

# USupport on Self Service : FAQs- Faculty and Staff

## How does USupport differ from the prior Early Alert Program?

The main difference with the implementation of USupport is how referrals are made. While Early Alert asked instructors and staff to send in referrals via a form on the UWinnipeg website, USupport allows instructors to submit referrals through the module on Self Service or directly from their class lists.

As with Early Alert, the main goal of USupport is to foster early connections between students who are facing obstacles with the supports that may assist them in their academic success.

## How does USupport work?

Through the new USupport module, Instructors can 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. For instructions on how to make a referral through USupport, please see our helpful guide.

**We highly recommend that Instructors submit these referrals between weeks 4 and 6 of each term**, to ensure that Advisors are able to connect with students in time to improve their academic performance or make important decisions related to their studies. However, the USupport module is available all term, and referrals can be made at any time.

Once a referral is received through USupport, Student Success Advisors will reach out to students and work with them on problem-solving and academic strategies, and connect them to available resources such as tutoring, the Student Success Coaching Program, Student Wellness, International, Immigrant and Refugee Student Services, and Aboriginal Student Services.

## What is the role of the Instructor?

Instructors are in the best position to identify students who may benefit from additional support and skill-building assistance. Student Success Advisors regularly reach out to students whose grades indicate they are at risk of attrition from their program, but this outreach is necessarily delayed until after final grades for each term are posted. Earlier intervention is only possible with the assistance of our faculty and staff members who have regular, direct contact with students and can identify issues as they arise. We

recognize the invaluable support that Instructors already provide for their students, and USupport is meant to bolster this support by making the referral process as simple as possible.

### What is the role of a Student Success Advisor?

Student Success Advisors have similar responsibilities to Academic Advisors but we specialize in working with students who may be facing obstacles to their academic success. We often work with students who have experienced status changes or who are unsatisfied with their academic progress. Together with the student, we create a plan for academic success which is tailored to the individual needs of the student. We also refer students to academic supports and resources on and off-campus such as the Tutoring Centre, Academic Coaching, the Student Wellness Centre, Accessibility Services, IIRSS, and ASSC. Student Success Advisors also facilitate skill-building sessions, such as the [Study Skills Workshop series](#).

### How does USupport affect student privacy?

All records are kept confidential. Information collected through this program will be restricted to those individuals who are directly supporting the students. **This information is not used to evaluate status, appeal decisions, or awards eligibility.** Students' 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.

Students, faculty, and staff who have privacy concerns should contact the Student Success Advisors at [studentsuccess@uwinnipeg.ca](mailto:studentsuccess@uwinnipeg.ca)

### Will students know that I have made a referral?

Yes, students are notified by email when a referral from an instructor has been received through USupport. This email does include the course information, but does not include the specific referral case type or notes included on the referral form. However, we will disclose this information to the student if asked.

### What if students have concerns that this program could have a negative effect on them?

We understand that being referred for help can be stressful for students, which is why we emphasize in all of our communications that this program is meant to provide support, not judgement or punishment for a student's academic performance. This is in no way a disciplinary program, nor will it appear in any official student record. **This information is not used to evaluate status, appeal decisions, or awards eligibility.** Students also have the right to decline any invitation to participate in Student Success Advising, but we will always leave the door open for future communication.

## Does USupport replace the Class Roster sheet?

At this point in time, USupport does not replace the Class Roster Issue sheet that instructors submit mid-term. USupport is intended to facilitate support and academic skill development for students, with the goal of helping students persist in their studies and enhance their academic success.