

UniMentor

Link with others
Share the knowledge
Make the transition



THE UNIVERSITY OF
WESTERN AUSTRALIA

Achieving International Excellence

Keeping them mean without treating them mean:

*Strategies for successfully retaining
quality student volunteers*

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Student Services

Program Profile

- University wide peer mentoring since 2000
- 400-500 mentors each year
- Assist around 1500 new incoming annually

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What motivates volunteers to keep coming back?

What works?

- Student centric outlook
- Relevant responsive strategies
- Recognition, recognition, recognition
- Program buy-in

What doesn't work?

- Staff centric decision making process
- Paying mentors (not in the long term)
- Mushroom approach (keep them in the dark and feed them
- Inconsistent messages
- Programs not focused on volunteers

How to tell the difference

- Understand your context
- Seek feedback (surveys, focus groups)
- Listen to your volunteers
- Follow your gut instinct