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Colleagues,

It doesn't matter if we work in an admissions office, a biology department, a tutoring center, a math lab, or all of the other places you might find student success professionals – working with students takes a lot of patience. Sometimes (usually, I have found) the students are delightful, while other times that may not be the case.

This month, I am reminded of the adage, “Be kind because everyone you meet is fighting a hard battle.”

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student might be willing to tell us what is going on, but sometimes not.

Even if I feel frustrated, impatient, tired, or incredulous, the thing that I need to lead with in all of my interactions with students (also, everyone) is kindness.

For some of us, this is a natural thing. For others of us, this is an item for continued improvement. For both, it needs to happen if we are to help students be successful.

Remember the hard battles that the students are fighting, and take care of yourself as you are fighting your own hard battles.

Meredith

P.S.: Is there a program at your institution that is taking student success to the next level? Consider nominating it for our [Programs of Promise](#) award.

NOSS offers a number of [individual awards](#), as well, that honor colleagues, those outside of student success who help us champion it, and students in student success programs. Consider nominating someone (or yourself!!) for one of these awards.

The deadline for nominations for Programs of Promise and individual awards is December 1.



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