

The CLEAR Framework

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Partnering with institutions to improve student enrollment, persistence, completion and career readiness.



CLEAR: How to listen to your student with intent

CLEAR stands for **Confirm, Legitimize, Evaluate, And Respond**



CONFIRM

“I hear you”



LEGITIMIZE

“That’s valid” —
Transparency: who
you are and why
you’re asking



EVALUATE

“I want to fully
understand...”



AND RESPOND

“Now that I
understand, I want
to...”

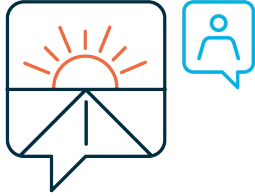
The CLEAR Framework helps avoid common traps when responding to difficult situations



Benefits of the CLEAR Framework



CLEAR framework best practices



Think from the student's perspective.

Ask students to define their obstacles in their own language.



**Be aware of your own feelings.
Use a relaxed tone.**

Stay neutral and assume positive intention.



Show constant support for your institution and program.