



THE MENTORING PROJECT
Florida Atlantic University

MENTOR TRAINING MANUAL

Faculty/ Staff/ Graduate Students



MENTOR TRAINING

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FREQUENTLY ASKED QUESTIONS (FAQs)

WHAT IS THE MENTORING PROJECT?

The Connections Mentoring Program (a component of The Mentoring Project) is a new initiative at FAU providing mentors to incoming, first-year students to promote student success through engagement. The goal is to support all students to help them reach their full potential in their collegiate experience. We hope to display **I**ntegrity, **M**utuality, **P**atience, **A**uthenticity, **C**ollaboration, and **T**rust with all students and mentors during their time at FAU.

WHO CAN BECOME A MENTOR?

Any current faculty or staff member can become a mentor. Students with a 3.0 GPA or above and 60+ credit hours completed can be considered for a peer mentor role.

WHO CAN BECOME A MENTEE?

New first-year or transfer students can become a mentee. The program is designed to help students make the most of their experience at FAU.

WHAT ARE THE BENEFITS OF BEING A MENTOR?

Mentors often gain personal gratification through assisting new first year and transfer students with adjustment to college life. Mentors help build community with students outside of the classroom and ease discussions around academic and/or social difficulties. By referring students to campus and community resources, mentors make FAU user friendly and contribute to overall institutional climate change.

WHAT ARE THE BENEFITS OF BEING A MENTEE?

Mentees often express that mentors are an invaluable resource. Studies also show that students with mentors: positively adjust to college, are more likely to graduate, have a greater overall satisfaction with their college experience, increase their self-efficacy and perceived confidence in their ability, and fare better on other key measures of college success than students who lack mentoring connections.

HOW WILL I BE MATCHED WITH MY MENTOR/MENTEE?

Connections mentors are paired accordingly after profiles have been reviewed. The Mentoring Project staff identifies points of correlation between applicants to best match areas of support that mentors can provide to each mentee. Mentors are selected to provide mentees with the opportunity to develop an ongoing relationship that promotes personal growth, retention, and that may potentially continue beyond the time span of the program.

HOW CAN I GET INVOLVED?

The **“Connections”** mentoring program began in the fall 2015 academic semester. To get started, visit the website and click on the link to register. You will receive an email notification indicating that your Mentor Profile has been received. You can also stop by The Mentoring Project office in **GS-225**, visit us on the web at www.fau.edu/mentoringproject, or email us at mentoring@fau.edu.

WHAT ARE THE PROGRAM EXPECTATIONS?

Minimally, we ask for all participants to:

- Commit to one (1) academic school year
- Meet mentor/mentee three (3) times per semester
- Attend events as available
- Address any concerns regarding your match

Purpose of the Mentoring Project

College offers at-risk youth the promise of good jobs and living wages. Unfortunately, among high-minority populations like FAU's, less than 45% of new students finish their degrees in 6 years. The Mentoring Project changes that by providing a mentoring program to support students' academic, emotional and social needs. From math tutoring to counseling, whether first year or nearing graduation 3,000 students will ultimately be served annually to improve graduation rates and to deliver better life outcomes to students.

Mentoring:

Mentoring is a high impact practice that encompasses a personal development relationship, in which a more experienced or more knowledgeable person facilitates the professional development of someone who is less experienced in a particular area.

Mission

To promote student success by increasing student engagement through mentoring programs.

Vision

Creating a campus environment where all students can confidently state who their mentor is and how mentoring has impacted their student success at FAU.

Values

The mentoring project values **I.M.P.A.C.T.** - Integrity, **M**utuality, **P**atience, **A**uthenticity, **C**ollaboration, and **T**rust.

Goals

- To foster a sense of belonging to the FAU community
- To help build strong mentor-mentee relationships
- To encourage participation in campus events, student clubs, research and internships
- To connect students with campus resources and academic support

Description

Many FAU students come from low-moderate income households and are the first in their families to attend college. With little support from home, these students are more likely to drop out of college and less likely to request needed assistance. Students in varying groups report leaving FAU due to lack of connection with faculty and peers, as well as a lacking use of academic and support services. Our goal is to respond to student feedback by enhancing mentoring activities. FAU's The Mentoring Project addresses these challenges through an extensive menu of services, including a new structured approach to mentoring that is focused on the needs of our minority and lower socio-economic students. The Mentoring Project (TMP) will help at-risk students reach their full potential and assist in their completion of college. FAU is proud to offer college access to these diverse students, and we are committed to them from admission through graduation and beyond.

THE MENTORING PROJECT STAFF CONTACT LIST

NAME	POSITION	EMAIL	PHONE
Sandra Jakubow	Director of Faculty/Staff Mentoring	sjakubow@fau.edu	561-297-4810
Antonio Perry	Director of Student/Peer Mentoring	perrya@fau.edu	561-297-4811
Jessica Miller	Mentoring Program Assistant	millerj@fau.edu	561-297-4809
Jheanelle Gilmore	Mentoring Graduate Assistant	jgilmor7@fau.edu	561-297-4809
Rosedale Joseph	Mentoring Graduate Assistant	rjosep33@fau.edu	561-297-4809
Casey Zimmerman	Mentoring Graduate Assistant	czimmerman2014@fau.edu	561-297-4809



The Mentoring Project
777 Glades Road
General Classroom South
(GS-2) Room 225
Boca Raton, FL 33431
561.297.4809

Email:

mentoring@fau.edu

Website:

www.fau.edu/mentoringproject

MENTORING TIMELINE

The semester has just started and campus is in full swing. The Mentoring Project gets the ball rolling on matching mentors with their mentees.

First Month August/January

- Receive your mentee contact information
- Attend the mentor orientation
- By the end of January you should send a brief email introducing yourself, discussing why you chose to serve as a mentor and schedule your first face to face meeting with mentee

Second Month September/February

- Start off on a positive note and build rapport. Your mentee may have transitional concerns as he/she adjusts to college life and a large university setting. Discuss setting goals.
- Show mentee how to use a planner/use Blackboard to access course syllabi and stay organized
- Attend Professional Development Seminars held once a month
- Check in with mentee to see if he/she has prepared for mid-term exams
- Continue to connect with your mentee via email, text, Skype, or face to face
- End of the month check-in will be sent out

Third Month October/March

- How is your mentee doing academically?
- Refer to academic support services and student involvement offices
- If there is a mentee who is unresponsive and you have not yet met, still continue to reach out to him/her and also contact The Mentoring Project for additional support
- Reconnect after spring break week with mentee (March)
- Attend Professional Development Seminars held once a month
- End of the month check-in will be sent out

Fourth Month November/April

- This is when your mentee may begin to feel stressed over upcoming final exams
- Help mentee balance schoolwork with extracurricular activities, campus involvement and work
- Assist your mentee in preparing for final exams – study groups; using tutoring and SI exam review sessions can help, as well as meeting with professors and TA's
- Attend Professional Development Seminars/mentor training
- End of the month check-in will be sent out
- Plan to reconnect after holiday break (November/December)

WELCOME/INTRODUCTION EMAIL FROM MENTOR TO MENTEE

Hello XYZ:

Welcome to the new Connections Mentoring Program. My name is XXXX and I will serve as your mentor for this year. I would like to welcome you to FAU. I look forward to getting to know you and helping to support your student success this year at the university.

I wanted to tell you a little bit about myself. I have worked at FAU for XXX years and my current position is XXX. I am from XXX (hometown city, state) and have lived in South Florida for xxx years. Please email me back with some information about yourself such as where you are from (hometown city, state), what you did this past summer, why you chose FAU and anything else you think I should know.

I would be glad to meet over coffee or lunch and you can best reach me at my FAU email or by calling me at 561-297-xxxx. I am available to help you navigate campus, the local area if you are new to Boca Raton and learn more about the FAU campus community. Let me know what days, dates and times are good to meet.

I look forward to hearing from you soon!

Best regards,

Your name

WORKING WITH MENTEES

Expectations of Faculty/Staff Mentors

- Mentor two (2) mentees for the full academic year
- Complete the Match-Agreement Form
- Establish and maintain a minimum of three (3) contacts per semester (face to face meetings, etc.)
- Initiate communication using the agreed upon method of communication
- Encourage involvement in services and activities that support interests
- Complete monthly check-in form (will be emailed as a link)
- Attend professional development seminars and celebration events
- Complete end-of-year assessment

Getting Started:

- Agree upon the preferred contact method with mentee
- Discover mentee's personal interests and assist him/her in exploring those interests (majors, minors, clubs, athletics, involvement etc.)
- Help your mentee set goals and develop an action plan to achieve them
- Be a resource to your mentee (direct him/her to campus resources, services - make introductions to people and places)
- Guide mentee to take initiative in solving his/her own issues, don't solve it for him/her
- Express your willingness to help whenever needed and best way to reach you

Reminders for Effective Mentoring for Mentors:

- Demonstrate interest, helpful intent, and involvement. When you talk with your mentee, clear your mind of unnecessary thoughts and distractions, so you can give him or her your undivided attention.
- Establish rapport by learning and remembering personal information about mentees
- Begin by focusing on strengths and potentials rather than limitations
- Keep frequent contact - short emails, phone calls or text messages can make a big difference

- Be available and keep monthly check-in meetings and ongoing contact
- Follow up on mentee commitments and goals
- Recognize signs if your mentee may be struggling or may need help. This may include your mentee not responding to your phone calls, texts or emails.
- Consistently self-evaluate your individual mentor style and effectiveness and adjust accordingly
- Report unresponsive mentees through the monthly check-in form or by emailing mentoring@fau.edu and continue to reach out
- Use your fellow mentors and TMP staff as sources of support and advice. Reach out to TMP staff for resources to assist you with your mentee.
- Be yourself and give your mentee the room to be himself/herself
- Remember that active listening is one of the most important skills of a good mentor
- Understand that your advice is just that...advice. Should your mentee choose to disregard your advice (however sound it may be), do not be discouraged or refrain from sharing in the future.
- Always maintain a professional boundary with your mentee
- **Remember that relationships are two-way avenues. Learning occurs in both directions!**

Confidentiality:

- Confidentiality is paramount and often misunderstood. Maintaining the confidentiality is one of the ways that you demonstrate respect for your mentee and reinforce your position as a mentor. If confidentiality is broken, the risk of reducing your effectiveness as a mentor and as a resource is greatly increased.
- Although it is important for your mentee to feel that he/she can confide in you without feeling that his/her statements will become public knowledge, it is equally important to remember the difference between breaking confidentiality and seeking the benefit of appropriate consultation.
- DO NOT share confidential information with friends, other mentors, etc. You must always be able to share problem situations and/or seek assistance from the TMP staff.

Is there any case when confidentiality can be broken? Yes! Please see below.

- Each FAU employee is considered a responsible employee and therefore cannot give or promise confidentiality to students when it comes to any Title IX complaints. Title IX complaints encompass all sexual misconduct issues, including sexual harassment, stalking, sexual assault, sexual battery, dating/domestic violence. You are required to report anything you hear regarding our students and sexual misconduct to the Dean of Students Office (<https://publicdocs.maxient.com/incidentreport.php?FloridaAtlanticUniv>) and/or The Office of Equity, Inclusion and Compliance. The only FAU offices who can provide confidentiality are the Counseling and Psychological Services and Student Health Services.
- A mentor is obligated to share information when he/she believes that his/her mentee's safety is in danger, or the safety of another person is in jeopardy! In this case a mentor is advised to contact the Dean of Students Office, The Police Department or The Center for Counseling and Psychological Services at FAU and inform the TMP when doing so.

Ground Rules for Mentor-Mentee Relationships and Meetings

It should generally be the responsibility of the mentor to reach out to the mentee to initiate meetings and it is the responsibility of the mentor to make the time for the mentee. A match agreement will be signed by the mentor and the mentee which will include the details of the frequency of the meetings and the goals and purpose for the meetings. Suggestions for the orientation of these meetings, scheduled by the mentor and mentee, are as follows:

Meeting 1: Establishing expectations and assisting the student with self-assessment.

- Talk about what mentoring is and isn't
- Mentor asks mentee what he/she would like to get out of mentorship and why they opted to participate
- Mentor and mentee decide on logistics and structures that they want to use to support their mentorship
- Mentors are encouraged to share stories of undergraduate and graduate experiences related to academic coursework and or professional development
- Mentors can assist the mentee in understanding how his or her interests relate to various occupations, career fields in their industry, and the current job market.

Meeting 2: Related discussion with an emphasis on goal setting and building trust.

- Mentors are encouraged to develop SMART goals with their mentee and develop an action plan for achieving them (SMART = Specific, Measurable, Attainable, Relevant, Time-Bound).
- Create a safe environment for open discussion to be had to share hopes, dreams, concerns, etc.
- Discover mutual interests and activities and plan to explore those interests with your mentee

Meeting 3: Strategic discussion on the progress made by the mentee towards achieving goals.

- Mentors may assist the mentee in exploring avenues for connecting with campus and community resources for academic, personal and professional support as needed
- Goal setting may include help with time management; balancing extracurricular activities with school work; choosing a major and getting connected to academic support and campus involvement opportunities

ADDITIONAL IDEAS FOR YOUR FIRST MEETING

Where to Meet:

- Campus dining facilities (pick up your Chartwells voucher in the TMP Office)
- Tour the campus
- Visit the campus bookstore
- Tour the surrounding campus area – local grocery store, the mall, the beach, the movies, bowling, etc.
- Arrange a scavenger hunt to find key buildings and campus amenities

Topics for Discussion:

- Ask why mentee opted to participate in the Connections program and what does he/she hope to gain from the program
- Begin a conversation about mentorship and expectations and best ways to contact one another via telephone, email, Skype, text or in-person
- Activities and hobbies mentee is interested in and enjoy attending
- Get your students excited about being an FAU OWL! Campus life from Athletics, to the arts, Living Room Theatre (on-campus movie theatre) all present outings you can enjoy together
- Talk about any concerns your mentee may have about his/her semester and or adjusting (living away, roommate, commuting, making friends)
- Help mentee with goal setting and being accountable

FAU CAMPUS RESOURCES

ACADEMIC SUPPORT

<p>ACCESS SU-227 https://www.fau.edu/access/</p>
<p>Career Center SU-220 http://www.fau.edu/cdc/</p>
<p>Center for Learning and Student Success GS-223 https://www.fau.edu/class/</p>
<p>Graduate College SU-101 http://www.fau.edu/graduate/</p>
<p>Math Learning Center GS-211 http://www.math.fau.edu/mlc/</p>
<p>Office of Undergraduate Research and Inquiry GS-209 http://www.fau.edu/our/</p>
<p>Registrar SU-144 http://www.fau.edu/registrar/</p>
<p>Testing Center SU-210 http://www.fau.edu/testing/</p>
<p>University Advising Services SU-201 https://www.fau.edu/uas/</p>
<p>University Center for Excellence in Writing GS-215 http://www.fau.edu/UCEW/</p>

STUDENT SUPPORT SERVICES

<p>Cashier SU-113 https://www.fau.edu/controller/student-services/</p>
<p>Controllers Office SU-130 https://www.fau.edu/controller/</p>
<p>Counseling and Psychological Services GS-229 http://www.fau.edu/counseling/</p>
<p>Division of Student Affairs SU-215 http://www.fau.edu/student/</p>
<p>Financial Aid SU-233 http://www.fau.edu/finaid/</p>
<p>International Student Scholar Services SU-214 http://www.fau.edu/iss/</p>
<p>Military and Veterans Affairs GS-224 http://www.fau.edu/vets/</p>
<p>Parking and Transportation Services SU-116 http://www.fau.edu/parking/</p>
<p>Student Accessibility Services SU-133 http://www.fau.edu/sas/</p>
<p>The Mentoring Project GS-225 http://www.fau.edu/mentoringproject/</p>

STUDENT SERVICES

<p>Bookstore GS140 http://fau.bncollege.com/</p>
<p>Fraternity and Sorority Life UN218 http://www.fau.edu/fslife/</p>
<p>Graduate & Professional Student Association UN234 http://www.fau.edu/sg/programs/university-wide/gpsa/</p>
<p>Housing and Residential Life Building 46 http://www.fau.edu/housing/</p>
<p>NAVITAS SS-8 Room 225 https://www.fau.navitas.com/</p>
<p>New Era Barber Shop Traditions Plaza http://www.fau.edu/business-services/retail-services/new-era-barbershop.php</p>
<p>Office of the Associate Vice President and Dean of Students SS-8, Room 226 http://www.fau.edu/dean/</p>
<p>Office of Diversity and Multicultural Affairs GS224 http://www.fau.edu/oma/</p>
<p>OWLS Care S-8, Room 222 http://www.fau.edu/owlscare/</p>
<p>OWL Card UN128 http://www.fau.edu/business-services/owl-card/</p>

<p style="text-align: center;">OWL Radio UN207 http://www.fauowlradio.com/</p>
<p style="text-align: center;">OWL TV UN231 http://www.fau.edu/studentmedia/</p>
<p style="text-align: center;">Parent & Family Programs SS-8, Room 228B http://www.fau.edu/parents/</p>
<p style="text-align: center;">Pharmacy UN129 http://www.fau.edu/shs/services/pharmacy.php</p>
<p style="text-align: center;">Police Department (561) 297-3500 http://www.fau.edu/police/</p>
<p style="text-align: center;">Student Government UN215 http://www.fau.edu/sg/</p>
<p style="text-align: center;">Student Health Services SS-8W Room 240 http://www.fau.edu/shs/</p>
<p style="text-align: center;">Tech-U SU134 http://www.techushop.com/</p>
<p style="text-align: center;">University Press UN214 http://www.upressonline.com/</p>
<p style="text-align: center;">Upward Bound GS225 http://www.fau.edu/pcp/</p>
<p style="text-align: center;">Weppner Center for LEAD & Service-Learning UN206 http://www.fau.edu/leadandserve/</p>

Wimberly Library
<http://www.fau.edu/library/>

PARTNER CAMPUSES

Broward Campuses
<https://www.fau.edu/broward/>

Jupiter Campus
<https://www.fau.edu/jupiter/>