

UWM Mentoring Handbook

Fall 2006

MENTOR TRAINING GUIDE

CAMPUS RESOURCES

Mentors are not expected to be experts on everything, but mentors should be able to point mentees in the right direction. Here are some on campus resources with which you should be familiar. Know where the resource is located, what it does for students, and how to find contact information quickly to get mentees' questions answered.

□ **UWM Libraries**

- **Location: Golda Meir Library Building**
- **Website:** <http://www.uwm.edu/Library/>
- Tours and workshops are offered, click on the tours link of their website for details.
- Panthercat is the online catalog
- E-reserve is for books, journals and class readings on reserve
- The reserve section of the library is in the east wing
- A general access computer lab is available on the second floor of the libraries in the east wing. To access this lab, students need to go up the stairs or elevator in the west wing and walk over the bridge to the east wing.
- If students are looking for assistance, they can speak with a staff member at the information desk near the first floor computers in the west wing.

□ **Mentoring Offices**

- There are two mentoring centers at UWM. The PMC – The Peer Mentoring Center offers help with writing papers, listening to speeches, as well as many other academic issues. The LINKS Peer Mentoring and Outreach Center offers non-academic assistance such as conflict resolution and a comfortable place for students to meet people who share similar interests. Both centers provide a good atmosphere for working on homework or meeting with a group to work on a project.
- **Location: PMC – Bolton Hall 192** **Phone: 229-5385**
- **Website:** <http://www.uwm.edu/lets/edison/pm.html>
- **PMC Hours:**
- **Mon, Thurs 9:30-4:00 Tues 9:30-7:00 Wed: 9:30-6:00 Fri 9:30-11:00**
- **Location: LINKS – UnionWG10**
- **Website:** <http://www.uwm.edu/Dept/OSL/POMC>
- **LINKS Hours:**

□ **Tutoring**

- **Location: Bolton Hall 180** **Phone: 229-2779**
- **Website:** <http://www.uwm.edu/Dept/TARC/>
- Students that are looking for tutoring assistance can find it at TARC, the Tutoring and Academic Resource Center.
- **Hours:** Monday through Friday, 9am to 5pm

□ **The Writing Center**

- **Location: Curtin Hall 382** **Phone: 229-4339**
- **Website:** <http://www.uwm.edu/Dept/English/wcenter/>
- Students who need assistance in writing can go to the writing center, which is staffed by graduate students. They will not do proof reading, but they will help with general writing techniques or specific writing projects.

□ **Norris Health Center**

- **Location:** On the north block of campus east of the Sandburg Residence Halls and just south of the UWM Klotsche Center.

- **Website:** <http://www3.uwm.edu/dept/norris/>
- **Hours:** Monday – Thursday: 8AM-4:45PM
Friday: 9AM-4:45PM
- Students are eligible for services at the Norris Health Center when they are currently enrolled for credit at UWM and pay the student-segregated fee.
- Call or stop by to make an appointment or ask about other services.
- **UWM Psych Clinic**
 - **Location:** Pease Hall 179 **Phone:** 414-229-5521
 - **Website:** <http://www.uwm.edu/Dept/Psychology/clinical/clinics.html>
 - Students should generally go to Norris Health Center first. If additional support is needed, they may be referred to the Psych clinic.
 - Graduate students in the clinical program are trained here under close supervision of the psychology faculty and staff.
 - The clinic also conducts research studies.
- **Lesbian Gay Bisexual Transsexual Center**
 - **Location:** Union WG89 (Just off the Terrace)
 - **Website:** <http://www.uwm.edu/Dept/OSL/LGBT/>
 - **Hours:** Hours: Mon. 9-5, Tue & Wed 9-7, Thur 9-5, Fri 9-noon
 - This center works to embrace diversity in the UWM student community, increase awareness, education and presence of LGBT issues on the UWM campus, provide resources to students and community members.
 - The center also provides a safe-space for all LGBT students and their allies.
- **Women's Resource Center**
 - **Location:** Union WG93 (Just off the Terrace)
 - **Website:** <http://www3.uwm.edu/dept/wrc/interim/index.cfm>
 - **Hours:** Monday-Friday 9AM-5PM or by appointment
 - The WRC enhances awareness and understanding at UWM of the diversity of women's lives and experiences, and the role gender plays in everyone's life.
 - Some of their many resources and activities include: a lending library, support groups for single parents (men and women), support groups for victims of sexual violence, special campus events.
- **Financial Aid**
 - **Location:** Mellencamp Hall 162.
 - **Website:** <http://www.uwm.edu/Dept/FINAID>
 - All students are encouraged to apply for aid through the FAFSA form, the Free Application for Federal Student Aid.
 - Students need to reapply each year and it is best if they complete their application between January 1st and March 1st.
 - The financial aid website also has a scholarship search engine for incoming & current students.
- **On-Campus Housing**
 - **Location:** Sandburg Residence Halls are on the north block of campus. Purin Hall is on the corner of Kenwood and Downer Avenues
 - **Website:** <http://www3.uwm.edu/Dept/housing/>
 - Less than HALF of the freshman class lives on-campus!
 - If you have not lived on-campus, it is probably best to refer students' questions about residence hall policies to their RA or Resident Assistant.
 - A great list of FAQ's can be on their website as well.
(http://www3.uwm.edu/Dept/housing/campus_living/faqs.cfm)

- **Neighborhood Housing**
 - **Location:** Union 302
 - **Website:** <http://www.aux.uwm.edu/offcamp/>
 - Their website includes a list of current apartment listings. You can also look for a roommate or post your own roommate listing.
 - The website also has references for selecting a quality apartment and setting up an informal roommate agreement.
- **Student Activities Office**
 - **Location:** Union WG85 (Just off the Terrace)
 - **Website:** www.activities.uwm.edu
 - Check out their website for a list of current registered student organizations.
 - Tell your mentees about what you are involved with and encourage them to find an organization that interests them. So many organizations are looking for new members during the first weeks of the school year and often have free food at their informational meetings.
- **Student Government**
 - UWM's overall student government is SA or the Student Association.
 - **Location: Union 363**
 - **Website:** <http://www.uwm.edu/StudentOrg/sa/>
 - In the Residence Halls students can also be part of SHAC, the Sandburg Halls Administrative Council.
 - **Location: Sandburg Residence Halls Commons C221**
- **Career Development Center (CDC)**
 - **Location:** Mellencamp Hall 128
 - **Website:** <http://www.uwm.edu/Dept/CDC/>
 - The CDC offers workshops on selecting a major or career, working on a resume or interviewing for that big internship.
 - Encourage your mentees to check out their website, especially if they are looking at a new major.
- **Academic Advising Offices**
 - New freshmen will receive a packet of information at their STAR/Orientation programs which includes basic contact information for their advising offices and their websites.
 - This includes multicultural student support services as well as school/college advising.
 - If your student has lost this document, help them locate the phone number for their advising office online.
 - Help your mentee prepare for their first one-on-one advisor meeting. Discuss how advisors can assist them in selecting classes, changing majors, adding a minor, etc. Encourage your mentee to create a list of questions to ask their advisor at the first meeting.
- **Student Accessibility Center:**
 - **Location:** Mitchell Hall 112 **Phone: 229-6287**
 - **Website:** <http://www.uwm.edu/Dept/DSAD/SAC/>
 - Offers academic accommodation services to students with documented disabilities (physical, sensory, and learning).
 - The goal of the Center is to maximize the success of disabled students.
- **Center for Volunteerism and Student Leadership**
 - **Location:** Union WG28

- **Website:** <http://www3.uwm.edu/dept/cvsl/>

EXPECTATIONS

1. Initial meeting between mentor and mentee(s)

- a. Done in person (attend a group event)
- b. Get to know your mentee(s) and make them feel comfortable
 - i. Ask questions, listen, and let mentee(s) talk
 - ii. Trade contact information (full name, email, phone number, Instant message screen name, etc.) for future meetings
 - iii. Do your mentees live on campus? Commute? Have siblings/friends at UWM?
 - iv. Try to find commonalities (academic or otherwise)
 - v. Recognize their concerns and interests
 - vi. Give them support by discussing UWM resources, opportunities, and personal experiences
 - vii. Challenge them:
 1. socially by inviting them to UWM events
 2. academically by suggesting they make an appointment with a PMC/LINKS mentor/tutor/advisor
 3. educationally by strongly encouraging them to make an appointment with their professors or see them during office hours. Each semester, they should get to know a faculty member personally.
 4. personally by helping them make smart choices and learn about their strengths/opportunity areas
 - viii. Inspire them by being a good role model and keeping in touch
 - ix. Make the mentee(s) aware of your schedule
 1. what days/times you want to be available for in-person meetings
 2. The best way to reach you

2. Read and respond to emails promptly

- a. Check UWM Panthermail, Freshman Mentoring Network D2L site, and Facebook group site regularly and be sure you are receiving important emails by adding mentee(s)', mentors', and coordinator's emails to your Panthermail address book
- b. Save emails from and sent to mentees for record of communication and to help you stay organized
- c. Utilize the reflector (FMN-list@uwm.edu), D2L site, and facebook group site to communicate with other mentors whenever necessary

3. Connect with mentees bi-weekly or monthly

- a. Preferably in person, but can also be via phone, instant message, or email
- b. Take the initiative and invite your mentee(s) to meet during your available days/times. Don't wait for your mentee to contact you
- c. Try to stay on campus for in person meetings or at least in public for safety and comfort of your mentee(s).
- d. Don't be afraid to have fun with your mentee(s)! Go to lunch, go bowling, or invite them as a group to an event on campus as well as meeting one on one to discuss academic and personal issues

- e. If a mentee misses an appointment give them a polite phone call reminder and reschedule if necessary. It also doesn't hurt to send a reminder email the day before a meeting to avoid missed appointments
- 4. Record interactions in the database or complete a log write up and turn it in to the Peer Mentoring Center within 48 hours**
 - a. You must record every meeting with each of your mentees
 - b. The database is online and is quick and easy to complete (see handout)
- 5. Pay attention to emails and advertisements about relevant campus programming**
 - a. When you find out about a new event on campus that sounds appropriate and interesting, email the information to your mentee(s) or arrange your next meeting around the event
 - b. Some examples of appropriate campus events:
 - i. Film Festivals
 - ii. Culture café
 - iii. Symposiums and presentations
 - iv. Concerts at the Gasthaus
 - v. PMC sponsored events like stress relief night
 - vi. LINKS sponsored events like LINKS fest
 - vii. Other campus-sponsored events like Game Night
 - viii. Events in Spaight's Plaza like camp out for the homeless
 - ix. Recreation Center events like hump-day hold'em

Role-Playing

- Introducing yourself to your mentee by email over the summer.
- The first face to face meeting.
- Mentee doesn't show up for scheduled meeting.
- Mentee, distraught, tells mentor that mom is suddenly sick and in the hospital, and that's in Oconomowoc, and has to drive back and forth several times a day.
- Mentee has nasty roommate conflicts in the residence hall.
- Mentee has nasty roommate conflicts in a private apartment.
- Mentee lives at home and is fighting with parents.
- Mentee thinks a particular teacher "hates" him/her, and is considering dropping or just not attending the course anymore.
- Mentee is not sure about choice of major.
- Mentee doesn't think s/he needs to see an advisor before registering, or wants the mentor to advise.
- Mentee reveals s/he has only been attending class once a week or less.
- Mentee discusses study habits and it turns out s/he basically doesn't
- Mentee discusses, with gusto, a weekend of extreme drunkenness.
- Mentee's talk indicates the likelihood of sex with multiple partners and/or unprotected sex.
- Mentee wants to get more involved with extra curricular activities.
- Mentee is worried that s/he is overwhelmed with extra curricular activities.