

# MENTOR ORIENTATION

**Hilltop Mentors**

**Hilltop Leadership Development**

**Student Life**

**St. Edward's University**

# What is Mentoring?

- Mentoring is a relationship that helps an individual to grow and develop. (**Mentor & Mentee**)
- When done well, it fosters student engagement.
- It provides a support base and a sounding board for mentees.
- It helps students navigate the system that can be overwhelming.

# What's All the “buzz” about Mentoring Programs?

- Institutions and organizations see the advantages of having an established mentoring program
- Successful corporations include mentoring as a part of their management training process
- Evidence of college student success with higher retention and higher GPA
- Engage students to become leaders

# Purpose of Hilltop Mentors

The first semester of college can be a difficult transition for students who are away from home for the first time. New students, however prepared they may feel, often feel lonely or isolated on campus. St. Edward's University is committed to helping connect new students to the campus community. Hilltop Mentors, coordinated by Student Life, is designed to match new students with experienced faculty and staff who serve as a support system and resource for new students.

# Mentor Responsibilities

- Commit to the program & your mentee(s)
- Meet bi-weekly with mentee and correspond in between the face-to-face meetings (e-mail, Facebook, MySpace, text messaging)
- Attend orientation
- Be a resource for the students
- Be a source of positive reinforcement
- Ensure support from supervisor
- Maintain an appropriate relationship based on University rules and regulations

# Mentee Responsibilities

- Keep scheduled appointments and maintain regular contact with mentors.
  - Communicate weekly/bi-weekly with mentor. Discuss with your mentor how often you both want to meet.
- Take responsibility for own learning experience and keep the mentor updated on progress
- Explain expectations of the relationship and be forthright in all respects with the mentor. Be realistic and maintain a positive attitude.
- Participate in suggested activities

# Mentoring Benefits for Mentors

- Helps connect faculty, staff & new students more directly
- Helps mentors understand problems/issues from the mentees' point of view
- Mentors feel needed/valued and are retained
- Encourages effective and open communication between faculty, staff & students

# Mentoring Benefits for Mentees

- Makes students feel connected & confident
- Provides role models
- Increases retention
- Produces higher GPAs
- Increases student engagement

# Mentor Tips

## **Tip #1: Engage Your Mentee**

Your mentee may have information needs about the different subtleties of a particular situation or organization.

### **Some helpful suggestions for addressing these issues are:**

- Start with your mentee's questions.
- Identify your mentee's goals.
- Determine what your mentee wants to know.
- Present alternative approaches for reaching those goals.

### **Don't:**

- Tell everything you know about the subject.
- Talk about "How it was in my day." Stick to the present.

# Mentor Tips

## **Tip #2: Lend An Ear**

Hearing is the easy part. Listening is a different story. Sometimes your mentee may have issues they would like to talk to you about.

### **Some helpful suggestions for listening:**

- ❑ Suspend judgment.
- ❑ Acknowledge emotions.
- ❑ Be empathetic.
- ❑ Provide immediate feedback.
- ❑ Acknowledge what you hear as well as what is not being said.

### **Don't:**

- ❑ Play the role of a therapist.
- ❑ Concentrate only on your mentee's emotions.
- ❑ Solve the problem for your mentee.

Contact the Dean of Students Office if needed.

# Mentor Tips

## Tip #3: Provide A Helping Hand

Sometimes offering a helping hand can serve as a catalyst to finding out the bigger issue and promote a fuller discussion.

### Helpful ways to provide a helping hand:

- Provide encouragement in multiple and timely ways.
- Know when to ask the right question and how to convey the message, “**You can do it.**”
- Talk through possible strategies.
- Co-create opportunities.

### Don't:

- Prepare a script of what you should say.
- Talk for the mentee in or out of the mentee's presence.

# Mentor Tips

## **Tip #4: Keep The Relationship Going**

All too often people put a lot of energy into starting a relationship and assume that because of initial effort, the relationship will continue to develop. Relationships require effort and persistence. Keep putting energy in to your mentoring relationship so that you sustain a beneficial relationship.

# Mentor Tips

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## **Tip #5: Do Not Be Afraid To Be A Mentor.**

You know a lot about **St. Edward's University** and what it has to offer students. Don't underestimate the amount of knowledge you actually know and impact you have on your mentee.

# Mentor Tips

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## **Tip #6: Do Not Expect To Have All The Answers.**

Sometimes you may not know the answer to a problem or question, that's OK. Offer to find out the answer for your mentee.

# Mentor Tips

## **Tip #7: Avoid Being Overwhelmed With Your Mentee's Problems**

Your mentee could be dealing with a lot of extra weight at some point in their college life. The last thing they need is for you to feel like their problems are too much for them. Remain calm and try to help solve some of those problems.

# Mentor Tips



**Tip #8: RESPECT CONFIDENTIALITY**

# Sample Engagement Opportunities

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- August Welcome Week activities
- Coffee at Texenza Café
- Lunch at the Huddle
- Hilltopper Athletic events

# Typical Mentee Concerns

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- Friends & relationships
- Academic success
- Adjusting to college (home sickness)
- Finances
- Opportunities
- Life skills

# Offices to Help Mentees

- Dean of Students Office (x8408)
- Counseling and Consultation Center (x8538)
- Health Center (x8686)
- University Police Department (x8444)
- Office of Student Life (x8422)
- Student Financial Services (x8523)
- Writing Center (x8659)
- Academic Planning and Support Services (x8660)
- Career Planning and Support Services (x8549)

# Evaluating Student Success through Mentoring



- Pre- and post-experience GPAs
- Retention rate of program participants
- Accomplishment of program objectives
- Post evaluation

# Final Tips for Mentors

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- Have realistic expectations
- Don't expect an instant connection in such a short period of time
- All matches are not made in heaven
- Do a wrap up with your mentee to find out how they enjoyed their experience
- Provide suggestions for improvement

# Resources

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- The Mentor's Guide by Lois Zachary

# Questions

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For More Information Contact:

Leslie Sans

Assistant Director for Student Life  
X8428

[leslies@stedwards.edu](mailto:leslies@stedwards.edu)

Veronica Adamcik

Associate Director, Student Leadership Team

[vadamci@stedwards.edu](mailto:vadamci@stedwards.edu)