

Undergraduate Peer Mentoring Handbook

Name:

Welcome from the Coordinator

Charlotte Medland, Humanities Peer Mentoring Coordinator

Welcome to the Humanities Peer Mentoring Scheme! Your contribution to this scheme will help new students in the Faculty to make the most of their first weeks at Southampton, and give them the support they need to succeed at university. This handbook will guide you through the scheme and the resources and support available to you, and alongside the Training Day it will ensure that you are fully prepared for your role as a mentor.

However, there are some things that we would not expect you to be prepared for, so throughout the semester I will be available to help you with any concerns or questions, and to direct you to another university service if needed. I will be asking you to send me a small report after each fortnightly meeting so that I can help with any recurring queries or difficulties across the scheme, as well as individual cases. I am also organising the mid-point and end-point reviews of the scheme, which you will be expected to attend. This will be your opportunity to share your experience with the other Mentors and give the Faculty valuable feedback on the scheme so far, as well as suggestions for developing it in subsequent years. This process is particularly important for our scheme in its launch year, so we welcome all contributions and ideas!

I want to thank you all for generously giving up your time to help our new students, and I hope you find the experience as rewarding and enriching as they do.

I look forward to getting to know you all in due course.

Charlotte

Charlotte Medland
Room 3011, Building 65a
Avenue Campus
C.J.Medland@soton.ac.uk



A thank you from the Faculty Director of Employability

Dr Eleanor Quince, Humanities Director of Employability

I should like to take this opportunity to thank you for becoming a Peer Mentor. This is the first time that the Faculty of Humanities has run this scheme and we really appreciate your getting involved.

The aim of peer mentoring is to enable all students to make a smooth transition to being successfully integrated into the university and into their programme of study academically, socially and culturally, through direct access to the advice and support of a more experienced peer. The University is committed to offering peer mentoring to all undergraduates entering their degree course, but not just because it provides a good experience for new students. The skills you will develop as a Mentor, skills such as leadership, organisation, communication, community-building and team work, will stand you in good stead as you think about the next phase of your life, transferring, as they do, into all manner of work environments. Through a process of self-reflection, undertaken as part of the Mentoring scheme, you will become more self-aware and better able to assess your strengths and weaknesses: something which comes in rather handy for tackling those tricky interview questions!

Ultimately, I hope that you will enjoy passing on your wisdom and experience, and helping your Mentees to find the confidence to take full advantage of the opportunities and support that the University has to offer. Our aim is grow the scheme year on year, so hopefully next year one of your Mentees will be taking on the role of Mentor and telling *their* Mentees how much they benefitted from *your* reassurance and friendship.

Thank you again,

Eleanor

Eleanor Quince
Room 3017, Building 65a
Avenue Campus
E.M.Quince@soton.ac.uk



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The Peer Mentoring Scheme

About the Scheme

During your first few days within the Faculty of Humanities you will have felt a mixture of emotions: excitement, apprehension, and confusion, just to name a few! This is exactly how the new students in September will be feeling, and we believe that the first six weeks can be the toughest to get through.

This is where Peer Mentoring comes in.

As a mentor you will be present during Induction week, more commonly known as Fresher's Week, and the following weeks to shadow your assigned students (mentees) and be a reassuring presence, alongside your partner mentor. You should make contact with your mentees prior to their arrival at the University of Southampton, and arrange to meet with them during Fresher's Week. You will then be required to meet them fortnightly for a minimum of one hour across Semester One, which is a total of 6 meetings. It will be up to you to arrange when and where these meetings will take place.

There will be a mid-point review, during which all mentors will get together with the officers and coordinator to discuss the scheme informally. There will also be an end-point review where you will be presented with your certificate and you will receive 10 Graduate Passport points for the completion of your agreed tasks, and a further 5 for a completed evaluation.

In between meetings, it may be that students will want to contact you individually on occasion, and if so, please do your best to respond to them as promptly as possible. A student may also want to meet with you independent of the rest of the group – you can deal with this by either meeting with them at the end of a group meeting, or arranging it for a separate occasion.

There is no formal expectation that your role will continue beyond Semester one. However, if you have built up a rapport with your group of first years and you would like to continue to meet with them, then that will be your decision.

Your role

It is essential that you are disciplined and organised when it comes to responding to questions and queries that come your way; remember that you are there to enhance existing support systems and not to replace them. Your role will be to encourage, when appropriate, that new students go to the correct support service. For example, if they raise a problem similar to something you experienced in your first year, share with them what you went through so they don't feel isolated, but also explain how you resolved the situation, or looking back, what you think you should have done. If in doubt, always ask a mentor officer or the coordinator, or point them towards their Personal Academic Tutor. The training will cover how to deal with student queries, how to listen effectively, and how to help students.

Mentoring is...

Using your experience	Equal participation
Using your knowledge	Giving support
Being flexible	Positive guidance
Being honest	Inspiring others
Confidential	Building confidence

Reflective Facilitating Learning by mistakes	Giving encouragement and encouraging independence Motivating the mentee
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Mentoring is not...

Imposing your own model Imposing ideas Judging A substitute for other learning Giving all the answers Teaching Responsible for the mentees academic performance	Having power over someone Imposing your values Counselling Carrying mentees burdens that will impact on your own continued success In competition with other activities Based on assumptions A quick fix solution
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Responsibilities and Rights

As a mentor, it is important to know not only what your own responsibilities and rights are, but also those of the mentees.

Responsibilities of the Mentor include:

<ul style="list-style-type: none"> • Discussing and agreeing boundaries 	<ul style="list-style-type: none"> • Listening – 100% attention should be given to mentees
<ul style="list-style-type: none"> • Attendance 	<ul style="list-style-type: none"> • Being honest
<ul style="list-style-type: none"> • Wanting to be there 	<ul style="list-style-type: none"> • Being realistic
<ul style="list-style-type: none"> • Giving constructive feedback 	<ul style="list-style-type: none"> • Supporting the mentee
<ul style="list-style-type: none"> • Enabling the mentee to achieve their aims 	<ul style="list-style-type: none"> • Respecting the confidentiality of the mentee
<ul style="list-style-type: none"> • Being respectful to others views and beliefs 	<ul style="list-style-type: none"> • Following any policies/procedures within the scheme
<ul style="list-style-type: none"> • Behaving responsibly 	<ul style="list-style-type: none"> • Knowing when to ask for help

Rights of the Mentor include:

<ul style="list-style-type: none"> • To gain valuable experience 	<ul style="list-style-type: none"> • To be listened to
<ul style="list-style-type: none"> • To feel valued 	<ul style="list-style-type: none"> • To feel comfortable within the mentor/mentee relationship
<ul style="list-style-type: none"> • Not to be relied upon for professional support 	<ul style="list-style-type: none"> • To have a mentee who is equally committed to the mentoring relationship
<ul style="list-style-type: none"> • To be supported 	<ul style="list-style-type: none"> • To be respected

Responsibilities of the Mentee include:

<ul style="list-style-type: none"> • Discussing and agreeing boundaries 	<ul style="list-style-type: none"> • Attendance
<ul style="list-style-type: none"> • Respecting the mentor 	<ul style="list-style-type: none"> • Listening
<ul style="list-style-type: none"> • Wanting to be there 	<ul style="list-style-type: none"> • Being honest
<ul style="list-style-type: none"> • Making the most of the opportunity 	<ul style="list-style-type: none"> • Following through on any action points agreed
<ul style="list-style-type: none"> • Taking part in the feedback process 	<ul style="list-style-type: none"> • Taking part in the evaluation process

Rights of the Mentee include:

<ul style="list-style-type: none"> • To be valued 	<ul style="list-style-type: none"> • To be listened to
<ul style="list-style-type: none"> • To be safe 	<ul style="list-style-type: none"> • To feel comfortable within the relationship
<ul style="list-style-type: none"> • Not to be judged 	<ul style="list-style-type: none"> • To have a mentor who is committed and interested and sympathetic
<ul style="list-style-type: none"> • To be supported 	<ul style="list-style-type: none"> • To be respected

Additional Rights and Responsibilities:

- **Be punctual and reliable.** Once you have arranged to meet your students, it is essential that you are there in good time. If there is an emergency and you can't be there, make every effort to let them know as soon as possible. Only in extreme circumstances should only 1 mentor be present.
- We advise that you **do not share your phone numbers**, but rather organise other ways of contacting each other. Email will work best, so during the twelve weeks that you are a Mentor, please **be attentive to your email** and respond to any emails from the students in your group promptly.
- If you wish to connect with your mentees on social media networks e.g. Facebook and Twitter, it is at your discretion, but be aware that mentees will see your personal information.
- Remember that any views you express should be appropriate, balanced and neutral. If you find that you have given incorrect information, let the students know as soon as possible and provide them with the correct information.
- Make sure that you **keep good records of your meetings** for the coordinator, and complete the final evaluation at the end of the scheme.
- Do not be tempted to advise beyond your remit. If in doubt, it probably means that you should not advise on the issue. In this situation always direct them to the relevant and appropriate service/support.

Who to contact for advice

If at any point you feel uncomfortable about your situation, or if you have any concerns about any students or do not know how to deal with a situation that arises, then please contact Charlotte Medland as soon as possible, in confidence: C.J.Medland@soton.ac.uk.

There is also a Facebook account for the Peer Mentoring Coordinator who you can add as a friend: <https://www.facebook.com/peermentoring.coordinator>

Also there is a Facebook mentor group, which allows mentors across departments to talk together, ask for advice or raise discussion. It is highly recommended that every Mentor adds themselves to this group: <https://www.facebook.com/groups/1498212693759041/>

Peer Mentoring Training Programme

Agenda

The training has been designed to provide you with plenty of opportunities to:

- Get to know your fellow Mentors and feel part of a team
- Gain a clear understanding of the scheme and your role, including where your responsibilities start and finish
- Learn, develop and use new skills in supporting new students effectively and appropriately
- Know how to use this Mentor Handbook to best effect
- Understand where to go if you need help or advice

Training Day

By the end of the session you should:

- Be clear about your role as a Mentor
- Be aware of Faculty, SUSU, and University support mechanisms
- Feel that you are part of a team and are able to seek advice and support from your fellow mentors
- Be confident setting up meetings or other events
- Have considered how to draw on your own experience as students to help incoming first years
- Be realistic about planning and expectations

Your Role in Peer Mentoring

Key Dates

- Contact Mentees prior to Fresher's week
- Training 22nd September 1300-1600
- Meeting Mentees during Fresher's Week - to be organised by you. A great opportunity to arrange a meeting for would be your department's drinks reception. (N.B. The Mentor officer from each department will speak in the induction talks about Peer Mentoring so it will follow nicely to meet them afterwards.)
- Active mentoring weeks for the whole of Semester One
- Week 7 mid-point review
- Week 11/12 end-point review

Pre-Arrival

All incoming students should have their position at the University of Southampton confirmed by late August – this is when your role really begins. You and your partner Mentor

will be **allocated a group of students (usually between 5 and 16)** to mentor for the Semester – in most circumstances this group is fixed and will be from your own department.

Once all first year students (now mentees), have been matched with Mentors, you will receive their contact details in early September. A week before mentees arrive to the University of Southampton, you will send out a “Welcome Letter”. You will receive; along with your Mentees’ contact details, a welcome letter template. The welcome letter should contain:

- A photograph of yourself
- Your Name
- Degree course and year
- A short friendly description about yourself and your role as Mentor
- Questions to your Mentees to encourage a response from them.

This might be something which you and your partner Mentor decide to do together, or you may write separate letters. **This will also be a good opportunity to let them know of your first meeting in Fresher’s Week.**

The Southampton welcome page

The welcome page is something they may have visited before they came here, however, it might be good to mention it in your welcome letter, as it has info on their arrival, first week and life as a student here: <http://www.areyouready.southampton.ac.uk/>

Ideally the Welcome Letter will **initiate contact between yourself and your mentees** – they aim to break the ice in order to make your first face-to-face meeting more relaxed. **The photo is particularly important**, so that they know who to look for. Persistence is important but we understand that some mentees may not engage at this stage despite your efforts – some may even be travelling so don’t worry too much at this point.

Induction (Fresher’s Week)

Please be present as requested during Fresher’s week to be available to answer any queries that the new students have and to be a visible and reassuring presence. It is likely that they will feel more comfortable asking you questions than a member of staff, for fear of asking something that they think they should already know the answer to. Mentor Officers will attend the induction talk to tell students more about Peer Mentoring.

The first meeting you and your partner mentor will have with your mentees is in Fresher’s week. A great opportunity to meet would be at your department’s drink reception after the induction lecture. During the induction lecture, students will be reminded about Humanities Peer Mentoring and that they can meet their mentors at the drinks reception afterwards. Details of the inductions are as follows:

- Archaeology: Thursday 25th September
 - Welcome Talk for mentees: 13:15-14:15, Avenue Campus Room 1097
 - **Drinks Reception: 14:15-15:15, Building 65, Atrium**
- English: Tuesday 23rd September
 - Welcome Talk for mentees (single honours): 14:00-15:00, LTA
 - (Joint honours): 15:15-16:15, LTB
 - **Drinks Reception: 16:15-17:00, South Corridor**

- Film: Tuesday 23rd September
 - Welcome Talk for mentees: 14:30-15:45, LTC
 - **Drinks Reception: 15:45-16:30, Avenue Campus, 1093**
- History: Tuesday 23rd September
 - Welcome Talk for mentees (joint honours): 14:00-15:00, LTB
 - (Single honours): 15:15-16.15, LTA
 - **Drinks Reception: 16:15-17:00, North Corridor**
- Modern Languages: Monday 22nd September
 - Welcome Talk for mentees: 14:00-15:30, LTA
 - **Drinks Reception: 15:30-16:30, North Corridor**
- Music: Thursday 25th September
 - Welcome Talk for mentees: 10:00-11:00, Turner Sims
 - **No confirmed Drinks Reception**
- Philosophy: Thursday 25th of September
 - Welcome talk for mentees: 14:30-15:30, LTB
 - **Drinks Reception: 15:45-16:45, South Corridor**

By the end of Fresher's week, you should already have set up your week 2 session time and place with your group of new students. If you have been organised, you will also have organised your week 4 and week 6 meetings too. The advantage of organising them all up front is that if a student misses a session, they will already know when the next will be. It is a good idea to set up a [doodle poll](#) so you can see when your mentees are free from seminars or extra-curricular activities.

The first 2 meetings (week 0 (w/c 22nd September) – week 2 (w/c 6th October)

Your first meeting should be about getting to know your group, and for them to get to know each other. You may find it beneficial to run a simple ice-breaker activity at the beginning of your first session to get the group relaxed and talking to one another. Some students will naturally be more reluctant to talk than others, and don't be surprised if some students prefer to talk to you at the end of the session once the others have left.

Remember to note who was present, and record all of the main topics that arose. If everybody is happy for you to take a photo of the group after each session, it would be a useful tool for you to remember names and for the email to us. Ensure that the group understands that the photo will not be published anywhere.

This meeting, as well as the following face to face meeting should make sure that everybody is settling in and can find their way around the faculty and to the library and support services. You can decide where to meet, however, please be aware that some students may not wish to meet in a pub, even if it is during day time, so a cafe or open space which is an **alcohol-free and culture friendly environment** e.g. Student Union, Kate's Café in Portswood, Hartley Library. The core meetings should always **take place in public** and never at private residencies; this is for your safety and mentees' safety. Remember to note who was present, and record all of the main topics that arose and send an email to Charlotte Medland afterwards, C.J.Medland@soton.ac.uk.

Meeting 3, week 4 (w/c 20th October)

By week 4, many of the students will be gaining confidence, but for many the reality of being in a new learning environment and away from home may be beginning to sink in, so be prepared for this. Remember to be reassuring, empathetic and up-beat, and that just because someone is quiet, it doesn't always mean that they haven't got anything to say.

From this meeting onwards, we suggest to give each meeting a topic. If the suggestions do not feel right to you or your group, you can always see if other themes are more pressing; contact Charlotte Medland if in doubt. For your third meeting, it may be a good idea to make sure that everybody knows where to find books/articles relevant for your department in the library and who to contact for help if needed. Feel free to share your own experience and arrange a tour with the subject librarian or yourself if you feel the group would benefit from this.

Remember to note who was present, and record all of the main topics that arose and send an email to Charlotte Medland afterwards, C.J.Medland@soton.ac.uk.

Meeting 4, week 6 (w/c 3rd November)

We would suggest that you discuss how to achieve a good balance between social and academic life. This is something that new students often find challenging and of course, sharing your own experiences and learning will be extremely useful.

Remember to note who was present, and record all of the main topics that arose and send an email to Charlotte Medland afterwards, C.J.Medland@soton.ac.uk.

Mid-Point Review

The Mid-Point review will happen in week 5/7 and will be an informal session with Charlotte Medland and the Mentor Officers. It is an opportunity for all mentors to get together, share experiences and offer each other advice and mutual support. What is more, feedback will be generated on how you feel the scheme is running, what works well, what you feel needs improving, and if you require further support.

It is really important that you bring this Handbook with you to this meeting, as the notes you will have made in it will help you to reflect on what your experiences have been thus far.

Meeting 5, week 8 (w/c 17th November)

We suggest that you help students to recognise that there are different study styles and different students will find methods that suit their situation and needs. Sharing tips may be a way for students to try out new things. Questions you could discuss with your group could be around note-taking linked to different lecturing styles and what students could do with notes after lectures. If students find it difficult to be self-motivated, raise the option of study in groups or pairs and the benefits of talking notes over with friends.

It must be noted that potentially **every meeting will vary greatly** based on each mentees' **individual needs** and who turns up each week, and these points only serve as a guideline.

Remember to note who was present, and record all of the main topics that arose and send an email to Charlotte Medland afterwards, C.J.Medland@soton.ac.uk.

Meeting 6, week 10 (w/c 1st December)

This will be the last of the prescribed sessions. You may find that not so many students attend this session as they feel well orientated and have developed strong friendship networks that are helping them to settle in. If students are absent, please take the trouble to

email them soon after the session to check that they are fine. On the other hand, it may be that being the last, this will be a very popular session, with students wanting to use this as a last opportunity to check that they are on track and have understood everything correctly.

Remember to note who was present, and record all of the main topics that arose and send an email to Charlotte Medland afterwards, C.J.Medland@soton.ac.uk.

End-Point Review

In week 11/12, there will be an opportunity for you to be rewarded and to reflect on their experience as a Mentor. This session will give you the opportunity to:

- Reflect on the experience broadly, and whether it was as they had expected
- Explain what worked really well and why
- Say how many of the new students they expect to keep in contact with
- Reflect on the skills you have gained through the scheme
- Consider what advice they would give to the mentors next year
- Make any recommendations on how the Scheme might be improved next year

It is really important that you bring this Handbook with you to this meeting, as the notes you will have made in it will help you to reflect on what your experiences have been.

Certificate and Graduate Passport Points

We hope this will be a great experience for you, as you will have the opportunity to develop new skills and improve existing ones. It will give you the experience that you can later draw on in your studies and in employment. However, we also have two particular rewards for you.

Firstly, you will receive a certificate, signed by the Dean, which will acknowledge your commitment to the scheme, and can be put in your records of achievements.

Secondly, you will receive some graduate passport points. This will be 10 points for participating in the scheme and another 5 to provide an overall evaluation, including attending the end-point review.

To find out more about Graduate Passport Points follow this link:

<http://www.southampton.ac.uk/careers/students/achievements/graduatepassport.html>

Individual Meetings

The mandatory meetings will take place within the group; however it is possible for **mentees to request a one-to-one meeting**. However, this is at your and your partner mentor's discretion.

In some circumstances you may want to organise a one-to-one if you suspect one of your mentees is feeling uncomfortable in the group setting or has personal issues to discuss.

To protect both you and the mentee, as mentioned, always ensure individual meetings **take place in a public setting** e.g. Student Union, Portswood High Street, and Hartley Library.

Your Mentees and the Meetings

Your mentees will be allocated to you prior to the start of term, use the table below to note down the name of your students.

You will need to arrange throughout the semester when your meetings will be. Write the dates, times and locations below so you will not forget.

To help you keep a record of who is attending your sessions, please tick all sessions that each student attends. (Edit as required)

	Date	Time	Location
Week 0 meeting			
Week 2 meeting			
Week 4 meeting			
Week 6 meeting			
Week 8 meeting			
Week 10 meeting			

	Student name	Week 0	Week 2	Week 4	Week 6	Week 8	Week 10
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							

Support Networks

Faculty

The Faculty Handbooks are a great point of reference for any academic issues and also hold a lot of useful information e.g. what referencing guide students should use for their essays. There is a general Humanities Handbook, but also department specific handbooks all accessible online: http://southampton.ac.uk/studentservices/faculty_handbooks/



Undergraduate Senior Tutor: Julia Kelly is the Senior Tutor, who can give you advice in confidence about the many support services that the University of Southampton offers to help you during your studies. Appointments can be made with the Senior Tutor through the Humanities Student Services Office, or as an alternative by contacting her directly. Julia is also a Language Teaching Fellow at the University of Southampton.

Contact details:

Telephone: (023) 8059 3942

Email: J.A.Kelly@soton.ac.uk

Room Number: 65/3046

Personal Academic Tutor (PAT): You may already be aware of the role of personal academic tutors. They are the first person a student can go to if they are having academic problems, and will often meet sporadically throughout the year. They can be used as an academic reference for jobs so making the most of the personal academic tutor relationship is important.

Academic President: The President is the person in charge of all course reps; they represent the department's students on programme board and student staff liaison committees. If you have any issues you can speak to the President and they will feedback to staff.

Course Reps: They are who you speak to if you have concerns about an element of your course, queries from "I can't hear my lecturer" to "Can slides be provided for the lectures to aid note-taking" can be fed back to the course reps who can then take it up with the right people. They should make themselves known to you if you don't know who they are then contact the academic president. If you need more information about course reps, speak to SUSU or the Academic President.



Peer Mentoring Coordinator: Charlotte Medland, she is a PhD student in French Literature, and is a research assistant for Dr Eleanor Quince. She is in control of the administration and running of the Peer Mentoring scheme. As coordinator, Charlotte is the point of contact for mentors and can be contacted by students with ad-hoc queries or issues, but must not be used in place of Faculty/SUSU/University support.

Contact Details:

Email: C.J.Medland@soton.ac.uk

Peer Mentor Officers: There will be a Peer Mentor Officer for every departmental society. They will be the first point of call for both Mentors and Mentees for any issues/questions/advice and can be contacted via the society or directly. For those societies which do not have a Mentor Officer, the first point of call will be the coordinator. Officers are not to be used in place of Faculty/SUSU/University support.

University

Referring students to the right service

[Who can you refer students to if they are in need of support?](#) <This link covers all services in a visual hand out. **A hard copy will be provided at the training day.**

Hartley Library

The Hartley Library has specialist librarians that are able to help you on more course specific queries and questions.

Staff List

Nick Graffy ng@soton.ac.uk

Liaison Librarian for History, Music and Theology.

Clare Hemmings ch1@soton.ac.uk

Liaison Librarian for English and Film Studies.

Pam Wake pw1@soton.ac.uk

Liaison Librarian for Archaeology, Classics and Philosophy.

Kate Walker klw@soton.ac.uk

Liaison Librarian for Modern Languages.

Health Services

Some things like health services can be taken for granted but international students may not know how to register and what is expected of them. All people registering with the doctors on campus under the age of 25 have to give a urine sample. Sexual Health advice is also available at the University Health Service.

Doctors on campus: <http://www.unidocs.co.uk/home.htm> (there may be others you know of)

Health Services off campus

Alternative Doctors off campus: <http://www.southamptoncityccg.nhs.uk/>

Out of hour's doctor: The NHS 24 Helpline: Call **111** (24 hours a day, 7 days).

<http://www.nhs.uk/NHSEngland/AboutNHSServices/Emergencyandurgentcareservices/Pages/NHS-111.aspx>

NHS direct symptom checker: <http://www.nhsdirect.nhs.uk/CheckSymptoms.aspx>

Student services

Student Services is committed to providing student focussed services in partnership with others in and around the University. The Student Services Centre is located on Highfield Campus in Building 37. Student services covers: Enabling services, First support, Career Destinations, Early Years Centre, Accommodation and Sport and Wellbeing. For more information please refer to the website: <http://www.southampton.ac.uk/student-services/>

Queries about: fees, accommodation, visas, financial difficulties, ID cards

Contact details:

Email: ssc@soton.ac.uk

Telephone: 023 8059 9599

Website: <http://www.southampton.ac.uk/sais/ssc/>

Enabling Services

This covers everything from dyslexia support and disability support, to assistive technology.

[Enabling services Homepage](#)

Dyslexia support: Dyslexia support provides services for students with specific learning difficulties, such as dyslexia and dyspraxia. Found in Building 37, Room 2113

Disability support: Disability support aims to enable every student to reach their full potential at university by providing support, information and advice tailored to meet individual needs. The team hopes to enable students to take part as fully and as equitably as possible in every aspect of university life, not just in academic activities.

Counselling Service: Everyone encounters difficulties and challenges at various times throughout their lives. Counselling is just one of the many types of help available and are provided for current students and staff of the University of Southampton. The first step to access Counselling is to contact them via the email: counser@soton.ac.uk

Assistive Technology Service: The Assistive Technology service is provided by the University for anyone who may need assistance to help to gain more equal access to the academic curriculum.

Contact details:

Enabling Services opening times: 0800 – 1800

Drop-In Term Time: Monday- Friday 1300-1500

Email: Enable@soton.ac.uk

Telephone: 023 8059 7726

First Support (Crisis Team)

The First Support team is dedicated to being the first point of contact and supporting students during times of crisis. They work with students to identify what support is needed, refer them to the appropriate service (liaising with those services where necessary) and assist students for very short periods until ongoing support is in place. Examples of forms of crisis are:

• Mental health crisis	• Domestic abuse
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<ul style="list-style-type: none"> • Academic crisis (exam stress, missing deadlines) 	<ul style="list-style-type: none"> • Impact of someone else's difficulty on own health and /or study
<ul style="list-style-type: none"> • Relationship crisis 	<ul style="list-style-type: none"> • Substance abuse
<ul style="list-style-type: none"> • Accommodation crisis 	<ul style="list-style-type: none"> • Death of family member/friend
<ul style="list-style-type: none"> • Serious illness 	<ul style="list-style-type: none"> • Violent sexual assault or attack
<ul style="list-style-type: none"> • Honour based violence 	<ul style="list-style-type: none"> • Bullying/harassment
<ul style="list-style-type: none"> • Transitional/cultural crisis 	<ul style="list-style-type: none"> •

Contact details

Opening times: 0800 – 1800

Tel: 023 8059 7488 (27488 internal)

Email: firstsupport@soton.ac.uk

Career Destinations

Career Destinations offer a wide range of services to help students and graduates at any stage of their career journey to prepare for their future. Careers Destinations is located on Highfield Campus in Building 37. Throughout the year we run a series of on-campus events including employability skills workshops, employer presentations and career fairs. Such events are designed to equip students with the skills and attributes graduate recruiters are looking for and also provide opportunities for students to engage with employers. Students can also receive individual careers guidance as well as personalised feedback on their applications.

In addition to supporting students to self-source work experience and volunteering opportunities, we provide the Excel Southampton Placement Programme which offers a wide range of internships over the Easter and summer vacations, based both here on campus and within a wide variety of external organisations.

The faculty has two dedicated Specialist Practitioners supporting Humanities students throughout their degree through the provision of bespoke careers and employability related activity – Karl Anton and Suzi Christian-Greaves.

For further information on what is on offer, booking onto events, and for your initial career information needs, please visit our website: www.southampton.ac.uk/careers.

Contact Details:

Opening times: Monday to Friday 0900 - 1700

Telephone: 023 8059 3501

Email: careers@southampton.ac.uk

Volunteering Enquiries (both from students and organisations):

volunteering@southampton.ac.uk

Graduate Passport Enquiries: graduatepassport@southampton.ac.uk

Accommodation

The University of Southampton has more than 20 Halls of Residence, varying from location, catering facilities and room facilities. More information can be found at:

<http://www.southampton.ac.uk/accommodation/>. Halls of Residence has both a day support team and an out of office Residences Support Service to ensure all Halls are kept safe and remain a study-conducive environment.

Contact details:

Residences: 24 hours

Day: halls@soton.ac.uk

Night: residencessupport@soton.ac.uk Telephone: 023 8059 5777

Sport and Wellbeing

Sport and Wellbeing offers a wide array of facilities across Southampton for varying abilities and interests. With a range of fitness suites in separate locations, extensive outdoor pitches and courts available at Wide Lane, you are sure to find something here that will suit your needs. More information can be found at:

<http://www.southampton.ac.uk/sportandwellbeing/>

Contact details:

Opening times: vary, usually 0700 – 2200 but it varies

Jubilee Sports Centre: 023 8059 2119

Wide Lane Sports Ground: 023 8059 8085

Water sports Centre: 023 8067 6875

Online booking:

<http://www.southampton.ac.uk/sportandwellbeing/membership/onlinebooking.html>

SUSU

The University of Southampton's Student Union offers a variety of support systems: Nightline, SUSU Peer Support, The Advice Centre, The Safety Bus, and Personal Safety.

Nightline is a listening service operating between 8pm-8am. They will listen to any personal problem and it is completely confidential and anonymous. Call 023 8059 5236 (Halls: 25236).

SUSU Peer Support is a new confidential listening service delivered by students for students. All SUSU peer supporters have received extensive training and will listen to you without judging. You will be able to meet with a peer supporter on a 1 to 1 basis at a time and place that works for you. Please see: <http://www.susu.org/help-and-support/peer-support/2013/index.html>

The Advice Centre, is located on level 3 Building 40, above the Stag's pub. It offers face to face welfare advice, support and guidance, specifically on academic issues, private housing, financial struggles, and mediating conflicts with friends. Online guides are also available.

Contact details:

Opening times: Monday to Friday 9000 – 1700

Email: advice@susu.org

Telephone: 023 8059 2085

Website: <http://www.susu.org/help-and-support/advice-centre/2012/>

The Safety Bus runs from outside the Student's Union every night during term time from 8pm until late and will take you home to your door from just £1.50. It also runs from other

locations during term time. Find further information about staying safe here:
<http://www.susu.org/whats-on-and-where/safety-bus.html>

SUSU also offer items for **personal safety**, attack alarms sold in the shop for no profit and condoms free from behind SUSU reception, there is plenty of safety advice on susu.org

Useful Information

First term transition

The main issue you will encounter in this phase will be **different levels of participation** from your mentees. It is unlikely that your full mentor group will be in full attendance at every meeting – remember this is **not necessarily a reflection of your mentoring skills**; it is hard work to achieve full attendance (think about lectures!)

Reducing Poor Attendance

- Change the **location** of your meetings.
- Change the **time** of your meetings.
- Ask your mentees which **agendas** they'd like to go over, rather than organising a meeting about something they may already know.
- Send out **reminder texts** the day before the meeting.
- Change your **method of contact** – i.e. if email is not working use Facebook.
- You should aim to **keep a record** of your meetings to monitor mentee attendance and keep a note of anything you need to research for your next meeting – see the online resource for an easy to use template.

10 Points for Success

As a mentor, help your mentees to complete the following:

1. To settle into accommodation and any other aspect of university.
2. To make an informed choice and sign up to the right modules for them; also know how to make changes through the correct system (not applicable to all degree programmes). (Two week settling in period)
3. Understand the university timetable and how to access the electronic copy online.
4. Are familiar with key university online systems; blackboard and emails.
5. Be aware of, and be in a position to take up, social opportunities through the clubs, societies and extracurricular agenda available at the University of Southampton.
6. Know who to go to for support, to inform or ask for decisions on any aspect of their course or university experience (knowing the differing roles and responsibilities of staff).
7. Have your voice and views listened to by making use of the student representation.
8. Make full use of the university library and the electronic library information resources.
9. Apply good scholarship in their academic work and writing, avoiding plagiarism and using accurately the appropriate referencing system for their subject.
10. Plan and organise their time and prioritising, for optimum effectiveness.

Ice-breaker Ideas

INTRODUCE ANOTHER. Divide the group into pairs. Each person talks about him/herself to the other, sometimes with specific instructions to share a certain piece of information. For example, "The main reason why I came to study here is..." After five minutes, the participants introduce the other person to the rest of the group.

I'VE DONE SOMETHING YOU HAVEN'T DONE. Each person in the group introduces themselves and describes something they have done that they think no one else in the class has done. If someone else has also done it, the student must state something else until he/she finds something that no one else has done.

TWO TRUTHS AND A LIE. Each person makes three statements about themselves (e.g. I speak French) but one of the statements is false. Their neighbour(s) must talk to them to find out more and guess which is one is false.

THREE THINGS IN COMMON. In pairs, find out three things that you have in common with the other person that you don't already know.

Ideas for meetings

- A library talk; we could offer library tours using a guide written by library staff (please see University Support for contact details). This could incorporate an activity where new students are given obscure or interesting books to find within the library which could help them improve confidence when looking for resources for assignments.
- Good places to find references for assignments and books that they found useful “what’s worth buying”.
- A “coffee crawl”; this is a non-alcoholic version of a bar or pub crawl where buddies take their groups out on campus and then into Portswood and into town. This would help them navigate around Southampton and know where things are located. It doesn't have to be just about finding coffee shops and cafes; it could be done on a more general level.
- A trip to the union cinema (Note: spring season is one of the best as it is around award time)
- An introduction to the Student's Union.
- Introduction to the employability resources. (Brief but useful task – could include careers destinations, and discuss the first year Employability module)
- How to submit an assignment including what forms to fill in and how.
- A “welcome to” event: this has been successful in the past with a networking game and modest catering could be an option. Staff would be invited too.
- You could consider taking them to meet with a society that you are part of, if they show an interest.

Conversation topics

- Cooking: some students struggle with this in their first year, hearing about it from a peer may help them. They could consider sharing simple recipes. Some of which can be found [here](#)
- Money saving tips and budgeting (“get money for the week out on Monday and leave your card at home” etc.)
- Things to do in the area: niche venues and activities. (Pottery place in the Marlands Mall, Turtle Bay restaurant, the Guildhall for gigs, town centre, Winchester etc.)

- Top tips for their first year: Be open and be yourself and you will make lots of friends, socialise both inside and out of your course group, throw yourself into societies etc...
- What you want to be able to achieve by the end of your degree - aspirations
- Good places to find resources for assignments
- Tricky modules and how to overcome them
- Housing, moving out of halls and into private rented (better to cover this towards the end of the scheme)
- Study methods
- Differences between school and University.

Top Tips

Top tips for new student in Humanities

- Go and meet your PAT. You have 3 or 4 years with them so it is best to get to know them sooner rather than later.
- Read the handbook for Humanities, and also your own department's handbook.
- Be prepared to run from Highfield to Avenue within 10 minutes.
- Planning ahead is a good idea
- While learning: read, write a lot. Practise those skills.
- Use Soton Swap to get 2nd hand books on your modules:
<https://www.facebook.com/Sotonswap>
- Join your departmental society.
 - A great away to make friends on your course.
- If you are having difficulties in a particular module, ask your friends for advice on how you may approach it. They may even be able to help you if they have time to spare.
- Check your University email account regularly.
- Get used to the library. Most Humanities courses require lots of further reading.
- Don't be afraid to use your lecturers' office hours, and to ask for their help.
- Familiarise yourself with Blackboard.
- Don't leave revision to the day before the exam.
- Get to know your course rep and academic president so you know where you can find them if you have something you want a say on.
 - Put yourself up to be course rep! It's an excellent opportunity and looks good on CV

Top tips for new student at Southampton University

- Volunteer.
- Get involved in the Graduate Passport Scheme and extra-curricular activities (clubs & societies).
- Don't panic. Try and make friends and make the most of your time here. Give people a chance.
- Get used to the Highfield campus map, as it can be tricky to find buildings.
- Use SUSSED, Blackboard and WebCat.

- Use your student ID card to get discounts.
- Join societies at the Bunfight.
 - Attend the socials and join society Facebook groups.
- Pursue interests as well as study hard or you will not be employable.
- Get the Southampton app.
- Make as many friends as you can!
- Party hard but don't neglect your degree. Remember why you are at university.
- As the Nike slogan says: Just do it! Be active. Join societies and pursue new hobbies.
- Socialize with your flatmates and people living in your halls.
- Try different taster sessions for clubs & societies so you meet new people and try new things.
- Look out for information about the student entitlement card (<http://www.southampton.ac.uk/entitlement/>)
- Make use of the University of Southampton social networking sites through Facebook, Twitter and LinkedIn.

Top tip for a new student in Southampton

- Explore the city - consider walking tours.
- Stay safe and take care.
- Find shops you are likely to need.
 - Make use of opportunity to get cheap fruit and veg by going to the market on campus every Monday (Thursdays during vacation time)
- Think about how you are going to get home after a night out (safety bus and taxi scheme).
- Enjoy the nightlife, but also study hard.
- Make use of the Unilink buses (while you have your free pass). Keep an eye on their website for travel and timetable updates and remember which bus to take to Portswood, town, halls and university
- Make sure you register at the doctors as soon as possible, at the beginning of term there will be queues to register

First Year Employability Module: HUMA1036

The Humanities Employability Module will be run as a zero-credit, compulsory module for all first year Humanities students throughout the 2014/15 academic year. This new module aims to increase students' self-awareness of the wide array of transferable skills they possess, to allow students to articulate these skills successfully to employers and then encourage them to set personal objectives for development, weigh up their career options and take steps to actively become more employable and get involved in opportunities from day one of their degree.

The module serves as part of the Faculty's comprehensive new employability movement that has been established over the summer to give employability visibility, create a strong, cohesive Faculty-wide image and unite the various lines of employability activity across the Faculty under one recognisable brand. The Faculty wide employability initiatives' branding is as follows:

Mission Employable: Knowing, growing and showing the skills for career success.

This brand has been developed based on the key principles of the newly structured employability strategy of the Faculty, of which the Employability Module is a key constituent.

For example, the core aim of the module and surrounding initiatives within the 'Mission Employable' is to, initially, raise student awareness of the skills they possess and allow them to set objectives for improvement- **knowing skills**.

Then, we wish to provide them with the knowledge, motivation and relevant resources to independently develop both personally and professionally throughout their degree- **growing skills**.

And finally, once students have both realised the importance of and further developed the wide array of transferable skills that we at the University of Southampton are able to develop, we wish to teach students how to articulate these skills effectively to employers and successfully build relationships conducive to long-term career success- **showing the skills for career success**.

Be aware that this process of developing employability will be something far more at the core of current first-years' degree courses than it has been in the past and will be something far more emphasised to them. For this reason they may well ask questions relating to employability and Mission Employable as a whole and it may therefore be of use to familiarise yourself with these initiatives and seek to encourage mentees' involvement in student opportunities should you feel it may benefit them and their development.

The Faculty is looking to continue to innovate, engage students and promote employability through this brand and so considering your mentee's progress in this regard is something to be sure to bear in mind in your role as a mentor!

Societies

SUSU website has an extensive list of all their affiliated societies:

<http://www.susu.org/something-for-everyone/2012/index.html>

Some of the Humanities related societies are listed in the table below. By all means recommend from outside of this list:

Society	Facebook
Archaeology	https://www.facebook.com/groups/280960801933929/
English	https://www.facebook.com/groups/EngSocSouthampton/?fref=ts
Film	https://www.facebook.com/groups/19896341120/?fref=ts
French	https://www.facebook.com/groups/sotonfrensoc/
German	https://www.facebook.com/groups/609748665809472/
History	https://www.facebook.com/groups/HistSoc/?fref=ts
Languages	https://www.facebook.com/groups/678595112224996/
Music	https://www.facebook.com/groups/MuSoc/?fref=ts
Philosophy	https://www.facebook.com/groups/philsoc.soton/?fref=ts
SLAPS	https://www.facebook.com/groups/slapsoc/?fref=ts

Useful Links

University of Southampton's mobile app

Students may find the University of Southampton's mobile app useful for combining access to map services, information and University systems. Please find further details here:

<http://www.southampton.ac.uk/mysouthampton/>

Term dates

http://www.southampton.ac.uk/studentadmin/about_saa/term_dates_and_planned_year/

University Social Media pages of interest:

- University Twitter: <https://twitter.com/unisouthampton>
- University International Twitter: <https://twitter.com/UniSotonIntl>
- Humanities Facebook: <https://www.facebook.com/humanitiesUoS?fref=ts>
- Humanities Twitter: @HumanitiesUoS <https://twitter.com/HumanitiesUoS>
- Employability Social Networking sites - Twitter: @HumsEmployable <https://twitter.com/HumsEmployable>
- Hartley Library Twitter: @UniSotonLibrary <https://twitter.com/UniSotonLibrary>
- Uni-Link Bus Twitter: @unilinkbus <https://twitter.com/unilinkbus>

Things to do in Southampton:

<http://www.discoversouthampton.co.uk/>

NUS Advice page

Southampton University is not part of the NUS but their advice page can be found here:

<http://www.nus.org.uk/en/advice/>

Helpful Student Websites:

Guardian: <http://www.guardian.co.uk/education/students>

Independent: <http://www.independent.co.uk/student/>

Student beans (blogs, articles and offers): <http://www.studentbeans.com/>

Example articles:

Easiest meals for students:

<http://www.independent.co.uk/student/student-life/finances/top-ten-easiest-meals-for-students-or-anyone-else-for-that-matter-to-cook-6939170.html>

How to make your food and money go further:

<http://www.studentbeans.com/student101/a/food-02/22-tricks-to-make-your-food-last-and-your-cash4365.html>

University worries- common questions answered:

<http://www.susu.org/fresh/dont-panic.html>

5 secrets to successful revision: <http://www.theguardian.com/education/2014/jan/08/five-secrets-of-successful-revising>

10 things no student should ever waste money on:

<http://www.independent.co.uk/student/student-life/finances/10-things-no-student-should-ever-waste-money-on-8608967.html>

If you have any questions or queries please contact Charlotte
Medland: C.J.Medland@soton.ac.uk

We hope you enjoy your experience as a Peer Mentor!