



# Pop-In Drop-In: Transition and Retention Support

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## **How do Transition, Retention, and Support Coordinators help students?**

Transition Retention and Support (TRS) Coordinators help students navigate college life academically, personally, and socially. This includes developing learning strategies, managing stress or culture shock, and connecting with campus resources to support student success from day one to graduation.

There are two TRS Coordinators at Canadore. [Jill Gear](#) and [Ziyaad Rajabalee](#). Jill supports students at the College Drive and West Parry Sound Campus and Ziyaad supports students at the Commerce Court and Aviation Campus.

## **Who can access these services?**

All students at the college are welcome to connect with our TRS Coordinators—whether they’re coming straight from high school, returning after a break, mature students, international students, or newcomers to Canada.

## **How are new students supported in their first semester or year?**

Support includes guidance on course structure, study schedules, and navigating tools like iLearn. Coordinators conduct regular check-ins, host resource booths on campus, and offer targeted workshops to address common first-year challenges.

## **What are some common challenges students face?**

Early in the semester, students often need help finding classrooms, using self-service tools, and accessing email or event platforms. Mid-semester challenges include time management, catching up on coursework, and dealing with homesickness. Toward the end of the semester, support focuses on exam preparation and assignment completion.

## **What time management and study tips are most helpful?**

Using a planner to track deadlines and breaking tasks into smaller steps are key strategies. Short, spaced-out study sessions are more effective than cramming. Students are encouraged to ask for help early—before they feel overwhelmed.

## **What types of activities are planned during the semester?**

We offer a range of academic and social activities to support student success and well-being. Workshops cover practical topics like time management, note-taking, and public speaking. Social events such as **“Chai and Connections”** provide a chance to relax, enjoy snacks, and meet peers. During reading week, **“Afternoon by the Pond”** offers outdoor games, a bonfire, and marshmallow roasting. Resource booths across campuses feature giveaways, event info, and on-the-spot support.

All the events and workshops offered by the TRS Coordinators can be found on [iSucceed](#).

**How can students book an appointment?**

Students can book through the [iSucceed platform](#), email the coordinators, or visit the Student Success Services office. Drop-ins are welcome, and meetings can be in person, virtual, or via email—whatever works best for the student.

**What's one thing every new student should know?**

Attend your classes, communicate with instructors, and don't hesitate to ask for help. It's okay not to have all the answers—support is available, but students need to take the first step to reach out.