ACE’s Advising Model for Supporting Students

Actively Listen
- Be fully present with students.
- Hold space for them and listen to understand.

Validate Experiences
- Explicitly state to students that you see and hear them, and that their experiences are valid.

Normalize Feelings
- Let students know that they are not alone, and that other students have shared similar sentiments.

Focus on Strengths
- Encourage students to consider what is working well, and how they may apply those strategies.

Make Intentional Connections
- Go beyond referrals to foster intentional connections between you, the student, and campus partners.

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