

A Guide for
FACULTY

Student Care and Support: 5 Things Faculty Should Know

A guide intended to help faculty navigate the return of students to in-person learning at USC.

1

YOUR ROLE MATTERS

Faculty play a pivotal role in supporting student wellbeing and a successful transition back to campus by being accessible and intentionally reaching out to students. A key part of this role is tending to the social connectedness that students experience between each other, with their instructors, and with the greater campus community. The other part is supporting students as they build stronger connections within themselves, increase their self-awareness, and develop a sense of purpose.



2

LISTEN, LEARN and BE ENGAGED

Ask your students how they are doing. Showing that you care by actively listening and asking open-ended questions, can create this culture of care. By engaging with your students, you can create an opportunity to encourage them to seek help if needed.



3

CREATE AN INCLUSIVE LEARNING ENVIRONMENT

Research supports that when faculty pay attention to the whole student, the student is more productive, engaged, and motivated (Walton et al., 2012). Demonstrate a commitment to getting to know your students by acknowledging their identities along with issues they might face (i.e. harassment, discrimination, or other adverse experiences) and provide opportunities for peer interaction, connection and collaboration.



4

CHECK-IN and CHECK-OUT

There are various things you can do with your students that models a university-wide culture of care. A brief "check-in" before beginning the class may be helpful with addressing issues of anxiety, confusion or other stressors. Before closing class, spend a few minutes encouraging your students to name things that they can do to practice self-care, connect with others, and restore their well-being outside of the classroom.



5

CONNECT TO CAMPUS RESOURCES

As an educator, you do not have to know answers to every situation that your students might find themselves in. Sometimes, the best thing you can do is connect them to the experts and resources they may find helpful. For example, [USC Campus Wellbeing and Crisis Intervention](#) is a one stop shop to address concerns and questions, provides support, troubleshooting, advocacy, and crisis response to help the greater USC community to thrive.



For a list of resources (e.g. academic support, health and wellbeing, belonging, reporting, emergency assistance, student basic needs, etc.), please visit the [USC Care and Support Resources](#) page:

<https://studentaffairs.usc.edu/campus-resources/>