

6. Student Support Services & Resources

Health and Wellness

Syracuse Academy provides cultural, housing, logistical and emergency support for students. In addition, Syracuse Academy works with partners who provide professional medical and counseling services for students.

Each Syracuse Academy Study Center provides students with contact information for local English-speaking medical professionals and clinics.

For all student inquiries about accessing medical or counseling services faculty should let students know to contact a Syracuse Academy staff member for assistance.

Recognizing Mental Health Issues and Reporting Student Distress

Faculty spend more time with the students than any other program staff and often are in a position to notice signs of student distress. Some signs of distress include:

- excessive unexcused absences
- missing assignments, not keeping up with assignments or asking for extensions
- unwillingness to participate or talk in class, withdrawn behavior
- noticeable and sudden change in personality or demeanor
- written assignments or exams which are incoherent or containing troubling content
- inability to stay awake in class

If faculty notice any of these signs or other worrisome behavior, they are comfortable, please speak to the student to see if there is a reason for the absences, assignments, etc. Then, let the Syracuse Academy Study Center Director know via email what has occurred. If faculty are uncomfortable addressing the behavior directly, contact the Syracuse Academy Study Center Director first. In any case, please keep the Syracuse Academy Study Center Director and Academic Coordinator apprised of individual student issues in case other faculty may be experiencing similar behavior.

Alcohol and Substance Abuse Policy

Students have agreed to and signed the Syracuse Academy Alcohol Policy. Whereas all students are legally allowed to obtain and consume alcohol in their host country, destructive, harmful (to self or others) behavior will not be tolerated and could be grounds for dismissal from the program. Students are prohibited from attending class under the influence of alcohol and must be alert, presentable and ready to learn. Should faculty or members of staff notice signs that a student is intoxicated or severely hungover during class, or suspect



that the student is overusing alcohol, please let the Syracuse Academy Center Director and Academic Coordinator know immediately.

Use of illegal substances are grounds for dismissal from the program.

Privacy and Medical Information

Any sensitive information learned about a student, including medical information, during the course of class hours or outside of class must not be shared or distributed. Necessary sensitive information can be shared with Syracuse Academy staff exclusively for the purposes of assisting a student.

Adjusting to an international learning environment

International students require additional guidance and feedback from their professors, based on the foreign learning environment, as well as based on diverse sets of expectations from their previous studies and home institutions. For this reason, instructors should plan their first day of class such that it includes a thorough discussion of the curriculum, syllabus and learning objectives with their students. Through this orientation, teachers and students will have the chance to talk about their aims and ambitions and learn what is expected of them in terms of conduct and performance. Students may react to course objectives and resolve student complaints regarding grades with the use of clear and detailed information about attendance regulations, content, form, and assessment methods. Additionally, instructors are highly advised to create grading guides for tests, papers, and other tasks and distribute them to the students. For all assignments, concise and timely written feedback is required.

Diversity and Cultural Difference in the Classroom as an Added Value

Syracuse Academy is an organisation that respects and values diversity. Our faculty and staff interactions with students emphasize the dignity and equality common to all persons and adhere to a strict non-discrimination policy regarding the treatment of all individuals.

To help students succeed personally and professionally in a multicultural society, faculty members have a duty to teach all students how to integrate cultural diversity and intercultural awareness into their knowledge and competence base. Students from minority backgrounds may proudly identify with their own culture group and build a sense of self as individuals with the aid of a culturally sensitive curriculum. By creating classrooms that are sensitive to cultural differences, instructors may significantly contribute to the success of these students.

Syracuse Academy is mindful of the diversity in its student body and values the situated development of cultural sensitivity as part of a key learning of education abroad, hence faculty members should actively promote cultural awareness in their classrooms. In addition to being inclusive in the sense that it guarantees that all students are included in all elements of the learning process, a culturally-responsive curriculum also recognizes the



richness awarded by the distinctive characteristics that students may have. Additionally, a culturally responsive curriculum encourages academics to recognize and understand each student's non-academic cultural life and background and gives them a way to integrate this knowledge into the curriculum, encouraging inclusiveness.

