Why did we create this innovation?

Inspiration

- Mentors as part of HHD
- Mentors are vital for helping students feel part of the CSUN community
- We are a specific and consistent source of guidance, information and support for the student throughout their studies
- We are a student’s first formal point of contact for general academic guidance and support
- We listen to students’ issues or concerns sensitively and respond appropriately, being able to signpost students to other sources of support within the CSUN community if required.
- We are not expected to be an expert in all matters

Mission and Goals

- Graduation, Retention, Campus engagement

Closing Achievement Gap

- Providing Academic Resources for students to better their grades
- Providing Career Advisement for students to pick the appropriate courses towards their goal
- Providing guidance on campus involvement and engaging student on campus activities

Theory and Research


What is the Innovation We Created?

<table>
<thead>
<tr>
<th>Who</th>
<th>What</th>
<th>How</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Advisors</td>
<td>Faculty Mentors allocated 2-10 Mentees</td>
<td>Faculty Mentors meet with each student at least three times in a semester.</td>
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<tr>
<td>Faculty Mentors</td>
<td>Typically Mentees would have a GPA of less than 3.0</td>
<td>• Meet with the assigned students regularly</td>
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<tr>
<td>Student Services</td>
<td>Faculty Mentors interacting with HHD Diplomat students on a regular informal basis</td>
<td>• Provide a safe environment</td>
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<tr>
<td>Educational</td>
<td>Help with Career advisement</td>
<td>• Build a trusting relationship by listening, reflecting and engaging</td>
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<tr>
<td>Opportunity Program</td>
<td>Discuss academic and related campus resources and opportunities</td>
<td>• Recommend resources</td>
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<tr>
<td>HHD Dean and</td>
<td></td>
<td>• Help with matters that arise and career advisement</td>
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<td>Associate Dean</td>
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<tr>
<td>Diplomat Students of</td>
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<td>HHD who have</td>
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<td>completed 20-40 Units</td>
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What Impact Does the Innovation Have on the Achievement Gap at CSUN?

Real Student Impact

- "You as a mentor has helped me a lot because every time I go visit you at your office hours I feel like I have to have a lot of things done."
- "You also help me because you give me feedback on academic work."
- "You advise me to do the best I can do during my college experience."
- "I really do find meeting with you useful because you have a similar background as me and I feel you can guide me through this process."
- "I also feel like your advice helps because you’ve been through experience and situations I have or will encounter eventually."
- "Most importantly I feel like you care about students doing good, and I want to do good."

Markers of Positive Impact

- A range of measures could be considered positive impacts in addition to graduation, retention and campus engagement.
- These include student confidence and continued on-going engagement
- Sharing success stories regarding class interactions and discussions with teachers.
- Improved and different study techniques and approaches
- Focus on university life and goals of attending
- Improved GPAs could be used as measures of success on a longitudinal basis

How?

- A knowledgeable and experienced guide and who teaches and learns
- Caring, thoughtful and humane facilitator
- A role model in being ethical, responsible, inspirational and compassionate
- A trusted all, or advocate (we work with mentees rather than for mentees)
- Mentors are not advisors in the traditional sense

How Could This Impact More CSUN Students?

- Expand this program across our university community
- Identify who could potentially be a Mentee (only students with certain GPA scores?)
- Identify Mentors from Faculty who could be suitable for this role
- Faculty buy-in is essential.
- Faculty are role-models for our students particularly first generation university students.

Faculty can be inspirational in positive affirmations and reducing the negative affects of stereotypes and act as role models for our students. Mentoring allows us to highlight our students’ strengths and remind them of their goals and aspirations in college and throughout their lives as global citizens.