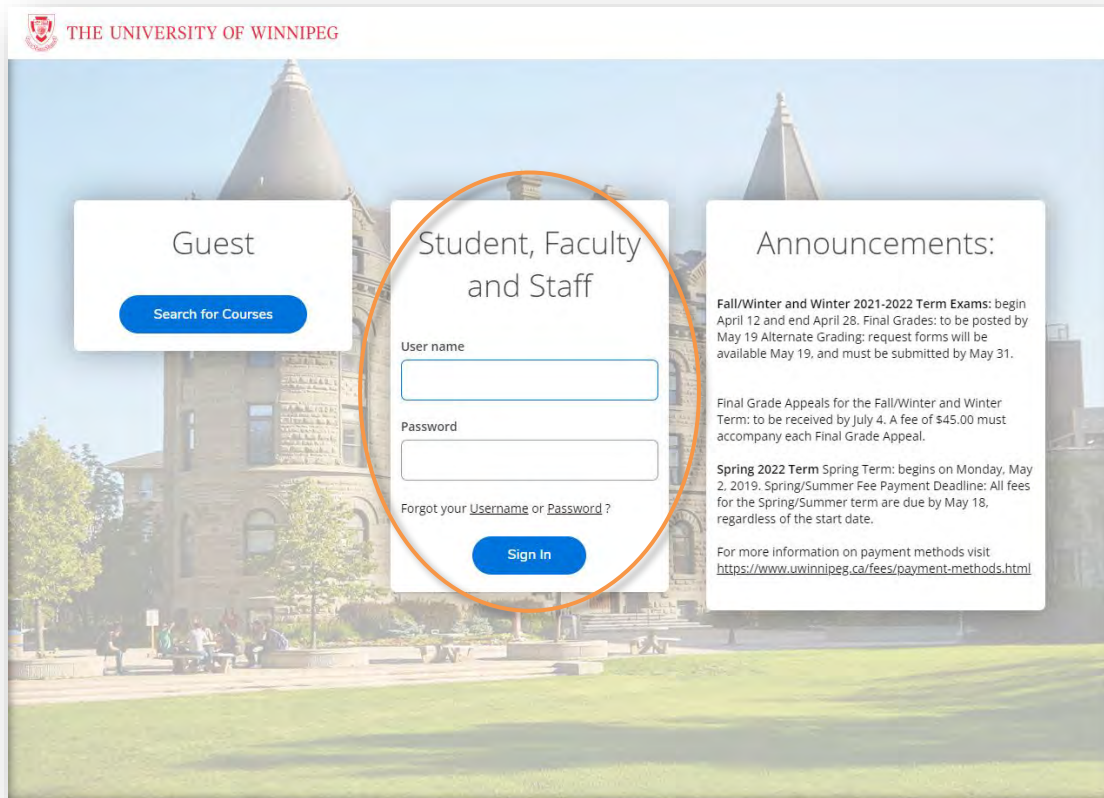
USupport is a new tool that allows faculty to connect students with various support services around campus, through referrals to our Student Success Advisors.

ACCESS USUPPORT

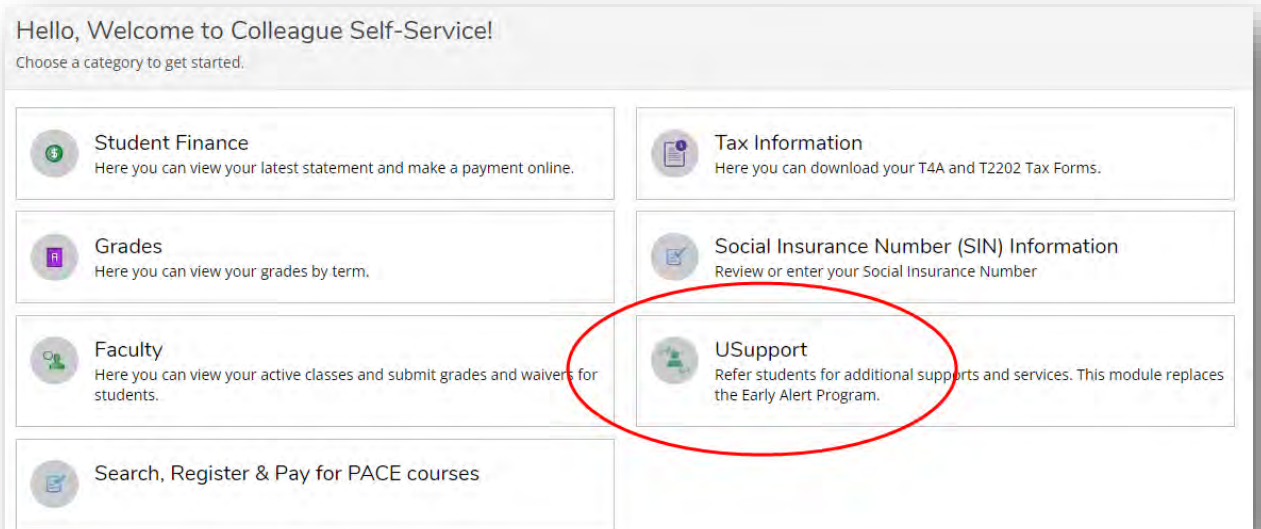
1. Access WebAdvisor by selecting **Faculty & Staff** at the top of the UWinnipeg webpage, and then select **WebAdvisor**.



2. Once you have navigated to WebAdvisor, enter your user name and password and select **Sign In**.



3. Click the **USupport** category to access the USupport module.



CREATE A USUPPORT CASE

1. On the **Submit a Referral** tab, enter the student name or student number.
2. Click the enter key or the magnifying glass to search for the student.
3. One or more students will appear – click the student information to create a new case.

The screenshot shows the 'USupport' interface. At the top, there are two tabs: 'My Referrals' and 'Submit a Referral', with the latter being the active tab. Below the tabs is a search bar labeled 'Student Name or ID'. The search bar contains the text '1115166' and a magnifying glass icon. A dropdown menu is open below the search bar, displaying a list of search results for the ID '1115166'. The results include: 'Test, Registration R.', 'Global Welcome Centre', 'Integrated B.Ed Program - Early/Middle Years Stream', 'Master of Marriage & Family Therapy', 'Master of Divinity', 'Collegiate High School Diploma', 'Master in Management', 'Certificate in Theory (Marriage & Family Therapy)', 'Certificate in Therapy (Marriage & Family Therapy)', and 'English As an Additional Language, Full Time'. In the bottom right corner of the interface, there is a copyright notice: '© 2000-2022 Ellucian Co'.

4. Select the **Case Type** from the **Identify your main concern** dropdown menu.
5. Enter the course section information in the **Course Information** field.
6. Enter any details which may assist Student Services in helping the student in the **Referral Notes** section.
7. After all above fields are entered, click the **Save** button. Your referral will be sent to the Student Success Advisors.

The screenshot shows the 'USupport' interface for submitting a referral. At the top, there are two tabs: 'My Referrals' and 'Submit a Referral', with the latter being the active tab. Below the tabs, there is a search field for 'Student Name or ID' containing the text '1115166'. Underneath, a 'Referral for' section displays a profile card for 'Test, Registration R.' with the ID '1115166'. The 'Actions' section includes a dropdown menu for 'Identify your main concern (additional concerns can be included in your Referral Notes): *' with the text 'Select a Case Type...'. Below this is a text field for 'Course Information (Eg. CHEM-1111-001) *' with the placeholder 'Enter summary details here...'. The 'Referral Notes' section is a large text area with the placeholder 'Add comment...'. At the bottom, there are two buttons: 'Cancel' and 'Save'.

NOTE: Once your case has been submitted, an email will be sent out to the student indicating that they have been referred for Student Success Advising, and inviting them to book an appointment. See Sample Email below.

Sample Email to Students

Dear [Student Name],
[Student Number]

You have been referred for Student Success Advising through The University of Winnipeg's new *USupport* platform. Student Success Advisors are here to help you achieve your full academic potential as you progress through your studies. We're available to assist you in overcoming challenges and to address roadblocks that might impact your educational plans, in a safe, non-judgmental environment.

We'd like to invite you to make an appointment to touch base about your progress this term. You can set up an appointment using the myVisit app, or at myvisit.com – Student Success Advisors are listed under the Services menu. An Advisor may also reach out to you by email or phone in the future.

In the meantime, here are some additional resources that you may find useful:

- [Study Skills Workshops](#)
- [Tutoring Services & Mentor Programs](#)
- [Withdrawal Schedule for Spring Courses](#)
- [Counselling Services](#)

One new resource that is available to you is the Student Success Coaching Program. Interested students will be matched with an experienced Student Coach, who can assist with study skills, assignment review, exam preparation, and more! Apply today using the following form: <https://forms.office.com/r/aDJjVqjc2Y>.

Additional resources can be found in the [2021/22 Resource Guide](#).

Student Success Advisors are here to provide support and guidance. This referral will **not** impact your student record or relationship with instructors. Even though you have received this email, you are under no obligation to participate in Student Success Advising.

If you have any questions about Student Success Advising or the *USupport* platform, please do not hesitate to reach out to us at studentsuccess@uwinnipeg.ca.

We look forward to speaking with you!

Sincerely,

Student Success Advising Team
Academic and Career Services