

# Quick Guide

## Create Impactful Interactions with Students

*Tips to incorporate into faculty/staff day-to-day routines*

Show Interest - Initiate

Listen to Students

Normalize Challenges

Celebrate & Value

Be Partners in Learning

Recognize Holistic Experiences

Demonstrate Care & Affirm Belonging

Build Support Networks

Share Your Story

Thank you -  
Come Again!



### Reference

Huynh, M. D. (2018) Student Validation and Persistence in College:  
The Relationship of Underserved Students  
and their Interactions with Institutional Members

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## Quick Guide for Creating Impactful Interactions with Students

*Tips to incorporate into faculty/staff day-to-day routines.*

<b>1</b>	<b>Show Interest – Initiate!</b>	<p>Initiate interactions with students:</p> <ul style="list-style-type: none"> <li>• <i>In passing</i> – Provide a greeting, a welcoming gesture, a positive demeanor, or address them by name.</li> <li>• <i>In conversation</i> – Acknowledge the student’s presence, their experience (past experience prior to college and experiences during college), their knowledge, and your knowledge of them.</li> <li>• <i>In routine environment</i> (i.e. classroom/meetings) - Show recognition of student. Acknowledge when you see difference in behaviors, either positive (excitement, improved performance, role modeling) or negative (missed class, changes in grades).</li> </ul>
<b>2</b>	<b>Listen to Students</b>	Start by listening to students’ needs and their experiences. Ask questions to first understand the student, prior to jumping into solution mode.
<b>3</b>	<b>Normalize Challenges</b>	Show empathy and understanding when student shares about challenges. Affirm perception of challenges, and reassure you are there for support. Serve as a bridge to help students understand about opportunities available to help them.
<b>4</b>	<b>Celebrate and Value</b>	Take time to acknowledge students’ successes, assets, achievements and more. As important as it is to understand a moment of challenge/distress, it is equally important to highlight a student’s strength and achievements.
<b>5</b>	<b>Demonstrate Care and Affirm Belonging</b>	Actively show and remind students that you, the university, and the community value them. “Show” may be in the form of taking extra time to speak to them, timely response time, and follow-up with the student.
<b>6</b>	<b>Recognize Holistic Experience</b>	Despite that your role may only provide interaction in a specific context, such as teaching a class classroom or processing financial work, remember to recognize all aspects of the student’s experience that impact their college journey. Student experiences could include curricular, co-curricular, as well as personal past and current lives. Recognition of holistic experiences can be exhibited as check-in questions with the student to ascertain their current frame of mind.
<b>7</b>	<b>Share your Story</b>	Don’t be afraid to share your personal experiences. Personal stories are <u>not</u> meant to compare the achievements or ability to navigate challenges of the student to you. However, it can humanize required processes and aid in establishing rapport, when you share your transition experiences <u>problems with financial paperwork, fulfilling graduation requirements.</u>
<b>8</b>	<b>Build Support Networks</b>	Recognize that your role is to help students build a web of support and resources throughout campus. Build network alongside the student that tailors to their needs, as opposed to quick referrals that are seen as deflection of responsibility or sending students on a campus run-around.
<b>9</b>	<b>Be Partners in Learning</b>	You and the student should work together to create a plan for next steps and scaffold support that can aid in their learning, development, and long-term success. Avoid transactional interactions where answer is perceived as static, canned responses, or you are seen as a gatekeeper of knowledge.
<b>10</b>	<b>Thank you – Come again!</b>	Be open and invite students to engage again with you. This may take the format of encouragement and/or initiate follow-up with email, calendar invite, or a check-in call.