



THE UNIVERSITY OF WINNIPEG

Academic and Career Services

USupport FAQ- Students

What is USupport?

USupport is a platform that allows instructors to refer students who may be facing challenges in their courses to the Student Success Advising team. Instructors can highlight concerns such as low attendance, missed coursework, or overall academic struggles, and may also suggest specific supports to assist the student.

Created to enhance academic support, USupport helps Student Success Advisors connect with students and provide guidance to help them progress in their studies. It also enables faculty and staff to proactively support student wellbeing.

USupport is not a disciplinary tool. Participation is voluntary, and students can choose to accept or decline the support offered.

How does USupport work?

Instructors are asked to identify students who may benefit from additional support. Students 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.

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 offer support if you have experienced an academic status change, or if they have received a referral indicating that your academic performance has changed. Advisors are available to assist you in overcoming challenges and help you to avoid roadblocks that might impact your educational plans.



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

After being contacted about Student Success Advising, we ask that you let us know whether you'd like to participate.

If you choose to work with a Student Success Advisor, you'll be invited to book an appointment to discuss your needs, develop an academic plan, and explore relevant support services.

If you decide not to participate or do not respond to the initial outreach, you are always welcome to connect with us in the future at studentsuccess@uwinnipeg.ca.

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

Students can refer themselves by emailing studentsuccess@uwinnipeg.ca.

Due to privacy regulations, students are 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 us through e-mail at studentsuccess@uwinnipeg.ca.

How does USupport affect student privacy?

All records are kept confidential. Information collected through USupport is restricted to those individuals directly supporting the student. The professor who referred you may be informed that a Student Success Advisor contacted you, but the details of your conversation will remain confidential.

Those with privacy concerns should email studentsuccess@uwinnipeg.ca. 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 USupport.

Does USupport affect academic records, decisions related to funding, or academic status?

Information associated with USupport does not affect the students' academic record including their academic status or decisions related to funding.