Focus Area: First and Second Year Programs
Leader(s): Roshaunda Ross
Implementation Year: 2016-2017

**Goal #5:** Foster cohort communities built on knowledge and trust through continuous development of our Peer Mentor Program and ongoing training of our Peer Mentors.

<table>
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<tr>
<th>Objective 1:</th>
<th>Implement comprehensive training and development curriculum for Peer Mentors that begins immediately after hire and continues throughout time of service</th>
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| **Action Items** | ➢ Identify professional and personal needs to be successful in Peer Mentor role  
Feedback about the needs of the Peer Mentor was solicited from Peer Mentors as well as faculty who teach Mastering College and First-Year Seminar.  
➢ Facilitate monthly in-service trainings for Peer Mentor development  
In-services trainings were offered on various topics including incident reporting and professionalism. Peer Mentors were also encouraged to attend workshops and forums around campus on relevant topics.  
➢ Reformat application and hiring process for Peer Mentors to emphasize ongoing training  
Statements regarding ongoing trainings were added to the application. Moreover, this was emphasized during individual interviews.  
➢ Give frequent feedback on Peer Mentor job performance  
Feedback was given to Peer Mentors during their biweekly 1:1s. At the end of the Fall semester, feedback was also given from faculty/student evaluations.  |

| Indicators and Data Needed | ➢ Regular 1:1 meetings by Peer Mentor supervisor  
➢ Evaluations by faculty who work with Peer Mentors in classroom  
➢ Classroom observations and feedback by Peer Mentor supervisor  
➢ Performance evaluation by Peer Mentor supervisor |

| Responsible Person and/or Unit (Data collection, analysis reporting) | ➢ Sean Smith, NSP  
➢ NSP Staff |

| Milestones (Identify Timelines) | ➢ Monthly in-service trainings  
➢ End of semester evaluations |

| Desired Outcomes and Achievements (Identify results expected) | ➢ Knowledgeable Peer Mentor staff  
This is an ongoing effort. More assessments need to be given to Peer Mentors throughout the year to rate knowledge.  
➢ ‘Greatly exceeds’ cumulative ratings on end of semester evaluations from both faculty and Peer Mentor supervisor  
The Fall, 2016 Peer Mentors had varying levels of commitment and engagement. |
### Goal #5: Foster cohort communities built on knowledge and trust through continuous development of our Peer Mentor Program and ongoing training of our Peer Mentors.

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<th>Objective 2:</th>
<th>Clarify and implement policies/expectations of the Peer Mentor role</th>
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| **Action Items** | Create clear goals with Peer Mentors at beginning of academic year  
This was completed in August, 2016. Goals included reaching every FY student in FYS and Mastering College courses.  
Rewrite and clarify Peer Mentor contract  
This was completed in August, 2016. The new version had more detailed expectations.  
Expand and clarify student staff application and process  
The application was updated and offered only through Survey Monkey. Evaluation criteria and forms for the group process and individual interviews were modified.  
Clarify and document the definition of “good standing” for student staff  
This was completed in August, 2016 when the new version of the contract was written.  
Require frequent written reports from Peer Mentors  
Peer Mentors were required to submit reports.  
Hold regularly scheduled 1:1 and whole staff meetings with Peer Mentors  
Peer Mentors had biweekly 1:1s with their supervisor and weekly whole staff meetings. |

| Indicators and Data Needed | Surveys of transfer juniors about campus climate and knowledge  
Feedback from juniors about educational and social quality and value of CJY programming  
Assessments of learning outcomes from various workshops |

| Responsible Person and/or Unit (Data collection, analysis reporting) | Sean Smith, NSP  
NSP Staff |

| Milestones (Identify Timelines) | Initial Peer Mentor trainings  
1:1 and staff meetings with Peer Mentors |

| Desired Outcomes and Achievements (Identify results expected) | Clear messaging about expectations/role of Peer Mentors  
This is an ongoing effort.  
More effective Peer Mentor staff  
This is an ongoing effort. |

‘Reaching Vision 2020’ Strategic Plan-First and Second Year Programs Outcomes