

CSUN Mentoring Services

EOP Satellite offices in most of CSUN's eight colleges play an important role in delivery of mentoring services to students. Due to CSUN's decentralized structure, the services provided by EOP Satellite offices are crucial for student achievement. Among the services offered by the professional staff from these offices are academic advisement, tutoring, support activities for faculty and departments in their colleges, sponsorship of special events, and training of peer mentors. These services can be classified into four types of programs: 1) activity-based mentoring, where faculty, staff, and students collaborate on a common activity or project; 2) process-based mentoring, where mentoring by faculty and staff occurs as part of the process of teaching, advising, counseling, or tutoring; 3) formal mentor matching programs, where individual faculty and staff are matched with one or more students; and 4) hybrid programs involving a combination of the above types of mentoring approaches. Also, during this past year, several offices have launched new initiatives based on the approach of "mentoring on the run."

College of Arts, Media, and Communication

Student Resource Center/EOP

<http://www.csun.edu/~srceop/main.htm>

The Student Resource Center/EOP, under the direction of Maria Valiton, provides both process-based mentoring services through student advisement and activity-based services through faculty-student gatherings and special events. Center professional staff also carry out "Early Alert/Intervention" programs for students enrolled in developmental math classes and for students in danger of academic probation or disqualification from the university. In addition, this past year the Center initiated a series of faculty development/training workshops relating to student advisement for three of College's departments. All of these programs promote greater participation and increased cooperation among university units, the community, and the Center's targeted audience.

The Center's peer mentor program targets first-time freshmen and transfer students in the College, matching these students with a peer mentor. Peer mentors meet with students regularly on a one-to-one basis and conduct follow-up through phone calls, e-mail, and regular mail. In interactions with new students, peer mentors discuss academic issues, university rules and regulations, and student responsibilities. The Center provides mentor training for the peer mentors through weekly meetings.

College of Business Administration and Economics

Office of Student Service and Advisement/EOP

<http://www.csun.edu/bsec/>

The Office of Student Service and Advisement/EOP is under the leadership of Director Doris Johnson. Professional staff provide activity-based and process-based mentoring to

students and also initiated a new matching program this past year. Staff have also built a liaison relationship to mentor incoming Valley College graduates through a transfer admissions program and chartered an alumni group of graduates from the earlier era of the Minority Business Program/EOP. Peer advisement and tutoring were also important arenas for process-based mentoring. In conjunction with faculty and leaders in the business world, the office established a corporate mentor program during the past year. The program is designed to promote student retention, graduation, and career placement, focusing on the population once served by the Minority Business Program.

College of Engineering and Computer Science
Student Development & Equity Center/EOP
<http://www.ecs.csun.edu/~kjm/>

The Student Development & Equity Center/EOP (SDEC/EOP) under the leadership of Director Karla Johnson-Majedi provides both activity-based and process-based mentoring to students through its tutorial program, its special events, and through work with faculty sponsors of student professional organizations. Last year, the Tutorial Program served between 40 to 45 students each day. In addition to providing general tutoring in over twenty subject areas and study group activities, Center staff organized Academic Workshops to promote interactions between peer tutors and College faculty. Student facilitators (tutors) worked closely with faculty members from particular classes. This past year, the Center implemented a new campaign to contact and, if necessary, to meet with students that were in 300-level classes in their major to make sure they had all of their GE and ABET requirements completed before making the transition from advisement from the Center to advisement from a faculty member. By helping students in this way, the Center enabled faculty to spend more time with students on other important issues, such as upper-division classes, career fields, networking, etc. A significant amount of mentoring takes place within the activities of student professional organizations. Most are student chapters of national organizations that are tied to a particular engineering field or, in some cases, a particular ethnic group. The Center works closely with the National Society of Black Engineers and the Society of Hispanic Professional Engineers.

College of Humanities
Student Services Center/EOP
<http://www.csun.edu/%7Ehumndean/eop.htm>

The Student Services Center/EOP is headed by Director Shelly Thompson. Mentoring services are provided to students through activity-based and process-based programs and through a new, pilot program designed to provide current and past FMTP participants an opportunity to apply for funding for their mentoring activities. In addition, staff continued to work with LAUSD and academic departments to support Career Ladder students by providing mentoring and advisement services to first-time freshmen selected for this scholarship. Traditionally, mentoring in this College had relied exclusively on formal matching programs. However, during the past two years, SSC/EOP has transitioned away from matching program and now emphasizes activity-based and

process-based mentoring. SSC/EOP professional staff stress the value of creating opportunities for students, faculty, and staff to interact in ways that foster mentoring relationships. SSC/EOP also places an emphasis on addressing student underpreparedness.

***College of Science and Mathematics
Science and Math Advisement Center/EOP***
<http://www.csun.edu/~smaceop/>

The Science and Math Advisement Center/EOP (SMAC/EOP) is headed by Interim Director Frankline Augustin. Under her leadership, the Center this past year created an office mission statement; rewrote all student job descriptions and promotional materials; developed a pilot mentoring program to create a triangle mentoring interaction involving first-time freshmen, junior/senior peer mentors, and faculty; created a process to document mentoring activities; and continued SMAC/EOP Mentor Informational Sessions. Mentoring programs include activity-based and process-based services and formal matching programs. The newly-created mentoring mission of SMAC/EOP is “empowering students by providing quality advisement, mentoring, and other student services to ensure educational excellence.” During this past year, SMAC/EOP provided advisement and tutorial services for students through peer mentors and, for the first time, provided peer mentor training for its tutors. Other mentoring services involving SMAC/EOP were activity-based mentoring provided by faculty in the College. Because departments in the College are research-based, much of student formal and informal interactions with faculty are related to research projects. These interactions allow students to learn about faculty’s fields of study, their career paths, and paths taken to graduate school. SMAC/EOP professional staff also provide mentoring on an ongoing basis to students through student advisement. Advisement sessions focus not only on academic issues but provide opportunities for staff to help students with career development and personal issues.

***College of Social and Behavioral Sciences
Student Services Center/EOP***

Mentoring programs in the Student Services Center/EOP (SSC/EOP) are under the leadership of Director Jacquie Ward and focus on meeting the needs of students in career preparation and academic achievement. Mentoring programs are activity-based and process-based and included the Faculty Mentor Program/Emerging Scholars and Professionals Program (FMP/ESP), the Peer Mentor Program (PMP), and Building Leaders for Tomorrow (BLT). In addition, during the past year, SSC/EOP staff continued to train peer mentors to monitor the academic performance of EOP freshmen and to promote student leadership development through various initiatives.