

# What to Expect

## When you Contact the Faculty for Support

### Goal

The goal is to support the student-preceptor experience.

### Reach Out

Be proactive. Reach out early when you have a concern, question, need support or are uncertain. It benefits you with strategies and collaboration.

#### Reach out via:

- Email
- Phone
- Or request an online/in-person meeting with the Course Coordinator and/or Faculty Liaison.

### Meet

An initial discussion will be set with the student and/or preceptor to:

- Develop an understanding of the concern/issue
- Determine next steps
- Offer support/coaching

The Experiential Education (ExEd) team's approach is to:

- Listen
- Explore
- Seek understanding
- Coach
- Support

### Support

One-on-one support is tailored based on the individual needs and may include:

- Discussion of strategies,
- Goal setting and tracking progress using the Learning Plan,
- Suggestions of resources,
- Follow up as determined.

To provide support and ensure progress, regular check-ins with preceptor and student may include discussion of:

- Action Plan
- Revision of strategies
- Aligning expectations
- Provision of other resources

### Follow up

Post-placement, you are encouraged to debrief with course coordinator and manager or faculty liaison and reflect on **what went well and what to improve** for future placements.

### Additional Supports

- Students are encouraged to contact Student Services/University Academic Success Centre for academic support.
- Preceptor/ExEd team may liaise with pharmacy manager (and clinical practice leader as applicable)
- The Course Coordinator and/or Faculty Liaison are available to be present for the midpoint and final assessment with the student if requested.

#### Course Coordinators:

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