

Danville Area Community College A Guide for Mentors

Help us enhance student retention and increase student success.



Program Introduction

In an effort to scale up our Danville Area Community College (DACC) Mentoring Program, DACC is seeking to assign mentors from our own DACC faculty and staff to most of our new, full-time, degree/certificate-seeking students.

Our goal is to enhance student retention and increase student success.

As a mentor, you will be required to meet with your mentee at least three times per semester. This alone helps to enhance student retention.

Mentoring

For those who are unfamiliar with mentoring and the mentoring process, “*mentoring is a process in which an experienced individual helps another person develop his or her goals and skills through a series of time-limited, confidential, one-on-one conversations and other learning activities*” (Murray, 2001).

For us, these people are our students.

Training

Training will be provided each fall semester.

Mentors should take time to reflect upon the following questions prior to committing to the mentor/mentee relationship:

-
- 1. What experiences and learning can I bring to the mentoring relationship?*
 - 2. What are my own expectations for the relationship?*
 - 3. Are there any obstacles that could impede the relationship’s development?*
-

5 Key Mentoring Skills

Various mentoring literature shows that mentors tend to employ certain mentoring skills. Research also indicates that these skills can be developed, and that particular skills or competencies seem to result in the most successful mentoring relationships. Linda Phillips-Jones, Ph.D., mentoring expert and author of *The New Mentors & Protégés: How to Succeed with the New Mentoring Partnerships* studied hundreds of mentor-protégé relationships and developed a set of critical mentoring skills and competencies.

The 5 key mentoring skills below are adapted from her work.

- Listening Actively
- Building Trust
- Determining Goals
- Building Capacity
- Encouraging & Inspiring

“A lot of people have gone further than they thought they could because someone else thought they could.” – Zig Ziglar

Mentor Expectations and Benefits

The only requirement to be a mentor is to have a minimum of three contacts throughout the semester with your mentee to see how he or she is doing.

There is a suggested timeline of topics to reference if you are unsure of what to discuss with your mentee.

Communication can be by mail, by phone, in-person, by email, or by text. The idea is to provide basic college information, let the student know you are thinking about him or her, touch base to see how things are going, trouble-shoot if needed, and turn any concerns in to the proper department.

Mentors also draw benefits from the mentoring relationship. As a mentor, you will have the opportunity to share your wisdom and experiences, evolve your own thinking, develop a new relationship, and deepen your skills as a mentor.

Stages of Formal Mentoring Relationships

Like most relationships, mentoring relationships progress through stages. Your formal mentoring relationship will likely reflect four developmental stages with each stage forming an inherent part of the next:

1. Building the Relationship

As you build this relationship, you will get to know each other and begin to establish trust.

During your first meeting (ideally face-to-face), discuss your backgrounds, experiences, interests, and expectations. You will also make agreements about confidentiality and the frequency of contact. During this first stage, it is important to establish a schedule for communicating regularly, whether in-person, by phone, or via e-mail.

2. Exchanging Information and Setting Goals

During Stage II, you will exchange more information and set goals. Your relationship and trust will deepen. As the mentoring relationship unfolds, be attentive to practicing active listening and consistently expressing encouragement.

3. Working Towards Goals/Deepening the Engagement

During Stage III, which is typically the longest stage, you will help your mentee work toward achieving his or her goals through conversations, sharing written materials, trying various learning and development activities, and introducing him or her to other colleagues.

This is a rich phase marked by openness and trust, meaningful discussion, and application of new insights and approaches.

Your mentee needs your ongoing encouragement at this stage.

4. Ending the Formal Mentoring Relationship and Planning for the Future

During this stage, planning for the mentees continued success is balanced with bringing the formal mentoring relationship to a close. Work with your mentee to define the types of support he or she may need in the future.

You may want to connect him or her with additional colleagues who can provide benefits other than those provided by you. This is also a good time to explore your mentees own interest in one day mentoring someone. Adjournment brings closure to the journey.



Your final discussion should be dedicated to the following:

- Reflecting on accomplishments, challenges, and progress towards goals.
- Discussing what your mentee will remember most about the relationship.
- Determining what challenges lie ahead for him or her.
- Exploring other types of support he or she may still need.
- Discussing whether the relationship will continue informally and how you will implement that.
- Expressing thanks and best wishes!

References

Murray, M. *Beyond the Myths and Magic of Mentoring: How to Facilitate an Effective Mentoring Process*. San Francisco: Jossey-Bass Inc., 2001.

Campus Resources

Academic Advisement and Counseling (Lincoln Hall – 217.443.8750): Discuss program options, receive permission to register yourself online, create an academic plan, register for classes with an academic advisor, and talk to a counselor about personal problems you're experiencing.

Campus and Community Resources (Lincoln Hall - 217.443.8755): A resource on campus that can provide information about community services that assist in other obstacles outside of college that may impact your ability to succeed such as housing, transportation, physical and emotional abuse, prenatal care. etc.

Career Services (Lincoln Hall – 217.443.8597): Personality and skills assessments for undecided students, interview skills, resume building, and job search capabilities; **Remember:** The services in this office are available to community members as well as students!

Child Development Center (217.443.8833): An on-campus child care facility for students, faculty, staff, and community members; Serving children 15 months-5 years all year and school-age, 6-12 years, during the summer; Accepts payments from state, federal, and local agencies.

Computer Labs (Clock Tower, Lincoln Hall, Mary Miller): Scheduled hours are available for students to use computers. Computer lab locations in the Clock Tower, Room 127 (Library), Lincoln Hall, Room 204, and Mary Miller, Room 206. Note: Students must have their user ID and password to log-in at any of these computer labs.

Computer Labs Schedule: <https://dacc.edu/schedules/complabs>

DACC Clothing Closet (Cannon Hall - 217.443.8597): Available clothing for students to use for job interviews and to get them started on their first few days on the job.

DACC Food Pantry (Vermilion Hall - 217.443.8843): A food pantry available to students who meet the income eligibility guidelines. Food Pantry Referral Form: <http://www.dacc.edu/assets/pdfs/employees/foodpantry.pdf>

DACC Library (Clock Tower – 217.443.8739): Reference material (both in hardcopy and online) for research, computer lab for student use, study areas, and interlibrary loan connections with other libraries in the state if materials aren't available on campus

Follett Bookstore (Lower Level of Lincoln Hall – 217.554.1546): The place on campus to buy textbooks, DACC merchandise, and school supplies. **Note:** Students need a copy of their class schedule and their DACC student photo ID to charge books to their financial aid accounts.

International Student Office (Lincoln Hall – 217.443.8755): Dawn Nasser, Coordinator of Campus & Community Resources & Academic Advisor, is available in Lincoln Hall, Room 104 to help international students with any issues they may be facing while attending DACC.

MASS Math and Science Tutoring Lab (Mary Miller): Assists students with their math and science courses. Staffed by DACC math and science instructors as well as peer tutors, students can participate in learning groups, supplemental instruction, and tutoring. MASS website: <http://www.dacc.edu/depts/MASS>

Testing Center (Cannon Hall – 217.443.8708): Placement testing, testing for online courses, general tutoring, and academic accommodations for students with disabilities; **Note:** If you have a disability, please contact the Testing Center BEFORE you start classes. This will give Disability Services enough time to get you the best accommodations for your needs.

TRIO/Student Success Center (Cannon Hall - 217.443.8898): The TRIO program is a grant-funded program available to students who meet one of three criteria (first-generation college student, low income, or have a physical or learning disability). Students accepted into this program are offered a variety of services including academic advising, help with scholarships, financial aid, and college transfer applications, college visits to local four-year universities, mentoring, and tutoring. If you are interested in the TRIO program visit the following web page to submit an interest form: <http://www.dacc.edu/ssc/trio/interest>

Veterans' Services (Lincoln Hall - 217.443.8864): Nick Catlett serves as our veterans' representative on campus. Contact Nick for assistance with veterans' benefits as well as other services available to veterans in the community.

Writing Center (Clock Tower – 217.443.8877): Assists students with their writing; Staffed by DACC English instructors, students can bring their papers in if they have issues with grammar, mechanics, or research citations, or if they just want someone to look over their paper and offer suggestions on strengths and weaknesses.

Community Resources

2-1-1 (211 or 1-888-865-9903): A free and confidential service that helps people across North America find the local resources they need. Available 24 hours a day, 7 days a week.

Student's Rights & Responsibilities at Danville Area Community College

It is each student's responsibility to be familiar with the information presented in the DACC Catalog, Student Handbook, college website, and college e-mail communications. The policies and documents below can be found on our website at www.dacc.edu. Listed below are a few policies, procedures, laws, and services that we would like to highlight. Links/offices are also provided for additional/detailed information. Computer labs are available at DACC for students to view the policies online. Printed copies can be requested through the Information Office at 217-443-3222. DACC Academic Advisors can also advise students on the rules and regulations. In no case will a regulation be waived or an exception granted because a student is unaware of the policies/procedures noted in the sources mentioned above, or contend that they were not informed of, the regulations/procedures.

Policy/Procedure/Service	For More Info, Call or Visit	Phone Number
Scholastic Policies (Standards of Academic Progress) http://dacc.edu/assets/pdfs/currentstudents/AcademicStandardsForAll.pdf	Various Offices	217-443-3222 =Information
Accommodations for Students with Disabilities http://dacc.edu/ssc/oa	Assessment Center (CH) Disability Services (LH-115)	217-443-8708 217-554-2497
Address Changes http://dacc.edu/ar/address-change	Admissions & Records (VH)	217-443-8802
Anti-Harassment in Education Policy Page 43 of 2016-17 Handbook- http://www.dacc.edu/student-handbook	Human Resources (VH)	217-443-8757
Attendance & Leave of Absence Policies http://dacc.edu/ar/withdraw	Admissions & Records (VH)	217-443-8800
Books (for Classes) http://www.dacc.edu/bookstore	Bookstore (LH)	217-443-8759
Campus Security Report http://www.dacc.edu/hr/campus-security-report	Registrar (VH)	217-443-8803
College Catalog http://www.dacc.edu/catalog/	Admissions Office (VH)	217-443-8802
Complaints/Grievances http://www.dacc.edu/complaint-procedures	Dean of Student Services (LH)	217-443-8746
Copyright & Peer-to-Peer File Sharing http://dacc.edu/board/policies?search=6031	Dean of Student Services (LH)	217-443-8746
DACC Curriculum Guides (Cert & Degree Requirements) http://dacc.edu/aac/cguides	Academic Advisement & Counseling (LH)	217-443-8750
DACC Student ID & E-Mail Communications https://students.dacc.edu/id/	Computer & Network Services (TC)	217-443-8871
DACCnet Acceptable Use Policy http://dacc.edu/board/policies?search=2012%20internet	Internet System Administrator (TC)	217-443-8871
Degree Requirements - Each degree and/or certificate has specific assessments, requirements, and procedures based on the year you starts and/or completes the degree/certificate. Pages 50-64 of 2017-18 Catalog http://dacc.edu/assets/pdfs/catalog/catalog17-18.pdf	Academic Advisement & Counseling (LH)	217-443-8750
Disclosure of Private Mental Health (Policy & Form) http://dacc.edu/assets/pdfs/currentstudents/MentalHealth.pdf	Admissions & Records (VH)	217-443-8800
Drop/Withdrawal Policy http://dacc.edu/ar/withdraw	Admissions & Records (VH)	217-443-8800
Drug Free Learning Environment/Policy on Alcohol & Drugs Page 66 of Student Handbook Click here for Current Student Handbook	Admissions & Records (VH)	217-443-8802
Drug Prevention & Education Programs Page 72 of Student Handbook Click here for Current Student Handbook	Dean of Student Services (LH)	217-443-8746
Emergency Text Alert https://www.campusalerts.com/danvilleareacollege/	Information Office (VH)	217-443-3222
Gainful Employment Information (for Certificates) http://dacc.edu/aac/cguides/2017-2018	Admissions (VH) or Recruitment & Retention (LH)	217-443-8800 217-443-8755

Policy/Procedure/Service	For More Info, Call or Visit	Phone Number
Grade Changes & Disputes * Should be done within 30 days of the end of the semester.	See Individual Instructors or appropriate Academic Dean	217-443-3222 =Information
Grade Exclusion Policy http://www.dacc.edu/ar/grades	Records Office (VH)	217-443-8797
Help Desk http://dacc.edu/helpdesk	Computer Network Services Administrative Data Systems	217-443-8861 217-443-8854
Non-Discrimination Statement http://www.dacc.edu/nondiscrimination	Human Resources Director (VH)	217-443-8756
Preventing & Reporting Sexual Violence/Misconduct http://dacc.edu/titleix	Human Resources (VH) or Dean of Student Services (LH)	217-443-8756 217-443-8746
Residency Policy (effects tuition rates) http://www.dacc.edu/ar/residency	Admissions Office (VH)	217-443-8802
Shopping Sheet (part of Jaguar Spot/Online Student Services) http://www.dacc.edu/jaguarspot/	Financial Aid	217-443-8864
Student Code of Conduct http://dacc.edu/assets/pdfs/student-handbook/StuHandbook.pdf	Dean of Student Services	217-443-8746
Student Handbook http://www.dacc.edu/student-handbook/	Enrollment Services (LH)	217-443-8746
Students' Rights to Privacy Page 37 of 2017-18 Catalog - http://www.dacc.edu/catalog/privacy.php	Admissions & Records (VH)	217-443-8800
Tobacco Free Campus Policy http://www.dacc.edu/tfc/faq	Dean of Student Services	217-443-8746
Transfer-In-Credit Policy http://www.dacc.edu/assets/pdfs/ar/Tran_InCredit_Process.pdf	Records Office (VH)	217-443-8797
Tuition & Fees/Financial Responsibility of Student http://dacc.edu/tuition	Cashier/Business Office (VH)	217-443-8767
Voters Registration Notice/Information Page 91 of http://www.dacc.edu/student-handbook/	Dean of Student Services (LH)	217-443-8746

Mentoring Meeting Checklist

- _____ 1. **Initial Meeting (Sometime during the first 2 weeks of the semester):** The initial meeting should be used to establish a connection with the student. Remember ‘No one cares how much you know until they know how much you care!’ Engage the student by allowing them to do most of the talking. Be sure to emphasize to the student that you are a resource that can connect them to resources on campus and in the community. Tell them where you are located and how to reach you.
- (date)

Below are some topics that may be helpful in gathering information:

- _____ Background (high school, sports, extracurricular activities, hobbies, etc.)
- _____ Support system (first-time college student, live at home, etc.)
- _____ College experiences
- _____ Check semester schedule (What classes are you taking? What are you studying? What is your end goal/job/transfer? etc.)
- _____ Books/supplies (Do you have what you need to be successful?)
- _____ College resources (See “Campus Resources” and “Student Rights and Responsibilities”)
- _____ Jaguar Spot (Have you logged in yet? Bills, schedules, program evaluations, etc.)
(Step-by-step instructions to get log-in information:
<https://www.dacc.edu/jaguarspot/docs/StudentID-PasswordInstructions.pdf>)
- _____ General concerns (How is the semester going thus far?)

- _____ 2. **Mid-term Meeting (Around mid-term):** This meeting should be used to make sure the student is on track and to determine the need for resources.
- (date)

- _____ Study Habits (How is it going? Are you studying regularly? Asking Instructor if you need more help? Tutoring?)
- MASS Tutoring Center – Provides help with Math/Science (Mary Miller, 554-1695)
 - Writing Center – Provides help with writing papers (Clock Tower, 443-8877)
 - TRIO Tutoring – Must be a student in their program (Cannon Hall, 443-8862)
 - General Tutoring – Available to any students (Cannon Hall, 443-8708)
- _____ Check grades (How are you doing?)
- _____ Career Services (Are you starting to have second thoughts about your major/career choice?)
- _____ Financial Aid (Have you applied for next year’s FAFSA yet?)
- _____ Spring Registration (Have you registered for the next semester yet?)
- _____ Withdrawal period Students have until a certain date to withdraw from a 16-week class with a ‘W’ grade; however, this shouldn’t be taken lightly. If you withdraw from a class it may affect your financial aid (\$\$) or academic standing, which could place you on academic probation. Check with Financial Aid before you withdraw!

- _____ 3. **Final Meeting (Sometime during the last month of the semester):** This will be the final meeting of the semester. It should be used to reinforce the student’s progress, encourage them to finish the semester in a positive manner, and get them prepared for the next term.
- (date)

- _____ Check on grades going into Finals, address any concerns.
- _____ Remind them about student resources.
- _____ Foundation scholarship applications available mid-December (due end of Feb.)