This guide is to help new Mentoring for Success Program peer mentors get started with their employment. This is not a comprehensive guide to program policies or procedures; for more information, refer to the “Peer Mentor Policies and Procedures Manual” and the other instructional guides on the Peer Mentor Resources page on the program website, as well as to updates posted on the Mentoring for Success Program Forum.

The General Responsibilities of a Mentoring for Success Program Peer Mentor:

1. Provide peer mentorship, academic review, tutoring, and referral services to students in a group and/or individual setting.

2. Meet with each assigned student on a regular basis, at least once a week, and maintain student progress reports.

3. Assist students in schedule-building and the development of the Individualized Success Plan (ISP), facilitate the development of study skills and time management techniques in students, and encourage student participation in the Mentoring for Success Program Reward Program.

4. Participate consistently in appropriate follow-up, documentation, and evaluation activities, including, but not limited to, checking and responding to your WMU email (Webmail Plus), maintaining your Webmail Plus calendar, logging in to and updating the student database, and participating in the online forum on a regular basis (refer to corresponding documents for detailed information).

5. Commit to the Mentoring for Success Program for at least one academic year; plan accordingly and be available to assist students during and through mid-term and final exam weeks.

6. Maintain frequent and regular contact with program staff and participants by email and through the Mentoring for Success Program Forum, providing appropriate responses and follow-ups on scheduled communication days and as needed.

7. Participate in the Mentoring for Success Program Forum to touch base with other peer mentors and review course materials in order to be fully prepared to answer students’ questions and minimize the need to look up answers during a tutoring session.

8. Attend all scheduled, program-related activities, events, and/or meetings; provide reasonable excuse and documentation to the program director and program assistant(s) for all absences and tardiness.

9. Assist in planning, organizing, and publicizing Mentoring for Success Program events, offering appropriate feedback and suggestions in a timely manner.

10. Undergo mandatory periodic performance review, which includes, but is not limited to:
    a. meeting bi-weekly with the program director,
    b. meeting with the program assistant(s) as needed,
    c. meeting with the Mentoring for Success Program Peer Mentor Training and Advising Committee (TAC) to go over the Peer Mentor Observation Form, completed Peer Mentor Performance Evaluation Form, and/or to develop a Performance Improvement Plan, and
    d. taking the Mentoring for Success Program peer mentor exam.
Training, Orientation, and Basic Information:

1. **TAC Liaison:** After you are hired, you will be assigned a TAC liaison. A TAC liaison is a member of the Mentoring for Success Program Peer Mentor Training and Advising Committee (TAC). This person will be your mentor and will be available to answer your questions, address any concerns or disagreements you may have with the policies and procedures, or refer you to the appropriate person should further information or discussion be necessary.
   a. You must copy your TAC liaison on all emails pertaining to communication with your assigned students.
   b. Unless otherwise specified by a TAC co-chair, you will have the same TAC liaison in subsequent semesters/sessions.
   c. If you know that your TAC liaison has graduated or is temporarily or permanently unavailable but a new TAC liaison assignment has not been made, copy one of the TAC Co-Chairs until a new TAC liaison assignment has been made.

2. When you meet with the Mentoring for Success Program director to complete your paperwork:
   a. Hard copies of the policies and procedures manual, instruction sheets, and all other relevant forms will be given to you. You do not need to print them out beforehand, although you can easily access the electronic copies of those documents from the Mentoring for Success Program website on the Peer Mentor Resources page (http://www.wmich.edu/peermentoring/mentors/resources).
   b. You will also be given a few blank Mentoring for Success Program Reward Cards and a star-shaped one-hole puncher. Refer to the “Mentoring for Success Program Reward Program Peer Mentor Guide” document for more information on the Mentoring for Success Program Reward Program.
   c. A short office tour of the Division of Multicultural Affairs (DMA) will be conducted by one of the program assistants.

3. New Peer Mentor Training and Orientation:
   a. This will be set up by one of the TAC co-chairs and conducted by at least two TAC members, one of whom will be your TAC liaison.
   b. During the session, the TAC members will go over the policies and procedures manual, instruction sheets, and all other relevant training materials given to you when you completed your paperwork.
   c. During the session, the TAC members will also go over the mock tutoring session that was conducted as part of your interview and provide you with constructive feedback.
   d. This session will serve adequately as your preparation for the upcoming peer mentor exam. Although you are welcome to review the manual and other documents at your own time if you wish, no additional studying or preparation work will be necessary. The exam will be a take-home open-book exam and will typically take two hours to complete.
   e. After training and orientation, one of the TAC co-chairs will email you the following:
      i. A reminder to complete the Post-Training Checklist – This should be completed within the first two (2) weeks of training. This checklist should be completed as you perform each activity. Further instructions can be found in the Getting Started section.
      ii. A link to the Post-Training and Orientation Feedback Form – This online survey should be completed within two (2) days of training. Your responses will be emailed to the TAC members. You will be paid a maximum of 15 minutes to complete this form.
      iii. A link to the End-of-Semester Feedback Form – This online survey should be completed by the Friday before finals week of your first semester/session. Your responses will be emailed to one of the TAC members. You will be paid a maximum of 15 minutes to complete this form.
iv. A reminder to complete the Sexual Harassment Education and Training online. Further instructions will be posted in the Mentoring for Success Program Forum each semester.

4. **Proficiency Area Groups:**
   a. These groups are contained within the Mentoring for Success Program Forum and are there to provide ongoing training and support to peer mentors in high-demand courses that require specific technical skills.
   b. Each group has a designated group leader, a TAC member and an experienced peer mentor who has demonstrated proficiency in this subject area along with successful tutoring skills. Group leaders are assigned as the moderators for the sub-forum of each group.
   c. Use these groups to discuss any problems related to tutoring the different subject areas, share tutoring techniques that have been proven successful, or to discuss new ideas.
   d. Refer to the “**Mentoring for Success Program Forum Instructions**” document for more information on usage of the Mentoring for Success Program Forum.

5. For the purpose of all Mentoring for Success Program documents:
   a. A “student” is generally someone who has applied to become a Mentoring for Success Program participant.
   b. A “peer mentor” is a Mentoring for Success Program peer mentor who provides tutoring and mentoring to Mentoring for Success Program participants.
   c. A “supervisor” is any Mentoring for Success Program employee with a position above yours on the Mentoring for Success Program organizational chart. Please refer to the last page of this document for the Mentoring for Success Program organizational chart.
   d. “Mentoring for Success Program administrative staff” includes the program director, program assistants, budget analyst, and TAC members.
   e. As a general rule, we closely follow the guidelines outlined in the WMU Writing Guide (http://www.wmich.edu/writing) when writing for and about the Mentoring for Success Program, with the exception of the use of underline, bold face, or italic type to create emphasis or distinction. For a list of common terms and formats we use that should follow the guidelines, please refer to the **WMU Writing Guidelines** section.

6. Mailboxes: Every peer mentor will be assigned a mailbox in the Mentoring for Success Program office (2281 Ellsworth). Please check your mailbox every time you come to the office.

7. Make sure you have access to all the Webmail Plus calendars and folders to which you should have access. Go to the Mentoring for Success Program Forum for a specific list of calendars and folders to which you should have access.

8. The Mentoring for Success Program is committed to operating as an environmentally responsible program. To that end, our policy is to print double-sided whenever possible.

9. When filling out Mentoring for Success Program documents, use only black or blue pens. Do not use any other colored pens and do not use pencils or any other writing tools.

10. In the event that the Mentoring for Success Program director, program assistants, budget analyst, or TAC members post instructions on the Mentoring for Success Program Forum or send an email with instructions that contradict what the policies and procedures manual, instruction sheets, or any other print document say, follow the instructions on the forum or in the email because it is more current or because it may be a one-time exception. When in doubt, ask the original poster or email sender.
Getting Started:

1. Set up your Webmail Plus email signature using the following template:

   [Your Full Name – *please include both first and last names*
   Peer Mentor (Subjects: ___________________) [include the parentheses for this]
   [Specify other role(s) in the program if applicable, e.g., TAC Member, Group Leader, etc.]
   Mentoring for Success Program
   Division of Multicultural Affairs
   Western Michigan University
   Website: [http://www.wmich.edu/peermentoring](http://www.wmich.edu/peermentoring) [use this exact URL]
   Phone: [your own phone number where you can be reached; use this exact format -> (XXX) XXX-XXXX]
   [Remember to state your texting preferences, i.e., whether or not you wish to receive text messages.]
   Like us on Facebook! [https://www.facebook.com/WMUPeerMentoring](https://www.facebook.com/WMUPeerMentoring)

   a. It is unnecessary to include the Mentoring for Success Program office address in your email signature. As we have learned from past experience, this could potentially confuse students into thinking that your office is in the Mentoring for Success Program office.

   b. It is also unnecessary to include WMU’s official address (1903 W. Michigan Ave.) in your email signature.

   c. The parts in parentheses are meant to serve as prompts and reminders. Please personalize the parts within parentheses as applicable or omit if not applicable. Please do not include the parts in italics.

2. Here is a sample introductory email to your students:

   Hello/Dearest [Student’s First Name],

   Greetings from the Mentoring for Success Program! My name is [Your Full Name – First Name and Last Name] and I have been assigned as your [class or subject] peer mentor. I am contacting you to set up our first meeting.

   In that first meeting, we will start by filling out an Individualized Success Plan (ISP). This will greatly assist me in helping you succeed as it will allow me to see what you would like to gain from your tutoring experience and allow us to set goals together. You will also receive a Mentoring for Success Program Reward Card.

   Please send me your schedule for the rest of this week and/or for the upcoming week so that we can set up a time and place to meet. In this schedule, please note only the times you are available, not the times you are in class, at work, etc.

   If you have indicated in your application form that you would not mind participating in small group sessions, I will be attempting to schedule a small group session that will include you and up to two other students who are enrolled in the same course. Additional information will be forthcoming.

   Typically, the initial meeting lasts just under an hour. Ideally, we will be able to agree on a regular meeting time and location for the rest of the semester during our first meeting.

   Attached is a PDF document titled “Your Mentoring for Success Program Peer Mentor,” which outlines what you can expect out of our mentor-mentee relationship. **Please review it before our first meeting and come prepared with questions.**

   In the meantime, if you have any questions, please do not hesitate to contact me. I look forward to hearing back from you soon. Please respond by [specific day, date, and time].

   [Your Name]
   [Your Email Signature]
a. While it is okay to list your availability and ask your students to pick the days and times they would like to meet with you, we advise you against doing so, as we have learned from past experience that this could potentially cause confusion and delay (as students are presented with too many options).

b. As a general rule, please follow the email template closely.

c. Please also double-check to make sure that your email does not contain any spelling or grammatical errors.

d. Do not forget to attach the “Your Mentoring for Success Program Peer Mentor” PDF document. That document can be found on the Mentoring for Success Program website in the Peer Mentor Resources section (http://www.wmich.edu/peermentoring/mentors/resources).

3. If you are assigned more than one student for the same course, attempt to schedule a group session for all the students taking the same course. Refer to the “Policies and Procedures Manual” for more information.

4. You are required to utilize your WMU email account and Webmail Plus calendar for this job. The Mentoring for Success Program director, program assistants, budget analyst, and all TAC members should have view access to your calendar. Please set up your Webmail Plus calendar following the “Webmail Plus Tutorial” document.

5. Unless you are contacting a specific program assistant regarding a personal or private matter, please send your emails to the program office email address instead of emailing a particular program assistant directly. The office email address is dma-peermentoring@wmich.edu.

6. Contact the program assistants to set up a day and time to pick up your peer mentor exam within the first two weeks of the beginning of your employment or after training and orientation, whichever is applicable. Complete and turn in the exam by the deadline set by the program assistant(s).

7. Set up bi-weekly performance review meetings with the Mentoring for Success Program director. Detailed instructions can be found in the Work Hours – Bi-Weekly Performance Review Meetings section of the “Policies and Procedures Manual.”

8. Meet with your TAC liaison within your first two weeks to go over the “Post-Training Checklist.” This is a good time to voice any questions or concerns you may have thus far. If questions arise beforehand, do not hesitate to email your TAC liaison.

9. Complete the “Post-Training and Orientation Feedback Form” within two days of training.

10. Respond to emails from a TAC co-chair to set up a time for your tutoring session observation. This is essentially the same thing as your mock tutoring session, except this will be completed during one of your regular sessions where you are actually mentoring one of your assigned students, not a TAC member.

11. Make sure you print out enough copies of “Student Sign-In Logs,” “Individualized Success Plans (ISPs),” etc. for all your students and sessions.

a. You may come in to the office to print out copies of those documents; however, please plan ahead and do not wait until the last minute. Make an appointment with a program assistant ahead of time to make sure you will have access to a computer when you come in.

b. Do not use any documents that are not on the Peer Mentor Resources page on the website (http://www.wmich.edu/peermentoring/mentors/resources). Any other versions of those documents you may have received through email or accessed through the Mentoring for Success Program’s Webmail Plus Briefcase are for review purposes only. All finalized official Mentoring for Success Program documents have been or will be posted on the Mentoring for Success Program website.

12. Participate actively in the Mentoring for Success Program Forum. You will be contacted by your group leader when/if any proficiency group meetings are necessary. Refer to the introductory email sent to you by your TAC liaison for a list of forum topics you should start reviewing and responding to.
13. If you have a Facebook account, it is mandatory for you to “Like” the Mentoring for Success Program fan page on Facebook. The link to the fan page can be found on the Mentoring for Success Program website, or you can copy the URL in the email template.

**WMU Writing Guidelines:**

1. The following is a list of some common terms and formats we use that should follow the WMU writing guidelines (adapted from [http://www.wmich.edu/writing](http://www.wmich.edu/writing)):

   a. Capitalize all proper nouns and adjectives. Capitalize common nouns and adjectives only when used as a specific individual name or part of a specific individual name, e.g., Mentoring for Success Program vs. the program.
   
   b. Email: A common noun and is not capitalized (unless it is the first word in a sentence). It should not be hyphenated.
   
   c. Website: One word, not capitalized.
   
   d. Web page: Two words, no hyphen.
   
   e. Web: When referring to the World Wide Web, Web is a proper noun or adjective and is capitalized.
   
   f. Internet: A worldwide communication network. Proper noun, always capitalized.
   
   g. Dates:
      i. Do not abbreviate days of the week.
      ii. Do not abbreviate months of the year when they appear by themselves or with a year, but do abbreviate when they are followed by a date. Exception: May, June, and July
      iii. If only the month and year are used, do not use commas or the word “of” between the month and the year.
      iv. Examples of date formats: August 2010; Aug. 31, 2010; Tuesday, Aug. 31, 2010
   
   h. Times:
      i. Use numbers for times, except for noon and midnight.
      ii. Use a colon to separate hours and minutes.
      iii. Do not use ciphers (double zeros) with whole hours.
      iv. Lowercase a.m. and p.m. and always use periods. Do not use o’clock with a.m. or p.m. When listing a beginning and ending time or a series of times when all times listed are a.m. or p.m., use a.m. or p.m. only once, following the final time listed.
      v. Do not use hyphens in place of “to” or “through” or “and” or “until” with times of day or days of the week.
      vi. Hyphens may be used with dates and should always be used with dates when both days of the week and dates are included.
      vii. Examples of time formats: 8 a.m.; 8:30 p.m.; Monday through Wednesday, Aug. 23-25
Student Referrals:

1. If you recognize that a student is in need of counseling services or if he or she appears distressed, agitated, and angry or displays an emotional reaction beyond what would be expected for the topic being discussed, refer the student to the appropriate professional services available on campus after making sure that the student is okay and is in no immediate danger of harming himself, herself, or others.
   a. WMU students may obtain free counseling services and other mental health resources from Counseling Services at Sindecuse Health Center. Please contact the office at http://www.wmich.edu/healthcenter/counseling or at (269) 387-1850. If you are not sure how to tactfully refer a student to Counseling Services, you are more than welcome to call that office and find out the proper procedure or to ask for advice appropriate for your situation.
   b. For detailed information on suicide prevention, please refer to the WMU Suicide Prevention Program website: http://www.wmich.edu/suicideprevention. The National Suicide Prevention hotline (1-800-273-TALK) is available 24 hours per day, 7 days per week and is answered locally.
   c. If there is a medical emergency or an immediate threat to your personal safety, please call 911 or the WMU Police at (269) 387-5555. Do not call the Mentoring for Success Program director, program assistants, or TAC members.

2. Please refer to the Peer Mentor Resources page on the Mentoring for Success Program website (http://www.wmich.edu/peermentoring/mentors/resources) for useful information and more tips on tutoring and mentoring students.

3. Additional resources can be found on the Mentoring for Success Program website’s Other Campus Resources page (http://www.wmich.edu/peermentoring/resources).

Mentoring for Success Program Job Title and Functions:

The following are the existing Mentoring for Success Program job titles and their primary job functions:

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Primary Job Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Program Assistant</td>
<td>Trains and supervises other program assistants. Assumes temporary leadership of the program in the absence of the program director.</td>
</tr>
<tr>
<td>Program Assistant</td>
<td>Assists with grant implementation, grant reporting, public relations, staff supervision and training, research, and new project development. Assigns students to mentors, processes time sheets, and administers the reward program.</td>
</tr>
<tr>
<td>Budget Analyst</td>
<td>Assists with grant implementation and budgeting. Prepares financial reports and performs ongoing financial analysis.</td>
</tr>
<tr>
<td>Peer Mentor Training and Advising Committee (TAC)</td>
<td>Trains, advises, supports, supervises, and addresses disciplinary problems with other peer mentors. Assists with administrative and programmatic tasks as needed.</td>
</tr>
<tr>
<td>Proficiency Area Group Leader (Mentoring for</td>
<td>Leads proficiency area group meetings as needed and facilitates weekly forum discussions to go over new tutoring techniques and strategies as well as to address problems specific to each subject area. Provides ongoing training and support to group members.</td>
</tr>
<tr>
<td>Success Program Forum Moderators)</td>
<td></td>
</tr>
<tr>
<td>Peer Mentor</td>
<td>Provides peer mentorship, academic review, tutoring, and referral services to student in a group and/or individual setting.</td>
</tr>
</tbody>
</table>

1) In the event that the program director is out of the office either on extended leave (more than two days) or unexpectedly, the senior program assistant will be in charge. Please direct all questions and concerns to the senior program assistant. You will be referred accordingly whenever appropriate.
2) Mentoring for Success Program administrative staff’s contact information can be found here: http://www.wmich.edu/peermentoring/directory
   
i. To ensure privacy and confidentiality, phone numbers of TAC members and group leaders are not listed on the website. If you would like to request the phone number of any of the TAC members or group leaders, please email him or her directly.

Mentoring for Success Program Organizational Hierarchy:
Miscellaneous Templates:

1. Here is a template for requesting textbooks through the forum. Keep in mind that you are requesting textbooks for the courses you are tutoring to help you with your session planning. You are not requesting textbooks for the courses you are taking. You can find the information on the WMU Bookstore’s website or through the GoWMU course offerings page.

- Course title and name
- Course Registration Number (CRN)
- Textbook title
- Textbook author(s)
- ISBN
- Name of publisher
- Price

2. Here is a template for irregular students (those who cancel regularly) or students who have at least three (3) no-show no-calls or last-minute cancellations (less than one hour’s notice) within a semester.

Hello/Dear [Student’s First Name],

It looks like you are unable to commit to this mentor-mentee relationship at the moment. I hope that you are doing great in [specific class(es)]. Since we are not able to meet on a regular basis, I will be opening up my schedule to help students who are on our waiting list.

Feel free to email me if you would still like to meet with me later on in the semester; however, at that point, priority will be given to students who have been meeting with me on a regular basis throughout the semester. I will try my best to fit you into my schedule and to help you, but unfortunately, I cannot guarantee that I will be able to do so. Alternatively, you may choose to post any questions you may have in the Mentoring for Success Program Forum.

Good luck with your classes this semester!

[Your Name]

[Your Email Signature]

3. Here is a template for non-responsive students (those who have not responded after three attempts to contact them).

Hello/Dear [Student’s First Name],

I hope your semester is going well so far. This is the third and last time I will try to contact you. I request that you email me when you would like/need my help. In the meantime, priority will be given to students who require regular assistance to ensure that the Mentoring for Success Program can help as many students as possible. Please do not hesitate to reach out to me when you need help. Alternatively, you may choose to post any questions you may have in the Mentoring for Success Program Forum.

[Your Name]

[Your Email Signature]