



MOMENTUM
Student Mentor Program

MENTOR HANDBOOK



International
Student
Programs

Mentor Job Description

JOB TITLE: MOMENTUM Program Mentor

POSITION TYPE: Voluntary

HOURS OF WORK: Flexible. Mentors have estimated that it takes around 1-3 hours a week for the first few weeks. However, this will depend on your time table and the group of new students as some new students sign-up but find that they don't need a mentor after all. Mentors are encouraged to work MOMENTUM in with their timetables.

DUTIES:

To assist new students with matters related to settling in at the UOW.

To inform and refer new students to student services and facilities as appropriate.

To assist with the promotion of MOMENTUM and recruitment of new students where time permits.

To attend debrief sessions/see senior mentor/ International Student Coordinator as arranged to provide update on new students.

To assist with MOMENTUM events as time permits.

To inform the Coordinator in the event of any difficulties, concerns or queries.

Our mentors are expected to act professionally towards their new students. You are not expected to be a counselor or tutor and should instead refer students to existing student services. An accredited instructor is required if you are taking any students on high-risk activities. Mentors should not engage in activities that places any new student at risk.

ESSENTIAL: An interest in working with people from diverse backgrounds. Completed application form and constructive participation at training. Mentors are also required to maintain at least a pass average and to respect the UoW's equity and diversity policies. It is also important that you have a functional e-mail address and regularly check for messages as MOMENTUM information and student details are disseminated via e-mail.

WHAT WE CAN OFFER YOU: An opportunity to be part of a dynamic team where you will have the opportunity to be meet lots of new people across campus. Experience in skills that many employers want such as problem solving, communication, leadership, group facilitation and interpersonal skills. All Mentors are invited to participate in International Student Program (ISP) activities and all mentors receive an official MOMENTUM Program certificate and an Employment Experience Program (EEP) certificate. We also have an awards ceremony in the end of each session to thank all our mentors and students.

SPECIAL CONDITIONS: Unfortunately at this stage we cannot pay for out of pocket expenses incurred whilst mentoring (for example, if you send student a SMS message we will not be able to pay for it). You can however make phone calls from the International Student Coordinator's Office to your students if required.

LINE OF REPORTING: The International Student Coordinator is your point of contact if you have any enquiries. For emergencies please contact the relevant emergency service on 000 before contacting the International Student Coordinator. **The International Student Coordinator can be contacted on phone 4221 3158, 0432 947 582 or via e-mail at dan@uow.edu.au**

From time to time there are changes to the program. Should there be any changes to the above job description you will be advised.

The Purpose and Goals of MOMENTUM

International students' social introduction and integration into university plays an important role in their well-being and academic success. For international students during their first year in Australia life can be stressful at times, especially since they have academic responsibilities in addition to the pressures of living in a new place. Students believe they need social support and that lack of social integration and communication is a key reason for students leaving the University for another Institution or going home. The MOMENTUM Program was established in the University of Wollongong in 2005 in order to assist new international students of UoW to integrate into life and study in Wollongong. The MOMENTUM was founded by the Wollongong University Postgraduate Association, Wollongong University Student Association and University of Wollongong (via University Internationalization Committee) and is now run by the International Student Coordinator. The main purpose of the program is to enable new international students to create meaningful connections with experienced students of the University of Wollongong, both domestic and international in order to adjust to the University environment and enjoy their stay in Australia.

The objectives of MOMENTUM are:

- To provide commencing international students with an informed point of contact by matching them with more experienced students who can act as a guide
- To reduce commencing international students' social isolation by introducing them to a small group of peers from the Australian and international student community
- To raise commencing international students' awareness of the range of student services and resources available and how they can access them
- To give new students a personal connection with the university

The Structure of the Program

The general features for Mentors are

- Mentors are later year undergraduate or postgraduate students, domestic or international
- Mentors are trained in the goals of their role, the resources at the UOW and in skills such as communication, group facilitation & leadership
- Mentors are allocated a group of around 6-10 new international students
- Mentors and new students meet up regularly throughout the program duration
- Mentors help new students learn about and use the facilities on campus and share their University experience
- Mentors are able to share experiences and seek support from senior Mentors, the Program Coordinator and other Mentors.

The general features for Senior Mentors are

- Senior Mentors are later year students who have been MOMENTUM mentors previously so they are able to give support and guidance to new Mentors.
- Senior Mentors are paired with new mentors when their time tables allow so they can assist new mentors with conducting mentee groups and help with more complicated student enquiries
- Senior Mentors support new Mentors through group meetings, individualised advice, and individual and group debriefs. Senior Mentors help facilitate the training and group debriefing of new Mentors
- Senior Mentors are able to share experiences and seek support from other senior Mentors and the Program Coordinator.

The MOMENTUM program lasts throughout the Autumn Session 2009 with group meetings for the first three weeks and weekly seminars from week four.

The **level of interaction between a Mentor and a student** will vary over the course of the program. It is likely that students will require a lot more guidance, or just friendly interactions, in the first few weeks of semester. As they settle in to their timetable, study schedule and build their own network of friends they will need less and less support from their Mentor.

In practical terms this may translate to one or two meetings each week for the first few weeks of session, with trips to useful places such as Learning Development Centre or Student Central. In later weeks you may need to meet only once a week or fortnight for coffee and a catch up, so that students can debrief their latest experiences of Uni life or get a chance to meet again with other new students.

The **level of interaction between a Mentor and a Senior Mentor** will depend on your needs as a Mentor. You are encouraged to seek assistance from the International Student Coordinator at any stage throughout the program.

International Student Coordinator

Dan Morgan

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Ph: +61 2 4221 3158

What is a Mentor?

A Mentor is a guide, someone with wisdom and foresight who helps another find their path. A Mentor is generally a more experienced person. Most are informal, the sort we wouldn't think to call a Mentor, like an older brother, an aunt or an older kid at school.

Mentoring can be **informal**, in which the Mentor and student form a relationship through mutual interest and friendship. These relationships usually endure over time.

Formal Mentoring is becoming more common both in the business world and in programs like peer support in schools. It doesn't rely on luck or circumstance, instead it is organised by a third party who matches up Mentors with students. The aim is to help the mentee succeed at something specific. It is a process of establishing links between people that may, one day, lead to a longer lasting, deeper relationship.

Students are told that their Mentor will be

- knowledgeable about campus resources and how to access them
- a friendly, approachable person who treats them as individuals
- able to help them initiate social contact across campus

Key Competencies for Mentors

A Mentor has

- a clear understanding of the goals of MOMENTUM and their reason for committing to those goals
- the ability to create a personal and genuine connection between themselves and their new students and to create warmth and a sense of inclusiveness between the new students in the group
- the ability to facilitate group interactions to create a cohesive, warm and democratic environment for each group member
- the ability to 'interview' each new student to determine what that student wants from their University experience and how best to help them meet their goals

- the ability to give constructive feedback to new students and to help them facilitate their own problem-solving process by fostering their sense of independence
- the ability to manage themselves – to be aware of their own needs, goals and support structures
- a willingness to learn from their own experiences, the program, other Mentors and their new student

What is a Senior Mentor?

A Senior Mentor is a Mentor to the Mentors. They have Mentored before and have more mentoring experience so that they can best listen to your experiences of Mentoring, share their experiences, affirm, support, encourage and help you with strategies for problem-solving, resources and any concerns you may have.

A Senior Mentor can

- **share** their experiences and knowledge of Mentoring and MOMENTUM Program
- give you **reassurance** and genuine affirmation of your achievements
- give you constructive **feedback**
- help you **strategise** based on your competencies and experiences

Senior Mentors also

- assist Coordinator with organisation of activities and social functions
- seek help and further debriefing opportunities.

You will each be paired with a Senior Mentor at the start of the MOMENTUM Program. Your Senior Mentor will be available to you throughout the program and is willing to assist you with any Mentoring matter, big or small.

The Mentor / New Student Relationship

There are a number of things you need to remain aware of as you develop and maintain a Mentoring relationship. These include the expectations, limits and communication skills of both you and your new student, as well as the common difficulties encountered in such a relationship. The following are some suggestions to keep in mind.

Guidelines for Mentors

MOMENTUM is an excellent opportunity for you to **have a positive, beneficial and lasting impact on someone else's life**. This is most achievable if you clearly communicate and negotiate with your new students both your role and theirs. Positive feedback, acknowledgment of achievements and a lot of patience and tolerance will all help a new student feel more comfortable approaching you for advice and guidance.

1. Discuss issues of *confidentiality* with your students. While it is important to keep things private, you also need the option of being able to talk to someone about your Mentoring experience.
2. Have *reasonable expectations* of the person you are Mentoring – remember they are international students, and their language skills may be sometimes limited
3. *Acknowledge their achievements* – positive encouragement is a much stronger motivation than criticism.
4. Remember to *respect other people's opinions, ideas and cultures*, even though they may be divergent from your own. Tolerance and open mindedness are challenges you can meet.
5. *You cannot solve all your mentee's problems* and that's not your job. You are able to help them, guide them and make recommendations.
6. *Be careful when establishing your relationship* with new students, you want them to go to you for guidance but not become dependent.

7. *Be careful when advising* new students about degree structures, requirements and other administrative details. Check with official University staff or documents or refer them to the relevant parties.
8. Always *be positive* – try to avoid using negative phrases. ‘Don’t call me after ten’ can be reworded to ‘I’m here for you but please call before ten’ or ‘I’m not your tutor’ can become ‘I can walk you to the Learning Development Centre’
9. Remember this is not a normal social interaction; you will have to *take the initiative* and work to maintain the relationship.

Key Interaction Skills

The University of Western Australia has a handy do/don’t list, which you might like to use as a checklist. It includes:

Do	Avoid
<p>Communication</p> <ul style="list-style-type: none"> • listen • keep in touch • discuss and negotiate boundaries & limits of the relationship • discuss yours and their expectations • encourage them to come and see you and arrange regular meetings 	<ul style="list-style-type: none"> • imposing yourself on your students, or being imposed upon by them • allowing your students to take up too much of your time • being commanding or patronising • feeling hurt or rejected if they no longer need you
<p>Emotions</p> <ul style="list-style-type: none"> • be approachable • be genuine • be responsible and reliable 	<ul style="list-style-type: none"> • encouraging dependence • getting over-involved • getting emotionally attached
<p>Study & Settling In</p> <ul style="list-style-type: none"> • provide advice and options • direct your students to where help is available – help if appropriate • encourage them to study • give hints on how to study • encourage them to work in groups 	<ul style="list-style-type: none"> • passing on bad habits and prejudices • doing your students’ work for them • being a parent

Guidelines for New Students

New students also have responsibilities and will be presented with a version of the guidelines below when they sign up for the program. Discuss these in your first meeting. It will help them establish for themselves what they want and expect from the relationship and give you an opening to share your ideas and negotiate your limits. Your Mentor can not guess what you want - You need to articulate it and ask lots of questions!

- Take some responsibility and initiative in contacting your Mentor. Keep them up to date with how you are doing; use them as a way to debrief your experiences here.
- Have reasonable expectations of your Mentor. They are students too and they will have other demands on their time.
- Acknowledge their achievements.
- Make sure your Mentor has your contact details. Tell them if you can't make a meeting.
- Provide feedback to your Mentor, this will help you both create a successful and rewarding relationship.

Characteristics of a good relationship

A good relationship between a Mentor and a new student is characterised by

- a good rapport
- enthusiasm, interest and initiative
- clear objectives and goals
- mutual respect and trust
- clear communication and feedback
- shared experiences
- fun
- acknowledgment of achievement
- helping the new student explore their own self rather than creating a clone of the Mentor

Mentoring pitfalls

Some of the difficulties you may encounter throughout your relationship are listed here. Most can be overcome by clear and positive communication between you and your new student.

If you do encounter any of the problems, or others not here, please speak to your senior Mentor or to the International Student Coordinator. They are always available for you to talk to and will help you come up with strategies for approaching the situation.

The most common difficulties are:

- not having goals and agreement about how the relationship will work
- not listening to one another
- not allowing enough time to meet (and being impatient about it)
- telling the new student what to do rather than advising. E.g. 'you should' rather than 'have you considered'
- destructively criticising
- not giving the new student space and confidence to try things out
- being too quick to give advice on what to do/how its done
- being too protective and too willing to 'rescue'

The "3 Strike Rule"

One of the greatest challenges Mentors have faced throughout the MOMENTUM Program duration is being stood up by new students. This is very common so if it happens to you do not take it personally.

We have a 'three strikes and you are out' system. If you have made a reasonable attempt to contact the new student three times and you have had no response you may assume that they do not require the program at this stage. You may still want to keep them on your address book particularly if you are letting students know about

certain campus events and services. **Please make sure you have contacted the International Student Coordinator to clarify the accuracy of personal details before discontinuing contact.**

Incompatibility

It is always possible that an irresolvable incompatibility may arise between a Mentor and a new student. While we would encourage you to explore all avenues before asking to be reassigned, there is no blame attached to incompatibility.

The most appropriate way to deal with a mismatch is to get in touch with the International Student Coordinator.

Support for Mentors

There are several different forms of support for Mentors.

Experienced/Senior Mentor

This person will help you throughout the Program duration with conducting group meetings. IT IS MANDATORY that you debrief with your senior Mentor after your first group meeting. They are there for you throughout the whole program and will help you in any way they can.

The Program Coordinator

You are encouraged to talk with the International Student Coordinator about any Mentoring matter. Just call beforehand on 02 4221 3158 or email dan@uow.edu.au to make sure they're in the office!

Other Mentors

The contact details of other mentors are available through the International Student Coordinator

Don't forget - the facilities and services on campus are there just as much for you as the new students. If you need help accessing any thing your senior Mentor and the International Student Coordinator are always there to help.

The First and Ongoing Meetings

The general structure of a meeting

All your meetings will follow a general structure, such as

1. Building a rapport with and between the new students
2. Explaining the goals and processes of the meeting
3. Explaining the role of the facilitator (e.g. what you have to offer and how you can give it to them)
4. Asking group members what they might need from you in relation to the meeting's 'topic' and how you can best provide support (i.e. new students initial experience of University).
5. Reviewing group members' experiences so far and the resources they have used. What challenges or particular issues would they like to discuss further? What are some of their strengths and skills they can further develop? What support and resources do they think they will need?
6. Closure of the meeting

The first group meeting between you and your new students will probably be a little nerve racking for everyone. It's always scary meeting new people! It is good to have a meeting plan that you can refer to, and some techniques to get the group sharing with each other. You will need to meet with your senior Mentor beforehand to help plan, practice and consider the possibilities that the first meeting can involve.

Email “Etiquette”

There aren't any “official rules” for e-mail; however here are some guidelines for you to help you with emailing your new students.

- **Subject line to summarize the message.** Make the Subject line summarize the info in your email. E.g.: MOMENTUM BBQ
- **Don't assume the recipient knows the background.** Include enough contextual information at the beginning of the e-mail for the recipient to know what the matter is about. If in doubt, put background information in. Eg: If you are referring to meeting up with your students don't just write in an email “How about 2.30pm at Picasso for coffee?” But instead include details on who you are, mention the MOMENTUM program, and include more info on venue, time, date etc and **always include your full name** as not everyone may know who you are from your email.
- **Appropriate Email Address:** If you use an alternative email account to your UOW email make sure that it is not offensive or impossible to remember or type.
- **Use the BCC field when sending bulk email.** That way your new students' privacy is respected.
- **Avoid angry outbursts.** Don't send or reply to email when you are angry. Wait until you have calmed down, and then compose the email.
- **Layout your message for readability.** Use spaces and breaks between paragraphs and long sentences to make it easier on the reader.
- **Keep the thread.** When replying to an e-mail, use the reply option. This will keep the message in the “thread”, and make it easier for the recipient to follow.
- **Allow time for a reply.** E-mail messages are not usually required to be answered immediately. Before sending a reminder, allow some time for a response, some times even a few days. Not everyone is online 24 hours a day. There is also no need to call someone 5 minutes afterwards to check if they received your email. It is definitely worth checking with your new students at your 1st meeting how often they check their email – as some will check hourly and other will check once every 2 weeks.
- **Spelling.** Check your spelling!
- **Acronyms, abbreviations, and emoticons** – keep within reason. Not everyone will understand BTW (By the way) or 8) (person with glasses smiling).
- **Forwarding funny messages / Chain Letters** What is funny to one person might be confusing or misleading to someone else. Chain letters are also considered very annoying by many people. Don't annoy your new students by filling up their inboxes with junk – you might find your emails blocked by them!

Mobile Phone “Etiquette”

- Don't assume everyone has a mobile.
- If you are concerned about the costs of calling mobiles – you can always use the phone in the MOMENTUM office to call your new students.
- Advise your new students right at the start what your preferred mode of communication is. Eg: If you don't want new students calling you after 9.00pm or during certain days – let them know. If you don't have the cash to be making lots of text messages let your new students know that you will email them instead. If you hardly ever turn your mobile on or always leave it at home – warn new student of this so they are not offended if you do not instantly reply.
- Advise new students that mobiles can't be used during lectures, tutorials or in the libraries or computer labs. It is also illegal to use a mobile and drive.

- If texting, identify yourself to the new student – don't assume your new student will know your mobile number.

Where to meet

Usually mentors prefer to meet with their students in WUPA, Building 115, Northfields Ave where small and large meeting rooms as well as catering (coffee, tea and biscuits) are provided or in building 11 in the meeting area beside the ISP office. You may want to meet with your students somewhere else, please make sure that you choose some place which is non-threatening and easy to find. You might consider meeting at one of the cafes on campus or a study room in the library etc. In the first meeting you can discuss where to meet regularly.

Mentors from previous year found it important to:

- have a 1 to 2 hour meeting period, so that students who could not attend the first part of the meeting could come to the second part
- have a timetable with everyone's unavailable times crossed off - an easy way to find out when the whole group is available
- meet somewhere sheltered like a WUPA meeting room or a coffee shop
- have something else to occupy yourself with (homework, a book) until people turn up
- tell your new students how long the meeting will go for and ask them to be prompt
- ask your new students to let you know if they can't make the meeting
- have a checklist of things you'd like to cover in the meeting

If for some reason you can not attend the meeting, please let your co-mentor and International Student Coordinator know with anticipation so re-scheduling could be organized and students would not be left alone

Icebreakers and Warm-Ups

The purpose of icebreakers and warm-ups is to break down the initial fear students may have about interacting with strangers. Ice-breakers may help students introduce themselves into the group. Warm-ups help create a sense of warmth, inclusiveness and openness between you and your group members, and also between the group members themselves.

Warm-ups in particular can be a subtle way of focusing the group on their needs as new students. They are a useful beginning to EVERY meeting (just make sure you use different ones each time!).

Icebreakers can include silly name games, a scavenger hunt, a tour of campus or a chance for each group member to talk about things ranging from what their name means to discussion of their Uni experiences such as why they came to UOW or the funniest experience they've had since arriving at the UOW.

Conversation starters might include why new students chose the UOW or Australia in general, degree or major that they did. Maybe debriefing what they thought of the Orientation Week could be a good idea for an icebreaker.

Negotiating the Relationship

Since new students choose to sign up for this program, it is unlikely that you will have to convince them that you can be an asset in their transition to University life.

However, it is still useful to demonstrate your credentials as a Mentor. It might be useful to tell them about your university experience, the good, the bad and the humiliating! It may also be useful to talk about your experiences of previous courses you have taken. These topics can also be a useful tool for initiating conversations about your new students' goals & expectations of MOMENTUM & University.

You could use the response to the Orientation week activities or your discussion about your credentials as a lead into what they are hoping to get out of the MOMENTUM experience. You could find out what their expectations are, share your own and negotiate limits – e.g. 'I want to help you, but I'd prefer if you called me before 10 at night'. This is an opportunity for you to raise the guidelines for Mentors and new students, and to clarify roles, limits, and the dynamics of the relationship.

After a week or two new students may feel they don't need you any more. That is their prerogative. Still let them know that you are there for them if they need you, need to blow off steam or debrief. It never hurts to let them know that, until the end of the program you are available just so they know that option is not closed off to them.

Timeline of Needs

In all likelihood what new students will want from you as a Mentor will change as the focus of their concern shifts from settling in to surviving assessment. There seems to be a basic time-line of new international student (and generally all students) concerns.

0-2 weeks

Students are concerned about settling in, finding their way around, organising their timetable and work commitments, understanding admin procedures

2-4 weeks

Students start to consider impending assessment deadlines, how to access information, use computer packages

4-6 weeks

Students become more concerned with meeting the demands of different academic presentation/argument styles, procedures around extensions, handing in essays

6-8 weeks

Students are more likely to 'hear' about student services they don't currently need (e.g. Careers, Study Skills)

Throughout you may need to talk about specific services available to international students (SEDLO), counseling, student welfare, the health service etc.

Remember, initially students will focus on basic needs, and may not ask or require your help with further integration into the University. At this point establishing a rapport, warmth and the trust with students takes more than one meeting. Even knowing they have someone on campus who cares about them is an excellent achievement in itself.

Information for New Students

There are a number of things you could share with your new students ranging from simple **information about the University**, to emphasizing the **importance of learning** or helping them **clarify their goals** for their University experience.

Information Starters

Here's the beginning of a checklist of information about the Uni you could share with your new students.

Orientation

Locations of the library, relevant lecture theatres, faculty & departmental offices, ATMs, the Students' Associations, 2nd hand bookshops (ALUMNI Bookshop, WUSA book bank), and services such as Student Central, Learning Development Centre, SEDLOs locations, ICIS, Counseling, Health, URAC etc

Starting

Where to pay fees, get a timetable, sign up for tutorials, buy books, use UOW email account and SOLS, computing labs

Joining

WUPA, WUSA, Clubs & societies, the URAC, where to find out what's on on campus

Student Services

Inform them of what International Student Programs has to offer, arrange a library tour or info session, find out if they need help using computers or specific programs and tell them about the Info Literacy Program. Inform them about upcoming Careers, Learning Development Centre and Counseling seminars.

Social Life

A tour of inner Wollongong, info on how to find out about movies, plays, galleries etc, joining up for clubs & societies again, tell them about Market Day, activities organized by WUPA, WUSA, ISP and so on

Anecdotes

Stories to share about the first year experience, how to help articulate students needs, when a co-Mentor has been useful, etc

Clarifying new students' goals

You can also help new students clarify their aims and objectives about Academia. Questions about their experiences could be based around this table from the London Guild University:

Self-Appraisal	Understanding the Learning Environment	Personal Development
<ul style="list-style-type: none">• Making a realistic evaluation of my level of ability• Relating my abilities to course requirements• Reviewing my learning style and skills; study skills; potential	<ul style="list-style-type: none">• Keeping abreast of changes in the climate of opportunities• Recognising University processes and standards as requirements of progression, learning, 'hoops'• Exploring what my course has to offer• Finding out what support services are available for getting through hoops, acquiring skills and using transferable skills in different settings• Utilising course support	<ul style="list-style-type: none">• Relating my aims and expectations to my environment, ability & potential• Keeping my aims relevant• Developing my abilities, styles & skills to fit course requirements

You could also encourage new students to consider what skills they want to have at the end of their degrees.

Resource List

It is a good idea for you to show your new students where important resources such as the Learning Development Centre, Counseling, the Careers Services, SEDLOs, etc are on campus and to encourage your students to pick up a brochure from their offices or look up their services online.

Take the time to **read the resource list** below so that you can best advise new students about what services can help them with their transition to university life. **Keep updated** about what workshops, seminars and self-help courses are available, by checking the UOW website <http://www.uow.edu.au>

Get new students to *brainstorm* their possible needs *together*. Part of being a Mentor is facilitating new students to help and bond with each other. Try to take the backseat as much as possible.

Facilities & Services on Campus

<p>Learning Development Centre Phone: (02) 4221 3977 www.uow.edu.au/student/services/ld Email: StudentServices@uow.edu.au</p>	<p>Assistance with academic skills and learning, including academic writing skills, offers a range of free resources and teaching services to all enrolled students who wish to improve their academic performance.</p> <p>All workshops are run between 12.30 – 1.30 pm through the Learning Resource Centre (behind the library, on the ground floor of Building 19, in room G102). Learning Development also offers a series of thesis writing seminars for postgraduate research students at the University of Wollongong. These workshops will be held in the ITS presentation room, Building 17 level 3 between 10.30 - 12.30.</p>
<p>University Accommodation Services Phone: (02) 4221 5467, (02) 4221 5468 www.edu.au/about/accommodation Email: accom_services@uow.edu.au</p>	<p>Accommodation Services offer a variety of facilities to students and staff on campus. The Residences are geared to meet the needs of approximately 1200 live-in students, and there are several accommodation options available that are University managed.</p>
<p>Student Central Phone: (02) 4221 3927 www.uow.edu.au/student Email: askuow@uow.edu.au</p>	<p>Fees, Student Cards, Course changes, Academic Approvals Processing, Academic Transcripts, etc.</p>
<p>Careers Services Phone: (02) 4221 3325 www.uow.edu.au/careers Email: careers@uow.edu.au</p>	<p>The Careers Service provides information and advice on any aspect of your current or future career – getting work experience while studying, preparing to present yourself effectively to employers, searching for jobs, and so on.</p>
<p>Religious Services Chaplaincy Phone: (02) 4221 5889 unicentre.uow.edu.au/facilitiesservices/chaplaincy</p>	<p>The University of Wollongong is proud to have outstanding facilities to cater</p>

<p>Muslim Prayer Space http://unicentre.uow.edu.au/retail/generalfacilities/UOW029407.htm Email: mawu@uow.edu.au</p> <p>Muslim Association of Wollongong University Building 50, University of Wollongong Phone +61 (2)4221 5911 Fax +61(2)4221 5912 mawu@uow.edu.au emawu@yahoo.com</p> <p>Anglican Rob Copland Phone (02) 4225 5889 Mobile: 0413 595 277 robc@uow.edu.au</p> <p>Baha’l Phone: (02) 4229 1503 Mobile: 0402 771 084 alliso9n@tpg.com.au</p> <p>Baptist Rodney Bayley rodney.bayley@gmail.com</p> <p>Congregational: Richard Donnelly Phone (02) 4226 1750 rdonnelly@internode.on.net</p> <p>Interdenominational Chaplain Phone (02) 4221 5889 rchin@uow.edu.au</p> <p>Jewish Phone (02) 4221 4120 grose@uow.edu.au</p> <p>Latter Day Saints Phone (02) 4226 9967</p> <p>Roman Catholic Chaplain Maria Pineda (JDMF) Phone 4221 5635 Mob 0402 452 342 mpineda@uow.edu.au</p> <p>Uniting Church Phone: 4221 5636 ucchaplain@uow.edu.au</p>	<p>for the Islamic community on campus. (Located in Building 50)</p> <p>The University's Chaplaincy Service offers fellowship, personal counselling and guidance, leadership in biblical and doctrinal studies and in worship. Pastoral care is offered on Wednesday and Thursday afternoons.</p>
<p>Childcare Kids Uni Phone: (02) 4221-8035 unicentre.uow.edu.au/facilitiesservices/childcare E-mail: kids_uni@uow.edu.au</p>	<p>Childcare services are available on the Wollongong campus with a fee subsidy available for current students. Long Day Care: There are two (2) long day care centres catering for children between the ages of 6 weeks and 5 years. Kids' Uni - North caters for 58 children and Kids' Uni - South caters for 59 children. The centres operate between the hours of 8:00am and 6:00pm Monday to Friday and are open 51 weeks of the year.</p>

	<p>Out of School Hours Care: Catering for children between the ages of 5 years and 12 years. The service operates between the hours of 3:00pm to 6:00pm Monday to Friday within school terms. Transport is available from selected schools, including: Gwynneville Public, Lindsay Park Public, Keiraville Public, St Brigid's, St Therese.</p> <p>Vacation Care: Caters for children between the ages of 5 years and 12 years. The service operates between the hours of 8:00pm and 6:00pm during school holidays.</p>
<p>Clubs and Societies unicentre.uow.edu.au/csd/clubs</p>	<p>There are over 50 clubs and societies on campus, ranging from religious and cultural groups to faculty and recreation groups.</p>
<p>Counselling Services Phone: (02) 4221-3445 www.uow.edu.au/student/services/cs</p>	<p>The Counselling Service provides confidential, professional and sympathetic help at times of difficulty, conflict or crisis. This service is available to members of the campus community at no extra charge 5 days per week from 9.00am until 6.00 pm to assist post-graduate and undergraduate students with personal, work or study related difficulties. To make an appointment call our receptionist or drop into the Counselling Service on Level 3, Building 11.</p>
<p>Disability Services Phone: (02) 4221-3445 www.uow.edu.au/student/services/ds/index.html</p>	<p>The Disability Liaison Officer (DLO) can provide advice on how particular disabilities affect university study and information on resources available at the University for assisting students with disability.</p>
<p>SEDLOs Arts Viv McIlroy Bld 19 Rm 1075 Phone: 4221 3635 Email: vmcilroy@uow... Commerce Ann-Maree Smith Bld 40 Rm 235 Phone: 4221 4714 Email: ams@uow... Creative Arts Mary Street Bld 23 Rm G13/ Bld 25 Rm G04 Phone: 4221 5969 Email: maryrose@uow... Education Mary Street Engineering Virginie Schmelitschek Bld 4 Rm G12 Engineering Enquires Centre (Mon – Wed AM) Phone: 4221 5670 (Wed pm – Fri, use the informatics contact ph no.) Email: virginie@uow... Health & Behavioural Sciences Erin Hiesley Bld 41 Rm 152 (HBS Enquiries Centre)</p>	<p>The Student Equity and Diversity Liaison Officers (SEDLOs) provide liaison, information, support and referral to University of Wollongong students. As well as provision of programs supporting student equity and diversity both within faculties and across campus. The roles previously done by the International Student Advisers are now completed by the SEDLOs. The SEDLOs offer all services previously offered by the International Student Advisers as well as assistance for domestic students. The service is free and confidential</p>

<p>Phone: 4221 5332 Email: ehiesley@uow... Informatics Virginie Schmelitschek Law Viv McIlroy Science Erin Hiesley Graduate School of Business Ann-Maree Smith</p>	
<p>Illawarra Committee for International Students (ICIS) Dan Morgan Phone: 4221 3158 Email: icis@uow.edu.au www.uow.edu.au/student/services/ISP</p>	<p>ICIS is a non-profit community organisation that is funded by the University. ICIS aims to help you settle into life in Wollongong, to have fun, make friends and to interact with members of the local Illawarra community. ICIS holds regular meetings to discuss its objectives and activities.</p>
<p>Peer Assisted Study Sessions (PASS) www.uow.edu.au/student/services/pass/index.html</p>	<p>PASS is a program where students work together to consolidate understanding, reinforce key concepts, and develop effective study strategies. PASS consists of weekly one-hour, non-compulsory sessions led by 'Peer Leaders', students who have excelled at the subject in the past.</p>
<p>Subjects and examination timetables www.uow.edu.au/student/timetables/index.html</p>	<p>For examination timetables: access your SOLS account.</p>
<p>Faculties web-site www.uow.edu.au/about/faculties/index.html</p>	<p>Please refer to the web-sites for information on faculties</p>
<p>Campus Health Phone: (02) 4226-2199 unicentre.uow.edu.au/facilitiesservices/medicalservices</p>	<p>Campus Health is located on Level 1, UniCentre building (11) providing students and staff a dentist, optometrist and doctor. For more information or to make appointment phone Monday to Friday 9am – 5pm.</p>
<p>Library www.library.uow.edu.au</p>	<p>The University's goals of excellence in learning, teaching and research are underpinned by access to half a million books, over 22,000 journal titles, 200,000 journal volumes, 250 databases (online collections of journal articles) and 3,000 e-books, with many resources available regardless of location, 24x7.</p>
<p>International Students administration web-site www.uow.edu.au/student/international/index.html</p>	<p>Find information about international students, regulations, visa conditions etc.</p>
<p>Information Literacies Introductory Program (ILIP) www.uow.edu.au/student/attributes/ilip Email: ilip@uow.edu.au</p>	<p>ILIP is an elementary introduction to research skills and the technology that will enable you to find information. ILIP100 is compulsory for all new undergraduates. ILIP009 is compulsory for all new postgraduate coursework students who have not completed the online undergraduate ILIP100 assignment in the past five years. While ILIP is not compulsory for postgraduate research students, it is strongly recommended. As ILIP is intended to assist in your studies, you</p>

	are strongly encouraged to complete the compulsory online ILIP assignment in the first six weeks of your first session. ILIP must, however, be completed by the end of your first session. Failure to do so will result in your grades being withheld.
Independent Student Advocacy Siobhan Christian Phone: 4221 4203 Email: shev@uow.edu.au wusa.uow.edu.au/home.php WUPA www.uow.edu.au/wupa	Student academic advocacy, International Students Officer, Women's Officer etc.
Wollongong City Library 41 Burelli Street, Wollongong, NSW 2500 Phone: (02) 4227 7414 www.wollongong.nsw.gov.au/library Email: lib-enquiries@wollongong.nsw.gov.au	Please refer to Wollongong Library web-site for more information.
Places to eat out on campus	UniBar, Bamboo Fiction, Fuel Silo, Panizzi, Sejuiced, Keira Buffet, Sixty Seven, Oriental Express, Picasso Coffee, Pool Unique
Map of UOW http://www.uow.edu.au/about/campusmap/map.html	Please refer to the web-site for more information
Bus timetables http://www.uow.edu.au/about/transport/buses/index.html	Please refer to the web
Other Transport Information http://www.uow.edu.au/prospective/aboutwollongong/transport/index.html	Please refer to the web
Research Student Centre (RSC) Phone: 4221 5452 www.uow.edu.au/research/rsc Email: research_student_centre@uow.edu.au	The Research Student Centre is dedicated to providing professional and efficient service to students and staff on all Higher Degree Research (HDR) candidature matters, including: Orientation, Enrolment and re-enrolment, Leave, HDR Student Conference, Supervision, Progress Reports, Scholarships, Thesis Submission and Examination, and Information workshops for students and staff.
Campus Security; Security Phone In case of emergency call: 4221 4900 (x4900) or dial #1 from any campus security telephone For security escorts or enquiries call: 4221 4555 (x4555)	Providing a safe and secure environment for staff and students on the Wollongong Campus is the task of the UOW Security team which provides 24 hour seven days a week coverage all year round. UOW Security performs the role of Emergency Co-ordination Centre under the University's Emergency management procedures
Wollongong Police numbers 000 Police, Ambulance or Fire Brigade	
Dean of Students Yvonne Kerr Dean's Assistant Marion Allen	The Dean of Students is the students' ombudsman. If you have an academic grievance and you have completed Stage 1 and Stage 2 of the grievance

<p>The Dean of Students Office is located on Level 3 UniCentre Building 11. For appointments and enquiries please phone Marion Allen, 4221 4355 or email marion_allen@uow.edu.au or call to Room 204, Level 3, Building 11, UniCentre. Appointment/Enquiries Office Hours: Monday-Friday 8.30am—4.30pm www.uow.edu.au/student/services/dos/index.html</p>	<p>procedures as outlined in the Student Academic Grievance Policy, i.e. Stage 1: informal Resolution— You have approached the person(s) directly involved to discuss the matter; and Stage 2: Formal Resolution by Faculty—you have lodged a formal grievance application, in writing, to a person (or committee) specified by the Faculty (e.g. Head of School, Program Administrator, Sub-Dean, Associate Dean, Dean) AND the matter remains unresolved—you may refer the matter, in writing, to the Dean of Students within fourteen (14) days of receiving a response from the last person involved at Stage 2 of the process. For a detailed explanation of student grievance procedures see: www.uow.edu.au/student/complaints</p>
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Evaluation

It is important that MOMENTUM is continually evaluated to ensure that it is suitable for both new students and Mentors. Both new students and Mentors will be requested to fill out an evaluation form towards the end of the program. Please make sure your new students complete the evaluation. Any feedback you would like to give we would love to hear.

Evaluations will cover

- Program structure
- Mentor training
- Program support
- Mentor-Mentee relationship

In the meantime, you can contact the Coordinator anytime to share your ideas and criticism as the program progresses. Positive feedback is always welcomed too!

Thank you for participating in the MOMENTUM Program. We hope you find it a rewarding and enjoyable experience!

MOMENTUM Program 2009 Calendar

Please note that dates and activities are subject to re-scheduling and changes.
All seminars are in Building 20 (Communications Building).

Momentum Program – Autumn Session

I Arrival – 19 th -20 th	Signup phase (National Bank signup?)
O Week – 23 Feb	Signup phase
Week1 – 2 Mar	Mentoring sessions / Migration Advice 4 th March
Week 2 – 9 Mar	Mentoring sessions
Week 3 – 16 Mar	Mentoring sessions
Week 4 – 23 Mar	SEDLO 25 th March
Week 5 – 30 Mar	Police and Security 1 st April
Week 6 – 6 Apr	Counselling 8 th April / Free Legal
Recess - 13 Apr	
Week 7 – 20 Apr	Migration Advice 22 nd April
Week 8 – 27 Apr	Careers 29 th April
Week 9 - 4 May	Academic Advocacy 6 th May
Week 10 – 11 May	Working in Australia NTEU 13 th May / Free Legal
Week 11 – 18 May	
Week 12 25 – May	Tenancy 27 th May
Week 13 – 1 June	Fair Trading 3 rd June
Recess – 8 June	Free Legal
Exams – 13 June	

Momentum Program – Spring Session

O Week – 20 Jul	Signup phase (National Bank signup?)
Week1 – 27 Jul	Mentoring sessions / Migration Advice 29 th July
Week 2 – 3 Aug	Mentoring sessions / Migration Advice 5 th August
Week 3 – 10 Aug	Mentoring sessions / Free Legal
Week 4 – 17 Aug	Tenancy 19 th August
Week 5 – 24 Aug	Police and Security 26 th Aug
Week 6 – 31 Aug	Counselling 2 nd Sept
Week 7 – 7 Sept	SEDLO 9 th Sept
Week 8 – 14 Sept	Working in Australia NTEU 16 th Sept
Week 9 – 21 Sept	Migration Advice 23 rd September
Recess – 28 Sept	
Week 10 – 5 Oct	Academic Advocacy 7 th October
Week 11 – 12 Oct	Careers 14 th October / Free Legal
Week 12 – 19 Oct	FREE SESSION 21 October
Week 13 – 26 Oct	Fair Trading 28 th October
Recess – 2 Nov	Free Legal
Exams – 7 Oct	