

Student E-Mentoring - Addressing the Challenges

Using traditional Student Mentoring philosophy

A face to face, one to one service for students new to University study. Students with an academic skills gap are able to apply for a student mentor. Inclusively open to all new students including direct entrants. Mentors trained to provide a professional mentoring relationship.

Benefits to the University

New students are quickly integrated into the community of learners. Retention tool for students who may think about leaving at an early stage. Student mentors work on a voluntary basis.

Benefits to Mentor

Valuable new mentoring skill learned. Ability to demonstrate improving another student's skills. Potential employers find volunteering and mentoring attractive. Consolidate learning.

Benefits to Mentee

Ease of transition into a new or different way of studying. In some cases student mentors have encouraged their mentee to continue on with their studies. Improved confidence. Less isolated in a new environment.



It's the same but different...

50-80% of communication comes through non-verbal and paralinguistic channels. Face to face interaction which is information rich is replaced by a computer screen.

It has been shown that tone in email is misinterpreted 50% of the time. Communication is documented with a potential for others to see your emails. Repercussions of providing inaccurate information.



Moving forward with two new student e-mentoring projects



"Being a student mentor has allowed me to demonstrate and develop skills that are transferable to the workplace like responsibility, organisation and team-working."

Ask an Experienced Student – MD20 Mentee 2013/14

Transferring to Student E-Mentoring

EN-linked Abroad

Student Mentoring and European Recruitment & Exchanges are collaborating with a pilot programme starting in September 2014 for students studying on a study abroad exchange. Exchange students will be matched with an e-student mentor who has already studied at the host university, the same country or as an exchange student. The mentors will have the support of the Mobility Officer who will deal with a more top line approach of queries filtering out anything that a mentor will have more local knowledge about. The programme training was tailored to suit the new project.



Ask an Experienced Student

A pre-entry programme targeted at MD20 and care leaver students providing an opportunity to email an experienced student mentor with any queries they may have in the two weeks prior to matriculation. The pre-entry mentees had little or no knowledge of the university or university life in general and the student mentors were given extra training dealing with:

- the differences between face to face and email communication
- keeping the tone upbeat to prevent any misunderstandings.
- adding a disclaimer on their email signature.
- familiarising themselves with the university's IT usage policy
- checking their emails every day, and making use of holding messages.
- watching sense of humour early in relationship - but be yourself!

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