SWINBURNE UNIVERSITY OF TECHNOLOGY



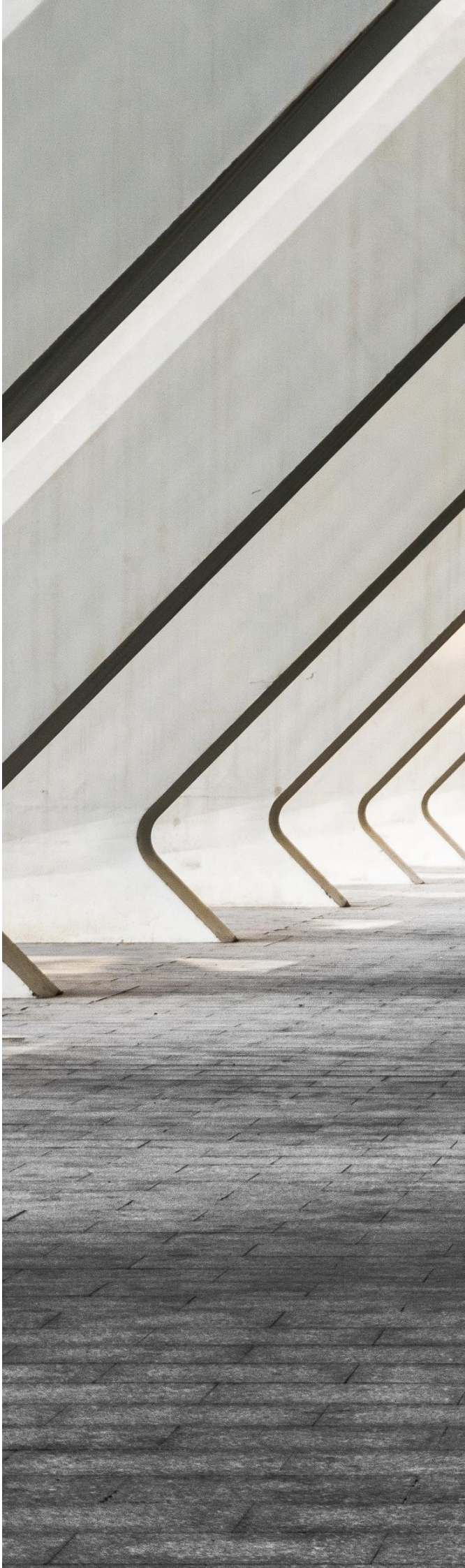


Peer Mentoring Program

Mentee Handbook

Contents

Introduction	3
What's in it for me?	4
Code of Conduct	5
Mentee role expectations	8
Becoming a Mentee	9
Peer Mentoring platforms	10
Program overview	11
Matching with your Mentoring Connection	12
Your first meeting	13
Participating in conversation	15
Active listening	16
Practical tips for getting the best out of your experience	17
Finishing up your time as a Mentee	18
Frequently asked questions	20





Introduction

What is mentoring?

Mentoring involves a more-experienced person (a Mentor) giving guidance and support to a less-experienced person (a Mentee) to help them develop skills. Mentoring is most commonly done in small groups or individually.

The life cycle of a Mentee in Swinburne's Peer Mentoring Program

Mentees are first-year students who are new to university life. As a Mentee, you'll be able to connect with Swinburne students, who've been in your shoes before, for friendship and guidance (however, this does not include academic help).

During your time in the program, you'll meet weekly with a small group known as your Mentoring Connection. This is made up of about five Mentees and a Mentor, who are all generally in the same school as you. In our semester-long program, you'll have the chance to really get to know one another, building networks and forming friendships as you meet new people in your Mentoring Connection as well as at a wide range of social events run by the Peer Mentoring Team. Your Mentoring Connection is also there for support and for you to learn from each other as new students at Swinburne along with your more-experienced Mentor.

Once you complete the program as a Mentee, you'll be equipped with all the confidence and skills you need to take on university on top of a new network of friends. You'll have the chance to become a Mentor for the following semester, sharing your knowledge and experiences with others. Watch your personal and professional growth as you progress through the program, from starting as a Mentee looking for support, to becoming a Mentor who offers that support, to becoming a Mentor Leader who coaches Mentors and helps the Peer Mentoring Team run things behind the scenes.



What's in it for me?

Participating in the program as a Mentee will provide you with a great start to your journey at Swinburne – it allows you to begin your personal and professional development at university by seeking guidance from and connection with other students. It not only benefits you, but also your peers that you'll be connected with.

By getting involved in the program, you'll be able to:

- Make new friends with students within your school and engage in opportunities to network with like-minded peers.
- Gain an insight into university life and learn from the experiences of your Mentor.
- Gain practical advice, encouragement, and support for your transition to university and beyond.
- Increase your social and academic confidence.
- Advance your communication, study, and personal skills. While your Mentor won't be able to help you with your actual studies, they can offer you study tips and direct you to services.
- Deepen your awareness of areas for personal and academic improvement and develop methods to work on them.
- Gain valuable insights into the next stages of university and tips on how to develop your future career.

Code of Conduct

All participants involved in the Swinburne Peer Mentoring Program are to abide by all Swinburne University of Technology policies and Student Partnerships policies. These include the Swinburne policies below:

- *Unacceptable Behaviour*
- *Student General Misconduct Regulations 2012*

Both of these govern what is classed as unacceptable behaviour, which apply to all staff and students.

In addition to the documents above, the Peer Mentoring Program has additional policies contained in this document that must be adhered to by all Mentees, Mentors, and Mentor Leaders.

Program values

The Peer Mentoring Program is a progressive, student-powered program, managed by the Program Coordinator and the Program Assistant along with Mentor Leaders – it is run by students, for students.

This program is designed to be accessible for all students no matter their backgrounds. It should be free from all discrimination and be a place that is valued as a safe space for all to enjoy without fear of judgment and negativity.

The program strives to encourage and develop inclusive practices to promote diversity.

Acceptable behaviour

As a participant of the Peer Mentoring Program, you are expected to demonstrate the following behaviours:

- Respect the rights, dignity, and cultures of others at all times. Racist, sexist, homophobic, transphobic, ableist, and any other exclusionary or discriminatory language will not be tolerated.
- Respect each other's differences and backgrounds by being polite and considerate of others around you.
- Treat others with courtesy and respect the personal boundaries of others.
- Approach situations with professionalism. Learn from one another, be open and honest with others, and act with fairness.
- Do not talk maliciously about specific individuals or groups within nor outside the program.
- Refer unresolved conflicts to Mentor Leaders or the Peer Mentoring Team in a timely manner.
- Do not possess nor be under the influence of drugs or alcohol while interacting with the program. This includes strong medications that might affect judgement and decision-making. If the Peer Mentoring Team or a Mentor Leader suspects someone to be intoxicated while engaged in activities related to the program, Swinburne Security will be asked to intervene.

Responsibilities

As a participant of this program, being punctual and reliable is critical to the program's ability to support students. Do your best to keep engaged with the program by:

- Attending your weekly meeting with your Mentees, Mentors, and/or Mentor Leaders. Attendance at meetings is a requirement of your role and an expected professional behaviour.
- Contacting the relevant individual responsible for that meeting if you are unable to attend on the day or are running late. If you cannot reach them, please contact the Peer Mentoring Team.
- Referring to your role expectations in your respective handbook. These handbooks are available as resources on Chronus.

Working with Children Check (WWCC) requirement

This clause applies to Mentors and Mentor Leaders only; Mentees are not required to have a Working with Children Check (WWCC). To enhance the safety of all participants in the program, it is a requirement for all Mentors and Mentor Leaders to comply with Victorian Child Safety Standards by completing a Working with Children Check. A copy of this check must be attached to your profile on Chronus before you can be assigned to a Mentoring Connection.

- A Mentor requires a **Volunteer** WWCC.
- A Mentor Leader requires an **Employee** WWCC.

For further information, please refer to the *How to apply for a Working with Children Check (WWCC)* guide.

Occupational health and safety

All participants of the program are required to be proactive in ensuring the health and safety of themselves and of others while engaging in the program. In particular, you must:

- Comply with all reasonable instructions made by the Program Coordinator, the Program Assistant, and/or the Student Partnerships Manager.
- Not put yourself and others at risk by undertaking unreasonable actions within the program.
- Inform relevant staff if you have any concerns regarding your own safety or the safety of other participants in the program.
- Complete all relevant training if requested by the Program Coordinator, the Program Assistant, and/or the Student Partnerships Manager.
- Submit all relevant documentation, if requested, to the Peer Mentoring Team.

Promotion of non-program activities

You must ask for permission from the Peer Mentoring Team to promote activities beyond the Peer Mentoring Program on communication platforms controlled by the program. These platforms include the Swinburne Peer Mentors Facebook group and the Mentor and Mentor Leader training Canvas shells. Failure to do so may result in your exclusion from the program and your referral to authorised officers in relation to an act of general misconduct.

For further information, please contact the Peer Mentoring Team at peermentoring@swin.edu.au.

Reimbursement policy

As a participant of the program, you cannot be reimbursed for any unapproved spending.

- Mentees cannot offer payments to Mentors. These include tips, bribes, exchanges of goods or services, and payments by cash or goods. This requirement is enforced regardless of the associated value in monetary terms.
- Mentors cannot ask for reimbursements for their spending on Mentees unless it has been authorised in advance by the Peer Mentoring Team.

Privacy

As a participant of the program, it is important that you respect others' privacy and do not overstep any boundaries.

- Use Chronus as the main platform for communication with others in the program. Approval from a Mentor Leader or the Peer Mentoring Team must be granted before using another platform for communication.
- Refer to the *How to use Chronus* guide for more information, which is available as a resource on Chronus.
- Follow the Unresponsive User Process if a participant does not respond to a direct message, rather than finding them on other platforms. After going through the process, notify the Peer Mentoring Team.
- Maintain confidentiality regarding the personal information of members in your Mentoring Connection; do not share any personal information of others within nor outside the program.
- Refer to Swinburne's privacy policies for further information.

Violations and reporting misconduct

If you are found in breach of one or more clauses stated in this code of conduct, you risk being removed from the program. In some instances, you may be referred to an authorised officer in relation to a general misconduct breach. This applies to all Mentees, Mentors, and Mentor Leaders. Therefore, if you notice someone violating a code of conduct clause, or are informed about possible misconduct, you are obligated to inform the Peer Mentoring Team. If you notice behaviour that could negatively impact the health, wellbeing, or safety of yourself or others, you should report this directly to Safer Community by contacting safercommunity@swin.edu.au. If the matter is urgent, call Security on 03 9214 3333.

Withdrawing

We value your participation and involvement in the program. However, this should never be at the detriment of your wellbeing or studies. Circumstances may arise in which you are no longer able to participate in the program. In these instances, please notify your Mentoring Connection first before submitting a withdrawal request via the opt-out link. This ensures that participants affected by your absence can be catered to with minimal disruption to the program and the support provided to students.

Mentee role expectations

- Mentees should follow and abide by the program's Code of Conduct.
- Mentees should be respectful towards others in the program.
- Mentees should actively participate in the program and show initiative wherever possible.
- Mentees should ask questions and gain as much from the program as possible.
- Mentees are encouraged to read the Mentee Handbook and understand the information provided prior to the first meeting.
- Mentees should attend meetings organised by their Mentors and/or Mentor Leaders. They should also respond to event invitations in a timely manner. It is a Mentee's responsibility to contact the relevant individual responsible for a meeting if they are unable to attend on the day or are running late.
- If a Mentee notices behaviours that could negatively impact the health, wellbeing, or safety of themselves or others, they should report this directly to Safer Community by emailing safercommunity@swin.edu.au. If the matter is urgent, they should call Security on (03) 9214 3333.
- If a Mentee changes their mind about their involvement in the program, they should notify their Mentoring Connection first before submitting a withdrawal request via the opt-out link (https://swi.nu/pmp-optout).



Becoming a Mentee

The Peer Mentoring Program is primarily designed for all first-year undergraduate students. To participate, you must be currently enrolled as an on-campus Swinburne student, whether as a domestic or international student.



You can sign up as a Mentee by following the steps below:

Go to swi.nu/chronus

How to apply

1. Scan the QR code or follow the link to Chronus, our online mentoring platform.
2. Click the 'Join now' button.
3. Select the 'Mentee' option.
4. Sign up using your Swinburne log-in details.
5. Complete the required profile fields.
6. Check Chronus and your student email regularly for any updates from your Mentor and/or Mentor Leader.

Once you're registered on Chronus as a Mentee, you'll be matched with a Mentor and other Mentees. Matching is primarily based on your school, along with your availability and preferred mode of meeting (e.g., online or in person).

Throughout the semester, you'll meet with your Mentoring Connection on a weekly basis to develop friendships and receive guidance about your transition to university. Your Mentor will share their knowledge and experience as a student with you; however, they don't offer academic support.

If you are studying with Swinburne Online, contact mentors@swinburneonline.com to find a Mentor through the Swinburne Online Mentoring Program.

Peer Mentoring platforms

Chronus

Chronus is our online mentoring platform, your one-stop shop for all communication and resources to do with the program. This is where you'll be linked with your Mentoring Connection through instant messages and organised meetings. You can also access resources such as a *How to use Chronus* guide and a *Swinburne support services* resource.

Go to swi.nu/chronus

You can use Chronus to:

- Communicate with your Mentoring Connection
- Communicate with the Peer Mentoring Team
- View scheduled meetings
- Sign up to social events
- Complete Program Evaluations
- Access resources

Swinburne Peer Mentors Facebook group

Go to swi.nu/fb4mentoring

This Facebook group provides an online space for Mentees, Mentors, and Mentor Leaders to ask for and provide advice in a safe and positive environment. The Peer Mentoring Team will also post important updates about the university and the program here.

Please refrain from contacting your Mentoring Connections via other social media platforms for program-related communications to respect each other's privacy.





Program overview

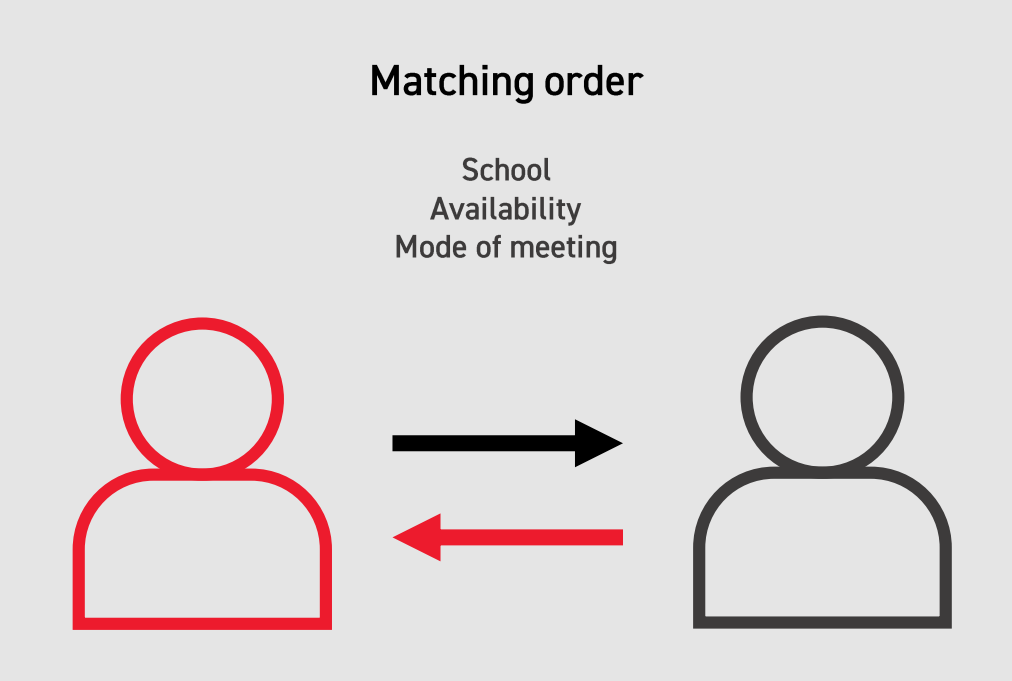
Over the semester, each Mentoring Connection follows a Program Structure. This is a weekly breakdown of topics that guide meetings. The structure lists resources, facilities, and opportunities that are available to all students.

The Program Structure isn't the be-all and end-all of meetings – while it covers suggested information that we think is useful for new students to know, Mentors can bring up other topics relevant to their Mentoring Connections. You're also more than welcome to ask your own Mentor about anything that hasn't been covered.

To help you prepare for meetings, you'll find all resources and links that you'll need in the Topics for the Week email campaign. This is sent to your student email at the start of each week.

During the semester, we also host a number of social events that Mentees are invited to attend. The highlight is the Program Launch event, which occurs during the first few weeks of the semester. This is an opportunity to meet Mentees, Mentors, and Mentor Leaders across the entire program outside of your Mentoring Connections. It's a great way to make friends and expand your networks! Invitations for these events are sent to your student email, and all upcoming events can be found on Chronus.

We're always striving to improve our program to deliver the best outcomes for all participants. We provide everyone with opportunities to give feedback and note any concerns by completing Program Evaluations at the start and end of the program. We highly encourage everyone to take some time to offer their thoughts as this will help us and your peers in future semesters.



Matching with your Mentoring Connection

The Peer Mentoring Team will match you in Mentoring Connections based primarily on your school (the broader discipline that you're studying), your availability to meet, and your preferred mode of meeting (online or in person). Please note that you're not locked into this mode of meeting at all, you're just indicating your preference – even if all members of your Mentoring Connection select 'in person' as their preference, none of you are obligated to meet in person every meeting or even at all.

Having a detailed and up-to-date profile on Chronus will benefit you in finding the best Mentoring Connection for you. Incomplete profiles may not be picked up on by the system and therefore not included during matching.

Once matching has been finalised, you'll be linked with your Mentoring Connection at the start of the programr.

Your Mentor and/or Mentor Leader is responsible for reaching out and coordinating your first meeting, but feel free to say hello yourself! If you don't hear from them, contact the Peer Mentoring Team and we'll follow up.

Mentoring Connections get closed at the end of the program each semester, but you can stay in touch with the friends you've made beyond the length of program.

Your first meeting



Your first meeting with your Mentoring Connection at the start of the semester is a great opportunity to get to know your new friends and support network.

This meeting is less structured around available services at Swinburne and more focused on allowing you and your Mentoring Connection to learn about each other's lives and interests, as much as you're comfortable with sharing – this program is about you and your needs.

Finding a time to meet

One of the most challenging aspects of meeting with your Mentoring Connection is organising your first meeting at a convenient time. Here are some tips to help:

- Think about your availability and make sure your preferences on your Chronus profile are up to date – this helps us match you with students with similar availabilities.
    - If you're outside Australia, this question is based on the time zone in Melbourne, Victoria, where Swinburne's campuses are located. We recommend that you choose the afternoon options, as morning options may be extremely early for you, but make sure to check the time difference where you are first.
- When your Mentor and/or Mentor Leader reaches out to you, provide them with your time preferences. They might ask you via messages on Chronus or send you a poll to fill out.
- Once your Mentor and/or Mentor Leader has found the best time, they'll set up a meeting with your Mentoring Connection and send you an invitation on Chronus. Bear in mind that people are busy and can be forgetful – make sure to save the meeting somewhere you'll remember it (e.g., on your phone's calendar).

We recommend that you meet as a group whenever possible. However, if you're having trouble finding a time that is convenient for everyone, feel free to organise individual meetings with your Mentor and/or Mentor Leader if that works for them. Please note that these should be one-off meetings and should not be a regular arrangement.



Preparing for your first meeting

Lots of us get a little nervous when first meeting new people – both you and your Mentor and/or Mentor Leader are probably feeling the same way, so hopefully this in itself will put you all more at ease. Here are some suggestions to also help you calm your nerves and feel prepared when meeting your Mentoring Connection:

- Come to your first meeting with questions! These can be about your course and Swinburne's services, or more personal ice-breaker-style questions to get to know one another. There are no such things as silly questions, and your Mentor and/or Mentor Leader will be more than happy to answer anything that comes to mind.

- Ask your Mentor and/or Mentor Leader about their experiences as a first-year student. Remember that they're a student too, and a successful Mentoring Connection is as much about the involvement of the Mentors and Mentor Leaders as the Mentees.

- Have a think about what you'd like to get out of the program. It might be useful to write down some goals and share this with your Mentor and/or Mentor Leader so that they can make sure to help you achieve them.

Participating in conversation

Participating in a group with people you're unfamiliar with can seem daunting at first, especially if you're someone who isn't very comfortable speaking in front of others. You don't have to be the first one to speak, but try to allow yourself to relax among your peers – you won't be forced to do anything you don't want to and you can set your own boundaries, but you get more out of the program, the more you put in. Listen to others and try to remember what they say. Through knowing little bits about your Mentoring Connection, you'll get more familiar with them and grow more confident around them.

When talking to others in the program, try to elaborate on answers to questions rather than offering closed, one-word answers with no substance. Do this even if you're asked a closed question – your Mentor and/or Mentor Leader might be new to facilitating conversations, so this can help keep a conversation flowing and improve the relationship with your Mentoring Connection.

Here are some examples of different types of answers:

Q. "Are you enjoying your course?"
A . "Yes." vs. "Definitely, it's been amazing! I had this class and the tutor discussed this topic. I'd love to learn more about..."

Q. "What was your high school experience like?"
A. "Good." vs. "It had its ups and downs, but my favourite part was..."

Q. "Do you like AFL?"
A. "No." vs. "It's not really my thing, I'm more of a soccer fan because..."



Active listening

Another key component of participating in conversations is active listening. This helps you really understand what the members of your Mentoring Connection are thinking and feeling, and enables you to better support them as someone who's going through a similar journey. By listening actively, you can create an environment of mutual respect and trust, and establish a solid rapport with your peers.

Listen carefully and focus your attention on the speaker. Listen to understand what they're saying rather than to respond – a common mistake that many of us make is trying to think of what to say while another person is talking.

When someone else in the group is speaking, try using the following strategies:

- Respond using minimal encouragers.
  - E.g., nodding your head or saying things like "Yes," "Uh huh," and "Mmm".
- Paraphrase the main points of what the speaker has said back to them and check your understanding of any you're unsure about. Be curious about what they've said. Ask clarifying questions.
  - E.g., "So, you're saying that joining a few clubs has helped you make more friends?"
- Use reflection to demonstrate your understanding of what the speaker is thinking and feeling.
  - E.g., "So, it seems like you are feeling anxious about uni."

While these are some good tips, don't feel pressured to use them like a strict checklist, as this can sometimes cause you to overthink and stop paying attention. As long make an effort and listen, you will most likely be showing your peers respect and engaging in the conversation.



Practical tips for getting the most out of your experience

- You get out what you put in! By investing more time and energy into your Mentoring Connection, you'll be rewarded with a greater experience. If you only check in a couple of times at the start of the program and ignore messages that come after that, you won't benefit from the experience of seeing your peers develop into confident students and that, in turn, helping you grow as well.

- Show initiative by taking responsibility of and cultivating the mentoring experience that you want, rather than just waiting to follow your Mentor and/or Mentor Leader. If you have a burning question, ask your Mentoring Connection, whether it's in a meeting or in a message on Chronus – you don't need to wait for someone to ask you.

- You don't have to follow a Mentor or Mentor Leader's advice, but try to actively listen and evaluate what they're saying. They may not always have the answer, but they can help steer you in the right direction to find the advice you need. This is a lot more valuable than either accepting or rejecting an idea without any consideration.

- Understand that your Mentor and/or Mentor Leader is also a student and that they're contributing their own time and energy to help you. They have their own responsibilities and deadlines to worry about, so it may take them some time to respond to messages that you send them. Don't worry if they don't respond right away, they'll help you soon. Acknowledging this will make the whole experience more manageable and enjoyable for yourself and the rest of your Mentoring Connection.

- Keep your Mentor and/or Mentor Leader in the loop – the more you communicate and are honest with them about any struggles you're experiencing, the more likely they're able help you by directing you to the right resources and services. They may also have experiences of their own that they can draw on and help you.



Finishing up your time as a Mentee

Whether you have to take a step back due to other commitments or you've completed your journey in the program, it's important that you notify the Peer Mentoring Team if you're leaving and/or wanting to become a Mentor for the following semester. Below are the different ways you can do this.

Opt out of the program at anytime

If at any point you need or want to withdraw from the program, you can do so by following these steps:

1. Notify your Mentor and/or Mentor Leader.
2. Go to https://swi.nu/pmp-optout.
3. Answer three quick questions and submit your response.

Once the Peer Mentoring Team receives your request to withdraw, you'll be removed from your Mentoring Connection(s) and your profile will be deactivated.

Leaving the program once it has ended

Unless you notify the Peer Mentoring Team that you want to roll over as a Mentor in the following semester, all profiles will automatically be deactivated after the program ends.





Roll over to become a Mentor

If you enjoyed your time in the program and want to share your experiences and knowledge with others, why not become a Mentor? To roll over as a Mentor, you'll need to submit an expression of interest via https://swi.nu/rollover. Once the request as been made, the Peer Mentoring Team will reach out to confirm your interest.

To finalise your request to become a Mentor:

1. Submit a new application on Chronus via https://swi.nu/newrequest. This follows the same process as applying to become a Mentee, except you must select the 'Mentor' option.
2. Apply for a free Volunteer Working with Children Check (WWCC) – you can refer to the *How to apply for a Working with Children Check (WWCC)* guide. Once you receive your WWCC card, upload a photo of your card onto your Chronus profile.
3. Complete the training requirements for Mentors, including pre-training modules on Canvas and an interactive workshop with Mentor Leaders.

Once you've completed the above steps, you'll be fully inducted as a Mentor in the program and eligible to be matched with Mentees. Happy mentoring!

Frequently asked questions

Compliance

- **Do I need training?**
  - No, you don't require any training to be a Mentee. You can use this handbook for Mentees to guide you through the basics of the program.

- **Do I need a Working with Children Check (WWCC)?**
  - As a Mentee, you don't need a WWCC participate in the program.

Joining with your friends

- **Can my friend become a Mentee too?**
  - Yes, most definitely! Your friend can also become a Mentee if they are a current Swinburne student in their first year of an undergraduate degree. They can find out more about the program by visiting https://swi.nu/chronus and clicking 'Find out more', or they can contact the Peer Mentoring Team at peermentoring@swin.edu.au.

- **Can I join my friend's Mentoring Connection?**
  - We don't recommend this option, as being in a different Mentoring Connection to your friends will help you develop your confidence, networking and communication skills, and cross-cultural competence. More importantly, you'll have the opportunity to get to know other students in a similar study area! However, if you're really interested in being in the same Mentoring Connection, contact the Peer Mentoring Team and we'll do our best to accommodate your preferences.



Chronus – Our mentoring platform

- **What is Chronus?**
  - Chronus is the platform that the program uses to facilitate mentoring. You'll use it to view and message your Mentoring Connections, sign up for events, find other students in the program, and refer to useful resources available on it.

- **Can I use my personal email to register on Chronus?**
  - We highly recommend that you sign up using your Swinburne student email account to receive regular updates. This also ensures that any messages from your Chronus account don't get blocked through Swinburne's email filters. However, if you have registered using your personal email, you can edit your profile on Chronus to change it:
    1. Select the 'Edit Profile' option under the circle (containing either your profile picture or your initials) on the top-right corner of the Chronus webpage.
    2. Replace your personal email address with your Swinburne student email address under the 'Basic Information' section.
    3. Click 'Save' under that section.

- **I'm not receiving the verification code to log into the Chronus app.**
  - This verification code can take up to 24 hours to be sent to your registered email. Please ensure that you check your junk and spam folders. If you still have any issues, contact the Peer Mentoring Team at peermentoring@swin.edu.au.

- **What is the Topics for the Week email campaign?**
  - This is an email campaign that gets sent out from Chronus to your student email address every Monday during the semester. This campaign includes:
    - Information and resources about the weekly topics from our Program Structure.
    - Any tasks that might be allocated for that week.
    - Any Program Evaluations to fill out to provide us with crucial feedback.
    - Exclusive events and workshops that you can sign up to.

Expectations of your Mentor

- **Can I have a Mentor who is in the same course as me?**
  - We match Mentoring Connections based primarily on your school (the broader discipline that you're studying), in addition to your availability to meet and your preferred mode of meeting (online or fain person). Being in the same school should mean that there's common ground between your course and your Mentor and/or Mentor Leader's; however, we don't match based on specific courses.

- **Can my Mentor help with my assignments?**
  - No, your Mentor's role is to provide you with guidance and friendship throughout your transition and life related to uni, not to tutor you. Though they can't help you with your assessments, they can direct you to the specialised support services and resources that'll help you with your academic needs.

Expectations of your Mentor Leader

- **What is a Mentor Leader?**
  - Every Mentor who has an active Mentoring Connection is assigned a Mentor Leader. They are there to assist Mentors in the program by meeting on a weekly basis, who are then, in turn, responsible for supporting Mentees. A Mentor Leader's primary role is to support, help solve problems with, and provide leadership to Mentors and, at times, Mentees. Your Mentor Leader may reach out to you if your Mentor becomes unresponsive or leaves the program, providing you with support and updates while the Peer Mentoring Team follows up on the situation.

- **How can I find out who my Mentor Leader is?**
  - Your Mentor Leader is expected to attend your first Mentor x Mentees Mentoring Connection meeting so that they can introduce themselves to you and let you know what the best way to contact them is.
  - If you don't meet your Mentor Leader during your first meeting, ask your Mentor to pass on their contact details to you on their behalf.
  - As a last resort, you can contact the Peer Mentoring Team at peermentoring@swin.edu.au and ask the team for the name and contact details of your Mentor Leader.

- **How do I contact my Mentor Leader if I need to?**
  - The best way to get in contact with your Mentor Leader is to message them on Chronus. You can do this by searching for their name, navigating to their profile, and clicking the 'Send Message' button.

Communications

- **Can I get my Mentor's Facebook or phone number?**
  - We highly recommend that you connect with your Mentor via Chronus for all matters related to the Peer Mentoring Program. Messaging through Chronus ensures that we can support you to resolve any issues that may arise and ensures that all communications within the program are at the right standard of privacy. Additionally, we don't recommend using personal emails for any Swinburne communications, since they would be blocked by Swinburne's email filters.

- **What do I do if my Mentor doesn't contact me?**
  - Once you've been placed in a Mentoring Connection, you can initiate a conversation with your Mentor via the messaging feature on Chronus. If they still don't reach out to you and remain unresponsive, you can contact your Mentor Leader via Chronus or the Peer Mentoring Team at peermentoring@swin.edu.au and they will follow this up for you. Your Mentor Leader will support you and your Mentoring Connection in the meantime.

Meetings

- **How do I set up a meeting with my Mentor?**
  - Your Mentor will set up regular meetings with you; however, you can initiate a conversation on Chronus and send them a request for a meeting along with your availability. Once your Mentor has found the most convenient time for all members of your Mentoring Connection, they'll send you an invitation on Chronus. If they still don't reach out to you and remain unresponsive, you can contact your Mentor Leader via Chronus or the Peer Mentoring Team at peermentoring@swin.edu.au and they will follow this up for you. Your Mentor Leader will support you and your Mentoring Connection in the meantime.

- **What happens if I can't attend a meeting or event?**
  - Meetings and events, while recommended, are not mandatory. The program is meant to support you at a time and place that works for you. Let your Mentor know your preferences so that they can organise meetings that suit you. If you've arranged a meeting with your Mentoring Connection and can no longer make it, contact your Mentor via Chronus and let them know. If you've RSVP'd for an event organised by the Peer Mentoring Team and wish to cancel, please change your RSVP status to 'Not attending'.

Useful resources and feedback

- **Where do I find the latest updates about the program?**
  - You'll receive updates through your Swinburne student email, so please check your inbox regularly. You may also receive notifications as pop-ups or as messages on Chronus, or as posts on our Facebook group.

- **Where do I find useful resources?**
  - Resources are available on Chronus. You can find how-to guides and other resources under the 'Help Resources' tab on the left-hand menu.

- **Why do I need to complete Program Evaluations?**
  - Program Evaluations help us understand the effectiveness of the program. Your feedback is a useful tool in improving the experience of all students now and in the future, as we'll use it to shape the program to be more engaging and supportive. You get out what you put in – this is an opportunity for you to take responsibility for what you want from your uni experience and, in turn, see the improvements made based on your input through this student-led program.

Contact information

- **Who do I contact if I have any issues?**
  - If you have any issues, you can reach out to your Mentor for guidance, advice, and support. However, if you have issues with your Mentor and/or Mentoring Connection, you can reach out to your Mentor Leader on Chronus. If urgent, you can contact the Peer Mentoring Team at peermentoring@swin.edu.au.

Peer Mentoring Program – Mentee Handbook, 2nd edition
November 2022

Co-created by Mentor Leaders and the Peer Mentoring Team

(03) 9214 5565

peermentoring@swin.edu.au

https://swi.nu/mentoring

The information contained in this handbook
was correct at the time of publication, November 2022.
The university reserves the right to alter or amend
the material contained in this handbook.
For the most up-to-date information
please visit our website.

CRICOS 00111D RTO 3059

PLEASE
RECYCLE

SWINBURNE