



SANQCC

STUDENTS' ASSOCIATION OF NORQUEST COLLEGE

Student Support Program – Relationship Building & Advocacy





What kind of barriers have each of you experienced with your students?

How does this impact their ability or performance at school?



How do we currently support students?



Health & Dental Plan

MyLegalPlan

U-Pass

Emergency foodbank

Peer Support

YOUR UPass
YOUR arc
YOUR TRANSIT





Student Points of Contact

How to identify if a student requires more support (red flags)?

- Emergency Food Bank
- OSJA – Student Complaints & Non-Academic/Academic Misconducts
- Academic Probation
- Volunteers
- Social Media
- Faculty & Support Staff Referrals of Student in Distress

Why should we not just send them straight to Mental Health Services?



Protective Factors Survey (PFS)

What is a Protective Factors Survey?

It is a 30-minute self reported, student centered evaluation that will be completed with an SANQC Staff Member. This survey can be completed online, by phone, or in person at the SANQC Office (1-114 SCFL). A student must sign the SANQC Confidentiality and Consent to Release Form prior to assessment.



Protective Factors Survey (PFS)

What is the purpose of the Protective Factors Survey?

The purpose of the Protective Factors Survey is to provide holistic wrap around supports for students to further enhance their capacity to excel in academics and in life. As part of NorQuest College's directive, the PFS identifies a student's innate protective factors such as mental health, community resources, academics, gender and sexual diversity, and trauma.



PFS Subsections

Economics:

Income
Job Maintenance & Searching
Housing Security
Food Security

Safety:

Family Violence
Sexual Violence
Dating/Consent
Safe Disclosure Site

Mental Health:

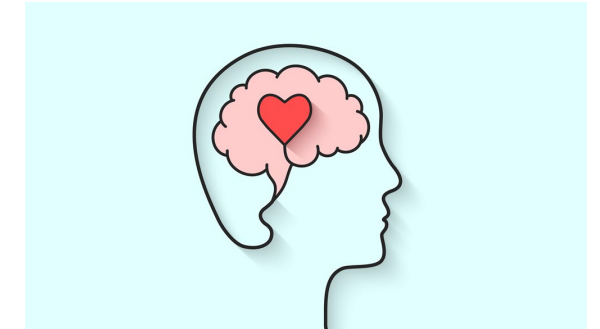
Academic Support
Addictions
Existing Diagnosis
Medications

Legal:

MyLegalPlan/Legal Aid Alberta

Social Connection:

Community
Campus





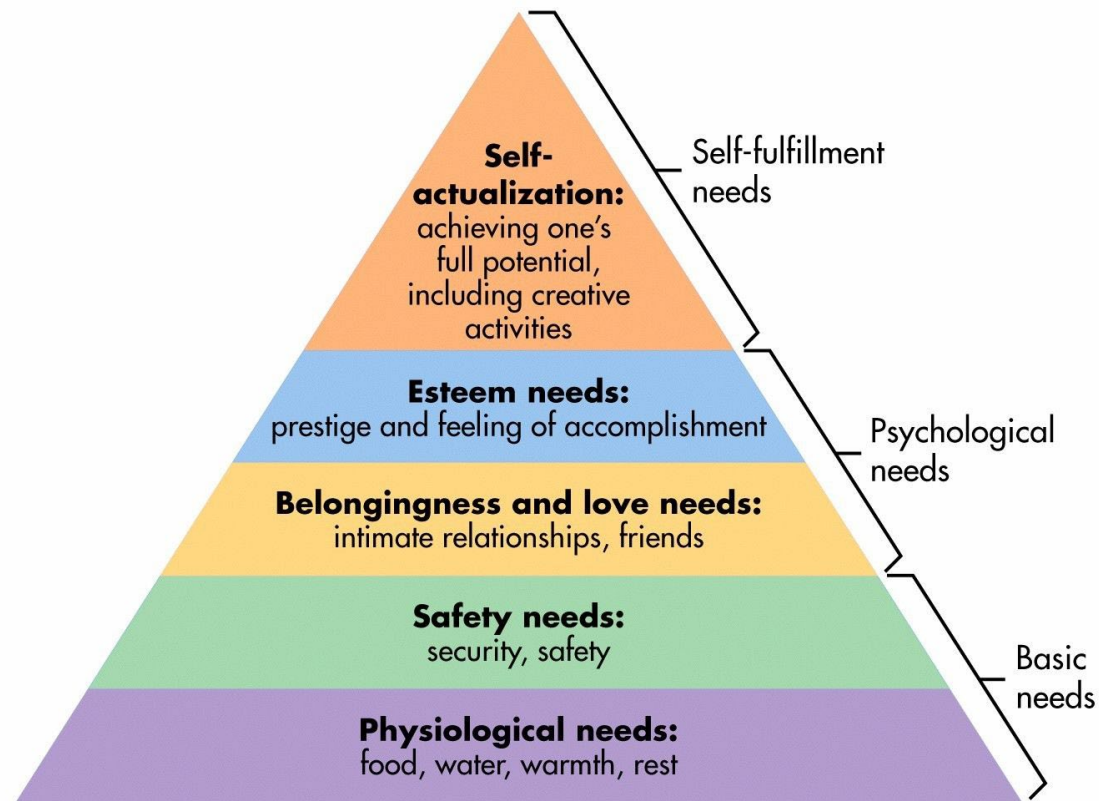
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How do these align with and support the initiatives of your PSI?



Maslow's Hierarchy of Needs





Internal Resources – Qualified Referrals

- Interdisciplinary – Being on the same page
 - We are all supporting the same students
- Students being bounced from department to department
 - No's or we can't help you
- Damage to students repeating their story in crisis
 - Trauma informed



Referral Pathways (Internal & External)

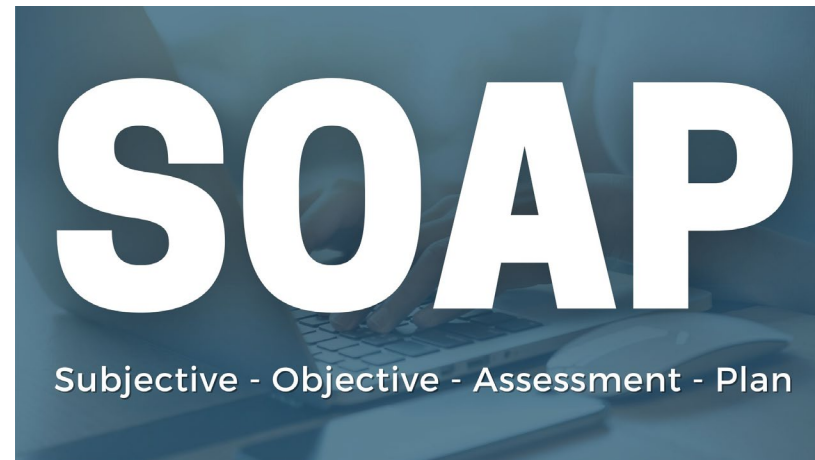
- Including the PFS results to **internal** referrals
- Building and accessing *vetted* external resources





Accountability & Organization

- Opening a student file
- Individualized Personal Plans (IPP)
- SMART Goals, writing style of notes & reports
- Case noting & incident reports





Following Up

- Checking in with student on the progression of their goals
- Closing the student file
- Exit Survey
 - Should reflect an improvement from the initial intake
- Testimonials





Importance of Data Collection

- Identifying trends
- Drive Advocacy Work
- Flexibility or adapting of Student Services being provided.
- Financial support/funding and allocation of resources





What is not our role?

We do not help anyone; we support individuals to help themselves

We are not counsellors or mental health professionals.

We provide tools to identify the protective factor areas that require more building.

Identify – Refer – Follow Up – Support



Our Role

- ***Duty of care & due diligence***
- Supporting students to navigate their post secondary experience by providing a ***safe and healthy campus***
- To identify an emergency that requires immediate professional support or 911
- Connection from 'us' to the paraprofessionals and professionals (CPR, ASIST or MHFA)
- Student Centered Ideology



Driving Advocacy through Relationships and the Student Voice.

- PFS Administration
- Student file Management from Contact to Exit
- Internal Referrals with identified roles and goals
- Integrity
- Reliable Sources of information
- Direct Student Voice
- Follow Through
- Direct Evidence through student experience - Trends



Creating Value for your SA/SU

- Consistency through process
- Accurate information and documentation
 - PSI has inaccurate data because only few complaints make it through.
- Trust
- Professionalism
- Students' Voice not what the SA/SU thinks
- Creating opportunity for different perspective
- Identify Gaps
- Make Recommendations



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**Thank you for joining our session
about the Student Support
Program's – Protective Factors
Survey for Post Secondary Learners**