

## Initial Contact & Pre-Arrival Support – August 28-September 4

GOAL: Once you receive your mentee’s information, you will reach out by e-mail to offer support and information. This will be an opportunity for you to introduce yourself, explain your role, and help your mentee feel connected to the university prior to the start of the term. The goal will be for your mentee to recognize you as their mentor, to clarify pre-arrival questions and concerns, and for the two of you to schedule your first face to face meeting.

Email Content	Prompts & Discussion Questions	Helpful Resources
<p>This will be your first time connecting with each mentee. Here are some guidelines for your first email communication:</p> <ul style="list-style-type: none"> <li>• Use your Carleton email to contact your mentee for them to recognize your affiliation to the university.</li> <li>• Be prompt in contacting each mentee <u>individually</u> after receiving their contact information.</li> <li>• Reply to their email within 48 hours.</li> <li>• Be mindful of their internet access.</li> </ul> <p><i>First email content</i> Begin your email with a brief introduction – your program, years at Carleton, favorite things about Ottawa and the university, etc. Explain the role of mentor briefly. Ask questions to prompt a response. Some of the questions in the adjacent box may help encourage a good initial dialogue.</p> <p><i>Scheduling your first meeting</i> Suggest a casual meeting – coffee, lunch, or an activity based on what your mentee may need (going to Walmart). See the training manual for meeting suggestions. This initial meeting could be a great opportunity to have all your mentees meet together, however ask each mentee beforehand if they would prefer a one on one meeting to begin with.</p>	<p>Where are you from/currently living?</p> <p>Have you been in Ottawa before?</p> <p>What do you already know about Carleton and Ottawa? Do you have any initial questions?</p> <p>When are you planning to arrive in Ottawa?</p> <p>Do you already have a place to live?</p> <p>Did you register in courses already?</p> <p>Have you registered for the orientation programs applicable to you?</p> <p>What are you looking forward to seeing in Ottawa?</p> <p>What are your areas of interest?</p> <p>Suggest that they ask any other questions they may have about their arrival.</p> <p>Share your arrival experiences if applicable – remember to remain positive and professional!</p>	<p>Start Guide <a href="http://start.carleton.ca/">http://start.carleton.ca/</a></p> <p>Carleton Central and course registration* <a href="https://central.carleton.ca/prod/twbkwbis.P_WWWLogin">https://central.carleton.ca/prod/twbkwbis.P_WWWLogin</a></p> <p>City of Ottawa website <a href="http://ottawa.ca/en">http://ottawa.ca/en</a></p> <p><a href="http://carleton.ca/fallorientation/">General Fall Orientation for Undergrads</a> <a href="http://carleton.ca/fallorientation/">http://carleton.ca/fallorientation/</a></p>

## Week 1: Learning the Ropes – September 5-11

GOAL: The goal of this week is to start the process of helping the student adjust to their new surroundings and introduce them to the Carleton atmosphere. Many students have either never been to campus before, or have only been here a few times, and so this week is focused on showing them where things are, options for involvement to make the experience great and encouraging them to make meaningful connections with other students.

Meeting Content	Prompts & Discussion Questions	Helpful Resources
<p>This week you will have your first face to face meeting with your mentees. Your first meeting will set the tone for future meetings – remember to let your mentees set the direction of the conversation, however rely on the prompts to help you set a rhythm if needed.</p> <p><i>Learn about each other</i> Spend some time getting to know each other and starting to build a foundation of respect for your mentorship relationship -set clear boundaries for future methods of communication, respect for your time, etc. Check out the resources sections for some meeting conversation prompts to bring with you.</p> <p><i>Campus Tour: Tailored to their needs</i> Tory Building (SEO office, SEO HUB, Registrar’s Office) University Centre (Campus Card office, PMC, bookstore, ISSO, CUSA) Library (Study Spaces, Quiet Floor, Discovery Centre) CTTC (Health and Counselling, Pharmacy) Athletics (Ice House, Gym, Open Rec areas) Roberston Hall (Admissions, Student Accounts, Awards and Financial Aid, Equity) Your Favourite Study Space Bank Machines, Coffee Shops, etc.</p> <p><i>Attend Expo Carleton</i> Another great option is to attend Expo Carleton so that they can meet other students and see what Carleton has to offer for involvement opportunities.</p>	<p>Why did you choose Carleton/your program?</p> <p>How did your expectations for first week of classes compare to reality?</p> <p>Do you understand your professors’ expectations?</p> <p>What are your interests and are you thinking of joining any clubs/teams?</p> <p>Share your experiences too to get to know each other, remember to remain professional</p> <p>How is Orientation week going?</p> <p>Have you been to expo Carleton?</p> <p>Did you learn about any clubs you'd be interested in?</p> <p>Have you attended your first class yet? How did it go? Was it what you expected? Why or why not?</p> <p>Schedule your next meeting.</p>	<p><a href="http://carleton.ca/mentoring">http://carleton.ca/mentoring</a></p> <p>CuLearn training information</p> <p>Campus Map</p> <p>Expo Carleton handouts</p>

## Week 2: Connecting to Carleton – September 12-18

GOAL: The goal of the second week is to further their feeling of connectedness to Carleton and their sense of belonging. Students who have a greater sense of belonging in University are more likely to persist. It is important to take into account each mentee’s individual needs, take some time showing them more opportunities to get involved, some places on campus that they can go that are typical of the Carleton experience, and talk openly about their adjustment. These strategies will allow students to feel more comfortable opening up and accepting you as part of their new support system.

Meeting Content	Prompts & Discussion Questions	Helpful Resources
<p>This is your second meeting with your mentee. Start your conversation by talking about the connection they feel to Carleton so far. Plan to meet in a new area you have yet to explore</p> <p><i>Getting involved on campus</i> Share with them how getting involved on campus can enhance your university education.</p> <p>Talk about options for clubs and societies that may be of interest or specific events and programs that are available.</p> <p>Review the CCR/Grad Navigate – explain how this tool can be useful at Carleton. Bring a copy of yours to show them how it works.</p> <p>Focus on getting a clear understanding of what motivates each of your mentees and how they see themselves getting involved - clubs and societies, intramurals and sports leagues, student committees, professional development opportunities, social and cultural events, Carleton serves and other service learning experiences, etc.</p> <p><i>Places and Spaces</i> Show them a new place on campus where you can meet people or where social gatherings often take place such as the Raven's Roost in Residence, Roosters in the University Centre, or the Mentorship Lounge in the Tory tunnel.</p> <p><i>Adjusting to your new lifestyle</i> Discuss the Mentee’s living situation, whether on or off-campus. If the Mentee is living in residence, brainstorm ways they can foster a good relationship with their roommate(s). If the Mentee is living off-campus, brainstorm ways to make transportation work best for them.</p>	<p>How is it going making friends? Do you have plans to meet or do something together?</p> <p>What are some of your interests and have you thought about getting involved?</p> <p>Have you attended all of your classes so far?</p> <p>Did you notice any differences between Carleton and your home/previous institution/high school?</p> <p>Were you involved in any activities in your previous academic experience? Do you see yourself doing something similar or different here?</p> <p>How has your experience compared with what you had expected?</p> <p>Have you heard about the CCR?</p> <p>Are you finding your way to campus okay?</p> <p>Are you finding your way around campus okay?</p> <p>How are you adjusting to living in Residence?</p> <p>How are you adjusting to living off campus?</p> <p>How are you adjusting to your new time table and scheduling your own time?</p> <p>Set up a time for your next meeting.</p>	<p>Co-curricular Record <a href="http://carleton.ca/ccr">http://carleton.ca/ccr</a></p> <p>Campus Activity Board <a href="http://carleton.ca/cab">http://carleton.ca/cab</a></p> <p>Student Experience Office <a href="http://carleton.ca/seo">http://carleton.ca/seo</a> <a href="http://carleton.ca/seo/communit-y-service-learning/">http://carleton.ca/seo/communit-y-service-learning/</a></p> <p>SOAR Leadership Conference <a href="http://carleton.ca/soar">http://carleton.ca/soar</a></p> <p>Clubs and Societies <a href="http://cusaonline.ca/clubs/">http://cusaonline.ca/clubs/</a></p> <p>Career Services <a href="http://carleton.ca/cc/career/jobpostingsinfo/">http://carleton.ca/cc/career/jobpostingsinfo/</a></p> <p>Residence Life Services <a href="http://housing.carleton.ca/events">http://housing.carleton.ca/events</a></p>

### Week 3: Getting on the right track – September 19-25

GOAL: The goal of the third week is to talk about strategies for success. By this point in the semester students would have attended all their classes and tutorials and will be starting the implementation of their study plans and habits in order to ensure they can succeed this year. By talking openly about strategies for success, students in first year will be able to identify their individual needs and will help you connect them more intentionally with resources. Students also may need financial support and guidance around this time as deadlines approach. As their mentor, it is your role to connect them to appropriate resources.

Meeting Content	Prompts & Discussion Questions	Helpful Resources
<p>This is your third meeting with your mentee. The goal of this week is to talk about strategies to get on the right track academically and financially.</p> <p><i>Academic Dates and Deadlines</i> Share with your mentee the importance of connecting with your academic advisor in first year, and seeking out support before it is too late.</p> <p>Review dates and deadlines for adding/dropping classes, withdrawal policies, etc.</p> <p>Show them where Haven’s Books, the bookstore or other local bookstores are in the area so that they can be prepared with their class materials. Picking up a free agenda from CUSA is also a good idea.</p> <p>Talk about the importance of engaging in classes. Ask your mentee if they have had any struggles with this so far, and see where their comfort level is with participating in large classroom settings, as this can be a barrier for success in first year.</p> <p><i>Financial Support and Guidance</i> If necessary, suggest on campus resources that can provide information about funding education. Show them where they can find Awards and Financial Aid office, and who to contact if they have questions about OSAP.</p> <p>Budgeting is also an important topic around this time, as many students will be using a personal budget to keep them on track for the first time in their life.</p> <p><i>Tools for success</i> Talk about having a plan for success and using tools to help you achieve them. Talk about goal setting strategies, academic supports, budgeting workshops, professor’s office hours and other resources listed in the tools for success resource.</p>	<p>Have you reviewed your course outlines/syllabuses? Does anything seem odd, or do you have any questions about them?</p> <p>Do you know when all your dates and deadlines for assignments and exams are?</p> <p>Do you know how you are getting graded in each course?</p> <p>Are you finding anything different or challenging in any of your classes?</p> <p>Have you picked up your textbooks/course materials?</p> <p>How do you plan to stay organized this semesters?</p> <p>Are you going to attend Throwback?</p> <p>What are you going to do to keep track of your money? It's very easy to get caught up in everything in first year. Let’s talk about some budgeting strategies.</p> <p>Have you heard from OSAP? Have you thought about visiting the awards office if you need more information on bursaries and scholarships?</p>	<p>Co-curricular Books – purchasing vs. renting vs. borrowing <a href="http://library.carleton.ca">http://library.carleton.ca</a> and <a href="http://carleton.bkstr.com/">http://carleton.bkstr.com/</a></p> <p>Registrar’s Office Dates and Deadlines <a href="http://carleton.ca/registrar/registration/dates-and-deadlines/">http://carleton.ca/registrar/registration/dates-and-deadlines/</a></p> <p>Awards and Financial Aid <a href="http://carleton.ca/awards/">http://carleton.ca/awards/</a></p> <p>Budgeting resources in the Mentorship Lounge</p>

## Week 4: Preparing for Success – September 26 –October 2

GOAL: The goal of this week is to further prepare your mentees for success on campus by showing them how to seek out their own resources. Talking more in depth about academic supports available, preparing for exams and encouraging them to reflect on what has worked well and what has not this term will help better prepare them to succeed as they approach their first University deadlines. By equipping them with even more tools they can use to succeed academically, you are allowing them to guide their own academic and personal journey at Carleton and continuing to strengthen your mentorship relationship by celebrating their accomplishments and providing the necessary tools along the way.

Meeting Content	Prompts & Discussion Questions	Helpful Resources
<p>This is your fourth meeting with your mentee. As you get to know your mentees better, you will be in a position to understand their goals and objectives more in depth</p> <p><i>Planning for midterms, assignments, exams</i> Talk about their plan for preparing for their first set of midterms/assignments. Guide them towards the general advising services at SASC. Review how to get an appointment or what the walk-in hours are.</p> <p><i>Positive Study Habits</i> Discuss attending LSS workshops for study skills, or time management. As well, encourage them to attend PASS session or subject support tutor sessions. Suggest forming study groups with other students in their classes – this is a great way to meet new people and prepare for an academically successful term.</p> <p><i>Encourage reflection</i> Ask your mentee what has been the hardest part of adjusting to classes and academic habits. Ask your mentee what has been successful for them in the past and if these strategies have been helpful this year. Encourage them to reflect on if they have kept up their habits from high school or if they have let them slide.</p> <p>Talk about the importance of enjoyment of classes and ask them if their program has been a good fit for them so far.</p>	<p>What have you done for fun since we last met/spoke?</p> <p>Have you been able to keep up with your course work?</p> <p>Have you made a study plan for your upcoming midterms?</p> <p>Where have you been excelling and where have you been struggling?</p> <p>What do you do when you take breaks from studying?</p> <p>Have you been able to keep up with your course work?</p> <p>What assignments/deadlines do you have coming up?</p> <p>Have you been to your professors Office Hours yet? Talk about how this is helpful</p> <p>What classes are you enjoying the most?</p> <p>What is your biggest challenge right now? Let's brainstorm a way to overcome it</p> <p>ASB Applications are coming up soon, is this something you may be interested in?</p> <p>Set up a time for your next meeting.</p>	<p>SASC <a href="http://carleton.ca/sasc/advisingcentre">http://carleton.ca/sasc/advisingcentre</a></p> <p>LSS Workshops and Tips <a href="http://carleton.ca/lss/">http://carleton.ca/lss/</a></p> <p>WTS <a href="http://carleton.ca/sasc/writing-tutorial-service/">http://carleton.ca/sasc/writing-tutorial-service/</a></p> <p>PASC <a href="http://carleton.ca/sasc/peer-assisted-study-sessions/">http://carleton.ca/sasc/peer-assisted-study-sessions/</a></p> <p>Subject Support Tutor <a href="http://carleton.ca/sasc/subject-support-tutor/">http://carleton.ca/sasc/subject-support-tutor/</a></p>

## Week 5: Health and Wellness – October 3-9

GOAL: The goal of this week is to focus on health and wellness. Students at this time of year can sometimes forget or ignore the importance of taking care of yourself and balancing academics with social aspects of University. University is a holistic experience, and this week brings the focus on their personal wellbeing as a way to encourage self-reflection and the improvement of healthy living strategies. As an upper year student, being able to model the way for how this has helped you succeed in your academic life will be key in continuing the rapport you have built in your mentorship relationship.

Meeting Content	Prompts & Discussion Questions	Helpful Resources
<p>This will be your fifth meeting with you mentee. Use your rapport with your mentees to determine how mindful they are being of their own health and wellness – if they are struggling to stay on track, what are they struggling with, or if they are being successful, what they are doing to stay on track</p> <p>Talk about the importance of taking care of yourself during this stressful time. Let them know that support is available and that you are there for them.</p> <p><i>Healthy Eating</i></p> <p>Although it may not apply to everyone, many first year students are either cooking for themselves for the first time, or having unlimited options at the dining hall in residence for the first time. Talk about how eating healthy can change your attitude and outlook on situations and how it can be a positive contributor to academic success.</p> <p><i>On campus fitness options</i></p> <p>Take the time to understand if staying fit is important to your mentee and how they would have stayed fit back home. Take the time to introduce the many on-campus fitness options such as going to the gym, swimming, fitness classes, etc. You could even use this meeting as a chance to attend an open rec session or free class together.</p> <p><i>Relaxation Techniques</i></p> <p>Discuss ways to relax and services which are offered on campus, like therapy animals during exams or if they live in residence the meditation station in Renfrew House. Refer them to any of the relaxation and stress management resources listed in your binder. These options are all free and can be of great use to someone who is having a hard time with the stressors of University.</p> <p><i>Stress Management</i></p> <p>Discuss the student’s stress management. Talk about strategies they use to keep themselves on top of their work, and what they do to juggle their many responsibilities. If they do not have any, talk about some options with them such as creating a calendar, using an agenda, or anything else in the resource in your binder.</p>	<p>What are some of the things they have found most difficult this semester so far?</p> <p>What have they enjoyed the most?</p> <p>What are some resources they have used or found helpful?</p> <p>How is attending more things and committing to a class going to help you succeed?</p> <p>Have you found ways to pursue your favorite hobbies in Ottawa?</p> <p>How many hours are you sleeping and in what schedule?</p> <p>When was the last time you did something for fun?</p> <p>What have you been doing to destress?</p> <p>What are some strategies you can use to manage your time and stress this term?</p> <p>How is participating in fitness options on campus going to help you succeed at Carleton?</p> <p>What do you find the hardest to accomplish and how can we make it more enjoyable?</p>	<p>Dietician in Residence  <a href="http://dining.carleton.ca/nutrition/dietitian/">http://dining.carleton.ca/nutrition/dietitian/</a>  <a href="http://dining.carleton.ca/nutrition/">http://dining.carleton.ca/nutrition/</a></p> <p>Meal Calculator  <a href="http://carleton.campusdish.com/Commerce/Catalog/Menus.aspx?LocationId=5087">http://carleton.campusdish.com/Commerce/Catalog/Menus.aspx?LocationId=5087</a></p> <p>Open Fitness Programs  <a href="http://athletics.carleton.ca/fitness/">http://athletics.carleton.ca/fitness/</a></p> <p>Wellbeing resources  <a href="http://carleton.ca/thrive/well-being-resources/">http://carleton.ca/thrive/well-being-resources/</a></p>



## Week 6: Reflecting and Moving On – October 10-16

**GOAL:** The goal of this final week is to wrap up your mentoring relationship and to focus on helping your mentees reflect and identify their own skills and growth. Students at this point in the year are just about to head into their first round of midterms, start their Fall Reading Week break, or are contemplating their status as a student at Carleton. Opening up the conversation as their mentor about what has gone well, recognizing their achievements, and allowing them to be vulnerable in identifying what did not go as planned, will not only encourage them to see the value in the program, but also in all the work that they have done so far this year. This week will mark a change in your mentorship relationships as you will move on from the relationship formally after this week - reinforce your mentees' successes, highlight the elements of their your mentees on an as needed support network, and set the boundaries for the next stage of your mentoring relationship.

Meeting Content	Prompts & Discussion Questions	Helpful Resources
<p>This will be your final meeting with your mentee. The goal is wrap up your time together by reflecting on what you have accomplished together. It is required to hold both one on one meetings to address individual concerns, however one big social outing with all of your mentees to celebrate getting to this point in the semester is also a great idea It is required to hold both one on one meetings to address individual concerns, however one big social outing with all of your mentees to celebrate getting to this point in the semester is also a great idea Remind them about Fall Reading week, and share any stories or guidance that you feel necessary since this is your last meeting. Your mentorship relationship has focused on helping your mentee navigate their new environment – academic, social, and cultural. This will be a great opportunity to reassert their goals, strengths, areas of improvement, achievements, etc.</p> <p><i>What went well this term?</i> Talk about what they have accomplished in just 6 weeks: friends they have met, clubs they have joined, grades they have received, etc. It may be a different conversation with each mentee. Recognize their achievements and successes.</p> <p><i>What could be improved for the rest of my year at Carleton?</i> Talk about strategies they want to continue or build upon. Discuss how they can improve or change their approach to continue to improve. Does your Mentee feel confident that they will be successful this year? If not, what resources can you connect them with?</p> <p><i>Moving On</i> What will our relationship look like after FYC is over? Will you continue to stay in touch with your mentees? This is all based on personal comfort level, there is no pressure to continue these relationships after FYC ends. Refer them to the Mentorship Coordinator for future supports if you think it will be necessary.</p> <p>Discuss future leadership opportunities for your Mentee such as becoming a Mentor or Fall O facilitator or attending the SOAR leadership conference.</p>	<p>What resources did you use and find helpful?</p> <p>What are you most proud of from your experience so far?</p> <p>What clubs have you joined and what friends have you made?</p> <p>What are your personal and academic objectives for the rest of the term? Do you feel on track to meet them?</p> <p>Discuss their comfort with the program being over.</p> <p>Did you enjoy being part of the program?</p> <p>What are your expectations of our mentorship relationship moving forward?</p> <p>What was the most significant thing you gained from participating?</p> <p>Remind them to fill out their evaluation form that will be sent to them via email</p>	<p>Resources guide in your mentor binder</p> <p><a href="http://www.Carleton.ca/mentoring">www.Carleton.ca/mentoring</a></p> <p><a href="http://www.Carleton.ca/seo">www.Carleton.ca/seo</a></p>