Odyssey Peer Mentoring Program

Peer Mentor Training

Nicole Simmons
University Mentoring Initiatives
Department of Leadership & Service
Learning Objectives

- Understand roles and responsibilities of peer mentors
- Learn strategies to work effectively with mentees
- Gain an understanding and overview of the university support services and resources
- Teach peer mentors how and when to refer mentees for additional or specialized help
Vision
The Department of Student Leadership and Service is recognized for students who shape a socially just world through lifelong leadership and service in their communities.

Mission
The Department of Student Leadership and Service engages students in experiential, high-impact learning opportunities on and off campus. Our purpose is to cultivate personal and social growth by developing active citizenship and impactful leadership. More specifically, we help students develop core competencies such as problem-solving, collaboration, communication, self-management, and civic responsibility, while increasing their awareness of self and others, their understanding of complex social challenges, and their ability to engage with their campus and communities.
Odyssey Peer Mentoring Program

Peer Mentor Training

OUR VALUES

- Achieving Academic Excellence
- Getting Students connected
- Getting Students engaged
- Setting Realistic Goals
- Developing Self-Awareness
- Finding where you belong

Kennesaw State University
Peer Mentor Competencies

• Cognitive Complexity Skills (Critical Thinking, Reflective Thinking, Effective Thinking, Creative Thinking)
• Intrapersonal Development (Realistic self-appraisal, self-concept and self-respect, identity development)
• Interpersonal Competence (Developing meaningful relationships, learning interdependence, working collaboratively, demonstrating effective leadership)
• Practical Competence (Setting goals, communicating effectively, technological competence, time management, demonstrating professionalism, living a purposeful and satisfying life)
Mentee Student Testimonials

"My mentor really helped me with figuring out making connections with other students that are on campus."

"She was welcoming and kind and made me feel comfortable."

"She was very knowledgeable; she is successful in her career and had a lot of good suggestions about how to approach picking a major. (I'm thinking of switching)."

"[My mentor] was able to answer questions and give me knowledge pertaining to things I don’t know about."

"He went through some of the same experience I did so it was helpful that he already had insight."

"He was very present in campus life and gave me much advice on how to be a presence and get great recommendations for later in life."
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.

The student's peer group is the single most potent source of influence on growth and development during the undergraduate years. - Alexander Astin, *What Matters in College Four Critical Years Revisited*

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**Effect of Peer Mentors on Student Development**

- Clarifying personal values
- Developing your own sense of identity
- Gaining self-confidence
- Improving interpersonal skills
- Increasing self-awareness
- Recognizing the value of interdependence
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)
Mentee and Mentor Responsibilities During Semester Partnership

<table>
<thead>
<tr>
<th>Mentee Responsibilities</th>
<th>Peer Mentor Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Make personal discoveries</td>
<td>• Encourage thoughtfulness</td>
</tr>
<tr>
<td>• Determine intentions</td>
<td>• Identify task</td>
</tr>
<tr>
<td>• Make and evaluate decisions</td>
<td>• Clarify issues</td>
</tr>
<tr>
<td>• Generate a plan</td>
<td>• Suggest possible strategies</td>
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<tr>
<td>• Take action</td>
<td>• Follow up</td>
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</table>
# Peer Mentor vs. Academic Tutor

<table>
<thead>
<tr>
<th>A Tutor</th>
<th>A Peer Mentor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Focuses on an assignment</td>
<td>Focuses on building a relationship</td>
</tr>
<tr>
<td>Teaches a specific subject</td>
<td>Teaches critical thinking and study skills</td>
</tr>
<tr>
<td>Demonstrates skills</td>
<td>Demonstrates effective behavior</td>
</tr>
<tr>
<td>Must be knowledgeable</td>
<td>Must be trustworthy</td>
</tr>
<tr>
<td>Provides information</td>
<td>Provides support</td>
</tr>
<tr>
<td>Is seen as an expert in subject/course</td>
<td>Is seen as a peer</td>
</tr>
<tr>
<td>Affects performance in a course</td>
<td>Affects overall success</td>
</tr>
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## Mentor Responsibilities Include 5 Major Functional Areas

- Role Model
- Trusted Friend
- Student Advocate
- Connecting Link
- Learning Coach
Mentor Role Breakdown

**Trusted Friend**
- Be available
- Make regular contact
- Clarify expectations
- Keep it confidential
- Show empathy

**Connecting Link**
- Identify meaningful activities
- Know opportunities available
- Participate in campus activities
- Understand social dynamics on campus

**Learning Coach**
- Be aware of learning styles
- Demonstrate effective study strategies
- Facilitate study groups
- Set learning goals
- Remember that a question can be better than an answer

**Role Model**
- Be authentic
- Take the initiative
- Identify goals
- Resist urge to take over
- Remember that your attitude affects the partnership
- Be an example

**Student Advocate**
- Know people and services on campus
- Know rights and responsibilities
- Practice ethical behavior
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?
Top Challenges of Incoming Mentee Students

**New Freshman Students**
- Transition from high school to college
- Navigating the academic rigor
- Homesickness
- Making friends in a new environment
- Time management of social activities and school

**Transfer Students**
- Potential skills gap between transferring institutions
- Loss of credit hours with transferring
- Feelings of isolation/not fitting in
- Navigating different expectations for the new school

**Non-traditional Students**
- Balancing family, work and school
- Feeling out of practice after a long educational gap
- Not fitting in with younger students
- Reconciling real-world experience to in class theories
How College is Different from High School

• New academic standards
• Differences in teaching styles
• An abundance of choices
• Pressure to select a major
• Larger, more diverse classes
• Attendance not required in most classes
• Time Management
• Meeting new people
• Roommates
• Social Activities
• Change in sleeping and eating habits
• Questions about identity and values

The ABCs of Mentoring Students in Transition

• **Acknowledge** the student's reality
• **Be strategic** and student-focused
• **Commit** student to do it (involve student in developing a plan of action)
Warning Signs to Watch for

• Change in attitude about school
• Sleeping in class
• Not attending in class
• Missing or being late with assignments
• Ambivalence about their performance
• Negative comments about themselves
• Negative comments about others
• Being quickly angered or bothered
Stages of the Mentoring Relationship

- Who are you?
- Why are we here?
- Where are we going?
- How are you doing?
- What is working? What is not working
- Are we there yet?
Mentorship Policies

• In person meetings must occur virtually and/or follow social distancing guidance provided by the University (Summer 2020 update due to COVID-19.)
• Check in with mentees either virtually (using Teams, Zoom, FaceTime, Google Hangouts, Messenger, etc.), via phone, email/online chatting, texting/messaging weekly
• Create informational emails for your mentee based on their interests and goals
• Initial Contact Survey to set goals for mentoring relationship
• Meet with mentee on progress of goals
• Encourage mentee to engage in Odyssey/on campus events
• Mid Semester Summary Report
• Report concerns to Nicole Simmons
Mentoring Policies

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.
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.

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

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

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

- Evaluate the alternatives/solutions:
  - Which solutions seems the best to you?
Breakout Activity:
Helping Students Make the Transition

Directions: Analyze the following statements. Role play being a mentor and mentee to give advice for these scenarios.

"Class is so boring. I could just read the book. Why do I have to go?"
"I'm homesick. I don't have any friends here."
"I didn't want to come to college. My parents made me come."
"I freak out whenever I have to take a test – especially Math tests."
"Homework takes up all my time. I don't have time for anything I want to do."
"Between my job and my roommates. I don’t have any time to study."
"I am so busy with school, work, and friends that I'm not eating well or getting enough sleep. When I get home, my whole body just shuts down."
Strategy for Initial Mentor/Mentee Contact

1. Reach out
   • Reach out to your mentees

2. Discuss
   • Discuss mentee needs and expectations

3. Develop
   • Develop and Rapport and Establishing Yourself as a trusted Resource

4. Develop
   • Develop a plan: What are their mentoring goals for the semester

5. Share
   • Share resource information beneficial to mentees

6. Provide
   • Provide mentees with information on vital support services essential for college or university survival

7. Establish
   • 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
Referring students to appropriate student resources
COVID-19 Updates and Continued Public Health Guidance

• Kennesaw State classes are now online and will remain online for the Spring and Summer 2020 semester.

• All University System of Georgia institutions will remain open but will operate with minimal staffing on campus to ensure the continuity of critical services.

• All events (student or faculty/staff sponsored) are cancelled/postponed until June 30.

• https://coronavirus.kennesaw.edu/
Campus Support Services

- **University Dining**
  Dining halls and various eateries located on both campus, Stingers and The Commons. Includes meal plans, dining dollars.
  [https://dining.kennesaw.edu/](https://dining.kennesaw.edu/)

- **Talon One**
  Student can get their student IDs and set up parking passes through this office, obtain meal plan information, student refund information, [https://talon.kennesaw.edu/](https://talon.kennesaw.edu/)

- **BURSAR’S OFFICE**
  Carmichael Student Center, second floor
  (470) 578-6419,
  [http://fiscalservices.kennesaw.edu/bursar/](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/](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/](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/](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/](http://registrar.kennesaw.edu/)
  Handles transfer credit, change of major, grades and academic policies.

- **Campus Postal Services**
  [https://postalservices.kennesaw.edu/](https://postalservices.kennesaw.edu/)
Student Health Services

• Illness diagnosis and care: colds, flu, sore throat, infections, etc.
• Chronic disease management: asthma, diabetes, and hypertension, etc.
• Routine exams, including physicals, women’s and men's health, STD testing and treatment, etc.
• Immunizations: routine and travel immunizations.
• Appointment and walk in services available
• https://studenthealth.kennesaw.edu/

The psychiatry clinical team is located in Kennesaw Hall (Kennesaw Campus) and the Joe Mack Wilson Student Center (Marietta Campus). To make an appointment, please visit the Counseling and Psychological Services website at counseling.kennesaw.edu.

Locations:
Campus Loop Road Clinic: Located in House 3215
3215 Campus Loop Road
Kennesaw, GA 30144
University Village Clinic: 1074 Canton Place NW
Kennesaw, GA 30144
Recreation & Wellness Center: 1100 South Marietta Pkwy SE
Marietta, GA 30060
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 University College Advising Services.

• Advising University College Advising Services
  • Website: https://uc.kennesaw.edu/ucas/
  • Phone: 470-578-2860

• Scheduling an Academic Advising Appointment with specific Academic Colleges and Centers
  • https://apps.kennesaw.edu/portal/prod/APP_ESS_APPPOINTMENT/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/](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.
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.

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

Phone: 470-578-6367
Fax: 470-578-9113

To request appointments or obtain information from the Dean of Students, please contact: deanofstudents@kennesaw.edu
Student Life

Services and Programs Offered
• Student Organizations
• Student Media
• Greek Life
• Student Government Association
• Kennesaw Activities Board
• Student Center Operations

For more information visit, OwlLife at http://studentlife.kennesaw.edu/

• View all registered student organizations and activities online on OwlLife 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 Supporting 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 Student Leadership and Service

- Leadership Development
- Mentoring Initiatives
- Volunteerism and Service
- Civic Engagement
- Service Learning

[https://leadserve.kennesaw.edu/](https://leadserve.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/](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

• **Supplemental Instruction**
  • 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
Referral Decision-making

**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.
Referral Process

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.
Follow Up

**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

• **CAMPUSS 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.kennesawstat AUXILIARY.COM/](http://studenthealth.kennesawstat AUXILIARY.COM/)
  • 470-578-6644

• **Behavioral Response Team**
  • Dr. Chris Summerlin
    Assistant Dean of Students for Behavioral Case Management
    (470) 578-6367
    [csumme23@kennesaw.edu](mailto:csumme23@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/)
Contact Information

• Nicole Simmons
• 470-578-2215
• Nsimmon6@kennesaw.edu
• Peermentoring.kennesaw.edu
• Student Center Suite 267, Kennesaw Campus