



COLLEGE OF EDUCATION, HEALTH AND HUMAN SERVICES

# **Mentor Match Program Handbook 2018-2019**

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## **Mentor Match Program Mission**

The Kent State University College of Education, Health, and Human Services (EHHS) Mentor Match Program began in the Fall of 2010 and is a student-led program stemming from the EHHS Doctoral Student Forum Group. The main function of the program is to provide support for all first semester doctoral students throughout the College of EHHS. The Coordinator of Mentor Match Program matches up volunteer doctoral student mentors (usually with at least 1 year of doctoral studies under their belt) and an entry semester doctoral student.

### **Why participate?**

Mentor Match Program is intended to benefit both mentor and mentee. The mentee receives individual guidance from a seasoned doctoral student or candidate who has been connected to the University for at least an academic year. The mentor receives satisfaction in working with a new student and in many cases if the mentor is a doctoral candidate, this provides re-connection to the University and the opportunity to get back on campus. It is hoped that the Mentor Match will continue beyond the scope of the semester in which the pair are assigned and the relationship will continue to develop over the years of doctoral studies. As the program grows and develops we thank you for your participation and feedback.

### **Contact Information**

#### **Program Faculty Advisor**

Dr. Stephen Mitchell  
[mitchel@kent.edu](mailto:mitchel@kent.edu)

#### **Program Coordinator**

Sitang (Jamie) Jittapirom  
[sjittapi@kent.edu](mailto:sjittapi@kent.edu)

## Role of the Mentor

Mentor's role is to act as a representative of the College of Education, Health, and Human Services (EHHS) to support incoming or less experienced doctoral students. The mentor will be existing doctoral students who have completed at least one year of doctoral study (or the part-time equivalent) at Kent State University within the College of EHHS. The mentor may be enrolled on the same course of study as the mentee although this cannot be guaranteed. Where possible mentors will be placed with mentees from their own program, department, or school, allowing the mentor to offer assistance and support relevant to each program's departmental policies; however, in some cases mentors may be placed with students outside of their program but within EHHS. In this case it is the mentor's responsibility to use available resources to assist mentees with program specific questions, or be able to direct them to a relevant point of contact in their department.

### Confidentiality

Confidentiality is a crucial aspect of Mentor Match Program. As such, each mentor is expected to respect the confidentiality of their private meetings and communications with their mentees. There are exceptions to this rule in certain circumstances (outlined below) and all mentors and mentees should be aware of these exceptions at the start of the partnership.

\* If both the mentor and mentee agree that the mentor can discuss an issue with a third-party regarding an issue.

\* If the mentor believes there may be a real risk of harm to the mentee or others. In this case the mentor will report the issue to the Program Coordinator or the Program Faculty Advisor.

**Program Coordinator**  
Sitang (Jamie) Jittapirom  
[sjittapi@kent.edu](mailto:sjittapi@kent.edu)

**Program Faculty Advisor**  
Dr. Stephen Mitchell  
[mitchel@kent.edu](mailto:mitchel@kent.edu)

### Activities

In general the activities that the mentor and mentee engage in are to be determined by the pair. However, mixers and training sessions will be provided for pairs and mentors and mentees individually over the course of a semester. Some starting points for activities are suggested below, but pairs should feel free to work together as they see fit.

\* Help mentees settle into the College and their relevant school, department, or program.

\* Introduce mentees to helpful contacts amongst peers, staff, and faculty.

\* Support mentees who may feel unsettled by the pressure of doctoral study.

\* Offer advice based on your own experiences.

\* Listen – often having someone to listen is enough.

## Role of the Mentee

Mentee has a responsibility to respect the time provided by his/her/their mentor. Mentees may reach out to the mentor as questions and/or concerns regarding doctoral program and doctoral students' life arise. Mentees should be aware that all mentors and mentees in Mentor Match Program are expected to respect the confidentiality of the partnership and private communications that take place.

### Confidentiality

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\* If both the mentor and mentee agree that the mentor can discuss an issue with a third-party regarding an issue.

\* If the mentor believes there may be a real risk of harm to the mentee or others. In this case the mentor will report the issue to the Program Coordinator or the Program Faculty Advisor.

**Program Coordinator**  
Sitang (Jamie) Jittapirom  
[sjittapi@kent.edu](mailto:sjittapi@kent.edu)

**Program Faculty Advisor**  
Dr. Stephen Mitchell  
[mitchel@kent.edu](mailto:mitchel@kent.edu)

### Activities

\* Your mentor should contact you within the first few weeks of the semester. At your first meeting, begin to get to know your mentor and tell them any important information about yourself and what you expect to get from Mentor Match Program.

\* You are free to communicate with your mentor in any way that is agreed by you both, i.e. telephone, email, or face-to-face.

\* If you have procedural questions about your program of study your mentor may not be able to directly answer your question; in these circumstances your mentor will assist you in finding a suitable point of contact.

\* Tell your mentor about any struggles or queries in regard to anything related to doctoral study.

\* Your mentor is there to listen – sometimes having space to vent worries and frustrations is enough.

## Mentors: Frequently Asked Questions

### 1. How should I communicate with my mentee?

You can initially communicate with your mentee via email. Then it is up to you and your mentees to decide on a communication method that works best for both of you.

### 2. How often should I contact my mentee?

You should reach out to your mentees at least twice a semester. **You are required to make initial contact within two weeks after mentees' contact information is sent to you.** Then it is up to you and your mentees to decide on the frequency of contact. It is important to remember that Mentor Match Program does NOT require regular, formal meetings between mentors and mentees. The program focuses on helpful conversations, which may take place in many forms including coffee meetings, talking on the phone, and emails. The program structure is based on mentee's need for assistance, which may vary from one mentee to another. Some mentees might have many questions while others might not. **If your mentees don't reach out to you regularly, you should check in with them again during the midterm season.**

### 3. Is it my responsibility to stay in contact with my mentee if they don't respond?

It is your responsibility to make initial contact with your mentee. If you contact your mentee on multiple occasions and get no response, please contact the Program Coordinator: Sitang (Jamie) Jittapirom ([sjittapi@kent.edu](mailto:sjittapi@kent.edu)).

### 4. What kind of advice am I supposed to give?

You are not expected to be an expert in every policy and procedure in the College of EHHS. Your role is one in which you can use your own experiences and knowledge of the College to assist newer students. You can direct your mentee to relevant people who might be able to help them in many cases, while other times simply listening and telling a mentee about your own experience will be helpful enough. You should have a general grasp of the doctoral requirements for completion of study and you should know where to access pertinent information to assist your mentee.

### 5. What should I do if my mentee has program specific questions and I am not in the same program as him/her?

See question 4 above. You are not expected to be an expert regarding every program in the college. Your responsibility is to advice and help where you can and when you do not know the answer you can direct the student to other sources of information, such as websites, handbooks, program contacts (see page 8 of the handbook for additional resources).

### 6. How long does the mentor role last?

Your participation in Mentor Match Program is on a semester by semester basis. You will be asked to apply at the beginning of each semester. If you wish to withdraw from the program, please contact the Program Coordinator: Sitang (Jamie) Jittapirom ([sjittapi@kent.edu](mailto:sjittapi@kent.edu)).

### 7. Who should I contact if I have concerns about anything related to Mentor Match Program?

If you have any questions or concerns about anything related to Mentor Match Program, your first point of contact is the Program Coordinator: Sitang (Jamie) Jittapirom ([sjittapi@kent.edu](mailto:sjittapi@kent.edu)).

## Mentees: Frequently Asked Questions

### 1. How should I communicate with my mentor?

Your mentor will initiate contact by email within the first few weeks of the semester. However, you can contact your mentor to let them know you are ready to communicate. You and your mentor should then agree on a communication method (e.g., phones, emails) and the frequency of contact that works best for both of you. It is important to remember that Mentor Match Program does NOT require regular, formal meetings between mentors and mentees. The program focuses on helpful conversations, which may take place in many forms including coffee meetings, talking on the phone, and emails. Don't hesitate to reach out to your mentor if you have questions or concerns regarding your doctoral student's life.

### 2. I have never heard from my mentor/My mentor never responded to my email. What should I do?

Please contact the Program Coordinator: Sitang (Jamie) Jittapirom ([sjittapi@kent.edu](mailto:sjittapi@kent.edu)).

### 3. What kinds of things can a mentor help me with?

Your mentor is likely to have been through many similar experiences as you as they have undertaken doctoral study. Your mentor can give you advice based on their personal experiences, help you decipher doctoral procedures and suggest other points of contact, and simply just be a good listener. On occasion your mentor may not be enrolled in the same program as you; in this case your mentor is unlikely to know detailed information about your program procedures but should be able to help you contact relevant assistance.

### 4. What should I do if I do not think I work well with my assigned mentor?

If you have any concerns about your experience in Mentor Match Program, please contact the Program Coordinator: Sitang (Jamie) Jittapirom ([sjittapi@kent.edu](mailto:sjittapi@kent.edu)).

### 5. How long will I be enrolled in Mentor Match Program?

This is really up to you. Your mentor is guaranteed to be officially "assigned" to you for your first semester of study; however, if you would like to continue with Mentor Match Program you are more than welcome to do so (simply contact the Program Coordinator). It is likely that the relationship you develop with your mentor will be one that continues informally throughout your degree and perhaps even into the future.

### 6. Who should I contact if I have concerns about anything related to Mentor Match Program?

If you have any questions or concerns about anything related to Mentor Match Program, your first point of contact is the Program Coordinator: Sitang (Jamie) Jittapirom ([sjittapi@kent.edu](mailto:sjittapi@kent.edu)).

## Important On-Campus Contacts/Resources

<b>Contact</b>	<b>Website/Phone/Email</b>
<b>Mentor Match Program Faculty Advisor</b> Dr. Stephen Mitchell	<a href="mailto:smitchel@kent.edu">smitchel@kent.edu</a>
<b>2018-2019 Mentor Match Coordinator</b> Sitang (Jamie) Jittapirom	<a href="mailto:sjittapi@kent.edu">sjittapi@kent.edu</a>
<b>College of EHHS website</b>	<a href="https://www.kent.edu/ehhs">https://www.kent.edu/ehhs</a>
<b>School of Foundations, Leadership and Administration</b>	<a href="https://www.kent.edu/ehhs/fla">https://www.kent.edu/ehhs/fla</a> Tel: 330.672.2012
<b>School of Health Sciences</b>	<a href="https://www.kent.edu/ehhs/hs">https://www.kent.edu/ehhs/hs</a> Tel: 330.672.2197
<b>School of Lifespan Development and Educational Sciences</b>	<a href="https://www.kent.edu/ehhs/lides">https://www.kent.edu/ehhs/lides</a> Tel: 330.672.2294
<b>School of Teaching, Learning, and Curriculum Studies</b>	<a href="https://www.kent.edu/ehhs/tlcs">https://www.kent.edu/ehhs/tlcs</a> Tel: 330.672.2580
<b>EHHS Doctoral Student Forum website</b>	<a href="https://www.kent.edu/ehhs/doctoral-forum">https://www.kent.edu/ehhs/doctoral-forum</a>  <a href="https://www.facebook.com/EHHSdocforum/">https://www.facebook.com/EHHSdocforum/</a>
<b>The EHHS IRC (Instructional Resource Center) White Hall</b>	<a href="https://www.kent.edu/ehhs/centers/irc">https://www.kent.edu/ehhs/centers/irc</a> Tel: 330.672.2353
<b>EHHS Administrative &amp; Graduate Affairs</b>	<a href="https://www.kent.edu/ehhs/offices/oaa">https://www.kent.edu/ehhs/offices/oaa</a> Tel: 330.672.0552
<b>EHHS Graduate Student Services</b> Includes links to important documents for graduate students.	<a href="https://www.kent.edu/ehhs/ogs">https://www.kent.edu/ehhs/ogs</a> Tel: 330.672.2576
<b>EHHS Technology &amp; Distance Education</b>	<a href="https://www.kent.edu/ehhs/offices/dl">https://www.kent.edu/ehhs/offices/dl</a> Tel: 330.672.0543
<b>Professional Development &amp; Outreach</b>	<a href="https://www.kent.edu/ehhs/offices/pd">https://www.kent.edu/ehhs/offices/pd</a>
<b>The Research &amp; Evaluation Bureau</b>	<a href="https://www.kent.edu/ehhs/offices/reb">https://www.kent.edu/ehhs/offices/reb</a> Tel: 330.672.7918

<b>Contact</b>	<b>Website/Phone/Email</b>
<p><b>EHHS Librarian:</b> Vanessa Earp Provides in-depth reference, instruction and research consultation services for faculty and students.</p>	<p><a href="https://www.library.kent.edu/profiles/vearp">https://www.library.kent.edu/profiles/vearp</a> Tel: 330-672-1657 Email: <a href="mailto:vearp@kent.edu">vearp@kent.edu</a></p>
<p><b>Statistical Consulting by University Library</b> Provides statistical consulting services, workshop, and resources for free or discounted statistical software. Currently supports SAS, SPSS, JMP, GPower, and R; the qualitative data analysis package NVivo; and the online survey platforms Qualtrics and Google Forms. Offers limited support for Stata.</p>	<p><a href="https://www.library.kent.edu/about/departments/statistical-consulting">https://www.library.kent.edu/about/departments/statistical-consulting</a> Tel: 330-672-8548 Email: <a href="mailto:statconsulting@kent.edu">statconsulting@kent.edu</a></p>
<p><b>Office of the Student Ombuds</b> Provides confidential consultation and possible resolution of any concern, complaint, grievance or appeal that may be academic or non-academic in nature.</p>	<p><a href="https://www.kent.edu/studentaffairs/student-ombuds-2">https://www.kent.edu/studentaffairs/student-ombuds-2</a> Tel: 330-672-9494</p>
<p><b>KSU Police Services</b> Visit website for campus safety overview and resources and more.</p>	<p><a href="https://www.kent.edu/publicsafety/police-services">https://www.kent.edu/publicsafety/police-services</a> Emergency: 911 Communications Center: 330-672-2212</p>
<p><b>Sexual and Relationship Violence Support Services</b> Provides help regarding power-based personal violence (sexual assault, relationship violence and stalking)</p>	<p><a href="https://www.kent.edu/srvss">https://www.kent.edu/srvss</a> Tel: 330-672-8016 Email: <a href="mailto:srvss@kent.edu">srvss@kent.edu</a></p>
<p><b>Graduate Studies at Kent State University</b></p>	<p><a href="https://www.kent.edu/graduatestudies">https://www.kent.edu/graduatestudies</a> Tel: 330-672-2661</p>
<p><b>International Student and Scholar Services &amp; Office of Global Education</b> Provides information for international students and scholars as well as those who are thinking about studying abroad.</p>	<p><a href="https://www.kent.edu/iss">https://www.kent.edu/iss</a> <a href="https://www.kent.edu/globaleducation">https://www.kent.edu/globaleducation</a> Tel:330-672-7980</p>

<b>Contact</b>	<b>Website/Phone/Email</b>
<p><b>Technology Helpdesk: The Tech Spot</b> The Tech Spot assists students, faculty and staff with their personal computers and mobile devices.</p>	<p><a href="https://www.kent.edu/techhelp">https://www.kent.edu/techhelp</a> Tel: 330-672-HELP (Available 24/7)</p>
<p><b>Blackboard Support</b> The website has resources for students, faculty, and staff.</p>	<p><a href="https://www.kent.edu/is/blackboard">https://www.kent.edu/is/blackboard</a></p>
<p><b>Student Accessibility Services</b></p>	<p><a href="https://www.kent.edu/sas">https://www.kent.edu/sas</a> Tel: 330-672-3391</p>
<p><b>University Health Services</b></p>	<p><a href="https://www.kent.edu/uhs">https://www.kent.edu/uhs</a> Tel: 330- 672-2322</p>
<p><b>Women’s Center</b></p>	<p><a href="https://www.kent.edu/womenscenter">https://www.kent.edu/womenscenter</a> Tel: 330-672-9230</p>
<p><b>Psychological Services</b></p>	<p><a href="https://www.kent.edu/psych">https://www.kent.edu/psych</a> Tel: 330-672-2487</p>
<p><b>Counseling and Human Development Services</b></p>	<p><a href="https://www.kent.edu/ehhs/centers/chdc">https://www.kent.edu/ehhs/centers/chdc</a> Tel: 330-672-2208</p>
<p><b>Parking Services</b></p>	<p><a href="https://www.kent.edu/parking">https://www.kent.edu/parking</a> Tel: 330-672-4432</p>
<p><b>Bursar’s Office</b></p>	<p><a href="https://www.kent.edu/bursar">https://www.kent.edu/bursar</a> Tel: 330-672-2626</p>
<p><b>Student Legal Services</b></p>	<p><a href="https://www.kent.edu/sls">https://www.kent.edu/sls</a> Tel: 330-672-9550</p>
<p><b>Career Services</b></p>	<p><a href="https://www.kent.edu/career">https://www.kent.edu/career</a> Tel: 330-672-2360</p>
<p><b>Student Recreation and Wellness Center</b></p>	<p><a href="https://www.kent.edu/recservices/student-recreation-and-wellness-center">https://www.kent.edu/recservices/student-recreation-and-wellness-center</a> Tel: 330-672-4732</p>
<p><b>University Registrar</b> Contains important dates and the University calendar.</p>	<p><a href="https://www.kent.edu/registrar">https://www.kent.edu/registrar</a> Tel: 330-672-3131</p>