

Supporting Your Scholar: A Guide for Parents

Your student's time abroad is, first and foremost, an experience in growth. Northeastern University teams are here at every step to support them, and students have already been provided details on how to reach the right people onsite when they need help. This guide is here to help you understand how to support them too, alongside the [Support Resources at Northeastern University London Guide](#).

SCHOLARS EXPERIENCE

- **Growth Through Challenge:** College is an adjustment, and it's the resiliency along the way that makes this experience transformational. Starting out in an international environment adds its own layers of excitement — and challenge. Alongside moments of celebration, discovery, and joy, there will be moments of discomfort and uncertainty too. Our teams are here to guide your student through every obstacle, so they always know how to move forward.
- **Self-Advocacy Is the Core:** One of this program's greatest offerings is the growth that comes from self-exploration. This includes adjusting to living and learning in a new place, building life skills like cooking, commuting, and navigating public transport, making new friends, managing time, and finding community. Our support teams lay the groundwork and are ready whenever questions come up; how deeply your student leans into these opportunities is for them to decide.
- **Full Support, Built-In Guardrails:** Robust support teams and resources have been shared with your student, and are ready for them to tap into at every step of the way. Our role is to support the learning journey *with* students, not to act and make decisions *for* students. When questions arise, students should engage directly with support, and our teams respond with timely guidance and assistance. Often, the biggest step for first-year students is simply asking for help. This guide will show you how you can support your student in connecting with onsite resources when they do.
- **Trust in the Process:** Your student has worked hard to earn this place and stands among a cohort of high-achieving, capable young adults. Northeastern draws on nearly two decades of experience crafting formative starts through international first-year programs for our students. Trust your student to own this experience, and let them absorb everything this journey of growth has to offer.

CONVERSATION FRAMING TIPS: INSTEAD OF... TRY...

We understand it may be natural for your student to come to you first when a challenge arises. Instead of trying to solve it for them, we ask that you support them in overcoming the challenge themselves: validate what they're feeling, then guide them back toward advocating for themselves.

When your student says:	Instead of...	Try...
"I moved in and met some staff, but I have some questions and I don't know who to talk to."	"Let me call the university and sort this out for you."	"Let's talk through this together. Who do you think is the right person to ask for help?"
"I'm having trouble with my Chemistry class and want to get some help."	"I'll email your instructor myself."	"It makes sense to reach out directly to your instructor — want to talk through what you'll say first?"
"I'm not getting along with my flatmates and I want to come home."	"Don't worry, I'll take care of it."	"I trust you can handle this. What's your next step, and how can I support you in taking it?"

WHO PARENTS SHOULD CONTACT, WHEN

- General London Scholars program questions during business hours (Boston-based):
 - London Scholars Customer Service: londonscholars@northeastern.edu
 - Assistant Director Daniel Silverman: d.silverman@northeastern.edu (main program family contact while students are onsite in London)
- Urgent concerns outside business hours:
 - Global Safety and Support Network (24/7): +1 857-214-5332 or +44 20 3467 1773

Family members are always welcome to contact the London Scholars team directly with questions — we aim to provide support in 1-2 business days. In most cases, when a parent question comes to us on a student's behalf, our first response will be to guide you in pointing your student toward the appropriate onsite support resource — this is intentional, and part of the growth process. If your student has already tried the appropriate steps and isn't getting the outcome they expected, that's when it's most helpful for us to step in directly. Note: Due to GDPR, London faculty/staff are unable to share student information with you without your student's consent.

WHEN YOUR STUDENT COMES TO YOU: VALIDATE, GUIDE, RELEASE

1 Validate	2 Guide	3 Release
Acknowledge how they're feeling before jumping to solutions.	Point them toward the right team or resource using the Support Resources at NU London Guide .	Trust your student to follow through — check in if appropriate, but let them own the process.

The London Scholars program is here to help. While we never want to take opportunities for growth away from our students, we're always happy to add context to their journey for parents and family members — or step in if your student has tried these steps and isn't receiving the support they need. Thank you for partnering with us in this exciting year.