Slide 1

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Engaging student driven/multi-dimensional support mechanisms in a Faculty community through peer mentoring: The Faculty of Business and Law Peer Mentor Programs

Rachael Baron
Academic Support & Transition Programs
Faculty of Business and Law
rachael.baron@deakin.edu.au

Slide 2

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….You manage a peer mentor program?
….You are involved in Peer Mentoring in your institutions?

AUDIENCE FEEDBACK PLEASE…

Overview

- context
- Program outline
- Supporting students; Creating leaders
- Benefits of Student Mentor Program to Deakin community (flow on effects)
- Some tips and suggestions
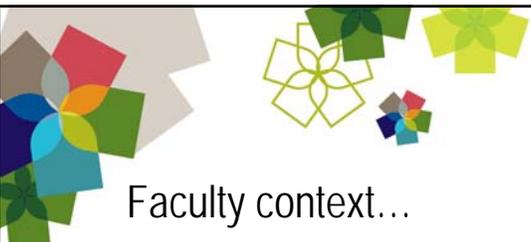
Faculty context…

- 13, 000 students across 4 campuses (incl. off campus)
- Very large numbers at Burwood vs. regional campuses
- Approximately 35% international students
- Large numbers of students enter through pathway partners (DUELI, MIBT)
- Increasing interaction with student societies
- Increasing recognition of community engagement of students

What does <u>some</u> of the literature say about student success?

- Heirdsfield, et al., 2008 – retention strategy, immediate access to peers
- Wilson, 2007 – development of social networks key predictor of success
- Gilles and Wilson, 2004 – advantages to mentors
- AUSSE – Australian Student Engagement Survey
  http://ausse.acer.edu.au/
- Tinto, 2003 - the norms of educational citizenship (community of learners)

Mentor Program – Supporting students

- Piloted in 2007 with PG Business and Law students
  - Volunteer Mentor Programs (UG & PG)
  - Drop in Stations (UG & PG)
  - B2E – Deloitte Mentors
  - Leadership Program for Mentors

Underlying philosophy:
Support for students by students! (3 Cs)

Mentor Program
- Volunteer Mentor Program

- volunteer Mentor Program
  - Postgraduate Mentor Program (10 trimesters)
  - Undergraduate Mentor Program (4 trimesters)
- senior students (Mentors) supporting new students (Mentees) in groups (1:3)
- weekly meetings(1hour) for first six weeks of each trimester
- organizing various events throughout each trimester

Program plan and Administration

Mentors – Promotion & Recruitment

Prospective mentors apply online and undergo a group interview process.

Training of Mentors

Mentors undergo full day training which is inclusive of Deakin resources and other rapport building strategies. A number of guest speakers from the University present.

Mentees – Promotion & Registration

Program promotion to new students is done during Faculty enrolment and orientation programs. New students register for the program.

Matching

Mentors and Mentees are matched based on course similarity, cultural backgrounds and on special requests. Mentors advise numbers of Mentees they wish to mentor.

New Mentor Training

Program Implementation

First Meeting	This is when the Mentors meet their assigned Mentees for the first time.
Library Database Workshop	This is requested and organized on behalf of B&L students. Essential techniques of searching online resources demonstrated to the commencing students.
Catch up Meeting & Functions	This meeting is to learn about group progress, student issues and evaluation. Social and academic functions for Mentors and Mentees are also held as part of the program.
Recognize our mentors (ROM)	This is a celebration to acknowledge the efforts of all mentors. Participation certificates are also issued to Mentors.
Program feedback and evaluation	This is to collect the feedback from both Mentors and Mentees for further improvement of the program. Student testimonials are also collected for website promotion.

First Meeting

Happy to know that we help people to be aware of their surrounding faster than others....

Marvin
Deakin MIF

"Learning for Success" Forum

Recognizing Our Mentors (ROM)

Academic Boundaries

| Mentors can	Mentors cannot
Give study tips based on their own experiences	Directly answer assessment questions
Advise students broadly on how to go about answering coursework	Provide a copy of their own course notes or assignment
Assist you to become 'independent' learners	Write your assignment
Refer you to our resources and services available in the University community	Be a unit tutor
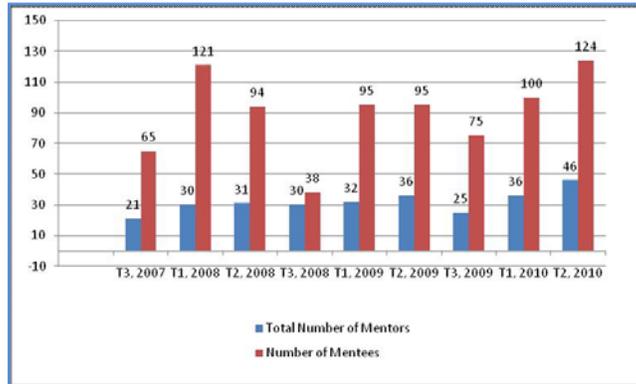
PG Mentor Program

Average: 32 Mentors and 90 Mentees for each trimester

UG Mentor Program
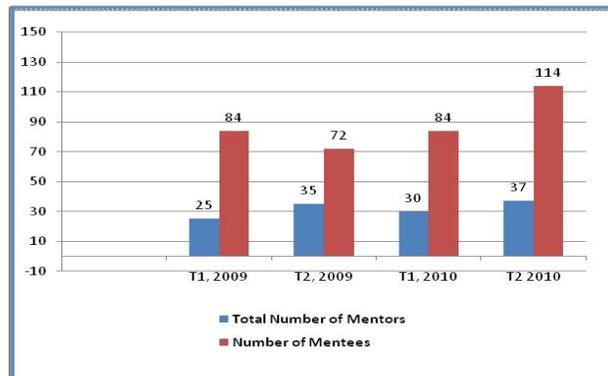
Average: 32 mentors and 89 mentees for each trimester

Mentor Program (2007-2010)

	PG	UG
Total Mentors	287	127
Total Mentees	807	354
Waiting List	236	29

Mentor Program
- Drop in Stations (UG & PG)

- Open 3-4 hours daily for twelve weeks on a drop in basis
- Staffed by team of 6-8 senior student mentors on a roster throughout each trimester
- Average time spent: 10 mins – 1hr per student
- Develop newsletter to new students throughout the trimester

Student Mentor Program
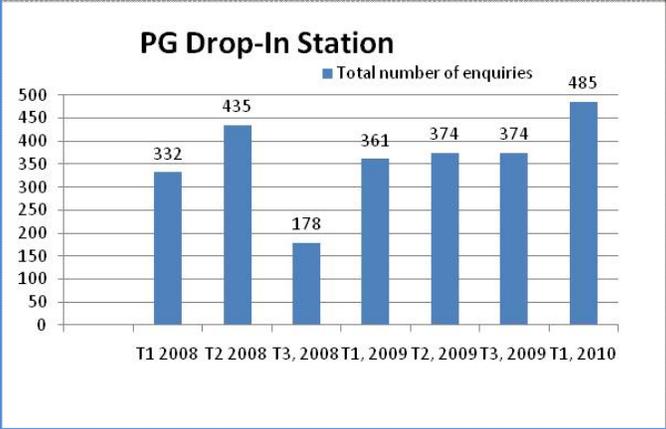
- Drop in Station

PG Drop-In Station

Average 363 enquiries throughout each trimester
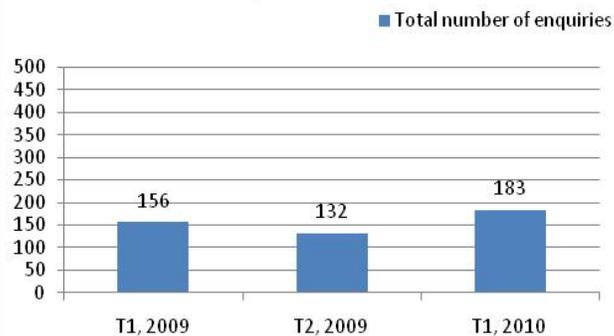
Average 157 enquiries throughout each trimester

Leadership Program - reflection

- Helps Mentors better understand the leadership qualities they developed through mentor program
- Analyse Mentors' strength and weaknesses and relate to leadership styles and literature
- Supporting Mentors to articulate skills learnt to employers in resumes and interviews using their mentoring experience

Leadership Program

Deloitte Business 2 Education program

- Transition to career mentoring program
- Deloitte staff mentor small groups of Deakin students
- Are Deakin Alumni and recent graduates
- Series of meeting over the Trimester at Deloitte offices
- Accounting & finance focus, current affairs, transition to work place
- Deakin facilitators

Meeting at Deloitte offices

Mentor Program: Creating Leaders

...I had passion to be a leader and to help the students transition to let them know that it's not difficult to mingle and blend in this culture...

Osama
Bachelor of Commerce

Mentor's Growth as a leader:

Mentee

Volunteer Mentor

Drop-In-Station Mentor

Drop-In-Station **Team Leader**

Student Mentor Coordinator
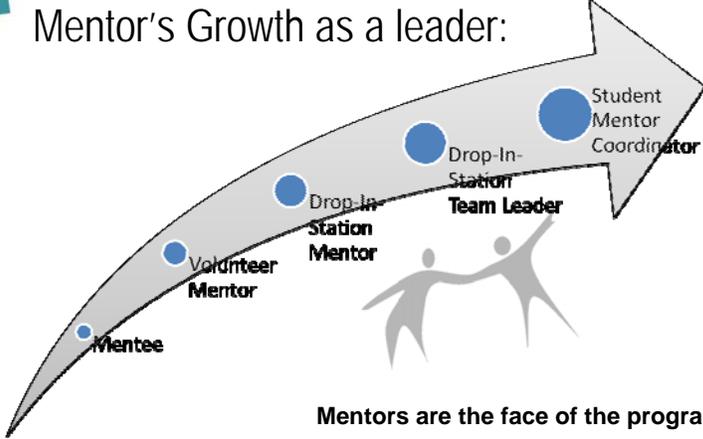
Mentors are the face of the program.

- Vicky Goyal

Employability Skills Developed

Teamwork

Leadership

Interpersonal

Mentor Program

Communication

Problem Solving

Planning & Organising

Students driven initiatives

Mentor Program

Pilot Program – T3, 2007

Group of 4 students from the DBSS with the support of Faculty of Business & Law

Learning For Success Forum

By: Tingting Song (T1, 2009)

A forum for Mentor-Mentees to put forward their issues and have an open discussion

Mentor Diary

By: Vicky Goyal (T2, 2010)

To help reflect on one's own performance over the trimester and also gives feedback for the program

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Learning for Success Forum Initiative

Discuss typical study skills problems

- I can't read as fast as the lecturer expected; there is so much to read for one seminar, and I feel frustrated that I can't finish …
- I don't know how to take notes during lectures. I don't know which are important and should be noted down …
- I've just got my assignment and I don't know what to do …
- ……

More student driven initiatives

Language Exchange Program Pilot
- by: Pawan & Peter (T2, 2009)
- interaction between Australian and international students in exchanging language

Undergraduate DIS Week
- by: UG Drop-In-Station Team (T2, 2009)
- published weekly with updates about the university

Postgraduate DIS - Your Voice
- by: PG Drop-In-Station Team (T2, 2010)
- will be published weekly with updates about the university

Deakin University CRICOS Provider Code: 00113B

Value to students

- Being provided an opportunity to present 'their' idea
- Encouragement and support from the Faculty to implement it
- Sense of pride to see the idea is being valued by peers
- Increase in self confidence

- *A meaningful learning experience*

Deakin University CRICOS Provider Code: 00113B

What Mentors valued most......

- *"... This is a great learning experience and has definitely improved my behavioural skills in a more professional manner. "*   **- Natasha**

- *"...it was a great chance to network with such ambitious, focused people who are utilizing their every moment in the uni and gave me an opportunity to observe and learn from them."*   **- Puneet**

- *"...I was very happy to help new students enjoy uni life and understand the Australian culture a bit more."*

                  - Karren

What mentors valued most…

- *"You feel as though you belong. It is as if I was always here. I was never new, only in the eyes of my mentor."*
  Tendayi

- *"…The practical experience of interacting with a multi-cultural cohort of students helped me customize my communication to different audiences. Delivering presentations to students, resolving student issues and liaising with staff across faculty contributed immensely in building my confidence and proved to be a training ground second to none. To conclude it was the best introduction I could get to the Australian work culture."*
  Nikunj

Benefits to the Faculty

- Develops a connected community of learners
- Mentor programs provide valuable feedback to the Faculty regarding issues and concerns which students experience.
- Mentor Programs provides a communication channel to support Faculty and University events and information.
- Supports students throughout the student life cycle

1700 students have gone through these program

What Faculty staff say ......

- "The Student Mentor Program at Deakin is a winner! New students can engage with experienced Mentors and feel truly supported."

  - Mark Kennedy
  Student Administration Team Leader

- "…….The mentors involved are highly intelligent and responsible students who strive to assist new International students in settling into their studies at Deakin by providing a strong support network and a friendly face……"

  - Kylie Windmill (Student Adviser)
 Postgraduate Student Administration

'The Deakin Mentor program is invaluable for the students who participate. It offers both educational and social benefits. It contributes a great deal to campus life and student support. The real magic in this program comes from the dedicated and capable student mentors. They really are special.'

Professor Tanya Castleman
Associate Dean Development
Faculty of Business and Law
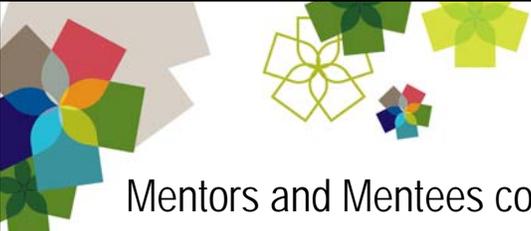
Mentors and Mentees consistently report…

- Improvements in social & academic transition
- Creates a sense of belonging and support networks
- Develops graduate attributes/ employability skills
- Opportunity for commencing and senior students and PG & UG students to work together
- Develop & reflect on cultural awareness/ competence
- Develop & reflect concepts of team process among diverse groups

Flow on effects…

- Student Mentors are involved in both UG and PG Faculty orientation programs
- Employed at International enrolment program to support the understanding of the course experience
- Faculty At Risk program – Study Support sessions
- MIBT / DUELI Transition sessions
- University Open Day/ International agent visits

Flow on effects… continued

- Mentors were involved in the development in the Faculty Student Awards
- Mentors were involved in the development of the Deloitte B2E Program and then used to pilot the program
- Supports Alumni development

Contributing to a cultural shift…..?

- Learning communities
- Working collaboratively with students to improve learning opportunities that value add to their degree
- Development of student leaders
- More students employed
- Engaged as reps on all Faculty committees
- Empowering the student voice
- Empower student societies (discipline & cultural)

Tips for developing your own Mentor programs

- Develop a program based on your specific context
- Talk to students – what do they think they need? What's really happening between students?
- Engage students in the development process and continue throughout the life of the program
- Employ students in admin of program
- Empower student to make decisions about the program

Tips continued….

- Look for a program champion
- Utilise template resources available online through ANZSSA or National Youth Mentoring Network
- Consider design – objectives, structure, selection, training, matching and support, monitor & evaluate
- Talk about the program everywhere you can
- Integrate program into as many 'local' activities as you can

Tips continued

- Evaluate, evaluate, evaluate
- Utilise student societies etc to promote the program
- Encourage student input and development
- Reward and value students were ever possible
- 'Student really do know best!'
- Facilitate student ideas

Future developments

- Exploring models for regional campuses
- More work with student societies
- D2L - Drop In Station move to online support & accessible to more students
- Curriculum renewal processes in UG degrees – opportunities for mentoring to become an assessable parts of units
- 'Live' case study of the DIS in a PG Marketing unit
- Greater links to other programs & opportunities

From the audience…

REFLECTIONS & QUESTIONS

Please email me to exchange/share program ideas.

Rachael Baron
Rachael.baron@deakin.edu.au
Academic Support and Transition
Teaching and Learning Group
Faculty of Business and Law

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