

STUDENT MENTOR PROGRAM

The JCU Student Mentor Program matches experienced, successful students (mentors) with commencing undergraduate students (mentees) from the same course of study during Orientation Week (O-Week). JCU mentors are trained as peer volunteers and agree to share their knowledge and experience with new students to help them transition through their first study period/trimester at university. Mentors model the qualities necessary for academic success and also provide ad hoc support to all students on campus when wearing their mentor shirts. The Student Mentor Program is part of the Learning, Teaching and Student Engagement directorate within the Education Division.



CORE OBJECTIVES

- ✓ Orientate new students to the campus, culture, services, and systems.
- ✓ Provide a welcoming and supportive environment for new students and link them with successful role models with proven study strategies.
- ✓ Provide an early sense of belonging within the university culture and foster learning communities.
- ✓ Provide a framework for positive interaction between new students, student mentors and staff.
- ✓ Explain the challenges associated with university study and associated proactive strategies to enhance opportunities for academic success.
- ✓ Counter any initial feelings of isolation and/or anxiety, particularly for students in under-represented equity groups.
- ✓ Develop leadership and interpersonal competency skills in mentors.
- ✓ Maintain the continual improvement of recruitment, training and support processes via evaluation and feedback to sustain the principles and practices of the program.

- ✓ Improve retention and success rates of first-year students.

BENEFITS OF BEING A MENTOR

Mentoring is a two-way street, and the mentee is not the only one who benefits from a mentoring relationship. The program is highly beneficial to peer volunteers as it helps develop and recognise many of the top 20 important [skills employers want](#):

✓ Teamwork	✓ Leadership
✓ Interpersonal Skills	✓ Time management
✓ Problem solving	✓ Oral communication skills
✓ Written communication	✓ Integrity and trust
✓ Planning and organisation	✓ Customer service
✓ Emotional intelligence	✓ Self-management
✓ Accountability	✓ Influencing
✓ Negotiation	✓ IT skills

Mentoring also provides opportunities for part-time employment on campus in paid peer leader positions, as well as formal recognition by JCU and the Vice-Chancellor of your role through a Certificate of Appreciation.



TRAINING

Student mentors are required to participate in compulsory training before O Week in Study Period 1 / Trimester 1 to receive important information pertaining to the program and their role.

The training comprises of two parts 1/ online component and 2/ face to face training (which occurs the week before O Week). The training is compulsory in order to maintain the integrity and quality of the program. This ensures that the correct referrals, processes and procedures are followed to maximise the effectiveness of the program. Training resources are also posted on the LearnJCU to support the knowledge and skills needed to be a student mentor.