



## Academic Support Center



## Peer Mentoring Manual

## **Academic Support Center, White Mountains Community College**

2020 Riverside Drive ~ Berlin, NH 03570  
Telephone: 603-752-1113 Fax: 603-752-5897

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***Kathleen I. Sosny Center Director/Disabilities Coordinator***

***Sylvie Pratte, Teaching Assistant, Vicky Campbell, Peer Mentor Coordinator,***

***David Moore, Teaching Assistant***

Dear Peer Mentor:

Congratulations on your selection as a Peer Mentor for the Academic Support Center at White Mountains Community College. You should be proud of your academic standing and personal characteristics, which qualify you to be a part of this special group. Although your academic assistance to students is an important facet of mentoring, your service as a role-model is equally valuable.

The success of the Peer Mentoring Program can be measured by the impact that an individual mentor has on a student. The students you will be mentoring have taken the first step necessary to improve their academic performance, whether they are seeking to bring their “B” to an “A” or an “F” to a “C.” By applying for a Peer Mentor, they have shown they have the motivation to succeed. All we have to do is show them how!

As a Peer Mentor, you will need to know certain procedures, requirements, and expectations of the position. This handbook is to assist you in assuming these duties and as a reference throughout the year. Additional information may be given during training sessions or in the form of memos and handouts. Meanwhile, if you have any questions or concerns, please contact me in my office, which is located in room 104.

Your willingness and dedication in sharing your expertise in an effective manner are the foundation of the mentoring program. Thank you for caring!

Sincerely,

Kathy Sosny  
Academic Support Center Director

# ADMINISTRATIVE PROCEDURES

- 1. Communication:** Check student email DAILY and your mailbox in room 104 for messages and/or cancellation notices.
  - 2. Mailboxes:** Each mentor has a file in the container located on the shelf to the right when you enter Room 104. You'll find your name on the file that is yours. Feel free to store your time sheet or other pertinent papers in your folder. Occasionally a memo or note is put in there, so you should check your file periodically.
  - 3. Cancellation:** If you must cancel a session, give the ASC and your fellow student as much notice as possible. Fill out a "No-Show & Cancellation Record" and return it to the container labeled Activity Records on the shelf as soon as possible. ASC phone numbers are 1-800-445-4525 (NH only) or (603) 752-1113, X 3061 Vicky, David 3290, 3060 for Sylvie, ext 3059 for Kathy, or You may want to exchange phone numbers with your mentees.
  - 4. Promptness:** Arrive on time for each mentoring session. Note: any change in scheduled mentoring times should be run by the mentor coordinator or academic director.
  - 5. No Show/Cancellation:** If the student does not show up, check the "No-Show" box on the "No Show & Cancellation Record" and return it to the Activity Records. Your cooperation in this regard is essential to reduce the frustration caused by No-Shows. You may record the full scheduled time on your time sheet for each "No-Show." For cancellations by mentors/mentees, if possible you will be notified by telephone. Contact the mentor coordinator or director right away if you feel you did not receive sufficient notification.
  - 6. Activity Record:** Complete an "Activity Record" form for each session with your mentee. You are responsible for ensuring that the form is completed, including getting the mentee's signature and student identification number, and returning it to the designated tray **immediately** after your session is finished. Copies of these sheets are kept on file in the coordinator's office and you or your mentees may refer to them on request.
  - 7. Time Sheets:** Complete your time sheet after each session. When you have completed your last mentoring session for a given time period, total the number of hours mentored and sign your sheet. The completed and signed sheet must be turned in to the mentor coordinator/center director by the second **Wednesday** afternoon of the pay period. If you are mentoring the following day, enter the hours you expect to mentor and adjust any cancelled sessions on the next time sheet. You are advised to **keep your time sheets in your mailbox** so that they will not be lost. You are allowed a grace period of two weeks (1 pay period) to get your Activity Records and Time Sheets in. **If you do not do so, you will forfeit your pay.**
- Problems:** Notify the mentor coordinator or center director of any problems with **mentoring** such as if the mentee has missed classes, is unprepared for mentoring, the room is noisy, the material is too difficult, etc.



## MENTOR CONTRACT

Peer Mentors at the Academic Support Center, White Mountains Community College, assist professional staff in the academic programs to deliver instructional help to students. Mentors must have successfully completed the course(s) for which they are serving as a mentor, and must be recommended by faculty.

### **I agree to work within the following guidelines:**

1. Maintain all required records and complete all required paperwork.
2. Attend scheduled mentoring sessions regularly and on time. I understand that the student/client will wait no longer than FIFTEEN MINUTES past the starting time of the scheduled session. If I cannot be at a scheduled mentoring session, fill out a “No Show and Cancellation Record” and return it to Room 104. I understand that if I do not show up for 2 consecutive sessions without canceling, I will be terminated. Also, inform the student ahead of time, if possible. **Give as much notice as possible.**
3. Attend all mentor training sessions, workshops, and conferences.
4. Know how and when to make a referral to the peer mentor coordinator/ASC director.
5. Alert the director or coordinator to any problems.
6. Do not socialize while mentoring: **this includes use of cell phone or email.**
7. Maintain professional boundaries; this helps the student stay focused.
8. Create an atmosphere conducive to learning.
9. Respect each student’s privacy and maintain confidentiality.
10. Do not do students’ work for them. Students need to be actively involved in the learning process.
11. Do not comment negatively on an instructor’s teaching style or grading policy.
12. The maximum hours of mentoring allowed per student are TWO HOURS PER WEEK, PER COURSE. Any time more than TWO HOURS will have to be approved by the ASC Director **prior to** the extended session.

I understand that the minimum qualifications for this position usually are:

- Current enrollment in the institution in which the mentoring takes place.
- Demonstration of understanding of content, usually by obtaining a B+ or higher in those courses.
- Recommendation by a minimum of one (1) faculty member in each area in which the mentor is working.

\_\_\_\_\_  
**Signature of faculty making the recommendation**

\_\_\_\_\_  
**Course**

\_\_\_\_\_  
**Signature of faculty making the recommendation**

\_\_\_\_\_  
**Course**

\_\_\_\_\_  
**Signature of faculty making the recommendation**

\_\_\_\_\_  
**Course**

I have read and understand the responsibilities involved in becoming a mentor:

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

## Mentor Availability Form

NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_ DATE: \_\_\_\_\_  
 MAJOR: \_\_\_\_\_ FALL: \_\_\_\_\_ SPRING: \_\_\_\_\_ SUMMER: \_\_\_\_\_ YEAR: 20 \_\_\_\_\_

***PUT AN "X" IN THE BOXES WHICH INDICATE WHEN YOU ARE AVAILABLE.***

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<b>8:00</b>					
<b>9:00</b>					
<b>9:00</b> <b>10:00</b>					
<b>10:00</b> <b>11:00</b>					
<b>11:00</b> <b>12:00</b>					
<b>12:00</b> <b>1:00</b>					
<b>1:00</b> <b>2:00</b>					
<b>2:00</b> <b>3:00</b>					
<b>3:00</b> <b>4:00</b>					
<b>4:00</b> <b>5:00</b>					
<b>5:00</b> <b>6:00</b>					
<b>6:00</b> <b>7:00</b>					

PLEASE LIST COURSES IN WHICH YOU FEEL QUALIFIED TO MENTOR. PLEASE STATE THE NAME OF THE INSTRUCTOR FOR EACH COURSE. ALSO, PLEASE INCLUDE A COPY OF YOUR CLASS SCHEDULE.

\_\_\_\_\_

\_\_\_\_\_



# Academic Support Center

## PEER MENTOR ACTIVITY RECORD

DATE: \_\_\_\_\_

TIME OF SESSION: FROM \_\_\_\_\_ TO \_\_\_\_\_

MENTOR: \_\_\_\_\_

STUDENT NAME: \_\_\_\_\_ MAJOR: \_\_\_\_\_

COURSE NAME: \_\_\_\_\_

Assignments/Labs discussed:

Recommendations and topic for next meeting:

Next Appointment:

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

PLACE: \_\_\_\_\_

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**Mentor Signature**

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**Student Signature**

MENTOR: Check here if NEXT appointment is a change in the established schedule. \_\_\_\_\_

PLEASE BRING YOUR ACTIVITY RECORD TO THE ACADEMIC SUPPORT CENTER AS SOON AS YOUR SESSION IS DONE.