



SAMRU Student Advocacy Resource Centre - Services Defined:

Services accessed through this office are the choice of the student, and although services may be suggested occasionally as well, the choice remains with the student on which service(s) to access. Timing of service requests may impact access and availability of service (IE: some services may not be possible during peak times (April/May, December/January)).

Situation Options Overview:

The Student Advocacy Resource Coordinator or their designate(s):

- May take a brief assessment of the student's current situation (facts, feelings, support systems/resources/strengths)-as applicable
- May generate a list of options specific to a student's current situation
- As situations change, provide additional options (IE: OSC Appeal deadline)

Note: Students have the right to choose their desired course of action and can receive/request additional options at any time

Self-Advocacy Coaching:

The Student Advocacy Resource Coordinator:

- Provides one on one feedback meetings with students on effectively communicating concern(s)
- Assists students with preparing for an advocacy effort (organizing main points)
- May de-brief after an advocacy effort; discussing what went well, and what could be improved
- May offer direct feedback on verbal/non-verbal skills (body language)
- May assist students to focus on facts vs. subjectivity in an advocacy effort
- May encourage and promote self-care before, during, and after advocacy

Meeting Attendant:

The Student Advocacy Resource Coordinator, or their designate(s):

- May attend meetings between students and University faculty or instructors in formal university processes (IE: final grade appeal, misconduct meetings and hearings, grievance meetings, academic accommodation meetings, and other formal MRU processes or appeals)
- May take notes at a meeting with informed consent of all parties prior to the date of the meeting
- May request students to first directly communicate requests to have a meeting attendant to the other parties of a meeting (MRU faculty or instructor)

Notes on Meeting Attendant Service:

- Once the student makes initial contact, someone from the office will then send out a form email to all parties of an MRU meeting, including the student, explaining the meeting attendant's role at their scheduled meeting, if unknown to any parties
- Same-day meeting attendant requests cannot generally be accommodated for scheduling reasons, *unless* it's an Office of Student Conduct hearing. These hearings times are saved into the Student Advocacy Resource Coordinator's calendar, whether the student contacts or doesn't contact this office
- Meeting attendant presence at an MRU meeting does not mean that the Student's Association represents the student or that SAMRU holds the same position as the student
- Meeting attendant's role is to support students in their self-advocacy efforts, to facilitate the student voice, and to provide opportunities to reflect on or revise these efforts, outside of a meeting setting, in order for students to increasingly feel a sense of success in a meeting

Meeting Preparation:

The student and Student Advocacy Resource Coordinator:

- May role-play a meeting conversation for best practices and discuss general tips to minimize, prevent, or de-escalate conflict
- May discuss how to effectively communicate feelings surrounding a concern
- May provide feedback/editing on a meeting/appeal document via a document preparation process
- May assist students in pin-pointing or outlining the student's self-identified concerns and main speaking points
- May assist students in Identifying the interests of both parties in a conflict situation, prior to a meeting
- May help students identify and focus on existing strengths which may support them to speak effectively in a meeting
- May identify a student's desired skills work (IE: active-listening/self-advocacy coaching, etc.)
- May work with a student on appeals, hearing preparation work, and hearing package preparation

Meeting Note-taking:

Sometimes students find it difficult to advocate and take notes simultaneously and this service may help them to attend to their advocacy exclusively in a meeting setting,

The Student Advocacy Resource Coordinator, or their designate(s):

- May take notes during a meeting as a general summary/list of what was discussed, but notes are not to be used as an official record of what was said
- Will provide these notes, upon student request, to be solely for the student's personal use
- May use the initials of parties only in a general meeting note
- Meeting notes can be provided to all parties, with the student's prior consent, which can be revoked at any time

Policy Information:

The *Student Advocacy Resource Coordinator, or their designate(s)*:

- Provide general information on institutional MRU policies related to a student's specific situation
- Offer student rights and responsibilities information in various contexts,
- Convey & discuss information on processes related to policy (IE Student Code of Conduct/ Final Grade Appeal)
- Guide students or others to information on contents in the current MRU Academic Calendar, and Residence Conduct Guide

Conflict Resolution Work:

The *Student Advocacy Resource Coordinator*:

- May engage with students in role-playing effective conflict resolution situations
- Mentors students in their efforts at providing supportive feedback to another when communicating a concern
- Facilitates understanding conflict styles and self-reflection on personal conflict style
- Works with students to level power imbalances in conflicts
- Re-frames and models reframing a conflict concern into both parties' interests'
- Navigates with student experiencing bumps in learning effective communication
- Works with students on learning from conflict situations by de-briefing interactions

Active Listening Skills Work:

The *Student Advocacy Resource Coordinator*:

- May work collaboratively on reflective and active listening skills work through role play
- Discusses opportunities in conversations for re-framing/re-phrasing, engaging in summarizing or paraphrasing skills work
- Identifies opportunities with students to reflect on, clarify, and validate another person's communicated message

Self-Care Planning:

The *Student Advocacy Resource Coordinator*:

- Assesses the student's current self-care practices and at their interest, develops a workable, realistic, and holistic model of self-care with the student
- Generates a list of possible options or avenues for students to explore new interests
- Works with students to build and/or maintain healthy support systems through resource referral and connection to clubs or groups where supports may develop

Resource Referral

The *Student Advocacy Resource Coordinator, or their designate(s)*:

- Connect students to resources on campus (MRU or SAMRU) for academic or non-academic reasons, within existing service parameters
- Support students in connecting to resources off campus in relation to a student's specific concerns or needs

- May refer a student to a resource, but it is the student's choice to decide to pursue, suspend or decline the referral
- Assist students when bumpy roads in the referral process occur (students may communicate any difficulties in accessing a service at any time for additional support and options)

Student Advocacy Resource Centre - Service Disclaimer:

There are several services that the Student Advocacy Resource Centre does not provide students assistance with and as such, there are reasonable limitations to the direct-service(s) which are based on skill, educational background or available resources. The Student Advocacy Resource Coordinator or their designate:

- does not provide legal guidance or legal advice in any circumstance
- does not present or advocate for students on their behalf on their issues/concerns in meetings/hearings
- does not perform psycho-social interventions nor operate as a clinical Social Worker or Counsellor
- does not compile or write student appeal documents (students should expect to come prepared with a document or to actively commit to the work of their document outside of services provided)
- has no investigative weight, role or function in resolving or addressing a student's issues/ concerns beyond bringing group advocacy trends to SAMRU's elected student representatives, who are the voice of students
- is not a mediator in conflict situations between students and MRU employees or other students
- does not direct the student's course of action or services accessed (services and actions are the choice of students at all times)
- is not the sole or formal interpreter of MRU policy but provides information on students' policy-related questions
- service ends when the student does not contact the Student Advocacy Resource Coordinator or their designate, after 30 days after reasonable attempts at contacting the student have been made, and/or when it's determined that a student has initiated a legal or formal process external to MRU regarding a student's issue/concern(s)

Please contact the Student Advocacy Resource Coordinator from the Students' Association at any time for any questions or concerns about the above service definitions. Thank you!

Contact Information:

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