



### Student Concerns and Referrals

Concern	Examples	UBC Okanagan Resources
Academic Stress & Managing Online Learning	<ul style="list-style-type: none"> <li>• Stress management</li> <li>• Struggling with asynchronous course delivery</li> <li>• Managing the volume of reading and assignments</li> <li>• Struggling engaging with classes when in different time zones</li> <li>• Looking for support with assignments/academic writing</li> <li>• Student requests/requires exam accommodations due to disability (as defined by <a href="#">UBC's policy</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Online Learning Coaches</a></li> <li>• <a href="#">Learning Strategist</a></li> <li>• <a href="#">Math &amp; Science Tutoring</a></li> <li>• <a href="#">Supplemental Learning</a></li> <li>• <a href="#">Writing &amp; Language Tutoring</a></li> <li>• Teaching Assistants (TAs)</li> <li>• <a href="#">Learning Strategist</a></li> <li>• <a href="#">Health &amp; Wellness</a></li> <li>• <a href="#">Disability Resource Center</a></li> </ul>
Technical Issues & Questions	<ul style="list-style-type: none"> <li>• Having trouble learning all the new online platforms</li> <li>• Connectivity and software issues</li> <li>• Unsure of tech requirements for exams</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Peer Technology Assistant</a></li> <li>• <a href="#">Keep Learning Website</a></li> </ul>
International Student Access	<ul style="list-style-type: none"> <li>• Study permit questions</li> <li>• Permanent Residency implications</li> <li>• International student community connection</li> <li>• Time zone challenges</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">International Student Resources</a></li> <li>• <a href="#">Health &amp; Wellness</a></li> <li>• <a href="#">Student Assistance Program</a></li> </ul>
Campus Experience & Connection	<ul style="list-style-type: none"> <li>• Seeking campus connections</li> <li>• Looking for ways to get involved</li> <li>• Connecting with peers</li> <li>• Missing studying with their peers</li> <li>• Concerned about finding work/ research opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Peer Mentor Program (New to UBC Students)</a></li> <li>• <a href="#">Clubs</a></li> <li>• <a href="#">Course Unions</a></li> <li>• <a href="#">Get Involved</a></li> <li>• <a href="#">UBCO Recreation</a></li> <li>• <a href="#">Career &amp; Experience</a></li> <li>• <a href="#">Co-op Office</a></li> </ul>