WHAT’S INSIDE

How TSPM Thrive at Their Jobs
(and hopefully waylays the fears)
No worries. You got this
Also, what we do at ASC...

TRANSFER STUDENT PROGRAM

Academic Success Center
9th Floor Rudder Tower
Texas A&M University

tsp@tamu.edu
WHAT WE DO (A LOT)

We hire Transfer Student Peer Mentors (TSPM) from a variety of colleges and demographics (veterans, non-traditional students in terms of age, work, and life experiences). Most of our transfer population is still, on average, relatively young; however, we see an increasing number of transfers who are older, previously in the work force, married and/or have children. The program attempts to address the needs of multiple demographics. Information on our mentors found here: Meet Our Mentors §

TSPM = Transfer Student Peer Mentors | PM = Peer Mentors | § = Click Hyperlink 4 More
Mentees = transfer students | Pro·té·gé = mentees | SM = SmartSheets

Hold Weekly Office Hours
TSPM work 10-12 hours per week. Students can make several types of appointments in 30 or 50 minute increments: face-to-face, virtual (online via Google Hangouts) by phone and walk-ins welcome.

Contribute to our Transfer Magazine and Weekly Newletters
You are the ambassador of your college; you will acts as the conduit for information from your college, for students within your college.

Write Blogs and Bi-Weekly Emails
TSPM regularly sends topic driven emails to their mentees -- for example: Q drop dates, protocols for visiting advisors and faculty, effective communication ideas in college, “What to do and know now”, “What is a research agenda?”, and discuss topics such as homesickness, non-traditional student concerns, learning styles, accountability and finding your niche, to name a few. There is a schedule of topics provided to mentors addressing “Issues by Month for College Students.” TIP | if writing anything, the goal is to be authentic, sharing communication with a mentee should not be like writing a term paper; share a little, ask questions, and remember what YOU wish you had known as a new transfer student at TAMU. Finally, PROOF, PROOF and more PROOF.

Veteran and Non-Traditional Student Friendly
Occasionally, we partner with the Veteran Center and off-campus resources to meet the needs of students

Host Events/Workshops/Seminars
TSPM host a minimum number of events/workshops per semester: (1-2) academic workshops aligned with their college and (1-2) social events with and for their mentees.

Receive Extensive and On-going Training
TSPM receive a minimum of 36 hours of training; we open office hours the week before school and mentors start contacting incoming transfers over the summer and winter breaks; TSPM contact incoming transfers with a welcome phone call (Welcome Telephone Call Script); TSPM must also read and complete workbook assignments over the summer and winter break. We rotate books TSP in a Nutshell

Work at Satellite Stations
Transfer Student Peer Mentors are available to meet with students/transfers at Rudder Tower all the time and during designated times at Evans Library, Memorial Student Center and West Campus Library. Times and locations will be displayed weekly, on social media and TSP Listserv.

Tau Sigma National Honor Society for Transfers
TSP hosts the local Texas A&M chapter. The mission of Tau Sigma is to recognize and promote the academic excellence and involvement of transfer students. It also provides its members opportunities to earn scholarships and attend leadership conferences.
Not everyone knows where they will end up when they first start college. Many don’t know what they want to do, or what degree they need, until later in life. You can, however, still dream big even if your degree plans shift along the way. — Anonymous

**Transfer Student Service Project**

Because we encourage students to use their first semester to acclimate to TAMU and get the lay of the land, through surveys and feedback, we learned that students still want to be involved in the community. The Transfer Service Project partners with 3 non-profits in the Bryan/College Station area to host 6-8 service projects per semester. TSP partners with Habitat for Humanity, Elder Care and Twin City Mission. New transfer students can sign up for as many projects as they like, and TSPM must sign up for 1-2 projects per semester.

**“Let’s Talk” English Conversation Mentoring**

Our English Conversation Program is for our international transfer students. TSPM are trained by the University Writing Center to work with international undergraduate transfer students on their conversational English, slang, written and verbal communications style. We do this using a combination of social media, television, movie trivia, videos, and discussion. It is quite popular.

**TSPM have access to Study & Group Aids**

TSPM host study groups and show students how to create/facilitate effective study groups; when available, TSP gives away USB wristbands embedded with academic tips, planners, highlighters/stylus/pens. **NEW** Adult Coloring books! Yeah! Mentors may give items away during their appointments or as an incentive to attend events/workshops.

**Tip** Ask your mentees what they need, what they want, what would help them be successful. Don’t be afraid to ask and share with the TSP advisor.
**TSP MISSION**

To actively engage transfer students as they transition into Texas A&M University, to provide support, referrals, comradery, and insight to all incoming transfer students regardless of college, lifestyle, background, previous college, traditional and/or non-traditional transferring background.

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**ACADEMIC SUCCESS CENTER:**

**WHO YOU WORK FOR**

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**ACADEMIC COACHING**

Academic Coaches are full-time professionals who work with Aggies one-on-one. Coaches guide you into becoming the most effective, self-regulated learner possible. Coaching is a perfect metaphor for the relationship that develops, because the Academic Coach identifies your strengths and weaknesses and individualizes appropriate activities, much as an athletic coach or personal trainer assesses an athlete and develops a training regimen.

**WORKSHOPS AND COURSES**

The Academic Success Center offers credit-bearing courses, a workshop series, and one-time workshops on topics important to academic success.

*Offers three credit-bearing courses:*

- STLC 101: Application of Learning Theories to College Studies
- STLC 102: Career Awareness
- STLC 289: Special Topics

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**WORKSHOPS AND COURSES cont.**

*Commit to Success* Workshops meet twice a week over a three-week period. Topics include learning theory and learning models, goal setting, motivation, learning and study strategies, and time management.

*Wednesday Workshops* offer two sessions of that week’s workshop over a variety of topics related to academic success such as time management, self-regulated learning, textbook reading, note taking, test preparation, and memory.

**TUTORING**

The Academic Success Center offers free drop-in tutoring for certain highly-requested, core-curriculum courses and in a number of subjects. Tutors are available on a first-come, first-served basis on Sunday through Thursday, 5-9 PM.

**SUPPLEMENTAL INSTRUCTION**

Supplemental Instruction (also known as SI) is a free, peer-led, academic assistance program designed to improve performance. The Academic Success Center offers three 50-minute sessions per week for selected lower-level undergraduate courses. SI sessions are held outside class, on a regular schedule.

**TEXAS SUCCESS INITIATIVE**

Required by the Texas State Legislature for identifying and academically preparing those students whose basic skills in reading, writing and/or mathematics are less than what is required to succeed college level courses.
How Do Students Find Out About Us | How Do You Find Mentees

TSP receives a report of incoming transfer students each semester. Incoming transfer students are divided by college, veteran, and non-tradition status and assigned to mentors by college and liaisons (more on that later).

1 Postcards, magnets, 15-foot signage in high traffic areas on campus, bookmarks, 3-in1 pens/highlighters/stylus.

2 TSP Welcome Dinner each semester (225-250 seats in the fall and 100-125 seats in the spring).

3 We use digital signage to advertise our program in buildings and high traffic areas.

4 We participate heavily in New Transfer Student Conferences; host resource tables, work NSC luncheon, serve on panels and attend the transfer pre-conference family social.

5 TSP Magazine, Listserv, Newsletters & TSP Weekly Game

NEW!

TSP will be partnering with the Office of Admissions to create a transfer version of the Phone-A-Fish program. TSPM participate in a call-a-thon over the course of 2-3 evenings. Dinner and refreshments will be provided by the Office of Admissions. We will be reaching out to transfer students that have been admitted into TAMU but have not committed to attending by mid-November and mid-April; script and FAQ’s will be provided during a short orientation.

Myths About the Peer Mentor Relationship by Margie Bader

Myth #1: Peer mentoring is time consuming.
This is a misconception of many prospective mentors. There may be more focused time at the beginning of the mentoring relationship, with the time commitment tapering off as the relationship progresses. Also, with technology and different methods of communicating, mentoring today can take place face-to-face, as well as on the phone, through apps, email, by text or on social networking sites. We ask mentors to give approximately an hour a week to their protégés using their preferred means of communication.

Myth #2: Effective mentoring relationships should last a long time.
Mentoring relationships are based on the protégé’s needs and will only last as long as the protégé continues to need the mentor’s help and support. Some mentoring relationships have been effective in as little as one-to-three sessions, while others have spanned several months. Our research showed that the length of the mentoring relationship has little bearing on the successful outcome of the relationship.

Myth #3: Only the protégé benefits from the mentoring relationship.
Even though the mentoring relationship is formed to help the protégé settle into their program and the college, being a mentor often helps to re-energize the mentor’s own college life. The mentor can network with other mentors from different programs, campuses and cultures, learns more about the college resources and about the protégés life and goals. Often sharing information about one’s own program helps mentors renew their interest in the program!

Myth #4: Mentors are older.
Yes, mentoring does have its roots in ancient Greece, where mentors were old men with long beards! However, today mentors can be younger than their protégés. They are selected based on their understanding, skill and capacity to share what they know, regardless of their age. In today’s society, many of our protégés are mature students who want to be supported by the best mentor irrespective of their age.

Myth #5: Mentoring is based on interpersonal chemistry.
Mentoring relationships are primarily functional and do not need to be viewed as friendships. Mentoring needs to be built on mutual respect and trust, and this should not be confused with chemistry or friendship. Some mentoring relationships lead to friendship but many of them end when the need for mentoring ends. However, the impact the mentor and protégé have on each other often outlives the actual relationship.
Facebook | Our social media feeds are peer driven. TSPM contribute heavily to all social media. New posts are added 2 times per week on Monday and Thursday; the material is maintained 2 weeks in advance.

Upload your contribution to SmartSheets on the TSPM Recurring Tab
1-2 submissions per mentor

Content accepted:
- Info about, for and from your college
- Academic nuggets, including websites or cool apps
- Hobbies or interests
- Happenings around B/CS
- Invites and/or updates for your events
- Info about an organization you’re involved in or think would be interesting to students
- Nuggets for veteran students
- Nuggets for non-traditional students
- Something funny, yet appropriate (they all go through me before they are posted)
  - You may include/attach photos
  - Provide any relevant links/URLs

Twitter | New tweets sent out 3 times per week; ideally on Sunday evening, Wednesday and Friday. TSP keeps material ready 2 weeks in advance.

Upload your contribution to SS on the TSP Recurring Projects Tab
1-3 submissions per mentor

- Create tweets using one of the formulas (Twitter Headlines to Use)
- 140 characters or less

If you want something to be posted right away, see TSP advisor.

Instagram | TSPM are not required to contribute to Instagram on regular basis, however, you can if you’d like TSP to post something on your behalf. See Social Media liaison if that is the case. We post two weekly. The posts are 30-60 second clips of anything seen around campus, that is interesting or cool to look at and can be pulled from the web (see photo sites below). We don’t have to take ourselves so
Google Groups | There are students too shy or reticent to visit us face-to-face. Google Groups is another way to disseminate socio-academic support, current trends and discuss topics while encouraging input from mentees.

New to Google Groups? Watch these Videos: (1) Google Groups Overview and (2) HOW TO...Access Google Groups, Post, Reply and Set Notifications

- Groups are set up by college
- Students are sent a link to join your group
- TSPM should encourage students to participate in discussions or post in the group, however, ALL POST ARE MODERATED
- Keep post info no longer than a few paragraphs
- Links are great but personalize the info. Why are you providing that link? Have you used XYZ services?
- All prep work is to be proofed by TSPM advisor prior to initial invite
- They are meant to be FUN
- Reply, reply, reply! Oh yes, and reply. Seriously, reply.

How to set up your Group

Prep-Work performed before inviting mentees to joining your group

YouTube | (New-ish) We think our mentors have a lot to say and our goal is to make sure TSPM are relatable, as well as accessible. In addition to the meet our mentor’s page, we create Video Shorts on each of our mentors. There will be gentle prompting and light preparation, still, our goal is not to take ourselves too seriously and share a few words of wisdom.

TSPM will create tips and tricks videos. It’s an excellent avenue to be creative.

A STAR IS BORN
(CHECK OUT BIO VIDS)
Professional behavior
- Always arrive on time, be dependable and responsible
- Be pleasant and courteous with everyone you encounter on site
- Initiate and respond to interaction with mentees
- Maintain confidentiality of student information
- Be respectful of perspectives and ideas that may differ from your own
- Refrain from disclosing any potentially offensive opinions or remarks
- Absolutely no profane, foul, or lewd language

Effective Mentoring Communication Habits
- Mistakes are OK, you are not expected to be an expert mentor
- Be positive and optimistic
- Avoid lecturing
- Listen without interrupting
- Ask clarifying questions
- Be interested

Establish clear and healthy boundaries
- Regularly communicate with your mentee via email, phone calls, social media and in person if initiated by the mentee
- Do NOT connect with mentees through social networking sites (Facebook, Twitter) unless invited to do so
- Do NOT participate in any romantic relationships with your mentees
- Do NOT engage in any unwanted and/or uninitiated touching beyond a professional handshake
MENTORING 101 CONT.

Mentor Roles
- Teacher - share your knowledge and experience as transfer student
- Problem solver - refer mentees to resources, offer options
- Motivator - when your mentee is facing challenges, support them by providing encouragement
- Coach - help mentee overcome performance difficulties through positive feedback (reinforce behavior) and constructive feedback (change behavior)
- Guide - help mentee set realistic goals. Five goal setting factors: specific, time-framed, results oriented, relevant, reachable.

Mentee Roles
- Learner - a strong desire to learn new skills and abilities
- Decision maker - takes charge of their education
- Initiator - mentee must be willing to explore challenges on their own initiative
- Goal setter - mentee should determine where they want to go, so that people can help guide them to their destination

Five Essential Principles of Effective Mentoring
- Mutual Respect
- Trust
- Realistic Expectations
- Time
- Partnership-Building
- Bonus – Effort
- Bonus – Motivation

Possible Barriers to Effective Mentoring
- There is little discussion
- Differing views of mentoring relationship
- Insufficient time
- Low level of commitment
- Inadequate understanding of roles, boundaries, and contributions/or methods
- Laziness on both sizes

Get away from these two types of people: the ones who think you can only go as far as the situation you were born into; and the ones who think you can only go as far as the current situation you are in.

Dee Dee M. Scott
Our Online Magazine

TSP Post

What you need to know about TSP Post:
Every TSPM contributes, one of your fellow PM will act as senior copy editor and provide article and “In Every Issue” prompts; TSP also seeks Kudo Recommendations for mentor’s mentees
WHAT YOU NEED TO KNOW ABOUT OFFICE HOURS & APPOINTMENTS

WE OFFER 4 TYPES OF APPOINTMENTS: FACE-TO-FACE, WALK-INS, PHONE AND VIRTUAL.

CHECK YOUR EMAIL DAILY AND PREPARE FOR APPOINTMENTS; STUDENTS FILL OUT AN ISSUES FORM BEFORE MAKING AN APPOINTMENT.

TSPM RECEIVE AN EMAIL WHEN APPOINTMENTS ARE MADE WITH TWO LINKS, CLICK BOTH TO AUTOMATICALLY ADD TO YOUR CALENDER.

APPOINTMENT NOTES ARE TO BE COMPLETED IN OUR NOTE-TAKING SYSTEM, SWAN (SWAN.TAMU.EDU), AFTER EVERY APPOINTMENT AND BEFORE YOU LEAVE FOR THE DAY.

EXAMPLES OF SWAN

TSPM HAVE 2-3 FLOATING HOURS PER WEEK. YOU DO NOT HAVE TO MEET YOUR MENTEES DURING OFFICE HOURS IF YOU MAKE PRIOR ARRANGEMENTS WITH ALL PARTIES; HOWEVER, YOU MUST KEEP TRACK OF AND REPORT UIN’S EVERY OTHER WEEK IN ON YOU REPORT FORM.

A NOTATION SHOULD BE MADE ON YOUR CALENDAR APPROXIMATELY TWO WEEKS FOLLOWING YOUR APPOINTMENT, CONTACT THE STUDENT VIA EMAIL TO “CHECK IN.” WHEN ADVISOR LOOKS AT YOUR CALENDAR, THERE SHOULD BE TWO APPOINTMENTS NOTED.

First thing you do at the beginning of your office hours, no matter the location:
1) Log into Outlook
2) Log into Skype and add your location
   - Watch Videos: (1) Skype for Business Training and (2) Skype for Business 2016 Tutorial Start Guide
   - TIP: Skype Speaker Setup
3) Sign into Google Hangouts
4) Sign into Smartsheets

You never know the impact you have on a student that never tells you. Mentoring is about “checking in” as much as listening and asking pertinent questions.

VC
WHAT TO SAY DURING THE 2 WEEK FOLLOW UP?

It can be as simple and brief as, “Glad you came in to see me Monday before last, how did you do on your last round of tests?” or “Have you been able to visit XYZ?”

GOAL | What they will remember is that you listened and heard them and that they were not just a forgettable face.

NOTE: The follow-up section in SWAN is different from the “follow up” email you compose 2 weeks after each appointment. The former is to denote any questions or information you could not answer during your appointment, or thought of after your appointment, and can get back with the mentee in 1-2 days.

Excellent example of a SWAN follow-up §

YOU CAN ALSO...

- Ask how they are doing in general or recall something they told you during the office visit.
- Ask student if he/she followed up on XYZ
- Reiterate that you’re glad they stopped by and remind them of your office hours or invite them to event/activity.

MAINTAINING A STRONG AND SUSTAINABLE RELATIONSHIP WITH YOUR MENTEES:

Maintaining a strong and sustainable relationship with your mentee can be an easy task if these simple yet powerful points are kept in mind:

Encourage your mentee to initiate conversations about progress and development from time-to-time.

Plan your activities and keep a written schedule so that both parties are in harmony.

Change the style of meetings occasionally to break the monotony and keep your interactions interesting and engaging.

Alternate the format you use for meetings, such as phone, video, or email conferencing. If you email only, your correspondence will be missed. Pick up the phone and call, ask your mentees to meet you at the MSC lounge, tell your mentees you are going to study at the Annex and ask if they would like to join in sometime.

Ensure that your mentee is aware of your confidentiality to encourage transparency in communication and motivate honesty.

Encourage your mentee to revisit goal statements and long-term plans on a regular basis and adjust them based on progress and new knowledge gained.

You never know the impact you have on a student that never tells you. Mentoring is about “checking in” as much as it is about listening and asking pertinent questions.
You are not required to do it, but if you can and want to, it is encouraged.

**STEPS:**
- Add the date and time and UIN of student you are meeting on the TSP Operational Calendar.
- Make sure you enter your notes in SWAN that day.

**For example:**
PM Jane Doe is meeting with Sara Johnson | UIN 222555666 (Tutorial: Creating an appointment and a reminder) §

### HANDLING WALK-IN APPOINTMENTS
1. Log into SWAN
2. Click student search
3. Enter student’s UIN
4. Click “New Note”
5. Write notes, why did they come in that day, click any accompanying referrals offered
6. Change “Communication Type” to “In Person”

### HANDLING VIRTUAL APPOINTMENTS
1. You will receive an email appointment notice (Appointment Notice Example) §
2. Log into Google Hangouts at the beginning of your shift (make sure you are NOT logged into any other Google Account)
3. Enter a note in SWAN after the appointment; choose “Virtual”

### HANDLING ALL APPOINTMENTS
1. Keep up with your own appointments; all students check in on the 9th Floor if they are scheduled with a TSPM working in Rudder. TSPM will not be called unless a Walk In, stay up on your appointment times.
2. If you are leaving your desk for a long period of time let the 9th Floor reception desk know (879-458-4900).
3. Enter a note in SWAN after every appointment, including “No Shows”
How do mentors and mentees spend their time together? The particular activities can be almost anything depending on your particular interests. It’s important to try to get your mentee to play a role in deciding on the activity. Keep in mind that activities should be fun, educational, cost conscious and mutually agreed upon.

Get Creative!

The delicate balance of mentoring someone is not creating them in your own image, but giving them the opportunity to create themselves.

Steven Spielberg

YOUR JOB IS TO REACH OUT TO MENTEES
Mentees are responsible for accepting the help offered

HOW ELSE CAN YOU REACH OUT TO MENTEES

ACTIVITY IDEAS

- Talk about life goals
- Talk about career goals
- Create or revise a resume
- Share favorite hobbies
- Create a dream career list- then research what it takes to get there
- Play board games
- Go to the movies (or rent one) and discuss them
- Keep an online card, backgammon, chess game going
- Set up a bike riding tour around campus
- Eat at a college dining hall or a restaurant
- Get involved in a community service project (HINT: ours, for example!)
- Do activities on campus (swim, play billiards, take a tour, visit a lab, etc.)
- Just talk about your mentee’s week
- Attend a lecture or OPUS event
- Set up a frisbee day and hold office hours outside

Be prepared to tell us HOW you reached out on a weekly basis in your CIR
(What is that you say? Keep reading)
WHAT YOU NEED TO KNOW
ABOUT EVENTS

WHAT CONSTITUTES AN EVENT?

• Any occasion where students are invited to an event hosted by one or more peer mentors/groups of peer mentors.

• The event must have a minimum of 10 participants; if requesting funding, event minimum is 15 participants.

• Peer mentors host 1-2 academic and social events per month.

WHAT TO PLAN?

• One way to elicit a response is to lead by example, when you ask students to share, be prepared to share your experiences as well.

• You may use quick polls or surveys to elicit feedback and/or create a “Getting to Know You” survey; you must use either TSP’s Google or Survey Monkey account (see TSP Advisor).

• If you cancel an event, do not forget to remove link from ERS.

Academic Workshop and Events

Finish Strong Series | Transferring 101 Series

• You will be hosting a series of 50-minute sessions on preparing transfers to finish the semester strong and prepare for their next semester. We do what we do because we want them to come back.

• See examples of the topics you will be creating and hosting in a relatively short turnaround time. §

• You will need to create a PPT and incorporate useful academic handouts or some other form of interactive activity. We have uploaded a number of Google PPT templates, and you must choose one; nope, you may not choose your own.

• To use Google Templates: Save a Copy FIRST, please do not use the original (Go to File > Save a Copy) Create a workshop/session based on the description provided and assigned to you.

• You are not working pairs, this is your brainchild, all on you (but no pressure, eh), although feel free to share smart ideas with each other.

• See an example of a Time Management

• Note how the PPT is composed; feel free to include a short video clip or, for example, POWTOON (see Advisor for access to TSP account).
ACADEMIC
- Bray: Information Session and Resume Workshop
- "How to start and run a study group" workshop
- Finding Jobs and "Best Foot Forward" Interviews mini-workshop
- Getting a Great Recommendation mini-workshop
- Graduate School Application mini-workshop
- Walking the Academic Tightrope
- AG/Sci Study Group
- Mays Study Group
- BIO 319/320 Study Group
- Seminar by: Mae Jemison - the first African-American woman to travel in space
- Engineering "Just Got Real"
- Collegiate Guide to Note Taking
- NO Stress Essay Writing
- Time is Ticking: Time Management for Engineers (aka Would-Be Engineers)

SOCIO-ACADEMIC
- Graffiti Run
- Race for the Cure
- Bahama Bucks “Aced 1st Test”
- First Evening Study Group + Free Pizza and Cupcakes!
- International Holiday Potluck
- Group attended lecture at Rudder followed by Ice Cream
- Reverse-All Night-er
- Test Post-Mortem Game night
- Transfer Student Service projects
- Liberal Arts “Campus Hot Spots” Scavenger Hunt
- Bravery Bash 2016 (partnered with Veteran Center)
- Car Maintenance 101

SOCIAL
- Tango Monologues
- Desdemona MSC
- “The Bling Ring” Screening
- Fresh Minds Festival Concert
- Break Away
- First Friday in Downtown Bryan
- TSPM Halloween Bash (lotta fun!)
- Movie Night - Man of Steel
- Movie Night - BLESS ME, ULTIMA Screening
- Line dancing lesson at Rec Center
- Family Day at Rec with Cold Stone Creamery
- Indoor Tailgate at Layne’s
- U-Paint it Parents Day
- Non-Trads @ Layne’s
- Cold Stone Creamery at Rec Center “Family Welcome”

It doesn’t matter if you’re the smartest person in the room: If you’re not someone who people want to be around, you won’t get far. Likewise for helping those in line behind you. I take seriously my role as a mentor to young female filmmakers—I make sure my time is tithed.

Melissa Rosenberg
WHAT YOU NEED TO KNOW ABOUT MARKETING AND FLYERS

By: Sterling Sanders, 1st TSP web/student worker

So some of you might be struggling to come up with creative emails, and I just wanted to give you a few tips that help me when I get ready to make a creative email or flyer. When I am creating an email, I always ask myself, “If I were receiving this email would I want to read it?” So for me, personally, if I open an email and it is ALL text, unorganized/unbalanced, cluttered, inconsistent with font and color, or has random graphics everywhere, I automatically don't want to read it. A few things that catch my attention when opening emails is:

- Bulleted or Numbered List
- Color in moderation (unless you know what you're doing - says VC)
- Relevant and well placed graphics
- Boxes and Arrows
- ORGANIZATION (sometimes simple is better... again, unless you know what you're doing - says VC)
- (Nothing great, in terms of marketing ever came from WORD - says VC)

My biggest advice to you is to be consistent! Use a couple colors and fonts, but use them consistently throughout the email. Figure out a structured layout for your email, and consistently follow it for each point, graphic, bullet, or box you add. Also, there is nothing wrong with looking for inspiration on the internet, as long as you don't copy it exactly. It can be hard to think up a flyer design without any inspiration to go off of.

I often go to this handy website that Val showed me: Adobe Color CC to see colors that I could match together.

I have added a few example flyers that I found by searching google, that I feel I could recreate my own version of. Also attached is a few PDF flyers I have created for other mentors. I created all of these with Word, so don't feel like it is something you can't do too! If you are not familiar with Word, or other software programs that are available to you; Google tutorials about the program! Notice that the ones with the most text are usually the cleanest (plainest) ones. This is because I didn't want to clutter the already full page with extraneous details; however, I still managed to keep an organized flyer while also adding color and some creative details to make it appealing to the eyes.

This was written 2 1/2 years ago and I am still fond of it. We have accounts with an online poster, flyer and other marketing companies you can use to help with your creativity. For example, (§) Poster My Wall, (§) Canva, Google Forms, Survey Monkey, etc. See Advisor or TSP designee for access to these accounts. You must use a TSP approved account, so we can have access to the marketing you create.
WHERE TO FIND EVENT IDEAS

- Advertise creatively
- Don’t just send flyers, post flyers across campus
- Find listservs and other student driven Facebooks and ask to post invites
- Ask personally
- Go where the students are, i.e., MSC, buildings, campus events
- Ask to speak to classes, groups, organizations
- Create unique invites - Instagram anyone?

HOW TO GET STUDENTS TO ATTEND YOUR EVENTS

GUESS WHAT?
It’s not hard... but it’s not effortless either.

- Add TAMU calendar to your outlook calendar
- Your college’s calendar
- TIP: Add your college calendar to you Outlook Calendar using iCal
- Ask mentees’ interests (should be the first thing you do)
  - By either sending pre-populated choices, i.e. “Howdy Ryan, I’m your peer mentor in the college of Ag, If I planned XYZ would you attend?”
  - Ask open-ended questions, i.e., “What are your interests?”
- Keep in mind not everyone has a car – set up carpooling options, include the bus route in your invite; always include links
- Pair up with other mentors
- Must take minimum of (5) pictures per event (you won’t be able to submit your CIF without them.)

HOW TO PLAN AN EVENT

GUESS WHAT ELSE?
You have to do more than come up with the idea.

- Add TAMU calendar to your outlook calendar
- Your college’s calendar
- TIP: Add your college calendar to you Outlook Calendar using iCal
- Ask mentees’ interests (should be the first thing you do)
  - By either sending pre-populated choices, i.e. “Howdy Ryan, I’m your peer mentor in the college of Ag, If I planned XYZ would you attend?”
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- Pair up with other mentors
- Must take minimum of (5) pictures per event (you won’t be able to submit your CIF without them.)

WHAT’S ON THE CAMPUS CALENDAR? ANY CONFLICTS? HOT NIGHT? TEST HEAVY WEEK?

Students always ask themselves “Is this worth my time?” Students are motivated by pleasure, genuine interest or need — which drive does your event serve? Does your invitation speak to the introverts, extroverts and gregarious alike? Did you ask your mentees their interests? If not, “Why should I do that...she/he never asked me what I’d like to do!”

It’s got to be in their face or they won’t remember; can they take the bus? Drive? Catch a ride? Is it on campus, near Northgate, in Rudder Theater, on West Campus, near a bus route?

Via Email (always), Twitter (option), Website (always), ERS (aka Event Registration System) (always) Digital Advertising (maybe), RSVP (always), add to the college calendar (option), offer free stuff or give-a-ways (option), onslaught of social media social (probably), did you send a reminder or follow-up?
EVENT REGISTRATION SYSTEM (ERS) §

Everyone, listen up: ERS is the system we use to set up and accept RSVPs for events. Request a roster before each event/workshop/seminar you host. Keep up with your RSVPs on a weekly basis. Send reminder notices, secondary invites, social media prompts.

Remember to do this: Peer Mentors are responsible for providing UIN’s by returning the Sign-In/Roster Sheet to advisor AND adding the UINs to your spreadsheet. We make it easy for you, post-event print out a roster, which already has the UINs, simply check by attendees’ names. Easy-peasy.

Say you hear me now: You can ask attendee’s questions, i.e., major, phone number, transportation needs, dietary restrictions and/or if special assistance is needed. You can create the questions pre-event on ERS.

HOW TO FACILITATE AN EFFECTIVE STUDY GROUP (DOWNLOAD STUDY KIT) §

Some mentors have modified these Study Group Starter Kits and taught students how to lead effective study groups; some TSPM have regularly held student study sessions with mentees in their majors. TSPM can use office hours to do both. Modify and tailor to the academic rigors of your college. Bears repeating, YOU are the ambassador of your college.

BI-WEEKLY EMAILS (TINY SAMPLE) §

1) Learn Mail Merge § | Watch Video: Part 1 and Part 2
2) Always include your signature and office hours at the bottom (next-ish page, keep reading)
3) Some emails depending on the topic will be proofed; never upload a Mail Merge copy for proofing. We only proof the first few emails to make sure you have the hang of it.
4) Never, ever, ever share your mentee’s emails

Don’t know what to write about?

- Calendar of Common Student Issues by Month (Issues List) §
- Use the Blog List for topics we don’t cover, go more indepth than a blog would allow (Topics List) §
- Pick highlights from your training and re-summarize
  TIP: Personalize any advice you offer, if you want mentees to open up to you, you must show a willingness to do the same. Besides, no one wants to read boring regurgitated handouts.
- Get creative with the info from your Academic Mentoring Quickbook §
- Weekly Personal 15 are NOT mail merged.
YOUR SIGNATURE

Jane Doe ’16
Transfer Student Peer Mentor
College of Architecture
Ex. Veteran Transfer Liaison
jdoe@exchange.tamu.edu
(see Advisor)

Academic Success Center
Rudder Tower 9th Floor
MS 1133 College Station, TX 77843
979.458.8524 or 979.458.0691

You can change the font for your name and adding class year is optional.

Quick Guide to Your Folders on the O Drive

• Your work product is stored on the O drive in the TSPM folder
• We have set it up for you; to view categories and content click the header.

HOW TO USE OUTLOOK AT WORK
log into lynda.tamu.edu
View Video (1) Create Appointments & Events
(2) Create and Edit an Appointment or Event
RESOURCE TABLES

- Expect to volunteer for a minimum of 2 resource tables per semester
- You will be talking to parents as well as students
- TSPM are frequently asked to serve on panels
- Materials we use on TSP resource tables: postcards, bookmarks, pens, magnets, tablecloth, banners, bowls for treats, give-a-ways, business cards, your name tag, TSP shirt and a smile.

A WORD about resource tables...
Symmetry, people, symmetry. --- The End

TRANSFER SERVICE PROJECT

- Watch this PowerPoint
- TSPM volunteer for 1-2 events per semester
- You are encouraged to invite your mentees
- Our Motto: Teach. Serve. Provide

View:
TSP Service Learning Power Point §

“LET’S TALK” ENGLISH CONVERSATION PROGRAM

- Students must make an appointment; no Walk-Ins
- 50 minutes/maximum 2 per week
- Have fun, utilize social media, TV, go at their pace
- Look at the Videos, take notes, then make it your own and have fun!

View:
Activities & Ice Breakers §
ADDITIONAL ROLES

Non-Traditional liaison – 2 roles
- Mentors will determine non-trads (through provided reports and surveys)
- Bi-weekly group (wide latitude the structure)

Veteran liaison – 2 roles
- Civilian peer mentor – you will keep in contact with the Veteran Center to offer TSP materials to transfer veteran students and connect them with a tutor or offer academic mentoring. Work as liaison to connect veterans with mentors in their college, if they so choose. See TSP Advisor
- Veteran peer mentor – all of the above in addition to planning targeted social programming.

Intramural liaison – 2 roles (Welcome To Intramurals Sports)
- TSP will pay for up to 2 teams per semester
- PM host can choose team name as long as it has TSP or Transfer in the title somewhere; work with web/marketing student on recruitment email/flyer

Social Media liaison - 1 role
- All PM contribute to social media; one PM acts as social media editor

TERRY SCHOLARS

If you are assigned a Terry Scholar, you will see an additional tab on your spreadsheet and work one-on-one with these transfer students who have been awarded a transfer scholarship. You should reach out to them frequently (at minimum bi-weekly), because they are required to complete (2) appointments and (2) events per semester.

ENGINEERING ACADEMY STUDENTS

Students enrolled in the Texas A&M Engineering Academy are Texas A&M University College of Engineering students. Students are co-enrolled between two institutions, taking their math, science and core curriculum courses through the two-year institution, while taking engineering courses by College of Engineering professors from Texas A&M. If they successfully complete their course work at the community college, they are automatically admitted into TAMU and start attending our campus full time. These students are not ‘technically’ transfers since they have been co-enrolled, however, they have never attended TAMU full time.
CONNECTIVITY REPORT FORM (CIF)

(Being updated, finished 2/6/17)

Purpose: To let your supervisor know how you’re doing your job, and what can we do as an organization to assist you in doing your job.

Types of questions to expect on the form:

- What did you do to engage your mentees this past two weeks? List all activities offered to mentees; you will be asked to provide UINs.
- Why did you become a mentor?
- What are the benefits of having you as a mentor?
- What frustrates you about mentoring?
- What have you done to encourage your mentees to reach out to you?
- List UINs of those you personally contacted (not mail-merged)
- Did you have any No Show appointments? Did you follow up with students that missed an appointment?

If you fall, I'll be there.

- Floor
SATELLITE STATIONS
- 2nd Floor Evans Library (outside UWC)
- West Campus Library
- 1st Floor MSC (12th Man Hall)

TSPM working offsite, save West Campus, should take with them:
- Cart w/ computer
- Nametag
- Sign In Sheet (NEW)

NOTE: Only use TSP computers or tablets when off site so you can access the O drive and Skype.

MONTHLY MEETINGS
Changes each semester according to the majority of PM schedules.
If you miss the meeting due to class, we conduct follow up meetings the same week.
Class is the only reason to miss a meeting.
We celebrate birthdays at the meeting.

AFTERHOURS ++
Classrooms: We have use of them for workshops, events, study rooms; please leave them as you found them.

Cleaning supplies kept on both floors.
Extra trash bags on shelf near exit door, outside RM 1006

No unaffiliated transfer students left unattended at any time. Ever. Ever, Ever. Did we say ever? Yes, we mean evah.
Close classroom doors at the end of the night.

NOTE: You may study in our building after hours or when not on the clock.

TSP WEEKLY GAME
We post trivia, ask students to find hidden items, visit landmarks, take selfies, answer trivia and a whole list of things so to acclimate transfers to the university and our program in a fun way

The game drives traffic to our social media, especially Facebook; you should remind your mentees that they win free stuff just by liking us on Facebook and playing.

To make up your own TSP Game, get inspiration TSP WEEKLY GAMES §

EVALUATIONS
TSPM will provide a self-evaluation at the end of each semester.
Mentees will complete an evaluation survey at the end of each semester.
TSP supervisor will evaluate each peer mentor based on both sets of feedback.

Example of Evaluation (coming soon)
- Peer Mentor Certification (Level 1, 2, 3) (being updating, 6/14/17)
- Can be earned after your first semester
OFFICE PROTOCOLS

STUFF YOU SHOULD KNOW

- If you come in early, feel free to use any open computer (check the schedule) or wait in 914 for your shift to start.

- If you have an appointment and need more privacy, you may find a quiet corner on an alternate floor in Rudder Tower (for example, you can use sofas in the lobby, walkway between the 2nd floor and MSC, go outside near the water fountain, etc.). Let the front desk know you will be away from your desk. Take your cell phone.

- SIMPLE STUFF: Just be where you are supposed to be OR we know where to find you, and it’s all good.

TARDINESS, SWITCHING AND OUTS

- Running late – Text or call advisor. Do not make it a habit.

- Switching Shifts – Once cleared with advisors add the notice to TSP Operational Calendar in Smart sheets, along with who is covering your shift. Directions on the sheet.

- Out – Once cleared with advisors, add the notice to TSP Operational Calendar in Smart sheets, along with who is covering your shift.

- IMPORTANT STUFF: Update SWAN (Note Taking System) by adding an exception to your schedule and reschedule any appointments or ask another peer mentor, advisor or TSP designee to cover an existing appointment

DRESS CODE

- No Shorts
- No workout clothes
- Expect to wear TSP shirts for panels, resource tables, speaking engagements.

- EASY STUFF: Wear your nametag during office hours, because if we see your lovely face, we will put you to work. This lets us know when you are and are not on duty.

PHONE GREETINGS

“Transfer Student Program, this is Joe, may I help you?”

You may improvise on the verbiage as long as you mention TSP and your name somewhere in the sentence. Use this greeting when answering any phone in your vicinity unless you know who is calling.

OFFICE ETIQUETTE

- Wear your name badge when on the clock (bears repeating)
- No unaffiliated students shall be left unattended on either floor. Ever (also bears repeating)

There are eyes and ears on the 9th and 10th floor at all times.  
Be. Awesome.
RESOURCES TO KEEP AT YOUR FINGERTIPS

EVERY COLLEGE STUDENT SHOULD KNOW §

- Conquer Bad Study Habits
- Control of the Study Environment
- Dealing with Difficult Instructors
- How do you Respond to Expectations
- Know your Zone
- Overall Academic Success
- Putting Your Extracurricular Skills to Use in Your Studies
- Set Yourself up for Study Success
- Staying Awake
- Strategies for What Motivates You
- Things to say to Professors in Office Hours
- Working WELL with Your Professors

Adding your own: What should transfer students in your college know?

ACADEMIC MENTORING QUICKIES §

- Relevant University Rules and Regulations
- Family Educational Rights and Privacy Act
- Communication Ball rolling
- Email Contact – Yes. You Are Still Mentoring.
- Crisis Protocol
- Introduction to Academic Mentoring
- Mentoring Appointments
- Academic Mentoring Sessions
- Coaching vs Mentoring vs Counseling
- Listening Skills
- Department Listings (to be updated)
- Online Academic Resources
- Majors Quick List

Academic Quickies: you can print, email or share during a session; make them your own.

NOTE TAKING EFFECTIVELY §

- Effective Note Taking
- Lecture Note Taking
- Note Taking Examples
- The Five R’s of Note Taking

Always adding more

READ, RETAIN, CHILL ON THE HIGHLIGHTER §

- Active Reading Strategies
- Effective Textbook Reading
- Inference and Reading and Writing
- Reading Comprehension
- Six Reading Myths
- Speed Reading and Comprehension

POST-TEST ANALYSIS – DO IT §

- 12 Reasons to Review Returned Test
- Analyzing Past Tests
- Exam Feedback Questions

Find and add your own
LISTENING TO AND TALKING WITH FELLOW STUDENTS

AM I THE ONLY ONE WHO...

FOUR POINT APPROACH TO SOLVING PROBLEMS IN MATH AND SCIENCE

ACADEMIC VIDEOS: SHORT, SWEET AND PRETTY GOOD

- How to Study for a Test
- Wellcast - How to Manage Your Time Better
- Wellcast - How to Stop Procrastinating
- Wellcast - How to Take Great Notes
- Study Less Study Smart: A 6-Minute Summary of Marty Lobdell’s Lecture
- College Info Geek
- How to Take Notes in Class: The 5 Best Methods - College Info Geek
- My Hack for Waking Up at 6 A.M. Every Day - College Info Geek
- How to Start a New Semester the Right Way - College Info Geek
- 20 Useful Websites Every Student Should Know About - College Info Geek
- 10 Study Tips for Earning an A on Your Next Exam - College Info Geek

Check out a study guide from TSP Library located outside Room 914 (kitchen)

80 Questions Mentors Can Ask Mentees - PDF

POPULAR HANDOUTS (KEEP HANDY)

- The 5 Day Study Plan
- 168 Hours in a Week
- Nine Ways to Aid Your Memory
- How to Retain Information
- The Essay Exam
- How to Study...and How to Write by Subject
- Creating Study Guides
- Curve of Forgetting
- Planning a Better Study Schedule
- How Well Do You Plan
- Success Plans (2) - Great tool for appointments
- 20 Memory Techniques
- Different Learning Styles
- Study Skills By Learning Styles
- Math Anxiety

- SQ3R Reading Strategy
- Math Anxiety
- Reading a Textbook
- Student Study Behavior Inventory
- The ABC’s of College Success (success plan)
- 101 Tips Interactive Techniques
- Strategies for Different Test Formats
- How to Prepare for Exams
- Time Management Activities
- 7 Day Study Plan
- Bloom’s Taxonomy Helpful Chart
- Levels of Understanding Bloom’s Taxonomy

Uploading more soon
<table>
<thead>
<tr>
<th><strong>Student Counseling Services</strong></th>
<th><strong>Library Study Rooms</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Stress Reduction Programs</td>
<td>Website</td>
</tr>
<tr>
<td>Contacts</td>
<td>WCL Location</td>
</tr>
<tr>
<td>Services</td>
<td>Evans Location</td>
</tr>
<tr>
<td>Location</td>
<td>MSL Location</td>
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</tbody>
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| **Recreational Center**       | **Student Computing Services** |
| Website                       | Hours                    |
| Classes                       | Services- PLOTTER       |
| Off-Campus                    | Location                |

| **University Writing Center** | **English Learning Centers** |
| Website                      | Off Campus              |
| WCL Location-Room 205        | On Campus               |
| Evans Location-2nd Floor     | Locations               |

| **Career Center**            | **Veterans Center**     |
| Website                      | Benefits                |
| Location                     | Location                |

| **Financial Aid**            | **Open Access Labs**    |
| Apply                        | Hours                   |
| Location                     | Locations               |

| **Athletics Department**     | **Software Center**     |
| Website                      | Online Store            |
| Location                     |                         |

| **Study Abroad**             |                         |
| Website                      |                         |
| Location                     |                         |
HOW TO RECALL YOUR TRAINING

Read the handbook cover to cover. Click every link. **You don't have to memorize what you learned, still, ask yourself... how can I share this with students in my college? How can I modify the material to make it relevant to my major?** You can and SHOULD use your training materials to work with your mentees. We will provide you Topics of the Week (TOW), however, we encourage you to be creative. Share what you now know or have learned in a way that is appealing and simplified to the average reader. Have handouts you’ve found useful ready to share at the conclusion of your appointments.

Copies of *The Naked Roommate, Naked Roommate Parents, Naked Roommate Workbook* and *The Coaching Habit* are available year round.

- As mentioned, TSP has a library of current academic and non-academic books available for use whenever you like.
- Please sign the checkout sheet when taking a book. Cite Your Work!
Smartsheets is TSP Project Management System, which allows you to upload most of your work, get notices, find reminders and basically keep up with what you need to do your job effectively. Smartsheets looks like a spreadsheet, but has additional features to help people work together — like attached files, discussions, date reminders, and notifications of changes to the sheet.
APPademics

REFERRALS AT YOUR FINGERTIPS

(Section under construction)
On Smartsheets, you will be able to find the majority of the Sheets you will need under the TSP Mentors Corner. This includes Transfers by Semester, One-Time Projects, Projects & Operational Calendar, Recurring Projects, and Service Projects. Under TSP Operational, you will find the TSP Forms folder which includes TSPM Event & Workshop Form and you will use it when creating your events. The videos above will be helpful in learning how to add attachments and comments.

You can find all of your folders under the Home tab in Smartsheets. From this page, you can access all of your sheets.

This sheet contains a list of all the transfers for the semester. It is broken down into colleges and then divided between all of the Peer Mentors. It includes information such as name, UIN, email, birthday and major. You will use this sheet to track Personal 10 and also how many appointments and events your mentees have attended throughout the semester.
Recurring Projects lists all of the tasks you must do on a regular basis. It has a reminder day and a due date. You are able to attach documents and leave comments. Each Peer Mentor’s name is listed under each task and you must put a checkmark when you have completed a task. If there is a link to another sheet, it will be posted (ie, TSP Blogs).

The Projects & Operational Calendar is an overview of all of the events. There are six different types of events listed on this page. The Recurring Projects section lists all of the tasks that you will complete on a regular basis. The Resource Tables happen a handful of times during the semester. It includes both resource tables and student panels. The Monthly Meeting section shows all of the dates and make up dates for our meetings. TSP Events are for the events such as the Welcome Dinner that the program sets up. The Peer Mentor Events section are the events the PM’s create. Finally, the TAMU Events are events held by the university. PM’s will sign up for and then invite their mentees to join them.
The One-Time Projects sheets is used for tasks that do not occur on a regular basis. This includes uploading your class schedule, recording videos for the website, signing up for events and other various things. Emails/reminders will be sent out when tasks are posted.

Each semester, TSP works with 2-3 organizations for service projects. This page is used to sign up for these events. It shows the organization where we are volunteering, what the project is, where and when it is and it also shows which PM's are helping. Each PM must participate in 1-2 service projects per semester.
As a Peer Mentor, you will be hosting events for your mentees. Details about how to create an event can be found on pages 16-19. On Smartsheets, there is a form you will fill out when creating your event. It can be found on the Recurring Projects sheet. There is a link, TSPM Event & Workshop Form Due. It will send you to the form that is pictured below.

After you have submitted the form, all of the information is stored in the sheet showed below. The supervisor will look over the event. If it is approved, there will be a green checkmark. If any changes that need to be made to your flyer, a comment will be added to the row. You can then reupload the flyer as an attachment. Once it has been approved, an ERS link will be made. This is the link you will send to your mentees for them to RSVP for the event.
"If you think you are too small to be effective, you have never been in the dark with a mosquito." - Betty Reese