



## **Information for Students considering Specialist Mentoring**

This information sheet is to help students who are considering whether to access Specialist Mentoring for their studies, and aims to help answer any questions they may have about this support.

### **Frequently asked questions**

#### **What is Support and Guidance Mentoring?**

Specialist Mentors provide support by offering assistance in developing organisational skills, managing workload and maintaining your focus on academic progress.

#### **What issues can I discuss with my Mentor?**

The topics you cover in your sessions will vary depending on the demands of your course and the most pressing issues. You may find it useful to talk about some of the following:

- When your assignment/work deadlines are and how you will meet the deadlines.
- Whether any organisational/time management difficulties are impacting on your attendance of taught sessions (lectures, seminars, etc.)
- How you are settling in to University and finding your way about campus and the city
- How you are managing to access MOLE, emails and course information
- Whether you are managing to access library services and find resources you need for your work
- How you are coping with making contributions in seminars/group work
- How you are finding the social side of University and whether you would like any support finding information about University events and societies

Your Mentor will be able to provide you with practical guidance and support you in developing strategies. Your Mentor is not able to provide you with counselling, advocacy or advice.

#### **What if I have other things I need help with?**

Your Mentor will know about other support available to you and will be able to signpost you to relevant services if needed e.g. University Counselling, Careers Service or SSID.

#### **Where will I meet with my Mentor?**

Most Mentor appointments take place at 301 Glossop Road in our Mentor rooms on the first floor. The building is fully accessible and has a platform lift.

#### **How often will I meet with my Mentor?**

You will have been recommended a set number of hours of Mentoring support each academic year. This is usually one hour a week but may be more or less than this depending on your individual support needs.

#### **Is what is said in my Mentoring sessions confidential?**

What you say in your Mentor sessions usually remains confidential within DDSS and would only be shared beyond DDSS in exceptional circumstances. If you disclose something that gives your Mentor cause for concern about your or someone else's safety - that information will be passed on.

**Will my Mentor sessions be at the same time each week?**

Mentor sessions are usually arranged at the same time each week, if your timetable allows this. You will arrange your next appointment with your Mentor at the end of each session.

**Will my Mentor keep a record or what is covered in our sessions?**

Your Mentor will keep an electronic record of what is covered in your sessions and will also undertake 3 monthly reviews of your mentoring support with you. These records can only be seen routinely by DDSS staff.

**Can I contact my Mentor outside of session times?**

When your first appointment is arranged, you will be given your Mentors work e-mail address. You will then be able to contact your Mentor to let them know if you are not able to make your next appointment. Your Mentor cannot provide any guidance or support outside of your session times.

**Can I have mentoring by Google Hangouts instead of meeting face-to-face?**

When your Mentoring support is first set up it is usually expected that you will come to 301 Glossop Road to meet with your Mentor face-to-face. If regular face-to-face mentoring appointments are not possible for you, you may agree with your Mentor that you can have sessions by Goggle hangouts. Your Mentor will still arrange an appointment time with your Mentor for this support and they will contact you at your agreed time. Email and phone mentoring sessions are not permitted.

**Can my Mentor act on my behalf?**

It is part of your Mentor's role to support you in making decisions around your studies and this includes supporting you to communicate with your academic department and University services when needed. For example, they may be able to make a list with you of things you need to discuss with your personal tutor or help you to draft an email.

--

We do hope this information will help you make a decision about whether you would like to take up Specialist Mentoring but if you do have any further questions about this support, please contact the Support Worker Co-ordinators: [supportwork@sheffield.ac.uk](mailto:supportwork@sheffield.ac.uk)