



LA TROBE
College Australia

PEER ADVICE, MENTORING AND PROVIDING SUPPORT TO STUDENTS AT LA TROBE COLLEGE AUSTRALIA

USHA RAO – DIRECTOR, STUDENT SERVICES & JASON CORMICK-DOCKERY – STUDENT LEARNING
ADVISOR

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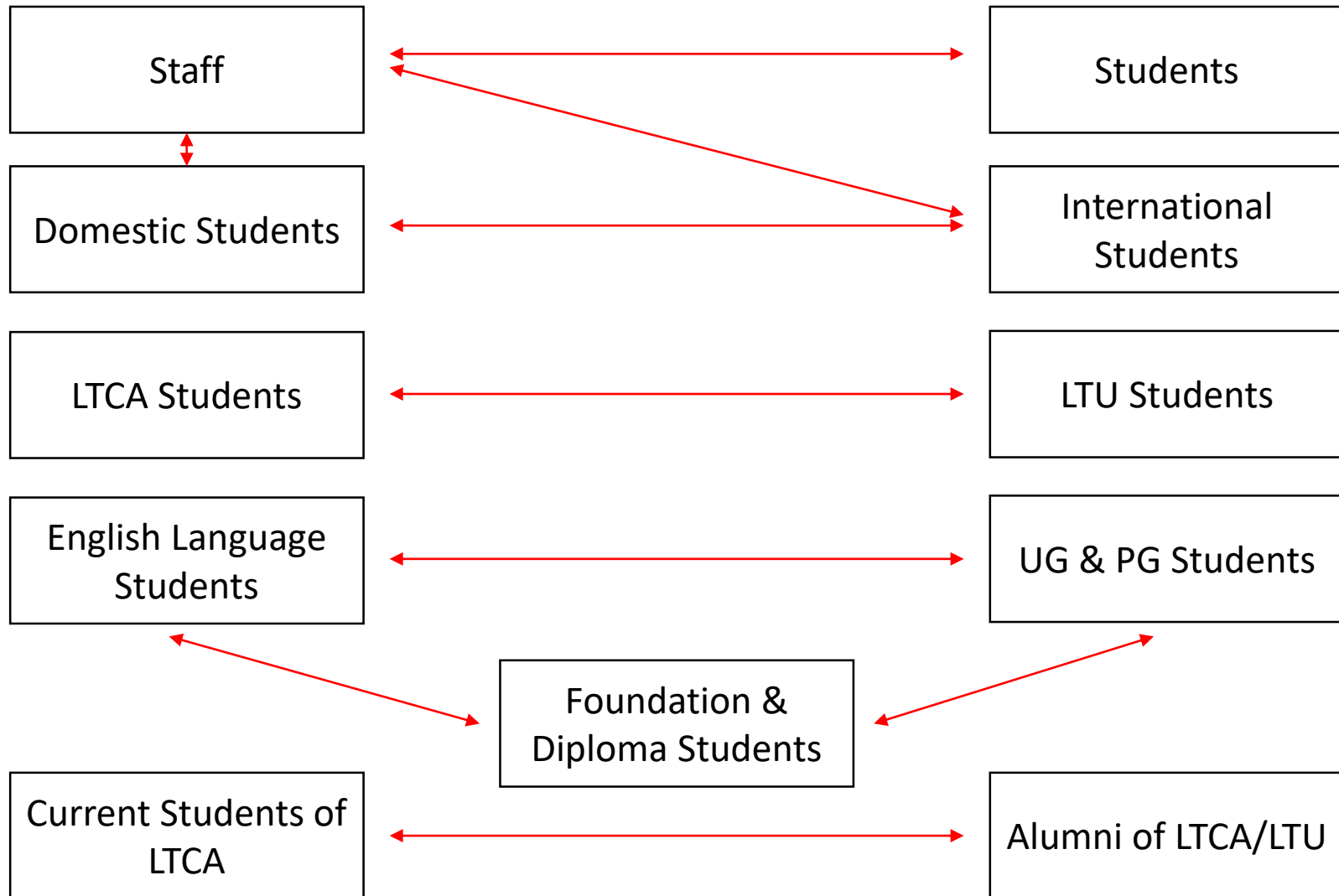
Outline

- Background
- Why use mentors?
- Set up process
- Design & delivery
- Measurement & Success
- Evaluation
- Looking forward

Some Student-led activities

- Registration & Enrolment
- Campus Tours
 - Orientation Sessions – in several languages
- Welcome Lunch
- Careers Panels
- Focus Group Discussions
 - Student Representative Committee
- Group Conversation
- Cultural Activities & Festivals
 - Online Advice
- Peer Mentoring
 - Excursions
- Sports Activities
 - Academic Advice/mentoring

Connectivity





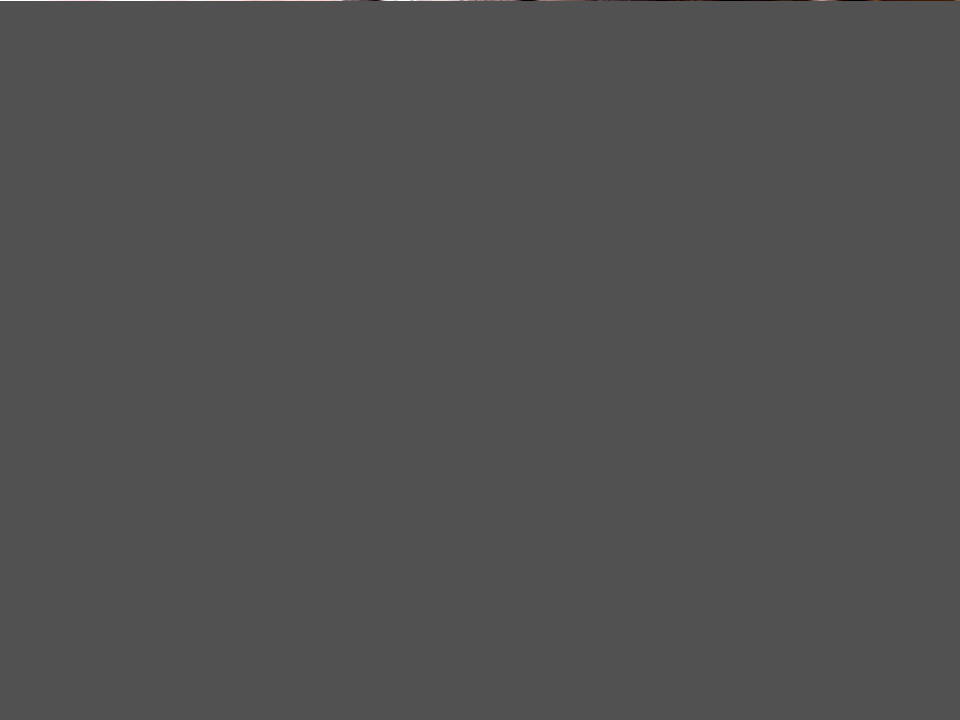
Student-led strategies

Start with:

- Training at LTCA by staff members
- Peer training
- Invited guests training students
- Referral to external training

After training:

- Follow-up
- Guidance
- Meetings
- Surveys
- Evaluation of program
- Certification and rewards
- Celebration of success



Phase 1:	Phase 2:	Phase 3:	Phase 4:	Phase 5:
<p>Research – Rachel Baron, Experimental Learning Advisor – College of Arts, Social Sciences & Commerce, LTU</p>	<ul style="list-style-type: none"> • Several meetings in the Independent Learning Centre • Spoke to Curtin College for benchmarking 	<p>Recruitment of mentors/HR docs</p>	<p>Ordering textbooks – latest editions</p>	<p>Fortnightly reporting of statistics</p>
<ul style="list-style-type: none"> • Deakin University Mentoring Program – visit and conversations • Talks with LTU 	<ul style="list-style-type: none"> • Consultation with Academic Staff Members • Consultation with students 	<p>Software for on-line booking system</p>	<p>On-line materials (MOODLE)</p>	<ul style="list-style-type: none"> • Support for mentors • Follow-up training for mentors • Going into classrooms & giving support • Evaluation of program and other changes
<p>Literature reviews</p>	<p>Physical space, Timeline & Cost</p>	<ul style="list-style-type: none"> • Advertising to LTCA students • Training for mentors 		<p>Re-orientation of physical space</p>

Background

- Only reaching high achievers
- Need to target students

Why use mentors?



- A need to remove barriers to learning
- A factor in successful transition to first year university (Hall, 2000)
- Research claims peer learning has a cost saving in terms of student retention and academic achievement (Ashwin 2002)
- PAL Mentors contribute to the student experience

Set up process

- Research
 - Volunteers
 - Booking platform
 - Low visibility
- What changes could be made to fit LTCA?
 - Visibility
 - Accessibility
 - Accountability
 - Expand PAL Mentor service

Design & Delivery



- ✓ Uniforms
- ✓ Shifts
- ✓ Informal setting
- ✓ Explored and evaluated areas
- ✓ Level two to had the most success
- ✓ Used a online booking system
- ✓ Drop in space > Learning Lounge
- ✓ Data for measurement



Measurement & Success

- Data from student visits
- Qualitative data issue > encouraging students to complete the survey

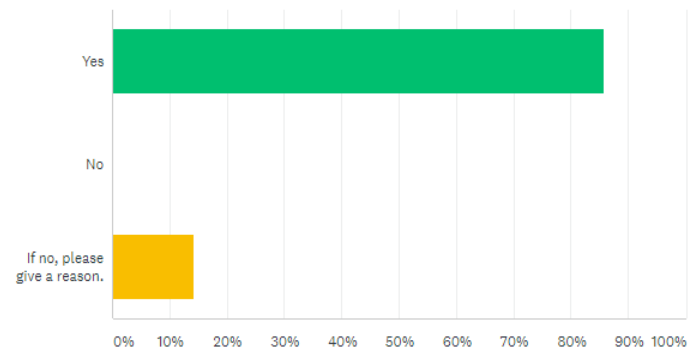
Evaluation

Week 1	T3/18 (Pilot)	T1/2019	T2/ 2019	T3/ 2019 Total
Week 2	0	81	14	9
Week 3	0	65	22	13
Week 4	0	44	15	13
Week 5	4	33	22	14
Week 6	19	28	22	
Week 7	34	29	21	
Week 8	37	29	20	
Week 9	19	22	16	
Week 10	11	20	13	
Week 11	18	13	11	
Week 12	30	14	11	
Week 13	31	15	24	
TOTAL	9	0	2	
	212	393	213	49



Would you use the service again?

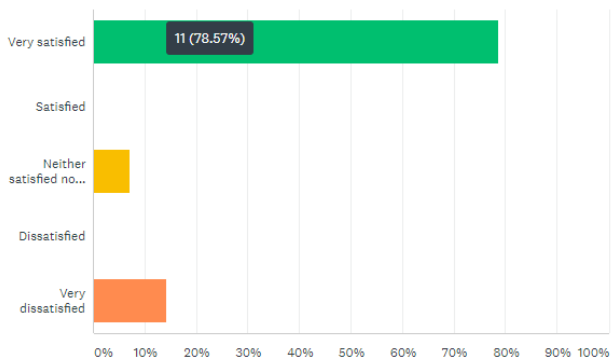
Answered: 14 Skipped: 0



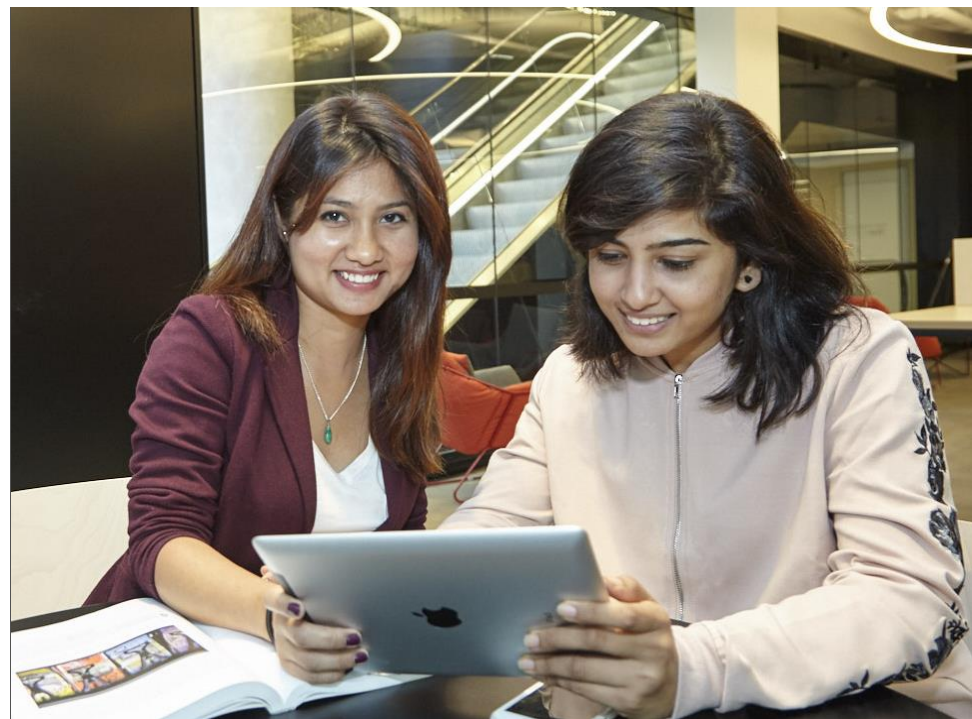
ANSWER CHOICES	RESPONSES	
▼ Yes	85.71%	12
▼ No	0.00%	0
▼ If no, please give a reason.	Responses 14.29%	2
TOTAL		14

Were you satisfied with your session?

Answered: 14 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ Very satisfied	78.57%	11
▼ Satisfied	0.00%	0
▼ Neither satisfied nor dissatisfied	7.14%	1
▼ Dissatisfied	0.00%	0
▼ Very dissatisfied	14.29%	2
TOTAL		14



Student Feedback

Radhika has supported many time in many ways to get the meaning. ~~her efficiency~~ she is very helpful and supportive.

I'm currently attend in foundation course, I found this program very helpful, especially Accounting. Miss Radhika helps us a lot in class. She is very friendly, & funny, and guides us through a lot of exercises.

Mai [REDACTED]

I LOVE RADHIKA !!! SHE HELPS US SO MUCH.

Zoey
[REDACTED]

She is helping a lot in this program !!! Also, she is very kind, patient and helpful. We can ask her any question and she gives a perfect answer for us. Like her very much.

Biana is really good and talented, she has been really helpful with my all queries and assignments. overall satisfied

Bianca is ~~an~~ such an amazing mentor, as she goes through every up in detail and clear + precise, and she is very friendly too which makes it easier !!!

Always good to share ideas & gain knowledge from her. She is one from the start of semester from whom I am taking help



Looking forward. How?

- Use PALs in more tutorials
- Email service

Challenge:

- ❖ How can the use of PALs impact student retention and grades?
 - ❖ How do we track this?
-
- Track Students: PAL Mentor service & grades

References

Glaser, N., Hall, R., & Halperin, S. (2006). Students supporting students: The effects of peer mentoring on the experiences of first year university students. *Journal of the Australia and New Zealand Student Services Association*, 27(1), 4-19.

Longfellow, E., May, S., Burke, L., & Marks-Maran, D. (2008). 'They had a way of helping that actually helped': a case study of a peer-assisted learning scheme. *Teaching in Higher Education*, 13(1), 93–105. doi:10.1080/13562510701794118

Paul Ashwin (2002) Implementing Peer Learning Across Organisations: The development of a model, *Mentoring & Tutoring: Partnership in Learning*, 10:3, 221-231, doi: 10.1080/1361126022000037051





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Thank you

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