

HOW WILL YOU HANDLE COMMON SITUATIONS?

REFLECT AHEAD FOR BEST RESULTS

THINKING ABOUT THIS AHEAD OF TIME WILL ALLOW YOU TO PREPARE CONSISTENT RESPONSES



TECHNICAL ISSUES

This is a BIG one even you will likely experience during the term. Internet connections are unstable - especially with multiple users, software issues when completing assignments, etc. How will you respond when students experience technical issues?



FAMILY CONCERNS

Some students may have large families living and working together under the same roof, have child care concerns, financial struggles, etc. How will you respond to a student with a difficult family situation impacting their performance?



ILLNESS

Our internal alarm systems are heightened to any type of illness right now, and illnesses in ourselves and our loved ones can cause significant stress and anxiety. How will you handle a student requesting an allowance due to illness or death of a loved one?



FRONTLINE WORKER

We owe a great debt to those committed to keeping us safe, fed and healthy during these times. How will you handle a student who misses a deadline because they worked a double shift at the hospital, or who is exhausted from frontline work?



MENTAL HEALTH

Our state of mental health can shift quickly in times like these. Many students were managing mental health issues before the pandemic, which are likely exacerbated now. How will you respond to a student struggling with mental health?