Welcome to Triton Community Connections (TCC). We are grateful for you and your commitment to supporting our current Tritons and building community. In this time of separate but together, we know it can have huge impact to know you are not alone and belong to a community that cares. You are proof that Tritons care for Tritons.

TCC connects alumni and staff to our students through weekly phone calls. The goal of these calls is to create a strong and compassionate Triton community through establishing personal connections between students and alumni, staff and faculty. In this packet you will find all the resources you need to support you during this program.

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Program Goals
Our goal is to connect all UC San Diego students with an alumni, staff or faculty in an effort enhance our community and connection. This connection can provide these benefits:
  - Provide current Triton students with a sense of belonging and connect them to the larger Triton community
  - Understand on a grand scale how current students are doing
  - Connect current students with potential mentors and mentoring programs
  - Share resources with students as they need them
  - Provide timely feedback to campus leadership based on what students share through connections

Expectations
• Triton Community Connectors will commit to at least 30 minutes each week to connecting with a student between the hours of 10:00 am and 9:00 pm - weekends included and encouraged. Staff we understand that you may have set hours and schedule to commit to this program.
• Connectors will reach out to 3-5 students during the 30-minute time period spread out over a few weeks. The calls should range from 5-30 minutes for each student.
• The Connector commits to connect with each student every three weeks to maintain the connection and provide support.
  o This is contingent on having enough connectors.
  o A new list of students will come in a month or when requested.
• Connectors will complete mandatory training, live or recorded for 30 minutes.
  o The training will include these topics:
    ▪ Expectations
    ▪ Script
    ▪ Resource referral guidelines

Questions
Please let me know if you have any questions or concerns about the program. I also welcome your suggestions! We’re learning together how to best support our Tritons in this new world.
Ebenee Williams, Ph.D., Director, Virtual Experience and Peer Engagement Initiatives (VE&PEI)
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Invitation Email
Subject: Connection Request
Body:
Hello (Student’s Name),

I hope this email finds you.

I am (Your Name), I am a(n) alumni, (staff or faculty member) at UC San Diego. I am a part of Triton Community Connections (TCC), which a new initiative that is designed to connect you, a current student at UC San Diego, with the larger Triton community which I am representing.

I would like to connect with you as a valued member of our UC San Diego community in the next few weeks.

I am available to connect at the following times: (Fill in the day, date, and time you want them to consider). Let me know if you are available or propose times that may work for you.

I look forward to connecting with you.

Sincerely,
Your Name, UC San Diego Connector

First Connection
Introduction: I am______, as an alumni/staff/faculty it is great to connect to a current Triton. Thank you for accepting my invitation to connect.
Purpose: In response to the shift in education due to the challenges of COVID-19, staff/alumni/faculty have joined forces to connect with students on personal and human level.
Core: I would like to spend some time getting to know you and to provide support in your journey here at UC San Diego and beyond.
Questions:
   Where did you choose to live this quarter?
   What are you studying? What year are you?
   What are some of your interest or goals?
   How are you creating community?
Conclusion: It was great connecting with you.
Follow Up: How to would you like to connect going forward? (phone, zoom, social media, text)
Option: If you enjoyed this connection and would like an official mentor, you should consider joining Tritons Connect. TritonsConnect.com, it is UC San Diego professional connection page.

Post Connection Survey
- During each communication with students we request you, Connectors, complete the following survey:
  - Undergraduate or graduate student?
  - College (undergraduate students only)
  - Did you learn they were a Transfer student?
  - Where did they choose to live this quarter? On or off campus?
  - What would you rate the student’s content level?
    - Happy at UC San Diego (10)
    - Leave UC San Diego (0)
o Did the student mention any of the following as concern areas
  - Academic Support
  - Financial Aid
  - Housing
  - Creating Community
  - Courses
  - Dining
  - Parking
  - Career Planning
  - COVID-19 health related concerns
  - Mental Health
  - Physical Health

o Did you refer the student to resources?

o Open Comments

The post connection survey will allow the following
  - The form will help the Connector determine the stressors each student is facing and establish a plan for guiding the student in dealing with these challenges.
  - The form does not request specific student information for privacy.

In case of an emergency where you are concerned for the student’s safety or health you can report the concern to Triton Concern Line at 858-246-1111. This will activate the student’s Dean and campus Case Manager’s to support the student during their time of need. Please provide as much detail in your report, including student name and email. For more information on dealing with a student in distress visit, https://vcsa.ucsd.edu/faculty/index.html.

Opt-Out Form
If a student is non-responsive after 3 attempts or shares they do not want to have a connection. Please complete the opt-out form.

Student Name
  - Student Email
  - Your Email
  - Reason for opt-out
    o Non-responsive to connection request
    o Indicated lack of interest in being connected
    o Could not find a time that works for both our schedule
  - Can we send you another student
  - Open Comment

Resource Guide

Campus
  - Virtual Advising Center
  - Financial Aid
  - Housing Dining Hospitality
  - Student Accounts
  - International Students
  - Colleges
  - Parking
• Recreation
• Library

Creating Community
• Virtual Student Union
• Community Centers
• Center for Student Involvement
• Student Orgs
  o Undergraduates, Associated Students (AS):
    ▪ Facebook
    ▪ Instagram
  o Graduate Students Association (GSA):
    ▪ Facebook
    ▪ Instagram

• Career Services

Health & Well-Being
• Counseling and Psychological Services (CAPS)
• Guide for Supporting Students in Distress
• Office Students with Disabilities (OSD)

COVID-19 Updates
• COVID-19 Information for Students
• Fall Quarter Updates

Academic Success
• Academic Support
• Student Success
• Registrar’s Office
• Departments
• Laptop Lending and Discounted Software
• Student Loaner Laptop Request Form

Emergency Contact
• Call Triton Concern Line – (858) 246-1111
• Triton Concern Line – A single point of reference for faculty, staff, parents and students.