



**Student
Development
Advisor**
学生成长顾问



Xi'an Jiaotong-Liverpool University

西交利物浦大学

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校长寄语

西交利物浦大学一直致力于成为一所研究导向、独具特色、世界认可的中国大学和中国土地上的国际大学。我们坚持“以学生为中心”，将学生健康成长作为教育的根本，并在十余年的发展中，形成了独具特色的育人理念。这一理念强调了学生从“孩子”到“年轻成人”再到“世界公民”的转变。这是学生成长的关键，是一个从被动学习到主动学习再到研究性学习的过程，也是一个从盲目发展到兴趣导向的发展再到人生规划指导下发展的过程。我们希望每个学生都能够承担起自己的责任，学会独立思考和选择，学会自我管理，具有处理复杂问题的智慧，具备终身学习的能力。

我们必须看到的是，传统的教育体系过于注重考试成绩和学生的外在表现，使得大多数学生对于考试成绩过于焦虑，对于外界评价过于关注，导致了学生习惯性地隐藏自己的真实想法，习惯性地逃避问题，永远躲在自己为自己设立的“舒适区”内。

在这种背景下，如何鼓励、支持学生做出转变？这是一个需要我们成长顾问团队深入思考的问题。

在我看来，引导和支持学生健康成长，首先要让学生敞开心扉，愿意接受我们的支持和引导。这就要求我们每一位成长顾问必须首先做到真诚交流，真心关注，取得同学们的充分信任。当同学们信任我们，卸下防备，脱去伪装，勇敢地走出自己的“舒适区”，我们才有机会给予关怀和引导。我想请大家注意的是，“引导”并不是要给出一个标准答案。人生本来就充满着各种风险和不确定性，而随着科技进步和信息爆炸，未来的风险和不确定性更加突出。在这些风险和不确定性面前，年轻的成年人人们往往心生畏惧，不知所措，无法认清当下的自我，更不用说去思考未来。因此，他们更需要成长顾问的帮助和支持，认清自己的责任，赶上未来的脚步。我们对于他们的任何一个微小的帮助，任何一个不经意的关心，都有可能成为改变他们一生的契机。

成长顾问手册是在西浦五星育人模式的理论基础上，经过不断实践凝练出来的智慧结晶，其中也比较详尽地阐述了成长顾问体系的工作机制和工作要点。希望各位成长顾问能够认真研读，努力提升自我素养，丰富自己的理论知识和实践经验。在面对学生的时候，能够真诚相待，相互尊重，用自身的言行鼓励和启发学生独立思考，支持学生不断健康成长。我相信在大家的引导支持下，在西浦这个自由成长的舞台上，我们西浦每一位学生都能够点亮寻梦的智慧明灯，插上实现梦想的翅膀，努力向未来拼搏。我相信，日益专业的成长顾问团队，将成为西交利物浦大学不可取代的财富！

西交利物浦大学副校长杨民助教授

PRESIDENT'S MESSAGE

Xi'an Jiaotong-Liverpool University has been committed to becoming a leading international research-led university in China, and a Chinese university recognized internationally for its unique features in learning and teaching, research, service to society and education management. The University insists on being student oriented and treating students' healthy growth as the foundation of education. In more than ten years of development, we have established a distinctive educational concept. This concept emphasizes the transformation of children, to young adults, to then becoming citizens of the world. This is the key of student growth, which is a process from learning passively, to learning actively and then to learning which is research-led. As well as a process from blind development, to interest-oriented development and then to life planning under the guidance of the development process. We expect every student to assume their responsibilities to learn independent thinking and selection, as well as self-management. Our students will gain the wisdom to deal with complicated problems, and acquire abilities for lifelong learning.

It must be noted that the traditional educational systems pay too much attention to examination results and students' external performance, so most students are excessively anxious about examination results and overly concerned about others' evaluations. This results in those students having got used to concealing their real thoughts, and escaping problems, thus hiding in their own comfort zone that has been established by themselves.

In this situation, how can we encourage and support students to make a change? This is a question worth pondering by our student development advice team.

In my opinion, to guide and support the healthy development of students, firstly, we should make sure students open their minds and are willing to accept our support and guidance. So every student development advisor must sincerely communicate with them and genuinely care about our students. This will lead to sufficiently earning their trust. When students trust us, they will disarm their defenses, take off their disguises, and bravely walk out of their comfort zone, so that we can have the opportunity to show solicitude and provide guidance. Please note that guidance is not to give a standard answer. Life is full of all kinds of risks and uncertainties, and with scientific and technological progress, and the explosion of information becoming available, the risks and uncertainties of the future become more obvious. While faced with such risks and



uncertainties, young adults can often feel terrified, lose their mind and cannot have a clear understanding of the present self, let alone think about the future. Therefore, the student development advisors can help and support them so that they can have a clear understanding of their responsibilities and catch up with their future steps. Any little piece of advice or any casual concern, may become the opportunity for them to change their life.

The Student Development Advisors' Handbook is based on the theory of XJTU's Five-star Education Model, which is a crystallization of wisdom after continuous practices. It elaborately describes the working mechanism and working key points of the student development advice system. We expect all student development advisors to carefully read and study it and make efforts to improve their own attainments, enrich their theoretical knowledge and learn from practical experience. While dealing with students they should treat them sincerely, respect each other, encourage and enlighten them to think independently with their own words and deeds, and support their continuous healthy development. I believe that with their guidance and support, every student at XJTU shall be able to gain wisdom, seek dreams and acquire methods to realize their dreams so that they can fight for a bright future on the freely-growing stage of XJTU. I believe that the increasingly professional student development advice team shall become indispensable at Xi'an Jiaotong-Liverpool University!

Professor Yang Minzhu,
Vice President of Xi'an Jiaotong-Liverpool University

简介

关于西交利物浦大学

西交利物浦大学（简称“西浦”）是经教育部批准、由西安交通大学和英国利物浦大学于2006年合作创立的新型国际化大学，位于历史文化名城苏州。西浦继承和发挥两所母校传统的理、工、管优势，传承中国高等教育的特点，借鉴英式教育严谨的质量保证体系，并融合美式教育的灵活，强调主动学习、自主学习和研究性学习。12年的发展历程，西浦“一本统招、严进严出”的高质量教育体系和国际化的育人模式已向社会各行业输送诸多人才。

“培养什么样的人，如何培养人”是大学发展的核心问题，西交利物浦大学经过创新探索与大胆改革，初步形成了独具特色的“五星”育人模式，并致力于帮助学生在大学实现“三个转变”：

- **从孩子到年轻成人再到世界公民**

西浦将学生视为年轻的成人，注重培养学生的独立精神和责任意识。与此同时，在全球化的背景下，西浦为学生创造国际化的平台，提升他们的视野与跨文化领导力，帮助他们成为世界公民。

- **从被动学习到主动学习再到研究导向型学习**

西浦着重培养学生主动学习的行为意识，鼓励学生主动思考、提出合理的质疑，培养其批判性思维。

- **从盲目学习到兴趣导向再到关注人生规划**

西浦提倡兴趣导向，大一为学生提供自由转专业的机会，并辅之“四大导师”体系（即学术导师、学友、成长顾问、校外导师），引导学生实现“幸福生活、成功事业”的目标。



Four-Advisor system
四大导师体系

INTRODUCTION

ABOUT XI'AN JIAOTONG LIVERPOOL UNIVERSITY

Xi'an Jiaotong-Liverpool University (hereinafter referred to as "XJTLU"), is located in Suzhou, a famous historic and cultural city, and is a new-type of international university approved by the Ministry of Education. It was jointly established by Xi'an Jiaotong University and Liverpool University in 2006. It has inherited and developed the traditional advantages in science, engineering and management of these two universities, inherited the characteristics of Chinese higher education, drawn on the experience of strict quality assurance systems in English-style education, and integrating the flexibility and the emphasis on active, independent, and research-based learning in an American-style of education. In its 12-year development history, it relies on their high-quality education system of Uniform First Batch of Undergraduate Recruitment and Strict Admittance and Graduation, as well as their international educational model. XJTLU has provided numerous talents to all walks of life.

What kinds of talents should we cultivate, and how to cultivate them? This is the core issue of university development. After innovative exploration and bold reform, Xi'an Jiaotong-Liverpool University has initially established their Five-star educational model with unique features, which is dedicated to helping students realize three transformations at the university:

- **From children, to young adults, then to citizens of the world**

XJTLU treats their students as young adults, and emphasizes the development of their independent spirit and consciousness of responsibility. Meanwhile, in the background of globalization, XJTLU has established an international platform for its students to broaden their horizon, improve their cross-cultural leadership and help them become citizens of the world.

- **From passive learning, to active learning, then to research-based learning**

XJTLU focuses on developing its students' behavior consciousness of active learning. The University encourages them to think actively, raise reasonable doubts and train their critical thinking.

- **From blind to interest oriented learning and then to life planning**

XJTLU advocates interest oriented learning, and provides the opportunity for students to freely change their major in the first year, as well as the Four-Advisor system (including academic advisors, buddy, development

关于学生成长顾问中心

为了帮助国内学生更好地适应西交利物浦大学的国际化环境，学生事务办公室于 2016 年 9 月成立了“学生成长顾问中心”。

作为一支专职化的队伍，其建立的初衷是：在西浦特殊的教育理念下，更好地协调学校资源，更有效地为学生提供相关的支持和引导。截至 2018 年 5 月，学生成长顾问中心共有 33 位全职成长顾问，对应全校 18 个院系，为所有国内在校生提供综合性的成长顾问服务，促进学生实现自我成长。

advisors, and external advisors) for assistance, to guide them to realize the objective of a happy life and with success in their careers.

ABOUT STUDENT DEVELOPMENT ADVICE CENTRE

To help students better adapt to the international environmental at Xi'an Jiaotong-Liverpool University, the Student Affairs Office established the Student Development Advice Centre in September, 2016.

As a professional team, its original intention is to better coordinate university resources and more effectively provide relevant support and guidance to students under the guidance of the special educational concept of XJTLU. As of May, 2018, the Student Development Advice Centre had 33 full-time development advisors corresponding to 18 colleges and departments throughout the university, to provide comprehensive development advice service for all domestic students and help them achieve self-growth.

The Student Development Advice Centre is divided into six functional teams
学生成长顾问中心细分为六个功能性小组



学生成长顾问的角色与服务范围

学生成长顾问中心为不同的对象提供对应的支持，大致可分为对大一新生的支持和对高年级学生的支持。主要包括以下几个方面：

- **帮助学生实现西浦文化融入，更好地适应国际化环境**

为了帮助大一新生在入学阶段更好地适应西浦多元、创新、自由、规则和信任的校园文化环境，学生事务办公室为新生特别设计了入学教育项目、学友计划、院系欢迎会等活动。例如，入学教育项目通过主题班会、讲座报告、交流讨论等形式开展入学教育，帮助新生熟悉、接纳并适应大学生活。

- **主题活动和班级干部选拔及评优**

班级活动区别于死板的“师讲生听”模式，形式更加活泼，通过游戏、手工等形式加强班级凝聚力，增进学生间的情感。此外，成长顾问还将对班干部进行选拔与培养，这有助于提升学生自我管理、自我救助和朋辈互助的能力。

- **个体关注**

当学生有适应不良、抑郁情绪、学业滞后、人际冲突等情况，成长顾问将与学生取得联系，给予针对性的关注与支持。

- **以数据形式捕捉学生在校表现并及时予以关注**

学生成长顾问中心会综合评估学生在校资源的使用情况，支持学生并给予反馈，形式可以为邮件、电话、短信、一对一约谈。

- **学校与家长的重要沟通渠道**

成长顾问作为学校与家长的重要沟通桥梁，在适当的时候以协调者的身份联结家庭、学生和学校三方关系，整合三方资源，利用多方资源帮助学生及时解决问题，实现学生利益最大化。

- **应急处理**

成长顾问将根据学校应急响应流程的安排与调度给予支持配合。

DEVELOPMENT ADVISORS' ROLE AND SERVICES

The Student Development Advice Centre provides corresponding support for different people, which is roughly divided into the support for freshmen and for senior students. It mainly includes the following aspects:

- **Helping students integrate into XJTLU's culture and better adapting to international environments**

To help freshmen better adapt to the diversified, innovative, free, regular and honest campus culture of XJTLU, the Student Affairs Office has specially designed activities including an Induction Programme, Buddy Programme, College and Department Welcome Meetings etc.. For instance, in the Induction Programme, the initial classes are carried out mainly in the forms of themed class meetings, lectures, exchanges and discussions to help freshmen adapt to campus life.

- **Theme activities, class leader selection and assessment**

Class activities differ from the rigid teacher speaking and students listening model, and are used to strengthen class cohesion and promote good relationships among students in more vivid forms such as games, handiwork etc.. In addition, the development advisors shall select and train class leaders, which helps to promote students' abilities of self-management, self-help and mutual help.

- **Special attention to individuals**

When students have difficulties in adaptation, depression, academic performance or interpersonal conflict etc, the development advisors shall get in touch with the student, pay close attention to them and provide specific support for him/her.

- **Capture and feedback students' performance at the University in the form of data, and pay attention to them in a timely fashion.**

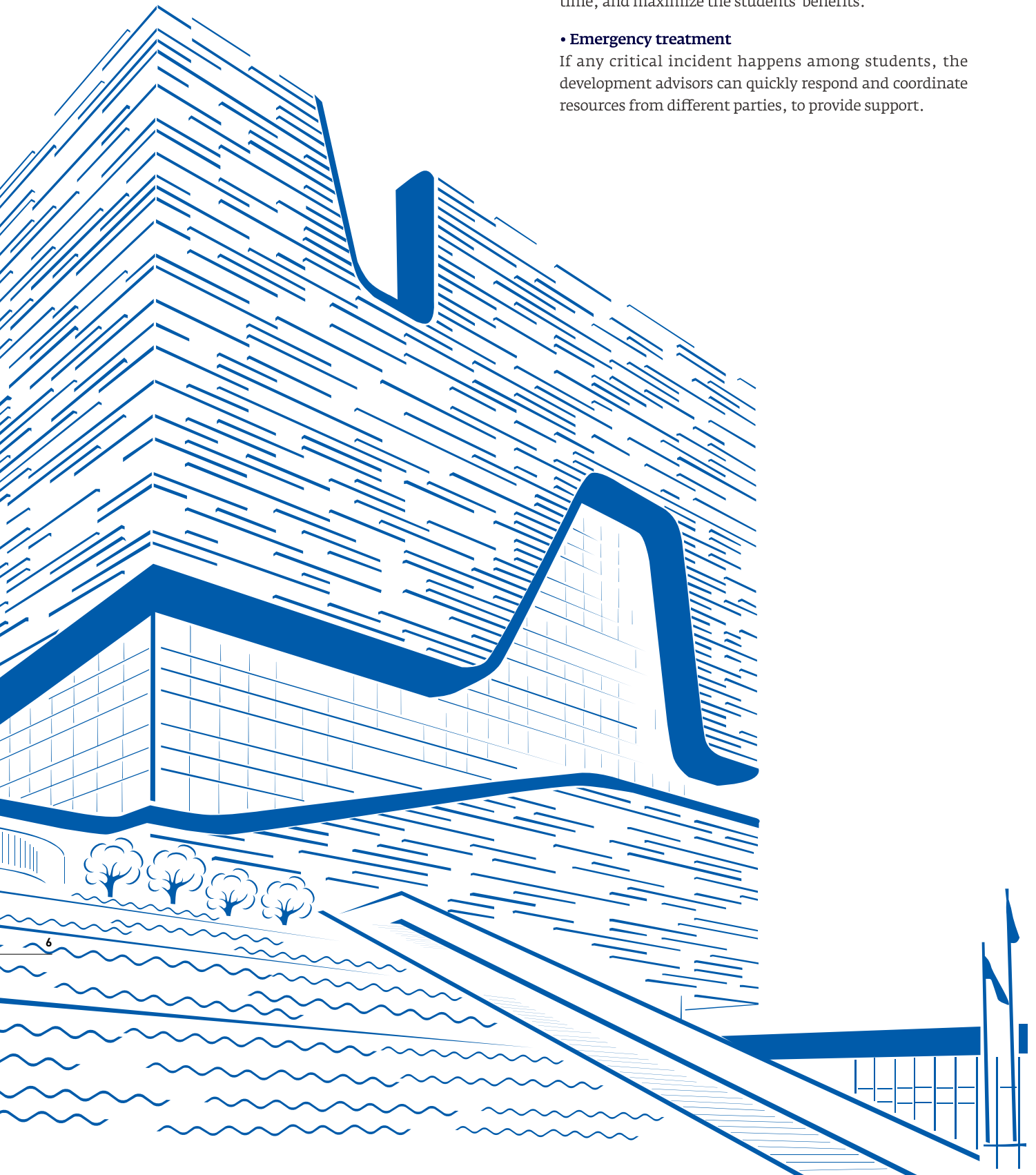
Students' use of university resources: The Student Development Advice Centre will comprehensively assess students' conditions. This will provide support and give feedback to them in forms such as email, phone calls, short messages, and one-to-one communication.

- **An important communication channel between the University and parents**

As an important communication bridge between the University and parents, the development advisors can link the three parties including the family, the student, and the University. As a coordinator they will integrate the resources of three parties (at an appropriate time). Many resources are used to help students solve their problems in time, and maximize the students' benefits.

- **Emergency treatment**

If any critical incident happens among students, the development advisors can quickly respond and coordinate resources from different parties, to provide support.



支持与提升项目

为了满足学生群体多样化的需求，成长顾问中心的项目组负责设计、执行和改进成长性支持服务项目。

目前，较成熟的有入学教育项目 (Induction Programme) 和 回归项目 (Bounce Back Programme)。入学教育项目旨在帮助大一新生在入学阶段更快、更好地适应西浦生态。与此同时，回归项目旨在帮助自我管理能力较弱的学生重回健康的作息与人际交往圈。

入学教育项目

入学教育项目从新生收到录取通知书开始，贯穿整个大一第一学期，旨在帮助新生快速熟悉校园环境、鼓励新生寻找并充分利用学校的各类资源。

时间安排

项目主要分为三个阶段：入学前 (Pre-Arrival)；入学教育周 (Induction Week)；教学周 (Post-Induction)。

• 入学前

新生会收到入学教育的相关材料 (包括逐梦西浦 - 新生入学攻略、生源地校友指南、迎新网介绍等)，提前了解学校的概况。

• 在入学教育周

新生需参加开学典礼及各类主题讲座 (包括西浦文化与支持、学术规范等)、同乡交流会、迎新班会。

• 在教学周

新生需按照入学手册的要求，完成相关任务。同时，参与自己感兴趣的主题活动。

逐梦西浦 -- 新生入学攻略

新生入学攻略，不是枯燥的说明和引导，而是一个伴随新生一整学期、有生命、有趣的伙伴。

内有任务清单，完成可收获大奖哦~

迎新网

西浦新生来校报到前的第一站。在这里，新生们可简单地完成注册的流程，获取属于自己的西浦报到信息清单。其中的西浦介绍也非常有趣哦~

SUPPORT AND ENHANCEMENT PROGRAMME

To meet students' diversified demands, the programme team of the Student Development Advice Centre have designed, executed and improved the development support and enhancement programmes.

At present, the relatively matured programmes include the Induction and Bounce Back Programmes. The Induction Programme aims to help freshmen to quickly (and better) adapt to the ecology of XJTLU during the admission phase. While the Bounce Back Programme aims to help the students with relatively weak self-management ability, to regain a healthy daily schedule and interpersonal relationships.

INDUCTION PROGRAMME

Starting from the time when freshmen receive a letter of admission, the Programme continues throughout the first semester of freshman year. It aims to help freshmen quickly get familiar with the campus environment and encourages them to find and take full advantage of all kinds of resources at the university.

SCHEDULE

This programme is mainly divided into three phases including; Pre-Arrival, Induction Week, and Post-Induction.

• Pre-Arrival

The freshmen will receive relevant material for entrance education (including Chase Dream@XJTLU- Student Guide Book, Guideline from Schoolmates in the Same Native Place, Introduction of Welcome Website etc.), to get to know the university in advance.

• In the Induction Week

The freshmen need to participate in the opening ceremony, all kinds of themed lectures (including XJTLU culture and support, academic standards etc.), exchange meeting of fellow provincials or townsmen, and class welcome meeting.

• In the Post-Induction

The freshmen need to complete relevant tasks according to the requirements of the Admission Handbook, and participate in the themed activities they are interested in.

新生校长下午茶

“校长下午茶”活动是《逐梦西浦》新生手册里“新生任务”的终级奖励。新生任务包括与家人分享自己的大学规划、独自收拾行囊上学、参加开学典礼、参加入学教育周讲座、主动了解学校资源、提交大一学习感悟的论文等。当学生完成了这些任务后，将有机会获得“与校长共进下午茶”的奖励。2017级新生共有22名同学积极地完成了所有关卡，得到了这个奖励。

学生在下午茶活动上与校长面对面交流，分享学习和生活经验。

Chase Dream@XJTU - Student Guide Book

Different from boring descriptions and instructions, the Student Guide Book is an active and interesting partner that can accompany you for a whole semester.

There is a task list in it. After completing this list, you can win a great prize.

Welcome Website

- It is the first stop before XJTU students arrive at the university for registration. On this website, freshmen can simply and conveniently complete the registration, and obtain their exclusive information list for registration in XJTU.

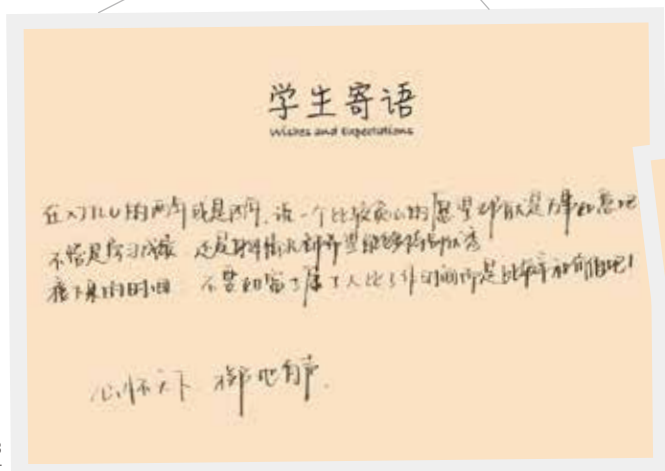
AFTERNOON TEA WITH THE PRESIDENT

The Afternoon Tea with the President activity, is the final prize for completing the freshmen tasks in the Chase Dream@XJTU – Student Guide Book. The freshmen tasks include; sharing their own university plan with family members, independently packing for university, participating in the opening ceremony and the weekly lectures of induction education, actively getting to know university resources and submitting the paper about perceptions from first-year study. After completing those tasks, the students have the opportunity to win the prize of an Afternoon Tea with the President. Among the freshmen in 2017, there were 22 students who actively completed all the tasks and won this prize.

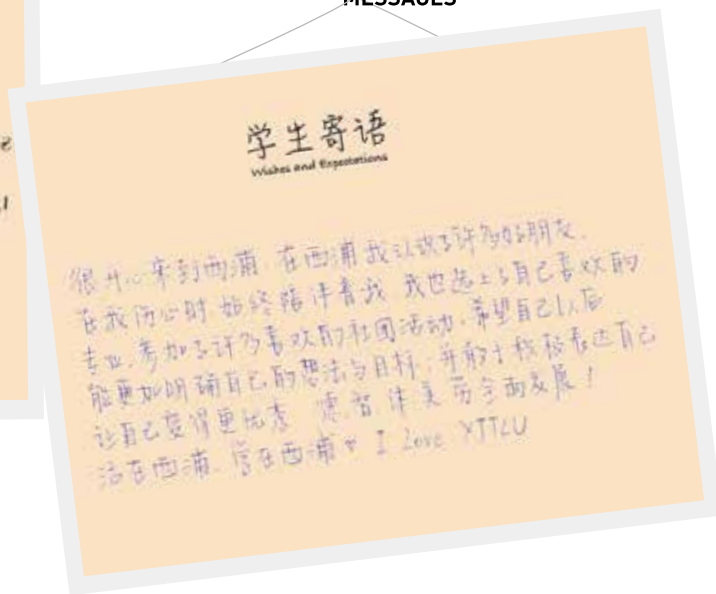
Students can have a face-to-face communication with the president, and share their learning and life experience in the afternoon tea activity.



留言



MESSAGES



回归项目

2016年9月起,成长顾问中心项目组出品了“回归项目”。该项目融合了心理学和教育学的理论基础,致力于帮助学生提高自我效能感和自我管理能力。截至2018年5月,回归项目已经为近600学生提供支持。

项目的核心目标

- 促进学生养成良好的生活、学习习惯;
- 促进学生自我认知,对自我概念有更准确的定位;
- 拓展学生人际边界,修正学生人际体验;
- 增强学生自我效能感,激发学生获取资源的动力;
- 降低学生的自我怀疑感和羞耻感。

回归项目的组成

回归项目由每日打卡、周挑战、例会、团体咨询及中期素拓组成,报名的学生被分至10-15人的小组,每组有一名带队老师和一名心理咨询师陪伴其度过整个项目周期,以促进学生们养成积极的行为习惯。

- **每日任务打卡**—早起、上课、自习、运动,带队老师会督促同学们完成打卡目标,成员之间也需要互相监督。

Gesture clocking in the morning

早起手势打卡 ▼



BOUNCE BACK PROGRAMME

The Student Development Advice Centre has launched the “Bounce Back Programme” since September 2016, which integrates the theoretical basis of psychology and pedagogy, and is committed to helping students promote their self-efficacy and self-management abilities. As of May, 2018, the Bounce Back Programme has provided support for nearly 600 students.

THE CORE OBJECTIVES OF THIS PROGRAMME;

- Help students develop good living and learning habits.
- Improve students' self-cognition, and develop more accurate positioning of self-concept.
- Expand students' interpersonal boundaries, and correct their interpersonal experience.
- Increase students' self-efficacy, and motivate their power to obtain resources.
- Reduce students' self-doubt and sense of shame.

Composition of Bounce Back Programme

The Bounce Back Programme is composed of daily clocking-in, weekly challenges, regular meetings, group consultation and medium-term quality expansion. The students who apply shall be divided into different groups, 10-15 people per group, with each group having a leading teacher and a psychological consultant, who shall accompany them during the whole programme period. This helps students to develop positive behavioural habits.

- **Daily task clocking-in** – getting up early, attending classes, reviewing lessons, and doing exercise. The facilitator will supervise students to complete their clocking-in objectives, while the group members shall supervise mutually as well.

- **周挑战**—不同时间点，每周制定不同的挑战。刚开学时的“打扫宿舍”、春日里的“踏青”、期中考试前的“复习迎考”等，完成有奖励，失败有惩罚。

Weekly Challenge-handcraft

周挑战——手工制作 ▼



- **例会**—带队老师和团队同学回顾上周的生活和学习，制定下周的周挑战。
- **团体咨询**—心理咨询师带领同学们感受自己的人际交往模式，认识自我、发掘自我，并且通过自我反思，获得个人成长。

- **Weekly challenge** – at different points of time; different challenges are setup every week, such as sweeping the dormitory when the term begins, having an outing in spring, reviewing and preparing for examinations before the mid-term examination etc., there are rewards for completion, as well as punishments for failure.



- **Regular meeting** – the facilitator and the group members shall review the students' life and study in last week, and set up the challenge for next week.
- **Group consultation** – the psychological consultant shall lead students to feel their own interpersonal patterns, to understand themselves, to explore themselves and through self-reflection gain personal growth.

咨询师解读

“支持团体是社会人际关系的缩影，它与现实生活是平行的。所谓平行也就是说，每个人独一无二的人际模式，也会在团体中重复，重复就意味着风险。但重复同时也意味着改变的可能性和机会。如果在重复的时候抓住这个机会，学会如何在困难中坚持，那么改变也就发生了。在我们的团体中，除了在认知层面的改变，更多是在体验层面的改变。我们的团体是非常鼓励觉察跟语言表达的，同时，我们的团体是一个非常魅力的地方，在这里非常安全，你表达的越多，你收获的越多，但即使是最沉默的成员，他也能够通过其他成员的表现，来获得对自己的思考与反思。”

西浦学生心理咨询中心咨询师：缪小幼

COUNSELLOR'S COMMENTS

“The support group is the epitome of social interpersonal relationship, which is parallel to real life. Being parallel means that every person's unique interpersonal mode will be repeated in the group, and such repeat means risk. However, repeating also means the possibility and opportunity to change at the same time. In seizing the opportunity in such repeat, they will learn how to be persistent during difficulties as change happens. In our group, besides the change at the cognition level, more is the change at the experience level. Our group strongly encourages perception and language expression. Meanwhile, the group is a very charming and safe place where the more you express, the more you gain, but even the most silent member can also obtain their own thinking and self-examination through other member's performance.”

Counsellor at XJTLU Student Counselling Centre:
Miao Xiaoyou

• **中期素拓**—项目进行到中期，部分学生会进入疲倦、懈怠的状态，中期素拓通过游戏形式，让学生们在轻松愉悦的氛围中缓解压力、增加凝聚力，推动学生坚韧度的提升，进而增强学生的自我效能和团队归属感。

• **Middle-term quality expansion** – during the middle term of the programme, some of the students will enter a fatigued and slack state. So the middle-term quality expansion shall help students relieve pressure, strengthen adherence, promote their toughness. As a result their self-efficacy and sense of belonging is increased. This is done by using games in a relaxed atmosphere.



PREVIOUS MEDIUM-TERM QUALITY EXPANSION ACTIVITIES

往期中期素质拓展回顾



Jointly establish group friendship in crazy roller coaster
疯狂过山车，齐建团队情



Jointly build XJTLU dream with forty thousand dominoes
四万张骨牌，共筑西浦梦

适用人群

当学生经受下列情况（其中之一或多种）困扰，并试图想要改变时，可以考虑参加回归项目：

- 作息不规律
- 迷茫
- 孤独
- 拖延
- 自控力差

我们希望通过这个项目激发学生内在动力，引导学生正确认识自我，提高自我管理能力和人际交往能力，并养成健康的生活学习习惯，支持学生努力实现自己预期的目标。

历程回顾

声音

“参加项目之前，我的人际交往只禁锢在自己的小圈子里，不愿意主动去交朋友。在回归项目中，我发现在团体中总有三四个特别谈得来的朋友，我会发现其实自己并不是不善言谈、孤僻冷漠的人，也许仅仅是因为过去的惯性导致交往和学习特别单调。”

“很期待每天与正能量的朋友相约吃饭、自习，健身。”

“参与新颖有趣的团体活动，我们是朋友，也是家人，大家互相监督，共同成长。在团体里充满了正能量。收获了友谊、知识和属于自己的经历。”

“参加团体是对自己的承诺。作为一个三心二意的人，能够坚持下来做一件事情是非常开心的，让我更好地计划每一天的安排，过得充实而有意义。”

“在团体中可以真实地表达自己的想法，让我感到温暖和安全。”

“真正地感受到一个团体、一个朋友、一份家人的感觉。团体中我们互相鼓励、互相约束，早起、运动、看书、钢琴，在以前被游戏、睡觉等占用的时间，都开始慢慢归还给积极向上的生活方式；项目结束时团体打卡次数高达 1163 次，这给了我们莫大的肯定。同时，我们也开始反思，为什么之前做不到，因为懒、因为拖延，给自己找各种各样的理由。不过，还好我们最终寻求了改变，决定参加 Bounce Back，算是给自己的一份坚守和承诺。很开心，我们做到了！”

Applicable People

Any student who is experiencing the following troubles (one or more) and are trying to make a change, can consider to participate in the Bounce Back Programme:

- Irregular daily schedule
- Confused
- Lonely
- Procrastination
- Poor self-control

We expect that this programme to motivate students' internal positive strength, guide them the ability to establish correct self-cognition, enhance their self-management and interpersonal communication abilities, develop healthy living and learning habits and support them to realize their expected objectives.

Review of the Past

Echoes

"Before participating in this programme, my interpersonal communication was only limited in my own small circle, and I was unwilling to actively make friends. In the Bounce Back Programme, I discovered that there were always three or four friends I could get along well with, I was not bad unsociable, indifferent or bad at communication. The reason for my past monotonous interpersonal communication and learning, may have been due to past inertia."

"I look forward to eating, learning, and taking exercise with friends with positive energy, every day."

"We participate in novel and interesting group activities. We are friends, as well as family. We supervise each other and grow up together. This group is full of positive energy and I have gained friendship and knowledge, as well as my own experience."

"It is my commitment to myself to participating in the group. As a half-hearted person, I'm very happy to persist at one thing, so that we can better arrange every single day, and have a full and significant life."

"I can truly express my own ideas in the group, which makes me feel warm and safe."

"In this group we feel like both friends and family. We encourage and restrain each other. We get up early, do exercise, read books, and play piano together. The



Scan to listen to the facilitators' "words"
扫一扫，听听带队老师的“声音”

西交利物浦大学执行校长：席酉民

从教育哲学角度而言，挫折是一件好事。在公平的竞争环境中竞争失败，这暴露出学生在学习态度上、学习能力上，甚至自我管理行为上，存在一些薄弱环节。大学是个成长阶段，在这个阶段，暴露出一些环节恰恰是一种收获。因为当学生知道在这一方面薄弱，然后通过努力、通过学习、通过各方面的支持，自己改进了这些方面，就会使得我们的学生在走向社会的时候，更有竞争力，事业发展也更顺利。

如何参与

报名方式

报名途径：登录 ICE 系统，请关注报名邮件
报名时间：每学年 9-10 月
详情咨询：BBP@xjtlu.edu.cn

time which was previously occupied by playing games, sleeping etc. has gradually returned to a positive life style.

I clocked in every time that I completed a positive energy activity, and at the end of this Programme, clocking-in had reached up to 1163 times, which gives me the greatest affirmation. Meanwhile, I started self-examining myself, and the reasons why we could not do this in the past was due to laziness, procrastination, and finding all kinds of excuses for myself. Fortunately, we finally decided to make a change, and participate in the Bounce Back Programme, which is a kind of persistence and commitment for myself and I am very happy that we did it!"

Executive President of XJTLU: Xi Youmin

From the perspective of educational philosophy, setbacks are a good thing. A failure in a fair competition environment, exposes some weak links existing in aspects of our learning attitude, learning ability, and even self-management behaviour. University is a growth stage, where the exposure of some weak links is none other than some kind of gain. When students know their weak aspects, they can make improvements through effort, learning, and support in all directions, so that when they enter the society, they will be more competitive and smoother in their career development.

HOW TO JOIN IN

Application Method

Application approach: log in ICE system for application, and please pay attention to relevant application emails.

Application time: September – October every academic year

For detailed information, please consult via BBP@xjtlu.edu.cn



高校合作

2018年，学生成长顾问将与更多高校进行分享交流，旨在分享实践经验，为高校学生事务提供综合性的解决方案。西交利物浦大学学生成长顾问中心致力于为学生发展提供更优质的支持，欢迎对此项目感兴趣的兄弟院校前来沟通交流。

往期交流及主题汇报

2017年5月20日，第二届高等教育创新年会暨第四届慧湖国际化论坛

2018年1月27日，全国民办高校学生工作理论与实践高级研修班

2018年4月15日，北京建筑大学赴西浦调研学习

Cooperation of Colleges and Universities

In 2018, the Student Development Advisors shall share and exchange practical experience with more colleges and universities, and provide comprehensive solutions for student affairs in colleges and universities. The Student Development Advice Centre of XJTLU is committed to providing more excellent support for student development, and we welcome peer colleges and universities that are interested in this Programme to exchange with us.

Previous exchanges and theme reports

The second Annual Conference on Higher Education Innovation and the fourth Wisdom Lake Internationalization Summit of Higher Education, was held on May 20th, 2017.

The National Advance Training Class for Student Work Theory and Practice in Private Higher Institutions, was held on January 27th, 2018.

Beijing University of Civil Engineering and Architecture, conducted a study at XJTLU on April 15th, 2018.

WING + 项目

随着校园人群亚文化群体的增多，为了解决需求多样性的问题，更多针对性服务需要被设计并实施，因此BBP项目将会扩展成为校级学生支持服务平台WING+。WING+项目旨在整合校内各部门资源紧密联系行政与教学，并将根据对于学生群体的研究，发布年度学生支持服务设计指南，并时刻关注学生的需求变化，将学生需求反馈给校内各个教学及行政部门，最终影响整个大学生态体系。

WING+ PROGRAMME

With the increase of sub-cultural groups at the campus, to solve the issue of diversified demands more specific services shall be designed and implemented. Therefore, the BBP programme shall be expanded to be a university-level student support service platform, WING+. This programme aims to integrate the resources of different departments in the university and closely connect administration with teaching. It will publish the annual student support service design guide, based on the study on student groups. It will pay close attention to the change of student demands, and provide the feedback to different teaching and administrative departments of the university. This will eventually affect the whole university's ecological system.



学友计划

学友计划始于 2009 年 8 月，是西交利物浦大学四大育人体系（成长顾问、学术导师、校外导师及学友）之一。学友计划以朋辈互助的形式，通过优秀的朋辈学长的交流和指导，为低年级国内、海外学生提供引导，帮助其切实有效地解决生活学习上的困难，规划大学生活，实现自我发展。同时提高学生的交流能力与职责意识，增进学生之间的互助关系，完善西浦的育人模式。学友计划目前包含四大体系，即生源地、行政班、海外生和毕业生学友。

生源地学友：准大一学生入学前，生源地学友作为当地的学长、学姐，在官方生源地 QQ 群解答新生们在入校前各种疑问。

海外生学友：海外生学友帮助西浦海外生尽快适应中国的新生活新文化。

海外生学友：海外生学友服务于西浦海外生，帮助他们尽快适应中国的新生活新文化。

毕业生学友：毕业生学友是指已经毕业的曾经是学友的学生，毕业后将积极向西浦在校学生分享自己的经验，帮助在校生长成。

我们的亮点

在学友计划中，学生之间没有年纪隔阂，彼此间可以畅所欲言，将心比心地提出建议，新生也更容易接受。

我们的目标

- 作为西交利物浦大学服务学生的重要支撑体系，提供更优质的引导与服务；
- 为新生和低年级学生提供及时和持续的帮助和指导，切实有效解决学习和生活方面的问题，更好适应校园生活；
- 增强学生的交流能力与责任意识，增进学生间互助关系。

我们的文化

学友的文化传承浓缩在“泛爱众”三个字中，这三个字出自《论语·学而》——“弟子入则孝，出则悌，谨而信，泛爱众，而亲仁，行有余力，则以学文。”充分体现了学友博爱、无私的文化。

BUDDY PROGRAMME

Starting from August, 2009, the Buddy Programme has been one of four educational systems in XJTLU (including Development Advisor, Academic Advisor, External Advisor, and Buddy Programme). In the form of peer counselling (relying on communication with and guidance from excellent peers and upperclassmen), the Buddy Programme provides guidance for domestic and foreign students in their freshman year, and helps them to effectively solve life-learning difficulties, plan their university life, and realize self-development through the communication with guidance from excellent friends and upperclassmen. Meanwhile, it can enhance students' communication skills and consciousness of responsibility, improve the mutual help relationships among students and perfect XJTLU's educational model. The Buddy Programme contains four systems which are Local Buddy, Class Buddy, Overseas Buddy and Alumni Buddy.

Local Buddy: Before the freshmen arrives at the university, their local upperclassmen and local buddies can answer the freshmen's questions through the official Local Buddy QQ group messenger application.

Class Buddy: After the freshmen arrives at the university, the class buddies shall lead them to get familiar with the campus, adapt to XJTLU and answer all kinds of questions.

Overseas Buddy: The overseas buddies provides mutual benefits for local and international students to enhance cultural understanding and help all students feel at home in an international university in China.

Alumni Buddy: The alumni buddies refer to schoolmates who have already graduated and actively share their experience to other students in XJTLU to help with their development.

OUR SUPERIORITIES

In the Buddy Programme, the students don't have an age gap, so they can speak to each other freely and provide suggestions which can be more easily accepted by freshmen students.

OUR GOALS

- As an important support system serving XJTLU students, providing more excellent guidance and service;
- Provide timely, continuous help and guidance for freshmen and lower-grade students. This helps them to actually and effectively solve their problems in life and study, and help to better adapt to campus life.

学友计划执行委员会

学友计划执行委员会（简称“学友执委会”）是一个负责学友计划运行的学生团队，主要负责学友活动的组织、策划和安排等多个方面，并通过主席团、策划部、财政部等部门的明确分工，确保学友活动有条不紊地进行。学友执委会成立的目的是通过有效的管理实现学生与学友之间更好地交流与学习，为所有学友的工作提供服务和支持。

学友故事

行政班学友： 高年级学长向新生传递自己的经验

应用数学专业的一年级学生陈伟业，在入学之初曾对新接触的微积分和线性代数感到困惑，很多内容都听不懂。“我就一直‘骚扰’大 buddy，经常在她玩儿的时候给她发微信问题目，而她都会给我耐心解答。”陈伟业在大 buddy 面前特别“皮”。

陈伟业的大 buddy，是位高个子的帅气女生——高雅雯这位大二的学姐不仅给陈伟业讲解做题的思路，还会多给他一些同类型的题目做练习。开学后的短短一个月，在学姐的帮助下，陈伟业的学习越来越上手了：“现在我会自己找题做，不断进行归纳总结。”

而担任大 buddy 的经历，让高雅雯收获的则是一群学弟的满满的友情。

• Enhance students' communication skills, consciousness of responsibility and improve their mutual help relationship.

OUR CULTURE

The cultural inheritance of the Buddy Programme is concentrated into a sentence "love the multitude broadly" originated from The Analects of Confucius · Xue Er. "As a younger brother and son, be filial at home and deferential in the community; be cautious in what you say and then make good on your word; love the multitude broadly and be intimate with those who are authoritative in their conduct. If in so behaving you still have energy left, use it to improve yourself through study." It fully reflects the culture of universal love and selflessness among buddies.

BUDDY PROGRAMME EXECUTIVE COMMITTEE

The Buddy Programme Executive Committee (hereinafter referred to as Buddy Committee) (which is a student group responsible for the operation of the Buddy Programme,) mainly takes charge of the organization, planning, arrangement etc. of activities in the Buddy Programme, and ensures the orderly progress of such activities by relying on the clear work division of the presidium, planning department, financial department etc.. The Buddy Programme Executive Committee aims to serve all schoolmates, realize better communication and mutual learning between students and schoolmates by effective management, and provide service and support for all schoolmates' work.



“我们的大 buddy 习惯熬夜，早上起不来、不吃早餐，这是很不健康的生活方式。”大一生物科学专业的殷子涵（后排右三）说，“所以我们就每天叫她起来，带她吃早餐。”

整整一个月，高雅雯的小 buddy 们每天轮流带她吃早饭，帮她把作息习惯调整过来。想起那一个月的“痛苦”经历，高雅雯非常感动：“虽然每天早起真的太痛苦了，但是也多亏了他们，让我过得很养生。”

海外生学友：跨文化交流，为彼此带来成长契机

英国利物浦大学的交换生 Alice Averley 第一天踏上苏州土地，她感觉自己就像一个“初生的婴儿”。

“怎么上网？怎么打车？如何办理银行卡？去哪里购物？我完全手足无措。” Alice 说，“事实上这是我第一次来到亚洲，语言的限制让很多日常的事情对我来说都变得很困难。”

幸运的是，学校为她提供了学友的支持——来自建筑学专业的大二学生李禹锐（下图左）成为 Alice 的大 buddy。李禹锐带着初到苏州的 Alice 去狮子林、苏州博物馆参观游览，充当起了“小导游”的角色，目的就是让这位外国朋友尽快熟悉这座城市。而 Alice 也连声赞叹“这对我来说是完全新奇的体验”。

不仅如此，相同的专业背景使得李禹锐和 Alice 在学业上也能深入交流。利物浦大学的学生擅长手绘图，而西浦的建筑课程对电脑软件的运用技巧要求很高，Alice 在这方面获得了李禹锐的不少帮助。而对李禹锐来说，英语是他的第

BUDDY STORIES

Class Buddy: An Upperclassmen Shares Her Experience with Freshmen

Chen Weiye, a freshmen in the major of Applied Mathematics, once felt confused about calculus and linear algebra which was new to him at the beginning of his first-year study, and couldn't understand a lot of the new content. "I 'harassed' my big buddy repeatedly, and often texted her whilst she was having fun, but she always patiently explained to me," Chen Weiye was very naughty before his big buddy helped.

Chen Weiye's big buddy is Gao Yawen, a tall and pretty girl. The sophomore buddy not only explained the train of thought to solve problems, but also gave him some questions of a similar kind for practice. After only a short month, with the big buddy's help, Chen Weiye started learning more hands-on, "now I can find similar questions, and continuously make generalization and summarization."

Gao Yawen also obtained precious friendship from such a group of junior fellow students, while being a big buddy.

"Our big buddy got used to staying up late, so she couldn't get up in the morning and didn't eat breakfast. Such lifestyle was really unhealthy", said by Duan Zihan (the third from the right in the back row), a freshman in the major of Biological Science, "so we asked her to get up every day, and brought her breakfast."



二语言, “在平时的论文写作上, Alice 会给我很多建议, 让我的语言更专业、更地道、更接近母语。”

平日, 李禹锐对英音很着迷, 在与 Alice 相处的耳濡目染中, 他也在不断模仿和学习英式发音。 “学语言最快最有效的方式就是与真实的人交流。”



For a whole month, Gao Yawen's little buddies brought her breakfast everyday in turn, and helped her adjust to her daily schedule. Thinking of that one-month's "miserable" experience, Gao Yawen was very touched, "getting up early was really painful, but thanks to them, now I have a healthy lifestyle."

Overseas Buddy: Cross-cultural Communication Brings Growth Opportunity for Each Other

On the first day when Alice Averley, (an exchange student for Liverpool University,) set foot on Suzhou, she felt like a new born baby.

"How to surf the Internet, how to take a taxi, how to get a bank card, and where can I go shopping? I totally lost my mind," Alice said, "actually, this was my first time to Asia, and due to the language limitation, a lot of daily things became very difficult for me."

Fortunately, the university provided the buddy support, and Li Yurui (left in the picture below), a sophomore in the major of Architecture, became Alice's big buddy. Li Yurui took Alice who just arrived at Suzhou to visit Lion Grove and Suzhou Museum, as her "little tour guide", expected to help the foreign friend get familiar with this city. Alice highly praised him, "that was completely novel experience for me."

Furthermore, due to the same professional background, Li Yurui and Alice could also make deep academic communication. The students in Liverpool University are good at freehand sketching while the architecture courses in XJTLU require high application techniques of computer software, Li Yurui helped Alice a lot in this aspect. For Li Yurui, English is his second language, so "Alice always gives me a lot of suggestion about academic writing, so that my language expression can be more professional, authentic, and closer to the native language."

Li Yurui is obsessed with British accent. Influenced by Alice, he keeps imitating and learning British accent pronunciation while getting along with Alice. "The quickest and most effective way to learn a language is to actually communicate with others."



加入我们

每学年第二学期，学友执委会面向西交利物浦大学的全体在校学生，开展国内生学友、海外生学友和生源地学友的招募。秉持公开透明的原则，招募分为成长顾问推荐与自荐两种形式，向学友执委会递交申请，经学友执委会审核和面试通过后即可加入。

我们需要这样的学友：

- 有强烈的责任心
- 有端正的学习态度
- 熟悉学校的规章与政策
- 热心、乐于助人、人际交往能力强，有团队合作能力
- 不以个人利益为目的，动机纯洁
- 能给新生正向的引导
- 良好的形象气质
- 待人尊重、平等
- 英语口语上佳（仅针对海外生学友）

联系我们

学友计划官方邮箱：Buddy@xjtlu.edu.cn

JOIN US

In the second semester of every academic year, the Buddy Committee carries out the recruitment of domestic buddies, overseas buddies, and buddies from the same location. Adhering to the principle of openness and transparency, the recruitment is divided into two forms including recommendations by development advisors and self recommendation. Students can submit applications to the Buddy Committee, and then the Buddy Committee will make approvals and carry out an interview before the Buddies are accepted.

We need the Buddies with:

- Strong responsibility
- Correct study attitude
- Familiar with university regulations and policies
- Warm-hearted, ready to help others, with strong interpersonal skills and teamwork skills
- Pure intentions (not being a Buddy for personal interest)
- Can provide positive guidance for freshmen
- Good image and temperament
- Treat others with respect and equality
- Excellent spoken English (only for overseas buddies)

CONTACT US

Official email of Buddy Programme: Buddy@xjtlu.edu.cn



成长顾问发展与培训

学生成长顾问队伍的职业化是成长顾问发挥作用的关键。为了帮助每位成长顾问更好地胜任自己的工作，发挥自身的优势，为学生提供及时、高效的支持，成长顾问中心根据岗位职责的需要制定了系统和完善的培训发展体系，从个体能力素质的五个层次：知识、技能、自我概念、特质、动机来提升每一个成长顾问对工作的胜任能力。

成长顾问，与学生共同成长。

- **能力素质工作坊**：采用团体辅导和训练的形式，以体验和感受为中心，采用“教练式”的培训模式，帮助成长顾问掌握实用的工作实务和技能。

- **同辈督导**：借助同辈间的交流和讨论，使成长顾问能够将工作中的优秀经验进行分享，并能够在团队中学习到更好的处理疑难和特殊案例的方法。

- **个人督导**：邀请有心理学和教育学等知识储备，有丰富学生管理经验的老师担任督导师，采用半结构式的方式围绕工作认同、团队融入、学生管理方法、人际互动模式等主题，帮助成长顾问适应工作环境，更好地去理解学生管理工作。

- **其他**：读书会、知识竞赛、辩论赛等活动，有趣生动，寓教于乐。

DEVELOPMENT ADVISORS' TRAINING AND DEVELOPMENT

Professionalism is the key for student development advisors to play their roles. To help every development advisor to be competent at their jobs, to take advantage of their strengths, and provide timely and effective support for students, the Development Advise Centre has established a systematic and comprehensive training and development system based on their job responsibilities. This improves every development advisor's competence from five aspects of individual ability and qualities including; knowledge, skill, self-concept, individual traits, and motivation.

The development advisors are growing together with students.

- **Ability and quality workshop**: adopt the form of group guidance and training, and the "coaching" training mode, with experience and feeling as the centre, to help development advisors master practical work practice and skills.

- **Peer supervisor**: relying on communication and discussion among peers, the development advisors can share excellent experience during work, and learn better methods to solve difficult problems in the team.

- **Individual supervisor**: invite teachers who have good knowledge of psychology, pedagogy etc. as well as abundant student management experience to be a supervisor, and centre on the themes such as work identification, team integration, student management method, interpersonal interaction mode etc. to help the development advisors adapt to the working environment and better understand student management work in a semi-structured form.

- **Others**: activities (such as reading club, general knowledge contests, debate competitions etc.) which are interesting and entertaining.



其它学生支持资源

一站式服务中心

0512-88161854
onestop@xjtlu.edu.cn

学生宿舍服务

0512-88161857
accommodation@xjtlu.edu.cn

就业服务与职业规划

0512-81888307/8308
careers@xjtlu.edu.cn

学生心理咨询中心

0512-88161815
counsellingservice@xjtlu.edu.cn

教务

0512-88161230 (Add: CB-8F)
academicservices@xjtlu.edu.cn

IT 服务

0512-88161250
it-service@xjtlu.edu.cn

OTHER SUPPORT

ONE STOP STUDENT SERVICE CENTRE

0512-88161854
onestop@xjtlu.edu.cn

STUDENT ACCOMMODATION SERVICE

0512-88161857
accommodation@xjtlu.edu.cn

CAREER SERVICES

0512-81888307/8308
careers@xjtlu.edu.cn

STUDENT COUNSELLING CENTRE

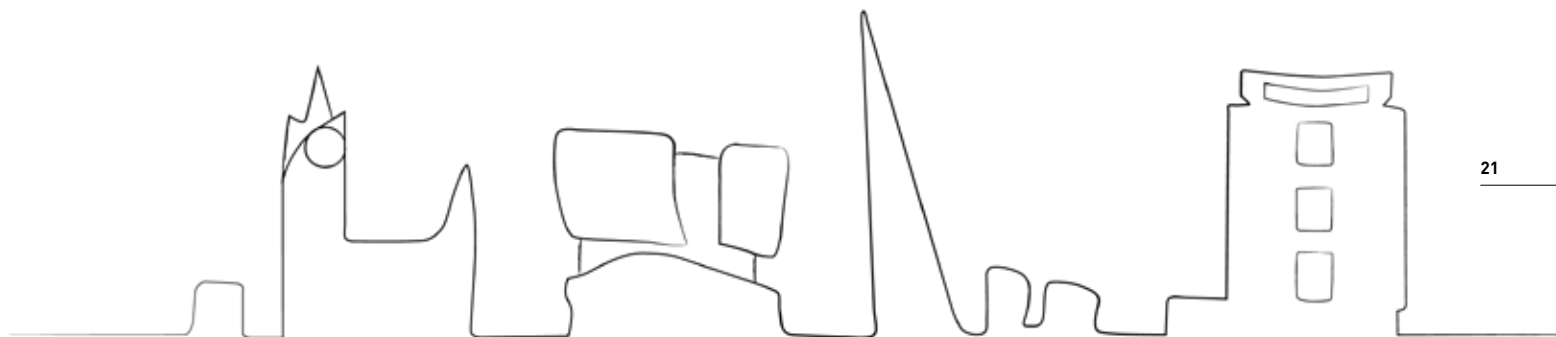
0512-88161815
counsellingservice@xjtlu.edu.cn

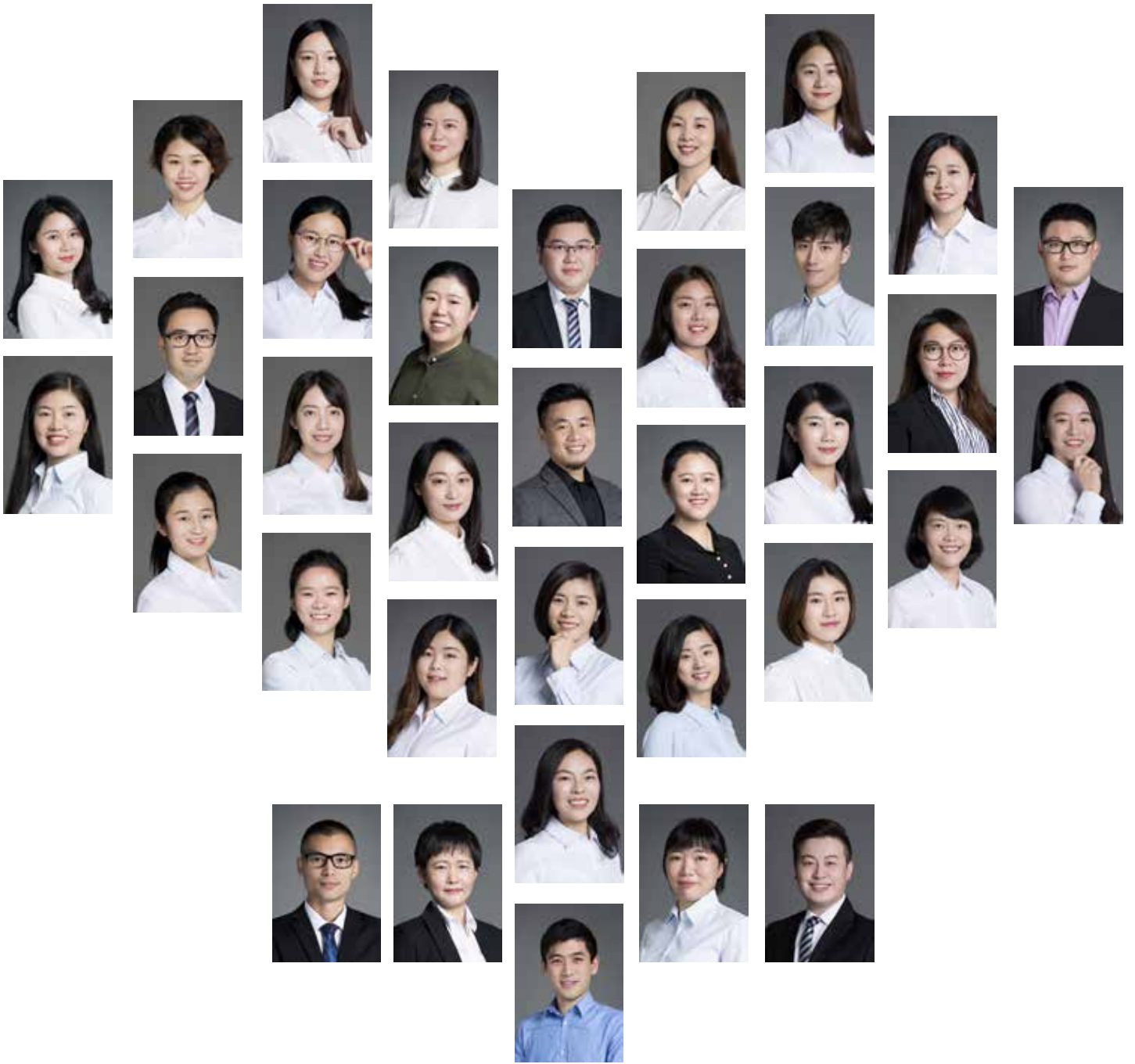
REGISTRY

0512-88161230 (Add: CB-8F)
academicservices@xjtlu.edu.cn

IT SERVICE

0512-88161250
it-service@xjtlu.edu.cn





西交利物浦大学成长顾问中心

Email: SDA@xjtlu.edu.cn

Weibo: 西交利物浦大学学生事务办公室

WeChat: 西浦学生一站式



Xi'an Jiaotong-Liverpool University

西交利物浦大學