QCC Mentoring

Mentor Orientation and Training
Introductions

• Introduce yourself to the group
• How did you hear about QCC Mentoring, what is your connection?
• What interested you about the program
Agenda

1. Overview of QCC Mentoring: Policies and Procedures
2. Mentoring Defined
3. Cultural Awareness and Responsiveness
4. Setting Boundaries
5. Positive Communication Strategies
6. Wrap up and Question/Answer
Outcomes

• Understanding of the QCC Mentoring Program
• Strategies to build positive relationships with Mentee
• Resources to connect QCC Students to campus services
About QCC

- Established 1963
- Over 13,000 students served per year
- Lowest tuition in the region for Massachusetts residents
- QCC Alumni number over 20,000
Who are our students?

<table>
<thead>
<tr>
<th>Student Demographic Profile</th>
<th>Spring 2017</th>
<th></th>
<th>Count</th>
<th>Percent</th>
<th>Spring 2018</th>
<th></th>
<th>Count</th>
<th>Percent</th>
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<tr>
<td></td>
<td></td>
<td>FULL-TIME/PART-TIME</td>
<td></td>
<td></td>
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<td>FULL-TIME/PART-TIME</td>
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<td></td>
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<td>Full Time</td>
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<td>4556</td>
<td>Part Time</td>
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<td></td>
<td></td>
<td>GENDER</td>
<td></td>
<td></td>
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<td>GENDER</td>
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<td></td>
<td></td>
<td>Females</td>
<td>4117</td>
<td>57.6%</td>
<td>4056</td>
<td>Females</td>
<td>59.2%</td>
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<td>Males</td>
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<td>2795</td>
<td>Males</td>
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<td>42</td>
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<td></td>
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<td>Black</td>
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<td>894</td>
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<td>American Indian</td>
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<td>32</td>
<td>American Indian</td>
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<td></td>
<td></td>
<td>Asian</td>
<td>349</td>
<td>4.9%</td>
<td>323</td>
<td>Asian</td>
<td>4.7%</td>
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<td></td>
<td></td>
<td>Hispanic</td>
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<td>17.9%</td>
<td>1263</td>
<td>Hispanic</td>
<td>18.4%</td>
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<td></td>
<td></td>
<td>White</td>
<td>3995</td>
<td>55.9%</td>
<td>3787</td>
<td>White</td>
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<td></td>
<td></td>
<td>Multi Racial</td>
<td>167</td>
<td>2.3%</td>
<td>171</td>
<td>Multi Racial</td>
<td>2.5%</td>
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<tr>
<td></td>
<td></td>
<td>Native Hawaiian/other</td>
<td>7</td>
<td>0.1%</td>
<td>7</td>
<td>Native Hawaiian/other</td>
<td>0.1%</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Pacific Islander</td>
<td>7</td>
<td>0.1%</td>
<td>7</td>
<td>Pacific Islander</td>
<td>0.1%</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Other/Not Reported</td>
<td>363</td>
<td>5.1%</td>
<td>332</td>
<td>Other/Not Reported</td>
<td>4.9%</td>
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Our Mentees

Key Indicators:

Live in Worcester: 68%
1st Generation College Students: 75%

Female: 53%
Male: 42%
Other Gender: 4%

Average Age: 24

<table>
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<tr>
<th>Ethnicity</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>African American</td>
<td>21%</td>
</tr>
<tr>
<td>Asian American</td>
<td>5%</td>
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<tr>
<td>Caucasian</td>
<td>28%</td>
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<tr>
<td>Hispanic</td>
<td>28%</td>
</tr>
<tr>
<td>Multi-Racial</td>
<td>4%</td>
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<tr>
<td>Other</td>
<td>12%</td>
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<tr>
<td>Unknown</td>
<td>1%</td>
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</table>
Goals of QCC Mentoring

• Provide a positive setting for students at QCC to connect with mentors and build a relationship that will support their college-going experience.
• Improve student performance, retention, and persistence
• Connect students with professional networks, opportunities, and industry contacts.
• Help students develop employer desired “soft” skills
• Deepen the partnerships of Quinsigamond Community College
Benefits of Being a Mentor

• Build stronger connections with QCC
• Professional development, leadership training, and networking opportunities on campus
• Gym membership
• Opportunity to develop future employees
• Expand cultural competency and awareness
Expectations of Mentors

• Meet individually with Mentee once per month for the academic year (October-May)
• Attend Kick-Off event on October 11th at 4:30 pm at QCC
• Additional Mentor/Mentee events will be held monthly
QCC Mentoring Approved
Locations

• QCC West Boylston Campus in the Harrington Learning Center Café, Second floor study room, or advising cubicles between 8 am and 8 pm.
• At a QCC Community Learning Hub:
  • Great Brook Valley Community Learning Hub: 35 Freedom way, Worcester MA. Hours are: Monday, Tuesday, Wednesday, Thursday, Sunday from 4-8pm;
  • Catholic Charities Community Learning Hub: 10 Hammond Street, Worcester MA. Hours: Monday, Tuesday, Wednesday, Thursday from 8:30am-5pm and Wednesday from 5-8pm
  • Downtown Campus Quinsigamond Community College Community Learning Hub: 25 Federal St. Worcester MA, Room 007B. Hours Monday, Tuesday, Wednesday, Thursday and Sundays from 4-8pm.
Referrals to Campus Resources

• Page 11 of Mentor Handbook: Chart of Campus Resources

• Use this information to point your mentee in the right direction

• Mentors are not tutors, counselors, financial aid officers, etc...
<table>
<thead>
<tr>
<th>Program/Office</th>
<th>Services Offered</th>
<th>Target Population</th>
<th>Location</th>
<th>Contact</th>
<th>Notes</th>
<th>QCC link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Advising</td>
<td>Guide students from entry to exit at QCC: provide faculty advisor, Administer Accuplacer, help with scheduling</td>
<td>All QCC students</td>
<td>61A</td>
<td><a href="mailto:advising@qcc.mass.edu">advising@qcc.mass.edu</a>; 508.854.4308</td>
<td>Great place to start with testing, resources, and steps to enroll.</td>
<td><a href="https://theq.qcc.edu/ICS/Stu">https://theq.qcc.edu/ICS/Stu</a> dent_Services/Academic_Advising.jnz</td>
</tr>
<tr>
<td>Academic Tutoring</td>
<td>Free tutoring for currently enrolled QCC students, in person and online. Math Center for Math support, Writing Center for Writing Support, General Academic Area tutoring, and Steps to Success for basic College Readiness Skills</td>
<td>All QCC students</td>
<td>MLC 208, 206, 222, 205</td>
<td><a href="mailto:wccinfo@qcc.mass.edu">wccinfo@qcc.mass.edu</a>; <a href="mailto:SteptosSuccess@qcc.mass.edu">SteptosSuccess@qcc.mass.edu</a>; <a href="mailto:MathCenter@qcc.mass.edu">MathCenter@qcc.mass.edu</a></td>
<td>Many options- choose tutoring that matches need of student</td>
<td><a href="https://theq.qcc.edu/ICS/Stu">https://theq.qcc.edu/ICS/Stu</a> dent_Services/Academic_Tutor ing.jnz</td>
</tr>
<tr>
<td>Career Services</td>
<td>Assist students in finding careers after college</td>
<td>All QCC students</td>
<td>272A</td>
<td>508-854-4439; Email: <a href="mailto:careerservices@qcc.mass.edu">careerservices@qcc.mass.edu</a></td>
<td>Helpful workshops listed on The Q page. Counselors can help students put together resumes, cover letters, prepare for interviews, and even find business casual clothing</td>
<td><a href="https://theq.qcc.edu/ICS/Stu">https://theq.qcc.edu/ICS/Stu</a> dent_Services/Career_Services.jnz</td>
</tr>
<tr>
<td>Brothers &amp; Keepers</td>
<td>Peer support to increase retention and success of male students</td>
<td>Male QCC students</td>
<td>170A</td>
<td><a href="mailto:brothersandkeepers@qcc.mass.edu">brothersandkeepers@qcc.mass.edu</a>; 508.854.7413</td>
<td>Program to assist students in obtaining the confidence, resources and skills needed to succeed academically and socially.</td>
<td><a href="http://www.qcc.edu/brothers-keepers-program">http://www.qcc.edu/brothers-keepers-program</a></td>
</tr>
<tr>
<td>Counseling Services</td>
<td>Free counseling services available to all.</td>
<td>All QCC students</td>
<td>162 A</td>
<td><a href="mailto:twells@qcc.mass.edu">twells@qcc.mass.edu</a>; 508.854.4479</td>
<td>If you believe a student is in need of counseling, you can refer them to counseling services, and notify QCC Mentoring Staff.</td>
<td><a href="http://www.qcc.edu/services/AdultCounseling.jnz">http://www.qcc.edu/services/AdultCounseling.jnz</a></td>
</tr>
<tr>
<td>Disability Services</td>
<td>Works with students to overcome any boundaries or issues that arise from a documented disability</td>
<td>Any QCC student with documented disability or in need of accommodation</td>
<td>246A</td>
<td><a href="mailto:disabilityservices@qcc.mass.edu">disabilityservices@qcc.mass.edu</a>; 508.854.4471</td>
<td>If a student discloses a disability to you, and you are in need of guidance or support in your work with that student, feel free to reach out to the disability office or QCC Mentoring Staff.</td>
<td><a href="http://www.qcc.edu/services/disability-services">http://www.qcc.edu/services/disability-services</a></td>
</tr>
<tr>
<td>Help Desk</td>
<td>The help desk can help any QCC student who is having difficulty with their technology or email communication.</td>
<td>Any QCC student</td>
<td>866A</td>
<td><a href="mailto:help@qcc.mass.edu">help@qcc.mass.edu</a></td>
<td>All technical support and guidance for student technology can be found here.</td>
<td><a href="https://theq.qcc.edu/ICS/Help.jnz">https://theq.qcc.edu/ICS/Help.jnz</a></td>
</tr>
<tr>
<td>Registrar</td>
<td>Office that organizes student registration for classes and provides transcripts</td>
<td>Any qcc student or alumni</td>
<td>152A</td>
<td><a href="mailto:registrar@qcc.mass.edu">registrar@qcc.mass.edu</a>; 508.854.4257</td>
<td>If students in need of help registering for classes, have hold, etc…</td>
<td><a href="https://theq.qcc.edu/ics/Stu">https://theq.qcc.edu/ics/Stu</a> dent_Services/Registrar.jnz</td>
</tr>
<tr>
<td>Transfer Services</td>
<td>Assists students who are planning or interested in transferring to another institution</td>
<td>Any QCC student</td>
<td>272A</td>
<td><a href="mailto:transfer@qcc.mass.edu">transfer@qcc.mass.edu</a>; 508.854.4404</td>
<td>Helpful for students who want to continue to four year college, or to learn more about it. Scholarships: <a href="https://theq.qcc.edu/ICS/Student_Services/Transfer_Services_Scholarships.jnz">https://theq.qcc.edu/ICS/Student_Services/Transfer_Services_Scholarships.jnz</a></td>
<td><a href="https://theq.qcc.edu/ICS/Stu">https://theq.qcc.edu/ICS/Stu</a> dent_Services/Transfer_Services.jnz</td>
</tr>
<tr>
<td>Trio: Fast Forward</td>
<td>Assists special population students with support services to succeed in QCC: One stop shop for academic, financial aid, and college counseling.</td>
<td>First generation, economically disadvantaged college students, and students with disabilities at QCC.</td>
<td>170A</td>
<td><a href="mailto:trioess@qcc.mass.edu">trioess@qcc.mass.edu</a>; 508.854.4458</td>
<td>Note: There is an application process, students must meet federal guidelines to be eligible. First come first serve, so students should apply early in the fall.</td>
<td><a href="http://www.qcc.edu/services/ics/trio-student-support-services.jnz">http://www.qcc.edu/services/ics/trio-student-support-services.jnz</a></td>
</tr>
<tr>
<td>Library Services</td>
<td>Library services can help students with research acquiring books for courses, and help with homework assignments</td>
<td>Any QCC student</td>
<td>866A</td>
<td><a href="mailto:library@qcc.mass.edu">library@qcc.mass.edu</a></td>
<td>Librarians are a very helpful resource that many students do not know about or access.</td>
<td><a href="http://www.qcc.edu/libguides.co">http://www.qcc.edu/libguides.co</a> m/c.php?g=556057&amp;p=3823439</td>
</tr>
<tr>
<td>Student Clubs</td>
<td>There are a wide variety of clubs for students to join, which will help them engage with the college community.</td>
<td>Any QCC student</td>
<td>N/A</td>
<td><a href="mailto:mbone@qcc.mass.edu">mbone@qcc.mass.edu</a></td>
<td>Direct students to any club that fits their interests: Or have them start their own club.</td>
<td><a href="http://www.qcc.edu/student-life/clubs-and-organizations">http://www.qcc.edu/student-life/clubs-and-organizations</a></td>
</tr>
<tr>
<td>Testing</td>
<td>Testing office can help students prepare for an take the appropriate placement tests needed for entry at QCC.</td>
<td>Any QCC Student</td>
<td>58A</td>
<td><a href="mailto:testing@qcc.mass.edu">testing@qcc.mass.edu</a>; 508.854.2784</td>
<td>Students need photo ID for any testing at QCC</td>
<td><a href="https://www.qcc.edu/services/testing">https://www.qcc.edu/services/testing</a></td>
</tr>
<tr>
<td>Dean of Students</td>
<td>Assists students with academic, personal or social challenges related to aclimating to College life. Provides advocacy and referral to both on and off campus resources</td>
<td>Any QCC Student</td>
<td>866A</td>
<td><a href="mailto:trechichio@qcc.mass.edu">trechichio@qcc.mass.edu</a></td>
<td>The number one advocate for students.</td>
<td><a href="http://www.qcc.edu/Students/Counseling/DeanOfStudents.jnz">http://www.qcc.edu/Students/Counseling/DeanOfStudents.jnz</a></td>
</tr>
</tbody>
</table>
Defining Mentoring

• Turn to the person next to you, and discuss;
  – Have you ever had a mentor?
  – Who was that person? What role did they play in your life?
  – Using this example, how would you define a mentor?
  – Share with the group
Focus of QCC Mentoring

- Professional Guidance
- Academic Encouragement
- Personal Support
Getting to Know Each Other

1. List all the groups you belong to
2. Choose the top 5
3. Divide the circle into 5 parts
4. Introduce yourself to your partner using only the groups/identification on the circle
what happened
Cultural Responsiveness

Cultural responsiveness is being capable of genuinely embracing, working with, and continually learning about cultural differences. Your Mentee may come from a very different culture or background than you. It is important to keep this in mind, and embrace it!
The Danger of a Single Story

• Our lives, our cultures, are composed of many overlapping stories. Novelist Chimamanda Adichie tells the story of how she found her authentic cultural voice -- and warns that if we hear only a single story about another person or country, we risk a critical misunderstanding.

https://www.ted.com/talks/chimamanda_adichie_the_danger_of_a_single_story?language=en
Reactions to Ted Talk

• What story do you have in your mind now about Quinsigamond Community College Students?

• What story do you think your mentee might have of you?

• What strategies can we use to find multiple stories about our mentees?
Rules and Guidelines

• All mentoring sessions should be held on a QCC campus or satellite campus
• Mentors should not spend money on their mentees
• Mentors are responsible for setting and maintaining appropriate boundaries
Setting Boundaries

• QCC Mentoring requires certain strict boundaries for the Mentor/Mentee relationship:
  – Meeting Locations
  – Financial Involvement (none)
  – Documentation of Sessions
  – Reporting issues with Mentee
Red Card/Green Card

• To illustrate the differences in our individual boundaries we're going to try a group activity. I'm going to read a situation and if this is something you would not do, hold up your red card. If this is something you would do hold up your green card. Remember there aren't any right or wrong answers.
Discussion

- Were all our answers the same?
- What was the difference between universally agreed upon situations and situations with disagreement?
What to do?

• If there is an issue with your mentee, such as:
  – Unable to get in contact
  – Mentee mentions a troubling topic (harm to self or others, pressing medical issue, failing classes)
  – Consistently crosses boundaries

• Please contact QCC Mentoring Staff immediately- mentoring@qcc.mass.edu
Active Listening Strategies

• Encouraging
• Restating or Clarification
• Reflecting or Paraphrasing
• Summarizing
“Say What” Role Play

• In this activity, we will practice different active listening strategies.

• One person will play the mentor, and one person will play the mentee. The mentor will listen, actively, and the mentee will talk.

• Mentee should use the techniques and topics listed on the handout.
Wrap Up Discussion

• Do you expect any challenges in being a mentor? What are they?
• What are you looking forward to as a QCC Mentor?
• What steps could you take now, to be a positive mentor throughout the year?
Evaluation

• Please fill out the QCC Mentoring Event Application