

UVIC COMPETENCY RESOURCE GUIDE

SUPPORT THE STUDENT EXPERIENCE

I contribute to the student experience directly or indirectly through my participation in the university community. I stay informed and aware of the diversity of student needs and perspectives so I can find ways within my role to create a healthy, safe and supportive learning environment that helps equip students for personal success.

WHY IS THIS IMPORTANT?

We all support students directly or indirectly. Students can be undergraduate, graduate, continuing studies learners, community learners, potential students or alumni. Everyone at UVic has a role to play in student-centred plans and initiatives such as the International Plan, Indigenous Plan, Student Mental Health Strategy, Sexualized Violence Policy and Procedures and others. We are all accountable for creating and sharing our extraordinary environment and for making the experience here world-class.

HOW COULD THIS BE DEMONSTRATED?

- Making connections between your own role and student success
- Asking questions to remain aware of current and emerging student-centred initiatives and programs
- Offering service to students as appropriate
- Familiarizing yourself with student well being initiatives (eg. Student Mental Health Strategy, Sexualized Violence Policy and Procedures, etc.) and your responsibilities as an employee
- Volunteering for student-related events such as Weeks of Welcome and Convocation

SAMPLE COACHING, REFLECTION OR INTERVIEW QUESTIONS

- When might a student depend on your work (directly or indirectly)?
- What are some ways you stay informed about student-focused initiatives and student needs on campus?
- What were your interests when you were in school? How are these interests reflected in students' lives at UVic?
- How does your role connect to student success? What would be the impact on students if your job didn't exist?
- What is one way (big or small) that you could make a difference for a student in the next month? (For supervisors: How can I help you to do that?)

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SUPPORT THE STUDENT EXPERIENCE (*Continued*)

SUGGESTED SKILLS TO DEVELOP

- Curiosity
- Empathy
- Initiative
- Active listening
- Inquiry
- Influencing

LEARNING OPPORTUNITIES

- Identify a student-focused plan, program or policy that you would like to learn more about. Ask for more information, find web resources to explore or talk to your supervisor about how to learn more
- Make an effort to learn the names of students you deal with regularly
- Read MyUVic Life student blog to learn more about the student experience
- Attend a student performance, presentation or athletic event, such as a Vikes game, Phoenix Theatre production, music performance or the Three Minute Thesis competition
- Volunteer for student-focused activities such as New Student Welcome or Convocation
- Host an international student for a holiday meal
- Hire a work study or co-op student in your unit
- Engage in the Campus and/or President's updates by attending, watching the recorded video or asking someone who attended to share their perspective
- Write a note of encouragement, support, or advice to a student via the UVic Kind Mail (#kindmailuvic) campaign.