

# Parent & Supporter Orientation

NONA ROBINSON, VICE PROVOST STUDENTS

YORK 



## Common family anxieties

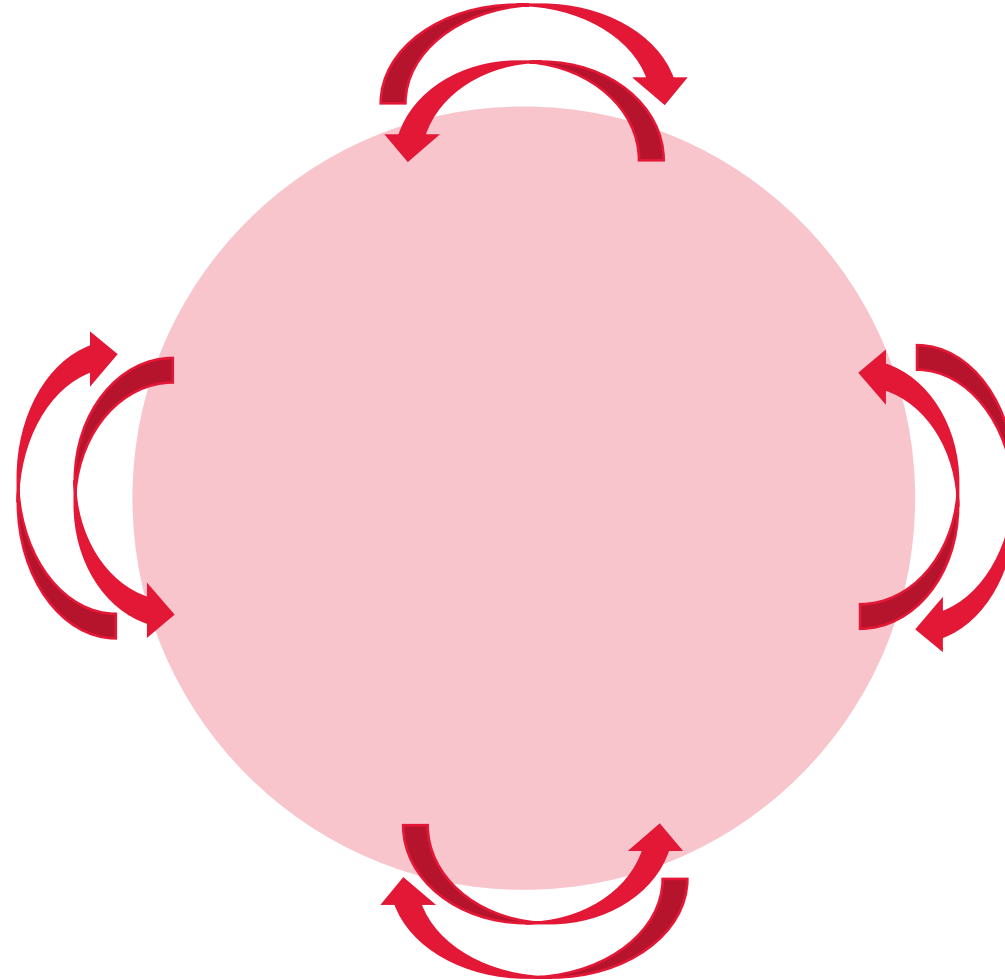
- Student will lose touch
- Student won't like university courses
- Student won't make friends
- Student will make too many friends!
- Student will be disappointed
- Bad things will happen
- Student will change beyond all recognition

**We're here to support your student, and you!**

# Factors influencing a successful transition

**Situation**  
Trigger, timing, control,  
duration, experience,  
concurrent stress,  
assessment

**Strategies**  
Modify situation,  
control meaning,  
manage stress



**Self**  
Personal/demographic,  
Psychological resources

**Support**  
Relationships,  
family, friends,  
institutions/  
communities

Adapted from Schlossberg, N.K. (1984). *Counseling adults in transition: Linking Practice with Theory*. New York, New York: Springer Publishing Company, Inc. .

# Transitions in first year

*What will your student need to know or learn in order to be successful?*

- Academic
- Financial
- Social
- Physical and mental health
- Risk-taking
- Establishing independence, personal autonomy, and responsibility

# Conversation checklist

## *Things to speak with your student about:*

- Money – budgeting, student loans, family capacity
- Academic expectations – yours and your student's
- Living arrangements and any changes to them
- Communication frequency
- Managing emotional situations
- Raising a concern with each other – how you will do it



# Independence and autonomy

## *Longer-term questions to consider and discuss with your student*

- What role do you and your family members/fellow supporters play?
- What are your expectations of your student, and how can you help to meet them?
- What will help you feel confident in your student's personal autonomy?
- What will shake your confidence, and how will you cope?
- What future directions will your student take?

# Active listening

## ***Moving towards more coaching and less intervening:***

- Prompting (verbal and non-verbal)
- Asking open-ended questions (versus yes/no questions)
- Listening for and validating feelings
- Paraphrasing for understanding

## ***Helpful phrases:***

- That sounds really difficult. What have you tried so far?
- What would be helpful for you right now?
- Have you tried talking with anyone about this?
- What are some reasons getting help might be hard?

## When you start to worry ...

- Encouraging autonomy – what can your student do to make the situation better?
- Seeking more information – website, resources, <https://students.yorku.ca/> is a good starting point
- A bit about privacy – the university can't legally share personal information about your student without their written consent, but we can give you advice about how to deal with a difficult situation.
- Contact us if you need to: [vpstudents@yorku.ca](mailto:vpstudents@yorku.ca)
- Remember: Your student will turn to you, or their friends, or the internet, or us. The more they can access supportive and accurate information *at the right time* the more likely they are to succeed.



# Great things!

- Learning – both academic and through involvement and work
- Growth – becoming more independent, resilient, self-reliant
- Excitement
- Skills development
- Satisfaction and fulfillment
  
- And you get to be so, so proud!

# Supporting you throughout the transition process

March

**Conversion  
WHY YORK**

Welcome session hosted by Dr. Nona Robinson introducing York University and how the institution is structured to support students and help them succeed.

Session will also provide teaser to overall Parent & Family plan for 2024 and introduce upcoming sessions in April-May.

April & May

**Conversion  
WE'RE HERE FOR YOU**

Six video presentations and Q&A periods to learn more about the following services:

- Academic Support
- Careers
- Community Safety
- Health & Wellness
- Housing/Res Life
- Student Finances

Sessions will also provide lead into summer programming.

June

**Transition  
CAMPUS SAFETY &  
FINANCIAL SECURITY**

A deep dive into topics of campus safety, supporting student finances, and career opportunities. Participants will hear from a panel of our experts on the services provided to students to help them feel safe, manage their finances, and help them achieve their professional goals starting in their first year at York.

July

**Transition  
ACADEMIC AND  
PERSONAL SUCCESS**

A deep dive into topics of academic support, counselling and well being and the vital role it plays in student success. Participants will hear from a panel of our experts on the services provided to students to help them be successful in the classroom and feel supported mentally, physically and emotionally.

August

**Orientation  
WELCOME TO YOUR  
YORK COMMUNITY**

Presentations on living on-campus and attending Orientation activities, while meeting a variety of campus services such as YU CARD, Transportation, Food Services and many more. Attendees will also enjoy a theatrical experience of how to succeed in your first year at York.



# Campus Resources Information

YORK 



# Overview of Student Supports: [students.yorku.ca/services-and-support](https://students.yorku.ca/services-and-support)

## Services & Support

We at York University know that a great education requires a fine balance of academic success, personal well-being, terrific support services and a sense of community. You get all that at York!

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**Academic Success**



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**Accessibility Services**



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**Community & Safety**



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**Facilities and Resources**



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**Health & Well-being**



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**Indigenous Student Services**



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**Support with Emergencies and Crises**



# Academic supports

- **Academic Advisors** – one in each Faculty: [advising.students.yorku.ca](https://advising.students.yorku.ca)
  - Course selection and enrolment, policies , program and degree requirements , degree options: major, minor, certificates , grade reports and academic standing , referrals and program changes, petitions , academic goal
- **Learning Skills Services:** [yorku.ca/sclد/learning-skills](https://yorku.ca/sclد/learning-skills)
  - LSS offers near daily workshops, webinars, peer supports, an online resource library, and a drop-in space in the Learning Commons Hub to help students with achieving their academic goals including time management, study strategies, reading and note-taking, motivation and procrastination, presentation skills, etc.
- **Registrar’s Student Support & Advising:** [students.yorku.ca/ssa-contact](https://students.yorku.ca/ssa-contact)
  - First point of contact for student inquires related to admissions, the student record, and financial aid
- **Faculty & teaching assistants (Tas)**
  - Great for students to connect with instructors and Tas early; first point of contact for any questions or concerns about course, including evaluation.
- **Academic departments** (especially for choosing major)
  - Helpful for questions about majors/minors, what to do with degrees in this area, upcoming courses, academic events, etc.



# Career pathways support

- Never too soon to start planning skills development, academic pathways, and goals
- Students can expect to change careers (not jobs) on average 5-7 times; what are transferable skills?
- Over 1,000 work-study positions on campus
- Career Centre – Located in 202 McLaughlin College; online resources, one-on-one counselling and education, workshops, webinars, connections to employers and more
- Career & Alumni Lounge – Located in York Lanes; drop-ins, connection with alumni, workshops
- Having clear goals and motivation helps with academic success

[careers.yorku.ca](https://careers.yorku.ca)



# Financial supports

- Student Support & Advising Team: [students.yorku.ca/ssa-contact](https://students.yorku.ca/ssa-contact)
  - Ontario Student Assistance Program (OSAP): [osap.gov.on.ca](https://osap.gov.on.ca)
  - Student Financial Profile for bursaries and scholarships: [sfs.yorku.ca/aid/sfp](https://sfs.yorku.ca/aid/sfp)
  - Emergency loans
  - Work study Program – on campus positions for students who demonstrate financial need

*Student Financial Services:* [sfs.yorku.ca/aid](https://sfs.yorku.ca/aid)

*RESP Verification of Enrolment:* [Request a Letter | Registrar's Office | York University](#)

# Social supports

- Summer and fall new student orientation
- College, residence and off-campus student activities
- Student clubs and student associations
- University and student events
- Co-Curricular Record
- Leadership training and skills development
- Hanging out with friends

*Student Community & Leadership Development:* [www.yorku.ca/scl/](http://www.yorku.ca/scl/)

*Co-Curricular Record:* [www.yorku.ca/scl/co-curricular-record/](http://www.yorku.ca/scl/co-curricular-record/)

*Central Student Association* [www.yfs.ca/](http://www.yfs.ca/)

*Colleges and Glendon:* [www.yorku.ca/colleges/](http://www.yorku.ca/colleges/) and [www.yorku.ca/glendon/](http://www.yorku.ca/glendon/)

# Physical health supports

- Health/physical concerns
  - Irregular eating, sleeping habits
  - Severe allergy management
  - Stress & anxiety
  - Prescription medication
  - Substance abuse
- **Athletics & Recreation** – [yorkulions.ca](http://yorkulions.ca)
  - Recreational drop-in and intramural sports, aquatics, first aid, sports clubs, and a variety of well-being and leadership programs
- **Keele campus clinic (private)** – [appletreemedicalgroup.com/](http://appletreemedicalgroup.com/)
- **Food Services** - [www.yorku.ca/foodservices/](http://www.yorku.ca/foodservices/)

# Mental health supports

- Most common mental health concerns:
  - Stress and anxiety
  - Depressive episodes
- Major mental health issues
- Signs & symptoms to be aware of
  - Significant change in behaviour (beyond transition to university)
  - Changes in appetite/eating patterns
  - Fatigue, sleep problems (outside social/studying)
  - Loss of interest, hopelessness

***Student Counselling Health & Well-being:*** [counselling.students.yorku.ca](https://counselling.students.yorku.ca)

***Student Accessibility Services:*** [accessibility.students.yorku.ca](https://accessibility.students.yorku.ca)

***Peer Support Programs*** in residences, faculties, students support services

# Targeted student supports

- **York International:** [yorkinternational.yorku.ca/](http://yorkinternational.yorku.ca/)
  - Advising support, immigration support, global learning, University Health plan insurance, workshops and programming, orientation and more
- **Centre for Indigenous Student Services:** [aboriginal.info.yorku.ca](http://aboriginal.info.yorku.ca)
  - **Academic Support:** Writing skills, learning skills, career supports; **Spiritual Support:** Elder on-campus program, advice and referrals; **Cultural Support:** Cultural workshops (beading, moccasin, hand drum making), sharing circle (mentoring) program, Skennen'kó:wa Gamig
- **2SLGBTQ+:** [rights.info.yorku.ca/lgbtq/](http://rights.info.yorku.ca/lgbtq/)
  - Support, resources and guides, student groups and clubs
- **Black excellence:** [students.yorku.ca/be-yu](http://students.yorku.ca/be-yu)
  - **Transition Support:** To maximize the student experience to set them up to thrive; **Academic Support:** Academic Advising, Workshops, events, mentoring; **Building Community:** Champion the academic, professional and personal success of Black student community