

MENTOR HANDBOOK



FALL 2015



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Mentee Name:	
Mentee Phone Number:	
Mentee Email Address:	



Program Outline

Mission

Grand Valley State University

Grand Valley State University educates students to shape their lives, their professions, and their societies. The university contributes to the enrichment of society through excellent teaching, active scholarship, and public service.

Padnos International Center

To engage the University community in meaningful international experiences which foster an appreciation and awareness of diverse cultures, peoples, and ideas.

Fit the Mitt

To promote intercultural awareness while creating a welcoming community among University faculty, staff and international students.

Contact information

Libby Jawish

International Student Integration Coordinator

jawishel@gvsu.edu

1-3898

Website

www.gvsu.edu/istudents/fitthemitt



Program Outline

Expectations and Benefits

Thank you for taking this opportunity to be paired with one of Grand Valley State University's international students. During this experience, you will have the ability to learn more about another culture and country while helping a student adjust to a new setting.

Expectations:

- Attend the training seminar
- Attend the Kickoff event on August 27 from 3-4pm in LIB 030
- Meet with your mentee twice a month for the first few months of the semester
Your meetings can last anywhere from 30 to 60 minutes as agreed upon by you and your mentee
- Be responsive to your mentee's emails, phone calls and texts
- Be respectful of your mentee's difference, challenges, and time
- Complete an evaluation at the end of the semester

Meetings:

Your meetings do not have to be formal. Have fun! There are many options for you and your mentee such as eating lunch on campus, going on a walk, or attending a Grand Valley State University program or event!

Benefits to Participating:

- Making a connection with a student from another area of the world
- Learning about another country and culture
- Being an active member of the Grand Valley State University community and surrounding areas
- Becoming more culturally aware
- **High Five Awards** are tokens of appreciation given to mentors and mentees for their commitment to international education, to understanding, and to each other. Visit the Fit the Mitt website for more details (www.gvsu.edu/istudents/fitthemitt).



Program Outline

International Student Barriers

International students may face unique barriers when entering the USA, attending American institutions, and transitioning into American culture. It is important to remember that not all international students will experience these barriers. However, if you notice that your mentee is being affected by these issues, there are reference materials included in your Mentor Handbook that may assist you in helping your student overcome these barriers.

Possible Barriers:

- Language (e.g., slang, technical terms, speed)
- Adjusting to the classroom environment
- Understanding the American academic norms and expectations
- Making friends with American students
- Acclimating to the American lifestyle

These barriers may result in feelings of:

- Depression
- Stress
- Isolation
- Homesickness



Academic

Academic Culture

Please remind your mentee that there are many support services available at no cost to the students on-campus, including their professors. Information on the many resource centers is outlined in the following sections.

Academic Environment at GVSU

- Your mentee will be challenged with new ideas
- There is a focus on problem solving, not memorization
- Theoretical background is applied to problem solving
- Your mentee should expect to spend 2 hours doing homework for every 1 hour spent in class
- *Attendance* Your mentee is expected to be in class every session
- Meet with faculty during their office hours as needed
- Start semester by addressing faculty as “Professor” + last name
- Pay close attention to deadlines

Syllabus

- Outlines class expectations
- Includes requirements
- Outlines assignments/projects
- Outlines quizzes, tests, and exams
- Outlines grading scale for the course
- Outlines required textbook (s) and other resources

Study Tips for your Mentee

- Find a quiet place
- Keep up with reading assignments
- Take detailed notes in class
- Start with hardest subject first
- Don’t procrastinate
- Use the SQ3R method: Study-Question-Read-Recite-Review
- Turn cell phone off

Group Work

- Respect others
- Obtain contact information from each group member
- Be a part of a diverse group
- Everyone should do an equal amount of work
- Attend group meetings
- Complete tasks on time

Papers

- Make sure your mentee understands the expectations of the professor
- Creates an outline
- Writes it before the due date
- Has someone review your work



Academic

Academic Culture

Presentations

- Make sure your mentee understands the expectations of the professor
- Dresses professionally
- Smiles and make eye contact
- Speaks confidently, clearly, slowly, and loud enough
- Practices ahead of time (doesn't read)
- Uses professional media (such as PowerPoint)
- Always cites sources used
- Pays attention to allotted time
- Considers joining Toastmasters

Homework

- Needs to be turned in complete and on time

Plagiarism

Plagiarism is:

- Copying without citing the source
- Paraphrasing without citing the source
- Taking a paper from the internet or some other source
- Purchasing a paper
- Using an old paper for a new class
- Using the ideas of others without citing the source

Cheating

- Types of cheating include:
- Copying the work of others
- Giving work to others to copy
- Finding out exam/test answers ahead of time
- Fabrication of information
- Working with others on a take-home exam

Exams

- Possible formats:
- Multiple choice
- Short answer
- True and false
- Essay

Academic Assistance Resources

- **Student Academic Support Services**— 200 STU, (616) 331-3451, www.gvsu.edu/tc
- **GVSU Writing Center**—120 LOH, (616) 331-2922, www.gvsu.edu/wc
- **Knowledge Market**— (616) 331-3500 www.gvsu.edu/library/knowledge-market



Mental Health

Culture Shock

Stages of Culture Shock:

- Honeymoon/Excitement stage
- Frustration/Withdrawal stage
- Recovery/Adjustment stage
- Adaptation/Acceptance stage

To Minimize Culture Shock, Encourage Your Mentee to:

- Get involved with studies
- Join student organizations
- Continue religious practices
- Make new friends
- Participate in PIC activities (Padnos International Center)
- Stay connected with family/friends – email, Skype, Facebook, etc.
- Live healthily (sleep, diet, exercise)
- Share feelings with family/friends
- Share feelings with counselors

There is additional information regarding culture shock in the included brochure that has been provided by the Counseling and Career Development Center.



Mental Health

Impacts of Stress

There are two types of stress: good stress (eustress) and bad stress (distress). We all need some good stress to help get through life to stay motivated, energized, and focused on things like studying, reaching goals, etc. However, in times of crisis, stress can affect people in many different areas of their lives. On the next page are some things to watch out for to indicate that stress may be impacting us in negative ways.

Things you can do to help your mentees if they are experiencing stress:

- Listen, be supportive, and uncritical
- Offer your assistance and listening ear even if they haven't asked for help
- Make sure your mentee is taking time for themselves
- Be aware of resources and campus services and recommend them to your mentee if necessary

A list of symptoms related to stress are on the following page.



Mental Health

Impacts of Stress

Physical	Relational	Emotional
<ul style="list-style-type: none"> • Fatigue • Insomnia • Under activity • Nightmares • Hyperactivity • Exhaustion • Startle reflex • Appetite changes • Headaches • Tension • Weight change • Colds, illnesses • Pounding heart • Teeth grinding • Rash • Foot-tapping • Finger-drumming • Allergies • High blood pressure • Increase alcohol, tobacco or drug use • Accident prone • Muscle aches 	<ul style="list-style-type: none"> • Isolation • Intolerance • Resentment • Loneliness • Lashing out • Hiding • Clamming up • Lowered sex drive • Nagging • Distrust • Fewer contacts with friends • Lack of intimacy • Using people 	<ul style="list-style-type: none"> • Anxiety • Guilt • Depression • Fear • Emotional numbing • Feeling of helplessness • Over sensitivity • Amnesia for the event • Anger– which may be manifesting by: scapegoating, irritability, frustration with bureaucracy, violent fantasies • The “blues” • Mood swings • Bad temper • Nightmares • Crying spells • “No one cares” • Nervous laugh • Worrying easily • Discouraged • Little joy
Mental	Spiritual	Cognitive
<ul style="list-style-type: none"> • Forgetfulness • Dull senses • Poor concentration • Low productivity • Confusion • Lethargy • Whirling mind • No new ideas • Boredom or pacing out • Perfectionism or obsessive 	<ul style="list-style-type: none"> • Emptiness • Loss of meaning • Doubt • Unforgiving • Martyrdom • Looking for magic • Loss of direction • Cynicism • Apathy • Needing to “prove” self 	<ul style="list-style-type: none"> • Difficulty with concentration • Difficulty with solving problems • Difficulty making decisions • Difficulty remembering things • Difficulty with higher level reasoning • Inability to attach importance to anything other than the stressor (s)



Mental Health

Coping with Depression

Depression is a prolonged and persistent negative mood which can interfere with many aspects of one's life. Normal everyday depression can last for a few minutes to a few days. We've all felt these periods of being "down" or "sad." These feelings are a normal part of being human. On the other hand, depression that becomes intense and lasts for extended periods of time may be a dysfunctional form of depression. This more serious type of depression can often be helped by seeing a mental health professional.

What may cause a person to become depressed?

- Significant loss
- Loss of control over the environment—the person feels that nothing can be done to change unfortunate events in life
- Unrealistic expectations
- Disappointment
- Perceived failure
- Negative thinking which gradually becomes self-defeating

How to Help a Depressed Person

- Do not tell a depressed person that you know what he/she is feeling
- Be supportive and patient
- Let the person know that you are concerned and will be there for him/her
- Encourage the person to seek professional help if symptoms are persistent and seem to interfere with activities of daily living



Mental Health

Coping with Depression

Symptoms of Depression

Emotional	<ul style="list-style-type: none"> • Sadness • Anxiety • Guilt • Anger • Mood Swings • Helplessness • Hopelessness
Physical	<ul style="list-style-type: none"> • Sleeping too much or too little • Overeating or loss of appetite • Constipation • Weight loss or gain • Irregular menstrual cycle • Gradual loss of sexual desire
Behavioral	<ul style="list-style-type: none"> • Crying for no apparent reason • Withdrawal from other people and new situations • Getting angry easily • Being unmotivated to set or meet goals • Loss of interest in one's physical appearance • Loss of interest in activities which were once an interest • Turning to drugs or alcohol
Thoughts/ Perceptions (which may become self-defeating)	<ul style="list-style-type: none"> • Feelings of being a failure • Criticizing oneself frequently • Disappointment • Feelings of helplessness and hopelessness • Blaming oneself for unfortunate happenings • Being pessimistic about the future



Mental Health

Counseling and Career Development Center

The Counseling Office is a free, confidential service for all students.

There are locations in Allendale, Grand Rapids, and Holland.

Both Personal and Career Counseling is available.

Information regarding Coping with Depression and the Impacts of Stress was provided by the Counseling and Career Development Center.

Allendale	Grand Rapids Pew Campus	Holland Meijer Campus
204 Student Services Allendale, MI 49401	116B DeVos Grand Rapids, MI 49504	515 S. Waverly Road Holland, MI 49504
Phone: 616-331-3266	Phone: 616-331-7596	Phone: 616-394-4848
Hours of Operation Monday: 8 am - 6 pm Tuesday: 8 am - 6 pm Wednesday: 8 am - 6 pm Thursday: 8 am - 6 pm Friday: 8 am - 5 pm	Hours of Operation Monday: 10 am - 7 pm Tuesday: 9 am - 6 pm Wednesday: 9 am - 6 pm Thursday: 8 am - 6 pm Friday: No hours	Hours of Operation Hours Vary



Resources

Helpful Phone Numbers

Contact	Dialing from campus phone	Dialing from off-campus Phone
Kate Stoetznier	Office: 13898 Cell: emergency only (9) 616-502-5103	Office: 616-331-3898 Cell: emergency only 616-502-5103
Libby Jawish	Cell: emergency only (9) 616-481-5789	Cell: emergency only 616-481-5789
Emergency	911	911
Public Safety	13255	616-331-3255
Padnos International Center (PIC)	13898	616-331-3898
20/20 Desk (Campus Info)	12020	616-331-2020
GVSU main line (operator)	15000	616-331-5000
5/3 Bank	(9) 616-771-5770	616-771-5770
Athletic & Recreation Facilities (including the Wellness & Fitness Ctr)	13313	616-331-3313
Campus Ministry	13261	616-331-3261
Career Services	13311	616-331-3311
Children's Enrichment Center	15437	616-331-5437
Computer Help Desk	12101	616-331-2101
Counseling & Career Development Ctr Allendale	13266 17596	616-331-3266 616-331-7596
Facilities (maintenance problems with your room)	13000	616-331-3000
Health Center - Allendale (medical)	12435	616-331-2435
Housing (Main Office)	12120	616-331-2120
LGBT Resource Center (Lesbian, Gay, Bisexual & Transgender)	12530	616-331-2530
Mail Room	13858	616-331-3858
Office of Multicultural Affairs (OMA)	12177	616-331-2177
Pizza Delivery (Papa John's)	17272	616-331-7272
Student Employment (on-campus)	13238	616-331-3238
Student Life Office	12345	616-331-2345
SASC/Tutoring Center	13451	616-331-3451
Women's Center	12748	616-331-2748
Writing Center (Fred Meijer)	12922	616-331-2922



Resources

Academic Support

Department	Some Services Provided	Location
Career Center	Individual career advising Internship postings Professional job postings On-campus interviews Resume assistance Simulated interviews	Allendale: 206 Student Services 616-331-3311 Grand Rapids: 116 B DeVos 616-331-6708
Disability Support Resources	Alternative test-taking Assistive technology Learning and study skills Note-taking assistance Van transportation	200 Student Services 616-331-2490 www.gvsu.edu/dss
Mathematics Tutoring Center	Tutoring for most math classes	A-2-601 Mackinac Hall 616-331-8690 www.gvsu.edu/mathcenter/
Science Success Center	Assistance in various science courses	399 Padnos 616-331-3267 www.gvsu.edu/ssc/
Statistics Tutoring Center	Specific to statistic courses All aspects of STA 215	A-2-101 Mackinac Hall 616-331-8690 www.gvsu.edu/mathcenter/
Student Academic Success Center	Career & Major Exploration General Tutoring Learning Skill Assessment Academic Advising	200 Student Services 616-331-3588 www.gvsu.edu/tc
Structured Learning Assistance (SLA)	Courses that have additional resources integrated (e.g., learning strategies, study skills)	616-331-2673 www.gvsu.edu/sla
Testing Services	CLEP and Disability testing	200 Student Services CLEP: 616-331-3588 Disability: 616-331-2152 www.gvsu.edu/testserv
Toastmasters	Leadership and communication skills	http://4380.toastmastersclub.s.org/
Writing Center	Organize content Integrate research Polish a draft Correctly document sources	120 Lake Ontario Hall 616-331-2922 www.gvsu.edu/wc



Resources

Academic Support

Other Helpful Resources

Library

www.gvsu.edu/library

Study Skills

www.gvsu.edu/arsp

Stress Management

www.gvsu.edu/counsel

Knowledge Market

www.gvsu.edu/library/knowledge-market-pilot-221.htm

Assistive Technology

Smart Pen

www.livescribe.com

Wynn Wizard

www.wynnwizard.com

Jaws Screen Reader

www.freedomscientific.com

Other Academic Assistance Resources

Excel program

Faculty office hours

Academic advisor