

Student Engagement: Student Success Peer Mentor Program

SLO Presentation



*Navigating students through
their journey to success.*

Nicki Uechi

Peer Mentor Coordinator

nuechi@hawaii.edu

(808) 734-9319

Keith Kashiwada

Student Engagement Coordinator

kashiwad@hawaii.edu

(808) 734-9578

“Professionalism” Training Outcomes

Student Success Peer Mentors (SSPMs) will be able to:

- identify 5 elements of professionalism
 - reliability/responsibility
 - respect
 - honesty/integrity
 - appearance/behavior
 - skills/knowledge
- demonstrate professional behaviors that exhibit these elements in the work place

“Professionalism” Training Outline

SSPM Program Training

- approx. 1 hour
- required before SSPM is assigned to sites
- F2F session
 - beginning of the semester (group)
 - audience participation: questioning, pair-share, scenarios, etc.
- On-line version
 - during the semester (individual)
 - culminating quiz

Measurement

- **Informal**
 - on-going daily observations & evaluations
- **Formal**
 - evaluation at the end of each semester

Procedures for SSPMs	Procedures for Site Supervisors
1) complete self-evaluation for performance at each location	1) complete evaluation for each Peer Mentor
2) meet w/each supervisor to discuss evaluation	2) meet w/ each Peer Mentor individually to discuss evaluation

SSPM Evaluation ("Professionalism" section) Spring 2012

PROFESSIONALISM	Needs Improvement (1)	Satisfactory (2)	Excellent (3)	Comments?
Is prompt to shifts, trainings, meetings, & events				
Wears uniform, name tag is visible, & dresses in tasteful attire				
Interacts respectfully with self, other mentors, mentees, staff, faculty, & supervisors (tone, language, behavior, boundaries)				
Respects students' privacy & confidentiality rights (abides by FERPA laws)				
Takes the initiative to keep the work area clean, & supplies well-stocked				
Signs-in/out on clipboard daily & logs hours on SECE daily				
Ensures tasks/duties are completed & deadlines are met				
Strives for excellence in all duties & interactions				

Results

PROFESSIONALISM Criteria	Spring 2012		
	Needs Improvement (1)	Satisfactory (2)	Excellent (3)
Is prompt to shifts, trainings, meetings, & events		11%	89%
Wears uniform, name tag is visible, & dresses in tasteful attire		6%	94%
Interacts respectfully w/ all involved parties: self, other mentors, mentees, staff, faculty, & supervisors		9%	91%
Respects students' privacy & confidentiality rights (abides by FERPA laws)			100%
Takes the initiative to keep the work area clean, & supplies well-stocked	6%	17%	77%
Signs-in/out on clipboard log daily & logs hours on SECE daily		20%	80%
Ensures tasks/duties are completed & deadlines are met	3%	14%	83%
Strives for excellence in all duties & interactions	3%	11%	86%

Actions for Improvement

- meeting w/ SSPM, Site Supervisor, PMC
 - Student Engagement Coordinator present, if necessary
- “Corrective Action Agreement”
 - SSPM identifies specific steps to improve
- SSPM partnered w/ “exemplary” SSPM
 - weekly check-ins
 - regular follow-ups between PMC and Site Supervisor