where do you send U of A students for academic help?

A student needs academic help with...

- General academic concerns
- General course content
- Math & science course content
- Accessibility & accommodations support for documented disabilities
- Exams, planning, presenting, reading, studying, time management
- Writing
- Academic warning/probation/required to withdraw

First, send them to...

- Faculties/Departments
- Students' Union
- Aboriginal Student Services Centre
- International Student Services
- Student Success Centre
- Instructors & Teaching Assistants
- Student Groups
- Exam Registry
- InfoLink
- Tutor Registry
- Decima Robinson Support Centre
- Math & Applied Sciences Centre
- Student Accessibility Services
- Student Success Centre
- Centre for Writers
- Office of the Student Ombuds
- Student Success Centre
- Office of the Dean of Students
- Students' Union Services - InfoLink

Send them to...

- Faculty Office
- Aboriginal Student Services Centre
- International Student Services
- Student Success Centre
- Instructors & Teaching Assistants
- Student Groups
- Exam Registry
- InfoLink
- Tutor Registry
- Decima Robinson Support Centre
- Math & Applied Sciences Centre
- Student Accessibility Services
- Student Success Centre
- Centre for Writers
- Office of the Student Ombuds
- Student Success Centre

Services contact information

For a full listing of resources visit: www.deanofstudents.ualberta.ca/resources

Office of the Dean of Students
Aboriginal Student Services Centre
2-400 SUB | 780-492-5677
www.aboriginalservices.ualberta.ca

Math and Applied Sciences Centre
289 CAB | 780-492-6272
www.masc.ualberta.ca

Office of the Student Ombuds
2-702 SUB | 780-492-4689
www.ombudservice.ualberta.ca

Student Accessibility Services
1-80 SUB | 780-492-3381
www.uab.ca/accessibility

Student Success Centre
2-300 SUB | 780-492-2682
www.studentsuccess.ualberta.ca

Faculty of Arts/Centre for Writers
1-42 Assiniboia Hall | 780-492-2639
www.c4w.ualberta.ca

Faculty of Science/ Decima Robinson Support Centre
528 CAB
www.mathstats.ualberta.ca/SupportCentre

Faculties/Departments
Instructors, Teaching Assistants, & Student Groups
Please refer to specific Faculties for details

International Student Services
142 Telus Centre | 780-492-2692
www.iss.ualberta.ca

Students’ Union Services - InfoLink
[Exam Registry, Tutor Registry, etc.] 0-81 SUB – Main Office | 780-492-4212
www.su.ualberta.ca/services/infolink

For an online version visit: www.studentsuccess.ualberta.ca/academichelp
Identifying and referring

What is academic help?

Academic help includes skills, resources, advice, and supports to improve, develop, or facilitate academic performance. All students develop their academic skills as they progress through their degrees and, ideally, should access available academic resources from the start.

Generally, students should access help when they:
- start a new degree or program
- require accommodations/supports
- enter more advanced courses
- want to improve their skills and/or performance

Students may also be referred to other campus services (e.g., Student Accessibility Services, Counselling and Clinical Services, the University Health Centre, Office of the Student Ombuds) based on their needs.

Indicators for academic help

It is normal for students to be unsure of the kind of help they need, or to feel uncertain or hesitant about seeking help. Students may not directly say they need help, but there are many ways they might communicate their desire for support. A few common indicators are:

Verbal indicators
• “I don’t know where or how to start...”
• “I want to do better in...”
• “I am working hard but...”
• “I’m (frustrated, bored, angry, etc.) with/at...”
• “I go to class and study but...”
• “I don’t understand...”
• “What else can I do?”
• “I don’t know if I can do it.”
• “How do other students do it?”

Behavioural indicators
• Disappointment in grades
• Interest in improving academic skills
• Ineffective study, exam, writing, or communication skills
• Poor academic performance
• Grades not matching effort
• Interest in better managing academic challenges
• Poor organization or time management
• Misunderstanding course concepts and expectations

Identifying and referring

Refer

Depending on your role, provide a referral in one or more of these ways:
• Contact the service directly
• Provide them with details for accessing a specific service
• Help them book an appointment
• Follow up with the student to see how it went

Staying true to refer?

Sometimes advisors are not sure whether students’ concerns are related to academics, learning, or other aspects of wellness. Refer these students to the Student Success Centre where staff can help determine the best academic and other resources to address students’ concerns.

Please Note: Listed resources are located on the North University of Alberta Campus. Similar resources are available at other U of A campuses, and students attending other U of A campuses are able to access the University’s student services on the North Campus. These resources are not exhaustive of all academic resources available at the U of A. Please check with faculty offices for additional internal resources.

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