Student Veteran Peer Mentorship Program

MENTOR HANDBOOK
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Dear Mentors,

Thank you for committing to be a mentor in the UTEP Military Student Success Center Peer Mentorship Program. As you are aware by now, transitioning into the role of college student while serving or after separating from the military, regardless of how much time has passed, is an ever changing and challenging task. The peer mentorship program is a way for you to connect with incoming student Veterans to help them navigate student life, identify challenges they may encounter, provide appropriate resources on and off campus, and offer ongoing support toward academic success.

Volunteering to be a Student Veteran Peer Mentor provides an opportunity to serve as a trusted friend and leader in the development and support of a fellow Service Member or Veteran. Your continued service will undoubtedly make a positive impact on your mentee’s success here at UTEP.

It is our hope that this handbook will be a resource and starting point as you take on the fulfilling role of a mentor.

Thank you for your continued service! We are grateful to you for all that you have done and will continue to do.

Nadia Munoz

Very Respectfully,

Nadia Munoz

Director

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Program Expectations

As a mentor, you are about to begin one of life’s most rewarding and fulfilling experiences. Your commitment indicates that you recognize the magnitude of the responsibility that you accepted and agree to interact appropriately with your mentee according to the highest ethical standards at all times. Please read the following guidelines carefully.

**Your continued academic success is as important as your mentee’s.** Please maintain your cumulative GPA at a 2.5 or above. If you feel, at any time, that you need to step back from your role, please communicate with the MSSC so that we may arrange for your mentee to continue being mentored until you are able to return.

**The mentorship program is a commitment.** Please maintain communication with your mentee. It is recommended that you spend at least four hours a month meeting with your mentee in person. If you are unable to meet in person for any of the recommended time, please communicate by other means that you and your mentee are comfortable with. Please use a portion of your meeting times to discuss topics such as overcoming transition challenges, resources, study skills, and academic goals. Discussions should be guided towards positive outcomes.

**Mentorship is only successful if it is collaborative.** Please review the below guidelines that may help you to develop your mentor-mentee relationship.

- Trust is of utmost importance, always follow-through with what you commit to do.
- Remain engaged during meetings, actively listen and ask questions.
- Give frank and kind feedback whenever appropriate.
- Encourage your mentee by giving them genuine positive reinforcement.
- Serve as a positive role model adhering to the values engrained in you by your military service.
- Respect your mentee’s time and resources.
- Openly and honestly share lessons you have learned from your own experiences.
- Seek assistance if a situation or question is brought to you that you are unfamiliar with.
- Be patient, developing the mentor-mentee relationship takes time.

**Your health and safety and that of your mentee is priority.** If you feel uncomfortable in a situation, please excuse yourself and notify the MSSC if you feel that this will become a recurring issue. Resources are also listed that you may contact in case of an urgent issue.

**You are not expected to spend money on your mentee.** If the mentee is in need of financial assistance, please refer them to one of the appropriate resources available on and off campus.

**You should avoid any action that may be considered as academically dishonest.** You should not and are not expected to help with coursework. If you can tutor, please do not do the work for your mentee and especially do not help with exams.

**Discussions between you and your mentee are considered confidential.** Be careful about sensitive personal issues. The mentee’s personal or family life may be difficult to discuss, particularly early in the relationship. It is important not to measure the success of the relationship by the extent of the mentee’s disclosure.
Mentee Survey
During your first meeting, you should complete this survey for you to reference as needed.

1. Name ________________________________

2. Preferred method of contact: [ ] Text  [ ] Call  [ ] Email  [ ] Other ____________________

3. Preferred Phone Number: ________________________________

4. Preferred Email: ________________________________

5. Classes Currently Taking:
____________________________________________________________________________________________
____________________________________________________________________________________________
____________________________________________________________________________________________

6. What are your academic goals?
____________________________________________________________________________________________
____________________________________________________________________________________________
____________________________________________________________________________________________

7. What are your professional goals?
____________________________________________________________________________________________
____________________________________________________________________________________________
____________________________________________________________________________________________

8. Do you have Children? ________________________________

9. Do you have a job? ______________________________________

10. Are you from El Paso? ____________________________________

11. What branch did you serve in? ____________________________

12. When can we schedule meetings? __________________________

13. What would you like to gain from this program? __________________________

14. Are there are concerns you have or resources you need? __________________________

Notes:
On Campus Resources

**UTEP Military Resource Center**
Located in the EPNGCC, 915-747-8140 – Contains military student food pantry, community resource information, computers, free printing (up to 5 pages), study area, free coffee, board games, and donated school supplies. Walk-in.

**UTEP Military Student Success Center** (military.utep.edu)
Located in the Library room 205, 915-747-5342 – Military education benefits processing, general information, free coffee, free scantrons, and is the main office for military services on campus. Walk-in.

**UTEP Military Student Association** (facebook.com/MSAminers)
Located in the Military Resource Center, email msaminers@outlook.com – Community service, student Veteran social events, campus advocacy for military students, and peer support. Join on UTEP’s Minetracker.

**Center for Accommodations and Support Services** (sa.utep.edu/cass)
Located in the Union East, room 106, 915-747-5148 – Support services for students with disabilities, for example: hearing devices, note takers, ADA compliant room changes, and textbook reformatting. Call for appointment.

**Counseling and Psychological Services** (sa.utep.edu/counsel)
Located in the Union West, room 202, 915-747-5302 – Confidential group and individual counseling services, career counseling, and crisis counseling services. Walk-in or call for an appointment.

**Campus Police Department** (utep.edu/police)
Located at 3118 Sun Bowl Dr, emergency call 911, 915-747-5611 – Safety escorts, lost and found, accident reporting, and overall community safety. Walk-in.

**Office of Student Conduct and Conflict Resolution** (utep.edu/student-affairs/osccr)
Located in the Union East, room 303, 915-747-8694 – Campus resource information, rights and responsibilities, conduct and scholastic dishonesty policies, and conflict resolution. Walk-in or call for an appointment.

**UTEP Career Center** (sa.utep.edu/careers)
Located in the Union West, room 103, 915-747-5640 – Resume building, interview skills preparation, business attire lending closet, JobMine (on and off campus job listings), job fairs, and career advising. Walk-in or call for an appointment.

**Center for Advocacy, Resources and Education** (utep.edu/student-affairs/care)
Located in the Campbell building, 915-747-7500 – Resources, advocacy and confidential victim support services. Call for an appointment.

**UTEP Tutoring** services are summarized at utep.edu/tutoring
Off Campus Resources

Veterans Crisis Line – Call: 1-800-273-8255, Text: 838255, Chat Online: veteranscrisisline.net
The crisis line connects Veterans in crisis and their families and friends with confidential and qualified responders.

Be There Peer Support – Call: 1-844-357-7337, Text: 480-360-6188
Chat Online: betherepeersupport.org. Be There provides confidential peer support services for Active Duty, Reserves, National Guard and their family members.

Resource Centers, Directories and Referrals

Texas Veterans Commission – Call: 1-800-252-8387
Email: info@tvc.texas.gov Website: tvc.texas.gov
The Texas Veterans Commission connects current and former Service Members with services such as; claims, benefits, education, employment, mental health programs, and entrepreneur programs. The TVC assists all era of veterans living in the state of Texas.

Wounded Warrior Project Resource Center – Call: 1-888-997-2586
Email: resourcecenter@woundedwarriorproject.org
Website: woundedwarriorproject.org/programs/wwp-resource-center
The WWP resource center will connect prior and current Service Members of the Post 9/11 era and family support members with resources such as benefits and claims, emergency financial assistance, employment services, and mental health services.

Texas 211 – Call: 1-877-541-7905
Website: 211texas.org
Texas 211 will direct any caller towards an appropriate local resource such as emergency financial assistance, childcare programs, housing, Texas Health and Human Services benefits, and mental health services.

El Paso County Veterans Assistance Office – Call: 915-759-7990 ext 1
Email: efmontelongo@epcounty.com Website: epcounty.com/veterans
The El Paso County Veterans Assistance Office works with the Veterans Treatment Court for law-involved Veterans, assists with DD214 updates, and their website contains an extensive El Paso Veterans Resource Directory.

Texas Veterans Leadership Program – Call: 1-888-838-8391
Email: tvlp@twc.state.tx.us Website: texvet.org
The Texas Veterans Leadership Program is a Texas Workforce Commission resource and referral network that serves to connect returning veterans of Iraq and Afghanistan with the resources and tools such as; employment services, counseling, and other local resources as needed.

Steven A. Cohen Military Family Clinic at Endeavors – Call: 915-320-1390
Email: epclinic@familyendeavors.org Website: facebook.com/ElpasoMFC
Endeavors provides free counseling services to current and former service members, their spouses and children. Referral services are also available as needed.
We thank you for your continued service! Please remain in contact with your Mentorship Program Coordinator and remember, your success should remain a priority. If ever you need anything, we are here for you!

We look forward to seeing the results of the positive impact you are going to make for your mentee. Understand that your mentee may not know the questions to ask, may not come to you with the skills you now possess, and are not always going to be as committed as you are, remain consistent and you will succeed.

“Our chief want in life is somebody who will make us do what we can.” — Ralph Waldo Emerson