

CLEAR Framework

The **CLEAR** Framework is a four-step process used to assess the frustration, challenges, or needs that may not be in the student's best interest or in line with their goals.

CLEAR stands for **Confirm, Legitimize, Evaluate, and Respond.**

C L E A R



Confirm

Show students that you hear and understand them. Reflective listening and mirroring is especially useful.



Legitimize

Aim to normalize student obstacles. While you don't need to validate everything they say, do validate how they feel. It's crucial you transparently articulate your role before moving on to the next step.



Evaluate

Assess what's really going on. You're on the student's side. You want to genuinely understand the obstacle so you can resolve it. Be careful not to respond before having evaluated enough.



And Respond

Now that you understand the student's situation, it's time to make a recommendation for a course of action.