*Attention Learners:*

*In a post-secondary school setting, Learner Support Services and the academic programs typically handle different types of issues or concerns. At NOSM U, we want to ensure we provide efficient support and accurate information for all our Learners. Providing this summary of how best to utilize all your support will improve your access to services and promote your success in resolution of concerns or issues. Here's a breakdown of what Learners might approach each for:*

***Learner Support Services***

*Learners might go to Learner Support Services for:  
  
1.  Well-being: Strategies to support health throughout your academic journey, stress management, exam writing anxiety, or burnout.  
2.  Academic Support: Struggles with study skills, time management, or learning disabilities.  
3.  Personal Challenges: Life events or crises impacting academic performance, such as family issues, financial stress, or health problems.  
4.  Career Advising: Guidance on how to access specific faculty on career advising, residency applications, or professional development.  
5.  Academic Accommodations: Requests for support related to disabilities or special learning needs.  
6.  Conflict Resolution: Mediation support for conflicts with peers or faculty.  
7.  Work-Life Balance: Strategies for managing academic workload with personal life demands.****Program-Specific Issues***

*Learners would typically bring directly to their program:  
  
1.  Academic Requirements: Questions about curriculum, coursework, or specific program policies.  
2.  Performance Concerns: Issues related to grades, assessments and evaluations, especially if they require a formal appeal.  
3.  Clinical Rotations: Concerns about scheduling, placement, or performance in clinical settings.  
4.  Faculty Interactions: Feedback regarding specific instructors/preceptors or course content.  
5.  Program Policies: Clarifications needed on attendance, grading, or progression policies.  
6.  Research Opportunities: Inquiries about faculty-led research or elective options within the program.  
  
If a member of your Learner Support Services team recognizes that your issue is best addressed through your program they will direct you to them. You are responsible for familiarizing yourself with NOSM University’s policy and regulations. (e.g., Academic Schedule of Fees, Refund Policy, the Academic Schedule).  It is recommended that should questions remain after you review a policy or procedure, you may approach the following people within your program for program-specific questions.*

*Dietetic Practicum Program– Manager, Dietetics*

*Medical Physics Residency Education Program – Program Director*

*Physician Assistant Program – Clinical Course Director*

*Postgraduate Medical Education – Program Coordinator*

*Rehabilitation Sciences – Manager, Rehabilitation Sciences*

*Undergraduate Medical Education – Phase Director or Assistant Dean, Phase 1*

*While these suggestions do not provide a complete list of scenarios, we hope this provides a clearer picture of when it is best to contact Learner Support Services, and when it is best to direct your inquiries or concerns to your academic program so that you may receive more a timely response and action.*

*Thank you,*

*Learner Support Services*