

## KPU CENTRAL ADVISING

KPU Central Advising is the support team for 1<sup>st</sup> and 2<sup>nd</sup> year students across 4 of KPU's campuses. They help students reach their academic goals by putting together several types of resources for students to access and to have more confidence at university. By taking on this role they also help students connect to the resources they need for their mental health, learning assistance, or financial aid.

## POSITION AND RESPONSIBILITIES

I worked as a student assistant and a peer advisor for 1<sup>st</sup> and 2<sup>nd</sup> year KPU students. As a student assistant, I took on several projects including creating social media posts, editing informational resources to prepare for distribution, assisting advisors in the course planning workshops and family orientation day workshop, and participating in a calling campaign for new students. I also edited and rendered videos for YouTube, as well as activity planning for the upcoming fall orientation welcome week.

As a peer advisor, I answered student emails and phone calls, and met with students in person. I helped students with course registration and questions about the university calendar. I also continued a program called Peer Advisor Power Hour where students entered an online room in Teams to ask questions about anything related to university.

## CHALLENGES

- *Working from home:* specifically staying on task with family distractions. I had to ensure my WFH boundaries were up with disruptive family members.
- *Speaking with direction:* much of my role involved speaking with students on the phone and trying to give direction. I learned how to speak with more directional clarity and with an empathetic tone.



## APPLIED LEARNINGS

- CNPS 4300: Counselling Relationships and Basic Skills
- CNPS 3330: Cultural Considerations in Counselling
- CNPS 4310: The Reflective Practitioner

## SELF-REFLECTION AND LESSONS

- Drawing on one's own experiences is valuable when helping others and providing support.
- Having patience, listening with intent, and empathy is important.
- Helping students de-stress and feel confident in school is very rewarding.

## FUTURE DIRECTION

Through my work with the KPU Central Advising team, I got to experience a whole new career opportunity and the connection it has to my future career goal of being a therapist. It is a rewarding helping profession!

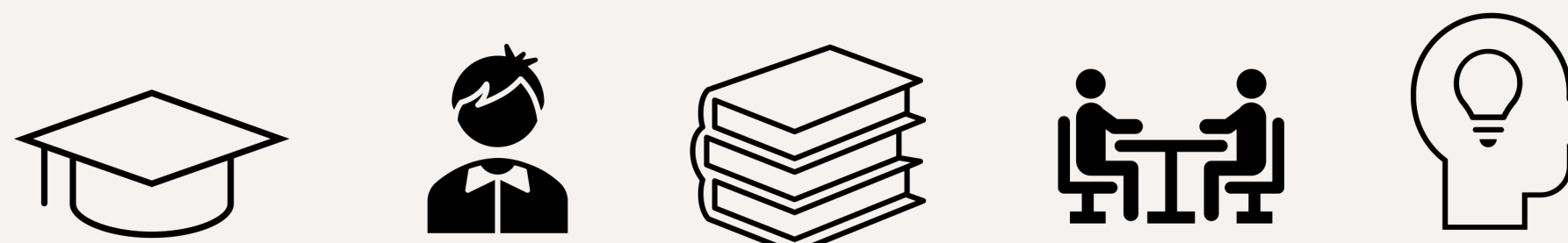
## ACQUIRED SKILLS

### Soft skills:

- Communication
- Time management
- Decision making
- Teamwork
- Problem solving

### Hard skills:

- Social media marketing
- Software knowledge for Canva, YouTube, Adobe, Excel, and Teams
- Application of counselling psychology learnings



## ACKNOWLEDGEMENTS

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