

Governors State University

Student Affairs and Enrollment Management: Reaching Vision 2020

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.

Objective 1:	Implement comprehensive training and development curriculum for Peer Mentors that begins immediately after hire and continues throughout time of service
Action Items	<ul style="list-style-type: none"> ➤ 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 (Measures that will appraise progress towards the strategic objective)	<ul style="list-style-type: none"> ➤ 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)	<ul style="list-style-type: none"> ➤ Sean Smith, NSP ➤ NSP Staff
Milestones (Identify Timelines)	<ul style="list-style-type: none"> ➤ Monthly in-service trainings ➤ End of semester evaluations
Desired Outcomes and Achievements (Identify results expected)	<ul style="list-style-type: none"> ➤ 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.

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Objective 2:	Clarify and implement policies/expectations of the Peer Mentor role
Action Items	<ul style="list-style-type: none"> ➤ 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 <small>(Measures that will appraise progress towards the strategic objective)</small>	<ul style="list-style-type: none"> ➤ 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 <small>(Data collection, analysis reporting)</small>	<ul style="list-style-type: none"> ➤ Sean Smith, NSP ➤ NSP Staff
Milestones <small>(Identify Timelines)</small>	<ul style="list-style-type: none"> ➤ Initial Peer Mentor trainings ➤ 1:1 and staff meetings with Peer Mentors
Desired Outcomes and Achievements <small>(Identify results expected)</small>	<ul style="list-style-type: none"> ➤ Clear messaging about expectations/role of Peer Mentors This is an ongoing effort. ➤ More effective Peer Mentor staff This is an ongoing effort.