PEER MENTOR TRAINING

Presented by Nicole Simmons
Program Director
Odyssey Peer Mentoring Program
Department of Leadership and Service

Kennesaw State University
Odyssey Peer Mentoring Program
TODAY’S LEARNING OBJECTIVES

• **Understand roles and responsibilities of Peer Mentors**
• **Learn Strategies to work effectively with mentees**
• **To present an overview of the University Support Services and Resources**
• **To teach peer mentors how and when to refer mentees for additional or specialized help**
MISSION STATEMENT

• THE MISSION OF THE ODYSSEY PEER MENTORING PROGRAM IS TO ADVOCATE FOR THE COMPLETE INTEGRATION AND SUCCESS OF STUDENTS INTO KENNESAW STATE UNIVERSITY THROUGH THE USE OF QUALITY PROGRAMS, SERVICES AND RESOURCES.
PROGRAM GOALS

**Goal One:**
Provide students with a support group of peers who have common situations and who help solve the challenges of being a new or transfer student.

**Goal Two:**
Assist participating students with personal, social and academic skills which enable them to understand the challenges of college and increase the likelihood of recruitment, retention, progression, and graduation (RRPG).

**Goal Three:**
Continue to build positive relationships and synergies within the Division of Student Affairs and be valued as a unit that provides a caring, responsive, and supportive environment for students.

**Goal Four:**
Utilize appropriate assessment measures to evaluate the quality and effectiveness of the Odyssey Peer Mentoring Program.
ACTIVITIES AND FOCUS

- Mentorship Matching
- Academic Advising
- Event Programming and Social Networking
- Community Engagement Projects
- Leadership Development Program
- Career Development
- KSU Odyssey Peer Mentor Student Association, Certified Student Organization
INTRODUCTIONS
LET’S GET TO KNOW EACH OTHER

NAME, MAJOR, CLASS, CAREER ASPIRATIONS, AND SOMETHING COOL ABOUT YOU

WHY DID YOU CHOOSE TO BECOME A PEER MENTOR?
**WHAT IS MENTORSHIP?**

- **Mentorship** is a personal developmental relationship in which a more experienced or more knowledgeable person helps to guide a less experienced or less knowledgeable person.

- Mentoring consists of focused and selected activities that seek to enhance and enrich students’ opportunities to successfully persist at Kennesaw State University through goal attainment and graduation.

- Mentoring activities link students with a concerned person (mentor) who will listen, understand, negotiate, and encourage students to utilize all resources available to achieve academic success.
WHAT MENTORING IS NOT

“Mentors do not manage others; they help mentees learn how to manage themselves.”

- Mentors should NOT attempt to personally handle complex problems concerning financial aid, emotional or psychological adjustment, physical health, personal counseling, or any situation for which they are unqualified. Guidelines for referral will be provided.

- A mentor is NOT a parent.
- A mentor is NOT a professional counselor.
- A mentor is NOT a social worker.
- A mentor is NOT a financier.
- A mentor should NOT:
  - Break promises
  - Condone negative behavior
  - Be condescending
  - Force the mentee to participate in any activity (socially or academically)
  - Break confidentiality (except in case of potential harm to the mentee or others)
DYAD DISCUSSIONS: DEFINING MENTORSHIP

Break into small groups and discuss the following questions:

• **Identify at least three different people who have mentored you in some way. Explain how you knew them and what they did to influence you.**

• **Describe specific traits that you admired in each of them. Do you think these traits are important for a mentor to have? Explain.**

• **Discuss at least one trait that you would like to develop as you become a peer mentor. What can you do to develop this skill?**
BASIC SELECTION CRITERIA

WHO CAN BE A MENTOR?

• ANY STUDENT WHO HAS BEEN AT KSU FOR 1 YEAR
• MUST BE WILLING TO SPEND AT LEAST 1 HOUR TWICE A MONTH DURING THE SEMESTER WITH A FIRST YEAR OR TRANSFER STUDENT
• MENTORS MUST HAVE A GPA OF 2.5 AND NOT BE ON ACADEMIC PROBATION
CONFIDENTIALITY, PROTOCOL, AND REPORTING FOR MENTORING

Mentoring Do’s

1. Do maintain a professional and respectful attitude toward.

2. Do respect the confidentiality of the information you receive from your match.

3. Do know your limits. Ask for help and referrals before you get overwhelmed with your match’s problems.

4. Report concerns “up”, but not “out”.

5. Report concerns about sexual harassment to a Title IX Coordinator, the Dean of Students or the EEO/Diversity and Inclusion Office.

6. Report concerns about emotional or mental problems to your program Director.

7. If you know someone is being hurt: for example, child abuse, spousal abuse, elder abuse, potential suicide or homicide, you must report it right away to someone on the “up” list.

8. Understand that once you report the situation, it then becomes confidential information to the person to whom you report it, and you will not receive follow-up information. Just continue to be sympathetic, but do not ask for further disclosure on that topic.
MENTORING DON’TS

1. Don’t give your family or friends confidential information about your mentorship match.
2. Don’t try to solve your partner’s problems by yourself. Your match is an adult and has responsibility for his/her own life. You are not a therapist.

3. **A romantic relationship is inappropriate. You and your match need to maintain a professional distance.**

4. **Don't communicate by touch. It can be misinterpreted and can make your match uncomfortable.**

5. Don’t make sexually suggestive remarks, gestures, jokes, touches, or teasing. What may be funny to you can be sexually intimidating, hostile, or offensive to your mentorship match.

6. **Don’t get discouraged. Mentoring is a process, and does not get instantaneous results.**
MENTORSHIP MEETING POLICY

• All meetings face to face under the Odyssey Peer Mentoring Program must occur on campus at Kennesaw State University whether they are formal or informal.

• Off campus meetings are not sanctioned by the Odyssey Peer Mentoring Program.
MENTOR RESPONSIBILITIES

5 Roles of a Mentor

- Peer Leader
- Trusted Friend
- Student Advocate
- Connecting Link
- Learning Coach
MENTOR RESPONSIBILITIES

• MEET WITH MENTEES EITHER IN PERSON, OR VIA PHONE OR EMAIL/ONLINE CHATTING PERIODICALLY.
• PROVIDE GUIDANCE AND SUPPORT TO THE STUDENT BY CREATING AN ATMOSPHERE OF OPENNESS, CARING AND CONCERN WHERE MEANINGFUL COMMUNICATION AND TRUST CAN EXIST
• ENCOURAGE STUDENTS TO TAKE ADVANTAGE OF OTHER SUPPORT SERVICES WITHIN THE UNIVERSITY
• SCHEDULE APPOINTMENTS WITH YOUR MENTEE, AND CALL TO CANCEL MEETINGS IF EMERGENCIES/TIME CONFLICTS ARISE

• KEEP ACCURATE RECORDS OF EACH CONTACT WITH MENTEE.
SUBLIT THE FOLLOWING REPORTS:

• INITIAL CONTACT FORM,
• MONTHLY MEETING SUMMARY, AND
• MENTOR CONCERN FORM (WHEN YOU HAVE A RED FLAG CONCERN ABOUT YOUR MENTEE)
MENTOR RESPONSIBILITIES CONT.

• Encourage students to meet with their professors early in the semester to identify any potential weaknesses in their academic performance.

• Encourage mentee to keep you informed about his/her academic progress.

• Attend at least 2 event programs (such as academic workshops, seminars, and socials). Actively encourage your mentee to attend programs with you (Applies to Fall and Spring semesters)

• Assist mentees in identifying academic goals and objectives.

• Participate in periodic evaluations.
12 STRATEGIES FOR EFFECTIVE MENTORING

• **Positive Attitude:** Encourage the mentee to approach life and goals with enthusiasm and to be accepting of self and others.

• **Valuing:** Encourage mentees to examine beliefs and ideals in an effort to establish personal goals and values.

• **Open-Mindedness:** Encourage mentees to keep an open mind to new ideas and differing viewpoints.

• **Interrelations:** The interrelations between mentors and mentees should be situations of sharing, caring, and empathizing.

• **Creative Problem Solving:** Help your mentees by effectively showing them how to utilize campus resources. Encourage your mentee to use a creative problem solving process.

• **Effective Communications:** Practice active listening skills with your mentees. Encourage your mentees to be attentive listeners and assertive questioners.
12 STRATEGIES FOR EFFECTIVE MENTORING

• **Confidence:** Assist with developing self-confidence. Tap into talent discover.

• **Discovery:** Encourage mentees to be independent thinkers.

• **Strengths and Uniqueness:** Encourage mentees to recognize individual strength and uniqueness and to build on them.

• **Awareness:** Stress that mentees should be aware of the environment, be intuitive, be problem-sensitive, and be ready to make the most of opportunities.

• **Risk-Taking:** Encourage mentees to be risk-takers and to be active participants, not spectators.

• **Flexibility:** Share with a mentee the importance of being flexible and adaptable in attitudes and actions, looking for alternatives, seeing situations/persons from different perspectives.

HOW TO ACTIVELY LISTEN TO YOUR MENTEE

People often underestimate the importance of active listening in relationships. The following tips for active listening give suggestions on how you can better listen to your mentee:

• Clear your mind of unnecessary thoughts or distractions so that you can devote your full attention to your mentee.
• Maintain eye contact.
• Take note of body language, facial expressions, and gestures.
• Read between the lines to uncover how your mentee “feels.”
• Ask open-ended questions.
• Ask for the mentee to clarify anything you don’t understand.
• Avoid passing judgment or basing responses on preconceived notions.
• Acknowledge that you are listening to your mentee.

Linda Jucov, adapted from the National Mentoring Center Mentor Technical Assistance Packet (2002)
GUIDING DISCUSSIONS TOWARDS GOALS AND DECISIONS

Once you have crossed the initial barrier of breaking the ice and have gotten the conversation of the ground, you may find the following questions helpful in guiding students to set goals:

- What are your immediate goals in your first semester of college; for education in general; in developing social contacts?
- What hurdles, obstacles or problems do you foresee hindering or preventing you from achieving those goals?
- What university or professional resources are available to help you achieve your goals?
- What personal strengths do you feel can help you accomplish your goals?
- What are your short term/long term plans?
- How do you see your life changing?
Another area of concern for students is **Decision Making**. The following questions can help students with this process.

1. Define the problem:
   - What is causing the problem?
   - How do you feel about it?

2. Gather context and analyze the facts:
   - What do you know about the situation?
   - What are the positive and negative aspects?

3. Examine the alternatives:
   - What could you do about it?
   - What are some possible solutions and what are possible outcomes?

4. Test the alternatives:
   - Which solutions seems the best to you?
STRATEGY FOR INITIAL MENTOR/MENTEE CONTACT

- Reach out to your mentees
- Discuss mentees needs and expectations
- Develop and Rapport and Establishing Yourself as a trusted Resource
- Develop a plan: What are their mentoring goals for the semester
- Share resource information beneficial to mentees
- Provide mentees with information on vital support services essential for college or university survival
- **Establish a schedule for future meetings**
WHAT MENTORS AND MENTEES DO AS A TEAM

- Attend academic related functions
- Build a positive relationship
- Attend athletic events
- Study together
- Look, Listen, and Learn
- Attend academic workshops
- Interact with other student mentees
- Attend cultural events
- Participate in academic and social activities with mentee(s) to share resources & experiences
REFER STUDENTS FOR APPROPRIATE STUDENT RESOURCES
CAMPUS SERVICES

• ADVISING
  Willingham Hall, second floor, Suite 202
  (470) 578-2860,
  HTTP://UC.KENNESAW.EDU/NEST/
  First-Year and undeclared advising services offered.

• BURSAR’S OFFICE
  Carmichael Student Center, second floor
  (470) 578-6419,
  HTTP://FISCALSERVICES.KENNESAW.EDU/BURSAR/
  For questions concerning student accounts, payments and tuition.

• CAMPUS COMPUTER LABS
  Various locations in Academic Buildings, Student Center
  (470) 578-3555,
  HTTP://UITS.KENNESAW.EDU/
  Computer Lab space on campus is designed for collaborative and individual work on research papers, computing assignments and access to campus email accounts.

• FINANCIAL AID
  Kennesaw Hall, first floor, Rotunda
  (470) 578-6074,
  HTTP://FINANCIALAID.KENNESAW.EDU/
  For questions concerning student aid, scholarships, grants and loans.

• UNIVERSITY INFORMATION TECHNOLOGY SERVICES - STUDENT HELP DESK
  (470) 578-3555,
  HTTP://UITS.KENNESAW.EDU/
  ITS provides students with a NetID with an array of free computing services, including hands-on software training workshops, one-on-one help sessions, technology service desk assistance and wireless access.

• REGISTRAR
  Kennesaw Hall, first floor
  (470) 578-6200,
  HTTP://REGISTRAR.KENNESAW.EDU/
  Handles transfer credit, change of major, grades and academic policies.
ADVISEMENT

• **All undergraduate students are required to meet with an academic advisor each semester until earning 30 semester hours.**

• **These advising meetings are appointments scheduled by the student and are made with either A) a faculty member or departmental advisor in the student’s major, or B) an advisor in the NEST.**

• **Advising Office for New, Exploratory, and Students in Transition, (the NEST)**
  - Website: [HTTP://UC.KENNESAW.EDU/NEST/](http://uc.kennesaw.edu/nest/)
  - Phone: 470-578-2860

• **Scheduling an Academic Advising Appointment with specific Academic Colleges and Centers**
  - [HTTPS://APPS.KENNESAW.EDU/PORTAL/PROD/APP_ESS_APPOINTMENT/ADVISING](https://apps.kennesaw.edu/portal/prod/app_ess_appointment/advising)
STURGIS LIBRARY (KENNESAW CAMPUS)
L.V. JOHNSON LIBRARY (MARIETTA CAMPUS)

- (470) 578-6202 - Information Desk (Kennesaw Campus)
- (470) 578-6325 - Reference (Kennesaw Campus)
- 678-915-7276 – Circulation (Marietta Campus)
- 678-915-7471 - Reference (Marietta Campus)
- http://library.kennesaw.edu/

The campus libraries are open throughout the semester and has extended hours during exams. To check out materials, the KSU ID card serves as a library card. The library provides access to computers. Laptops and iPads may be checked out for library use only. Both individual and group study space is available. Individual appointments may be made. Chat reference is available 24 hours a day, seven days a week from the Library homepage.
OFFICE OF THE DEAN OF STUDENTS

• **The Dean of Students** is your advocate and resource to help maximize your success at KSU and beyond. The formal roles of the Office of the Dean of Students include oversight for all student conduct, problem resolution, behavioral and crisis response, administrative emergency withdrawals, policy review and compliance, and student advocacy and support.

• **Dean of Students** handles **Administrative Emergency Withdrawals**

• **Division of Student Affairs**
  585 Cobb Ave, NW, #0106
  Kennesaw Hall, 4th Floor
  Kennesaw, Georgia 30144

  **Phone:** 470-578-6310
  **Fax:** 470-578-9113

  **To request appointments or obtain information from the Dean of Students, please contact:**
  **Ann Marie Thomas**
  Secretary to the Dean
  470-578-6310
  athoma82@kennesaw.edu
DEPARTMENT OF STUDENT LIFE

SERVICES AND PROGRAMS OFFERED

• STUDENT ORGANIZATIONS
• STUDENT MEDIA
• GREEK LIFE
• STUDENT GOVERNMENT ASSOCIATION
• KENNESAW ACTIVITIES BOARD

FOR MORE INFORMATION VISIT, OWLIFE AT
HTTP://STUDENTLIFE.KENNESAW.EDU/

VIEW ALL REGISTERED STUDENT ORGANIZATIONS
AND ACTIVITIES ONLINE ON OWLIFE AT:

• HTTPS://OWLLIFE.KENNESAW.EDU
CAREER PLANNING AND DEVELOPMENT

SERVICES AND PROGRAMS OFFERED

• Career Counselors for Each Academic College
• Career Aptitude Tests
• Industry Guides and Manuals
• Job Search Preparation
  • Resume & Cover Letter Prep
  • Interviewing Skills
• Career Fairs
• Graduate School Prep
• Handshake (Job Search Website)
• Internships, Co-ops, Experiential Education
• Professional Development Conference

HTTP://CAREERS.KENNESAW.EDU/
STUDENT CONDUCT AND ACADEMIC INTEGRITY

• Student Center Suite 274
• (470) 578-3403, http://scai.kennesaw.edu/
• Our mission is to promote a greater awareness and understanding of the rules of the student code of conduct and address issues of student academic misconduct and disruption of campus life so that an environment conducive to learning and individual growth can be maintained at Kennesaw State University.
OFFICE OF STUDENT ADVOCACY

- The mission and purpose of Student Advocacy is to address student concerns regarding campus civility, student welfare, and other issues that may compromise a culture of belonging at KSU.

- Services include: Academic Consultation, Strategies for Conflict Resolution, Personal Guidance Services, and Education and Outreach for civil dialogues and challenging topics.

- Nicole Phillips
  1100 KSU Marietta Campus,
  Student Center, Building A, Room 230,
  Marietta, GA 30064
  Phone: (470) 578-3546
  http://advocacy.kennesaw.edu/
DEPARTMENT OF SPORTS AND RECREATION

- **Services and Programs Offered**
- Gym and Fitness Programs
- Club Sports
- Intramural Sports
- Nature Bound
- Bike Shop
- Equipment Checkout
- Department Website: [HTTP://SPORTSREC.KENNESAW.EDU](http://SPORTSREC.KENNESAW.EDU)
- (470) 578-3207, Kennesaw Campus
- (678)-915-4393, Marietta Campus
DEPARTMENTS SUPPORT STUDENT WELLBEING

• Counseling and Psychological Services
• Military and Veterans Services
• Adult and Commuter Student Affairs
• CARE Center
• Center for Health Promotion and Wellness

• Student Athlete Success Services
• Center for Young Adult Addiction and Recovery
• Student Disability Services

Visit website for more info, http://studentaffairs.kennesaw.edu/departments/
DEPARTMENT OF LEADERSHIP AND SERVICE

• Odyssey Peer Mentoring Program
• Volunteerism and Service Learning
• Engaged Owl Leaders
• Owl Leadership Fellows
• Peer Leading

• http://csl.kennesaw.edu/
CULTURAL AND COMMUNITY CENTERS

- Cultural and Community Centers (CCC) serves as home to a vibrant array of offices, centers, and grants that focus on academic enrichment, campus and community engagement, and cultural and identity exploration for all KSU students.
- Cultural Awareness Resource Center
- Global Village
- LGBTQ Resource Center
- Women’s Resource Center
- http://ccc.kennesaw.edu/
ACADEMIC RESOURCE CENTERS

• **Writing Center**
  - [HTTP://WRITINGCENTER.KENNESAW.EDU/](http://WRITINGCENTER.KENNESAW.EDU/)
  - Location: English Building 242

• **SMART Center**
  - Suite 433 Sturgis Library Kennesaw Campus, Tel: 470-578-6044
  - Norton Hall (R2) 174, Marietta Campus, Tel: 470-578-2173
  - [HTTP://UC.KENNESAW.EDU/ACADEMICINITIATIVES/SMART/INDEX.PHP](http://UC.KENNESAW.EDU/ACADEMICINITIATIVES/SMART/INDEX.PHP)

• **Supplemental Instruction**
  - [SI@KENNESAW.EDU](mailto:SI@KENNESAW.EDU)
  - [HTTP://UC.KENNESAW.EDU/ACADEMICINITIATIVES/SUPPLEMENTALINSTRUCTION.PHP](http://UC.KENNESAW.EDU/ACADEMICINITIATIVES/SUPPLEMENTALINSTRUCTION.PHP)

• **Academic Support Resources and Online Tutoring**
  - Student Center 261
  - [HTTP://ACSA.KENNESAW.EDU/ACADEMIC-SUPPORT.PHP](http://ACSA.KENNESAW.EDU/ACADEMIC-SUPPORT.PHP)

• **Foreign Language Resource Collection**
  - Pilcher 134
  - [HTTP://FOREIGNLANGUAGES.HSS.KENNESAW.EDU/RESOURCES/](http://FOREIGNLANGUAGES.HSS.KENNESAW.EDU/RESOURCES/)
HOW TO REFER STUDENTS FOR PROFESSIONAL HELP
HOW TO RECOGNIZE IF A STUDENT IS UNDER STRESS

- A stated need for help
- Unusual changes in behavior
- Rapid onset of physical illness
- Traumatic changes in personal relationships
- Drug or alcohol abuse
- References to suicide

In the case of a student threatening to commit suicide, please contact 911, KSU Police or Emergency Services
ABILITY TO DETERMINE WHETHER A REFERRAL SHOULD BE MADE.

- Determination of problem(s).
- Determination of whether or not you can help and/or are qualified to offer the assistance needed.
- Determination of possible agencies or persons to whom the student may be referred.
ABILITY TO PROFESSIONALLY REFER THE STUDENT TO THE PROPER PERSON OR AGENCY FOR HELP.

• EXPLAIN IN CLEAR AND OPEN MANNER WHY YOU FEEL IT IS NECESSARY TO REFER.
  • TAKE INTO ACCOUNT THE STUDENT’S EMOTIONAL AND PSYCHOLOGICAL REACTION TO THE REFERRAL.
  • GET THE STUDENT TO DISCUSS HIS/HER PROBLEM(S), CONSIDER THE REASONS FOR REFERRAL, EVALUATE POSSIBLE SOURCES OF HELP, AND ASSIST IN THE SELECTION OF THE SPECIFIC PERSON OR AGENCY.

• EXPLAIN FULLY THE SERVICES, WHICH CAN BE OBTAINED FROM THE RESOURCE PERSON OR AGENCY YOU ARE RECOMMENDING.

• REASSURE STUDENT ABOUT CAPABILITY AND QUALIFICATIONS OF RESOURCE TO HELP MEET THE PARTICULAR NEED EXPRESSED.

• GIVE THE STUDENT THE NAME OF A CONTACT PERSON

• ASSIST THE STUDENT IN FORMULATING QUESTIONS TO ASK OR APPROACHES TO TAKE.

• TRANSMIT ALL ESSENTIAL INFORMATION TO THE PERSON OR AGENCY THAT WILL ASSIST THE STUDENT.

• INFORM THE ME OF REFERRAL AND PERTINENT INFORMATION.
ABILITY TO EVALUATE THE APPROPRIATENESS AND EFFECTIVENESS OF THE REFERRAL.

- DETERMINE IF THE STUDENT KEPT HIS/HER APPOINTMENT.
- DISCUSS WITH THE STUDENT HIS/HER EVALUATION OF THE HELP RECEIVED FROM THE AGENCY OR PERSON.
- DETERMINE WHETHER YOU SELECTED THE APPROPRIATE SOURCE OF HELP FOR THE STUDENT.
EMERGENCY CONTACTS

• **CAMPUS POLICE**
  Public Safety Building #20
  - Call boxes on campus – Emergencies
  - (470) 578-6666 – Emergencies
  - (470) 578-6206 – Non Emergencies
  - (470) 578-6305 – Tipster Line
  - [HTTP://POLICE.KENNESAW.EDU](http://POLICE.KENNESAW.EDU)

• **WellStar Health Clinic**
  - House 3215 (Campus Loop Road)
  - University Village
  - [HTTP://STUDENTHEALTH.KENNESAWSTATEAUXILIARY.COM](http://STUDENTHEALTH.KENNESAWSTATEAUXILIARY.COM)
  - 470-578-6644

• **Behavioral Response Team**
  - Dr. Chris Summerlin
    Assistant Dean of Students for Behavioral Case Management
    (470) 578-6367
    [CSUMMERLIN@KENNESAW.EDU](mailto:CSUMMERLIN@KENNESAW.EDU)
  - Red Flag Reporting
    [HTTP://BRT.KENNESAW.EDU](http://BRT.KENNESAW.EDU)
    Contact: Phone: (470) 578-6367
    BRT@KENNESAW.EDU

• **Counseling and Psychological Service**
  - Kennesaw Hall, Second Floor
  - (470) 578-6600,
    [HTTP://COUNSELING.KENNESAW.EDU](http://COUNSELING.KENNESAW.EDU)