At NYU, we know that families play an important role in the success of our students. We recognize that students and their support systems are experiencing unique challenges related to COVID-19, and the transition to remote learning for some students can feel especially unsettling. However, it is in moments like this that the Office of Student Success is here to help. Below are a series of recommendations to help support your student as the University offers remote instruction and support during the COVID-19 crisis.

### Prioritize Health and Well-Being

Your family's health is the most important thing right now. Take the necessary precautions and follow the guidelines set by the [CDC](https://www.cdc.gov) and other state or local health officials to keep you and your student safe. Remind your student that they still have access to the [NYU Student Health Center](https://www.nyu.edu/studentwellness/health-center.html) and can make virtual appointments for both medical and mental health services. Encourage your student to [seek help when needed](https://www.nyu.edu/studentwellness/health-center.html), take breaks from the news, and practice self-care.

### Validate the Experience

Recognize that this is an unexpected transition and your student may be experiencing increased anxiety and loneliness. Validate your student’s feelings and help them practice self-compassion and resiliency.

### Make Sure Your Student Has the Technology They Need

Students will need access to reliable internet to get their schoolwork done. Many internet service providers are [offering free or discounted access during this time](https://www.cdc.gov). You can also help by making sure your student knows what they will need for remote learning. Many of the services your student will need are located on the [NYU IT page](https://www.nyu.edu/it). If your student has any other questions or technology needs, they can reach out to studentsuccess@nyu.edu.
Give Your Student Some Space
We acknowledge that this may not be possible for all families or living situations; however, try your best to help your student find a quiet study space. Ideally, this should be a quiet space to study, complete assignments, participate in virtual lessons, meet virtually for group projects, and have private conversations with their friends.

Help Create a Routine
Your student has lost most of their routine, is adjusting from in-person to remote learning, and no longer has access to their usual study spots. You and your family may now be sharing limited space and resources. Setting a routine and work stations helps create a sense of normalcy and divides work time from leisure time. In addition to studying, make sure your student is getting enough sleep, self-care, and social interactions.

Be Knowledgeable About Campus Resources
Being knowledgeable about campus resources is a great way to stay involved and help your student navigate university offerings during a time of transition. Academic Tutoring, writing support, advising appointments, and other great campus events and services are still open and available to your student in a virtual format and allow your student to stay connected to the NYU community. If your student doesn’t know where to turn, encourage them to reach out to a Success Specialist in our office. For NYU Coronavirus Information and Resources, please check out this page.

Trust Your Student
Your student has been managing their time, course load, social activities, and downtime on their own. Trust that they are on top of things. This is a key developmental time in their life, so give them that space to learn and grow.

Promote Patience
Encourage your student to be patient, with themselves and with others, as they adjust to this new situation. Your student is going through many changes and it can be easy to get frustrated. This is a new experience for families, students, and professors alike. Remind your student that we are all learning and going through this together.
Encourage Your Student To Reach Out For Help
This is a great opportunity for families to further develop a relationship that focuses on guidance and support while also encouraging the student to self-advocate. Encouraging your student to ask for help and utilize campus resources shows your interest and empowers them to solve their own problems. Students can always start with NYU Connect, our tech platform that helps students connect with resources and support staff across NYU. If at any point your student doesn’t know where to turn for the help they need, encourage them to reach out to a Success Specialist, also through NYU Connect, or by emailing us at studentsuccess@nyu.edu.

Allow Time for Tuning Out
The end of a semester is a stressful time for students. Allow your student time to decompress and encourage self-care if you see they are working non-stop. While it is important to stay informed, it is also a good idea to take breaks from the news. This will help everyone in the household with their overall well-being.

Embrace This Time to Connect
One of the silver linings of this challenging time is that families get to spend a lot of quality time together. Enjoy it! This can be as simple as cooking dinner together or scheduling a movie night. Ensure that your family is allowing time to connect and support one another as well as check-in with friends and loved ones virtually.

Links to Additional Resources

- NYU Parents Page
- NYU Coronavirus Information and Resources
- Remote Learning Tips for Students
- NYU Office of Student Success

- NYU Family Helpline: parents@nyu.edu
- Contact the Office of Student Success via email at studentsuccess@nyu.edu