

Helping
students

R↑SE



What is **RISE**?

The Reaching for Individual Success Everyday (RISE) program connects Bow Valley College students to resources where they can address personal or academic challenges. As a member of campus you can help students RISE by noticing students who may be struggling, connecting with them, and making them aware of the support available through RISE.

Who is RISE for?

- Students with personal or academic barriers
- Students who want to know about College resources
- Any student that is ready to increase their chances of success at Bow Valley College

How does RISE help?

- Learner Success Advisors assist students in setting and reaching goals
- Students address barriers before they become too difficult to manage
- Learner Success Advisors available for ongoing support

How can students access RISE?

They can refer themselves, or be referred by a member of campus (see referring a student to RISE on the following page).



Common reasons students connect with the RISE program





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|-----------------------|-----------------|---------------------|
| • Learning Disability | • Child Care | • Tutoring |
| • Volunteering | • Food | • Transportation |
| • Career Goals | • Student Loans | • Finance |
| • Personal Issues | • Housing | • Emotional Help |
| • Isolation | • Awards | • Books |
| • Time Management | • Rent | • Health & Wellness |
| • Anxiety | • Mental Health | |

Submit a referral form online: bowvalleycollege.ca/riseprogram



Referring a student to RISE

You may be the first person to see signs that a learner is struggling, or they may come to you specifically for help. You are in a position to make them aware of the help available, and you can help to connect the learner to resources.

 STEP 1: NOTICE	 STEP 2: ASK	 STEP 3: REFER
<ul style="list-style-type: none"> • Recognize signs that a student may be struggling. These may include: <ul style="list-style-type: none"> • drop in attendance or grades • change in level of class participation • appearing stressed or anxious • prolonged illness • appearing withdrawn or distracted • decline in personal appearance and hygiene • With empathy, reach out to the student and express concerns for specific behaviors that have been observed. 	<ul style="list-style-type: none"> • Listen: Give the student the opportunity to share their thoughts and feelings around areas of concern, without judgement or providing counselling. • Confirm and Clarify: Let the student know that you understand their situation by asking open ended questions and paraphrasing. Sometimes having a concerned listener helps the student to identify their own next steps. 	<ul style="list-style-type: none"> • Acknowledge the student's concerns. Express support and encouragement to the student. • Point out that help is available, if the student should choose. Ask the student if they would like to be referred to the RISE program. • Provide the student with information about resources and supports. <p>bowvalleycollege.ca/student-resources/student-life/calgary-community-resources</p>
 WHAT TO SAY:		
<ul style="list-style-type: none"> • "You look..." • "I've noticed..." • "You sound..." • "I am concerned..." 	<ul style="list-style-type: none"> • "It sounds like you are facing a lot of challenges right now." • "I understand that you are feeling... because..." • "How have you been coping with this?" 	<ul style="list-style-type: none"> • "Other students in similar situations often feel the same way" • "Would you like to hear about the RISE program or be referred to it? RISE will connect you to the necessary resources to support your success" • "What would you like to do about this situation?"

Tips on Making a Successful Referral:

The RISE referral form can be accessed via the Bow Valley College website bowvalleycollege.ca/rise.

Faculty and staff can refer students to the Learner Success Advisor or students can refer themselves.

When referring a student:

DO ✓

- Ask what steps the student has already taken or if they are already connected on campus.
- Receive consent from the student to submit a referral to the RISE program on their behalf.
- Let the student know that the RISE program can connect them to helpful resources to manage their concerns.
- Provide RISE with information about observed behaviours. This information will assist the Learner Success Advisor in understanding the nature of the referral.

DON'T ✗

- Lead the student to believe that the RISE program will fix all of their concerns.
- Refer to RISE if the student is in an emergency situation where safety is at risk. Students in these situations should be seen by a counsellor in Learner Success Services.

If after hours support is needed, connect the student with the Distress Centre for support: 403-266-HELP.

What Happens after a RISE referral:

1

Referral to RISE submitted.

2

Student invited for appointment via email, if no response two additional contact attempts made.

3

One-on-one appointment to discuss barriers and assess needs.

4

Create a success plan and connect with students with college and community supports.

5

Follow up and if need be meet with student again.

6

SUCCESS!

RISE Contact Information

bowvalleycollege.ca/student-resources/student-life/rise-program

Learner Success Services: 1st Floor, South Campus Phone: 403-410-1440

Email: success@bowvalleycollege.ca

For after hours support, contact the Distress Centre at 403-266-4357.

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