

Buddy Volunteer Mentor Handbook

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What is the Buddy Scheme?

The Buddy Scheme is a peering mentoring scheme tailored to support and help newly arrived international students settle into life at the University of Northampton. Volunteers (Buddies) can be made up of home or international students who have studied at Northampton for at least a year. Buddies are paired up with newly arrived international students by email and are given the responsibility to get into contact with their buddy(ies) to start providing personal mentoring support. This can be done by email, social networking platforms and/or group and one to one meetings. The aim is to welcome and support international students into making the transition to life as a Northampton Student. Buddies make a big difference to the lives of our newly arrived international student community, and in return gain valuable life skills.

What is your role?

A Northampton Buddy will ...

- Meet with or email their mentee(s) on a fortnightly basis
- Meet their mentee(s) at Buddy events
- Help their mentee(s) settle in during the first few weeks of their arrival
- Provide personalised support to each mentee
- Work as a team to put on activities/events for their mentees
- Attended yearly training sessions (new and returning mentors must attend)
- Attend regular team meetings
- Submit reports

- Notify Students' Union (SU) staff if you do not get a response from your mentee or if they no longer want to be on the program

A Northampton Buddy is ...

- Welcoming, friendly and approachable
- Interested in understanding the mentee's culture and willing to share his/her own culture to the mentees
- Reliable
- Interested in supporting new students and understands the issues surrounding going to University or moving to a new country
- Knowledgeable about the University & SU, and able to signpost or answer questions about university life
- An effective communicator and good listener. Must be patient
- Flexible, pro-active and able to solve problems

Northampton Buddies ARE expected to...

- Create a family style support network
- Keep in regular contact with key SU staff members (Heritage & Volunteer Coordinator)
- Understand the limits of confidentiality
- Have an awareness of different social, cultural, religious and ethnic backgrounds
- Remain non-judgemental and impartial
- Use the SU for advice and guidance
- Be punctual for all appointments with mentees & SU staff. Have good organisational and time management skills
- Provide accurate and timely information

Northampton Buddies ARE NOT expected to ...

- Know everything about Northampton, but you should be able to signpost your mentee to the right place!
- Counsel or advise your mentees. Instead Mentors should be aware of our support services and be able to direct their mentees to them as necessary.

A Northampton buddy should never...

- Handle your mentee's cash
- Meet in private spaces on a 1-2-1 basis e.g. bedrooms
- Do their mentee's assignments
- Date or sleep with their mentee(s)
- Give professional advice e.g. advice on Visas, course-related issues etc.
- Harass their mentee(s)
- Sell things to their mentee(s)
- Send inappropriate messages
- Accept gifts over the value of £10

1-2-1 Meetings, Group Meetings and Emailing your Mentee

1-2-1 Meeting

You can meet your mentee(s) on a 1-2-1 basis or as a group, usually in a public space. It is recommended to meet for 1 hour, but this can change depending on the meeting you have arranged. This is meant to be social meeting to see how they are settling into life at Northampton.

For your first meeting we do have a handy checklist that you can use to help you kick start your meetings. **BUT REMEMBER** keep it fun, interesting and walk them around campus.

This can be found on your Buddy Scheme Page on

<http://www.northamptonunion.com/groups/buddy-scheme>

When you arrange your meeting

- Find a date and time that is suitable for you both
 - It should fit around both of your timetables
- Find somewhere suitable for you to meet. Recommended spaces include:
 - The Engine Shed Café (Waterside)
 - The Platform Café (Town Centre)
 - The Avenue Students' Union
- Send a message the day you are meeting to confirm you will still be meeting them.

When meeting them make sure you

- Arrive on time
- Appear in a friendly and approachable manner
- Listen to what your mentee has to say
- Do not use slang words, or swear
- Pick a public place, never invite them to your house on a 1-2-1 basis
- Collect your drinks voucher from the SU
- Have your Buddy ID card to get your drinks and sign the buddies drink log
- Submit a report after the meeting

Things you could ask

- ❖ Do you need help with your English?
- ❖ Help them make personal goals for their time in the UK? (e.g. where would you like to visit?)
- ❖ Is there anything you have found different or interesting?
- ❖ How are you settling in?
- ❖ What did you want to do while you are in the UK/Northampton?
- ❖ Have you heard of this event?
- ❖ How is your accommodation?
- ❖ How are you finding the food or British culture?

- ❖ Tell me about yourself, family and home?
- ❖ Do you have any hobbies?
- ❖ Do you have any worries or concerns about living here?
- ❖ Have you joined any sports clubs, societies, volunteering groups etc.?
- ❖ How have you found putting credit on your mobile phone?
- ❖ Do you know where to find University or SU support services when needed?
- ❖ How are you finding your course?
- ❖ Have you encountered any problems or difficulties with your course?

You are not limited to these questions!

Group meetings

In the buddy scheme, mentors and their buddies are grouped together with other buddy pairs. These groups can consist of 4 - 6 people.

Group meetings are designed to give mentors extra support with their buddies and also help international students gain more confidence in making friends with other home and international students.

Groups can meet up and take part in different activities both on and off campus; however these activities may not be funded by the buddy scheme. Always check before you go ahead with them.

You are able to book rooms on campus for these events. In the past groups have done:

- Board game nights (SU has board games that belong to the buddies)
- Movie Nights
- SU Karaoke
- SU Comedy nights
- SU Pub Quizzes
- Meals out in town
- Visiting museums
- Watching local bands

This is also a great space for them to interact with other international students, find friends and practice their English.

Emailing

Sometimes you cannot meet your mentee in person. This is fine, providing you keep in contact via email. When emailing please bear in mind the following do's and don'ts:

Do's

- ✓ Use the same type of questions you would normally ask in person

- ✓ Use plain English (re-read your email before you send it out to them)
- ✓ Share links of things you think will help
- ✓ Direct them to the University & SU Facebook, Twitter and Website (www.northamptonunion.com)
- ✓ Details that make you look human (e.g. I have sisters, a pet cat, what course you are doing etc.)
- ✓ Use open ended questions (can you tell me what you would like to know about Northampton? Why did you choose to come to Northampton? Why did you pick that course? Etc.)
- ✓ If you do not know the answer, just say that you will find out and get back to them.
- ✓ Tell them about the different services on the University Campuses
- ✓ Keep them up to date on the events you think they would like to get involved with

Don'ts

- ✗ Use abbreviations
- ✗ Slang words
- ✗ Share private personal details (bank account details, home address etc.)
- ✗ Send appropriate messages or photos
- ✗ Send them money
- ✗ Give one word replies, be helpful and informative
- ✗ Judge them if they say something odd (always ask for help if you need support in creating your reply)
- ✗ Help them with their Visa applications, or any pre-course assignments they have. Direct them to the right support services on campus.

Reports & Team Meetings

Reports

Every time a buddy has contact with their mentee a report should be submitted. This helps to do a number of things:

- Informs the training developments for the following year
- Spots any regular issues faced by our students
- Tells us how often you are in contact with your mentees
- Tells us what it is you have been discussing with your mentees
- Used to create impact reports, to help with requesting funding for the following year.

The report forms are online and can be found at:

<http://www.northamptonunion.com/activities/committee-hub/activity-reporting>

Team Meetings

There is a monthly team meeting which all buddies should attend. The purpose of this is to:

- Get any updates from the SU on services which might have changed
- Get feedback or guidance from the SU or other buddies
- Discuss up and coming events

Dates will be sent to you nearer the time.

SU Staff Roles

Your main SU Contact is Tom Carter, Heritage and Volunteer Coordinator

His Role is to:

- Support and coach the buddy Mentors
- Facilitate the recruitment of the Buddy Scheme for both volunteers and Mentees
- Support the buddies by providing them training
- Ensure the buddies have an online presence (but this needs to be managed by the buddies)
- Develop the Buddies scheme so it becomes student-led
- Oversee the Buddies team meetings
- Oversee the spending of the Buddies funds
- Create an impact reports on the benefits of the scheme for both the volunteers and mentees involved (this is why you need to submit your reports)
- Use the reports to help ensure that funding is available and ideally increase it (only if we have enough activity can we increase the buddies funding)

Useful Contacts or Web-links

Buddy Specific Pages

- Buddy Group Page on the SU website
<http://www.northamptonunion.com/groups/buddy-scheme>
- Submitting your Buddy Report
<http://www.emailmeform.com/builder/form/MRIQ0aj6hHY>
- Buddy Volunteer Mentor Facebook Group (Mentors only page to discuss development, event issues and SU updates)
<https://www.facebook.com/groups/266741797030850/>
- Northampton Buddy Family (Mentors and Mentees use this page for community Buddy events and sharing ideas)
<https://www.facebook.com/groups/318062851860335/>

SU Contacts

<http://www.northamptonunion.com/>

Tom Carter <i>Heritage and Volunteering Coordinator</i>	Su.volunteering@northampton.ac.uk	Oversees the running of the Buddy Scheme and all other volunteering or social enterprise projects on
Wei Zhao <i>Student Advice Co-ordinator</i>	wei.zhao@northampton.ac.uk	Academic advice relating to issues surrounding their course. <i>Emergency hardship fund</i>
Ali Savage <i>Society Administration Support</i>	alison.savage@northampton.ac.uk	Booking rooms on campus for Buddy events
<i>Front Office Manager</i>		Booking the SU mini bus or getting coach quotes
Kelly Sutton <i>Sports Development Coordinator</i>	su.sports@northampton.ac.uk	Setting up and supporting Sports
Karolin Richards <i>Societies' Development Coordinator</i>	su.societies@northampton.ac.uk	Setting up and supporting societies
Mary Oswald <i>Policy and Democracy Manager</i>	mary.oswald@northampton.ac.uk	Campaigning and Democracy
Natalie Read <i>Academic Representation Manager</i>	natalie.Read@northampton.ac.uk	Oversee the Faculty and Course Reps

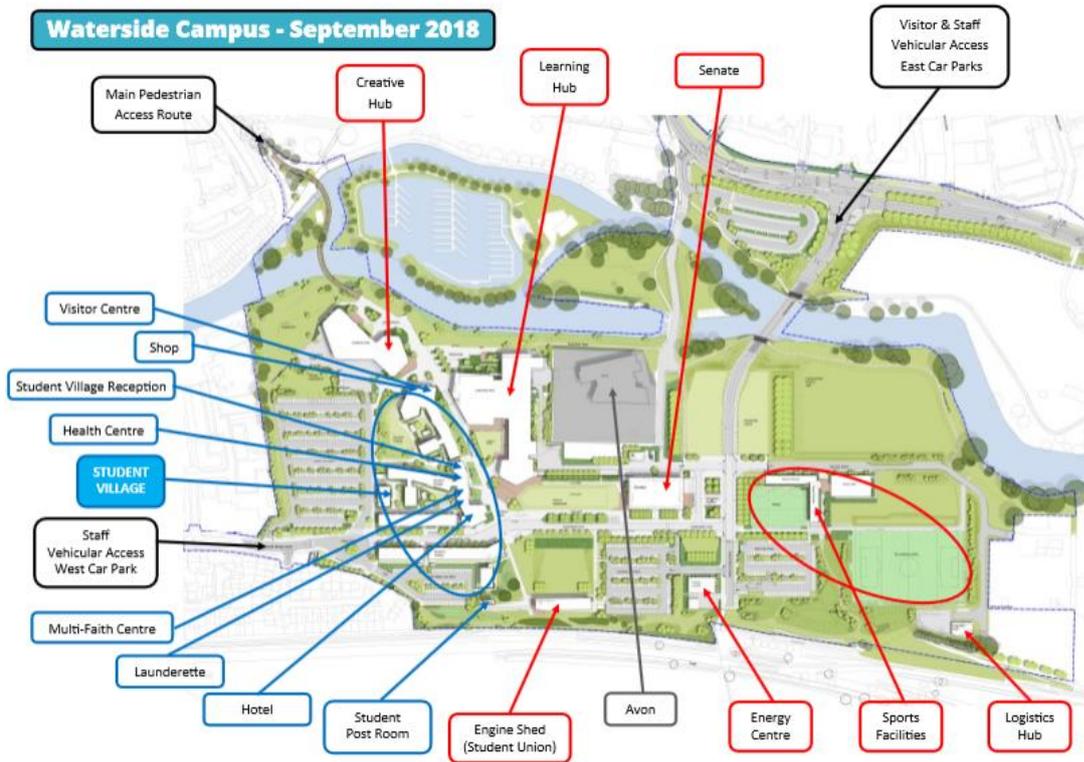
University Key Contacts

International Office	iss@northampton.ac.uk arrivals@northampton.ac.uk	+44 (0)1604 893113	http://www.northampton.ac.uk/study/international-students/international-student-support-services/
Student Help Desk (Student Services)	studentservices@northampton.ac.uk	01604 892833	http://www.northampton.ac.uk/study/new-

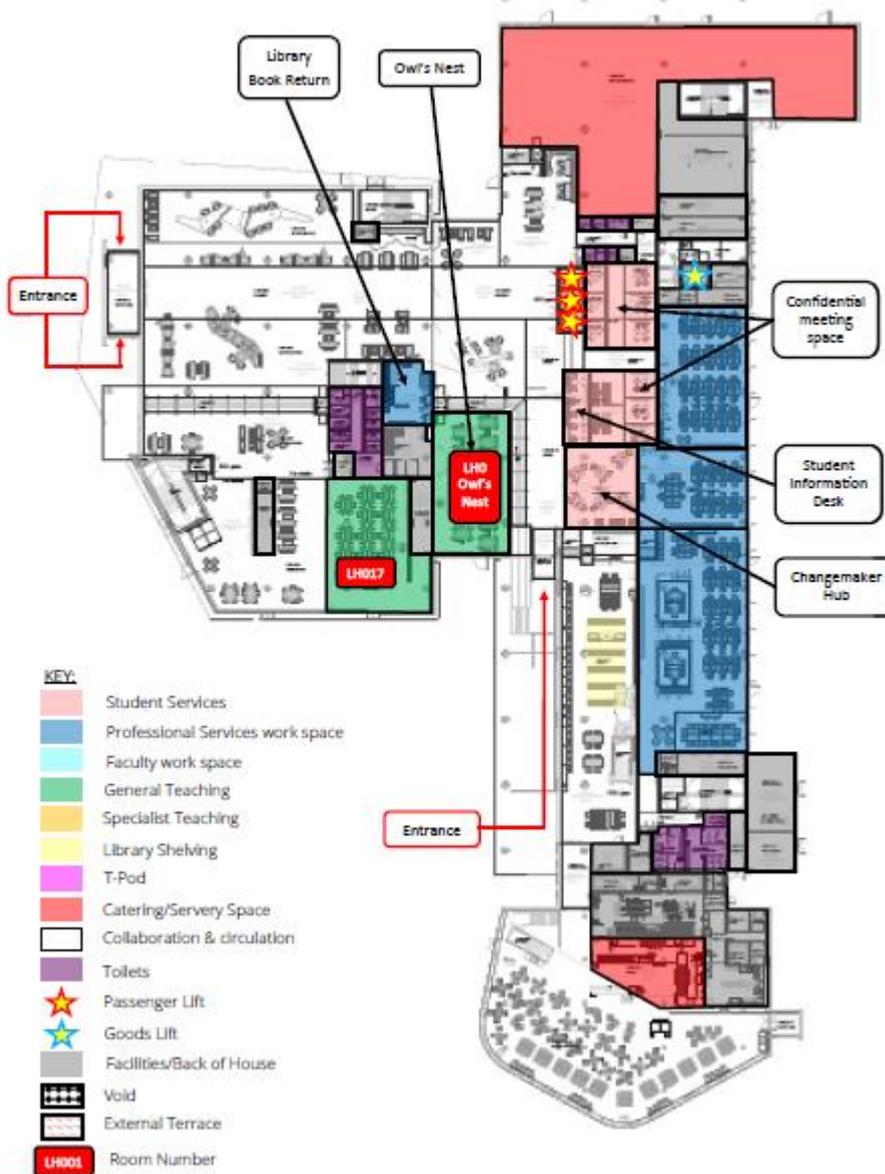
			students/support-for-your-studies/student-help-desk/ http://www.northampton.ac.uk/study/new-students/student-services/
FISH	northamptonfish@gmail.com		http://fishnorthampton.org.uk/
Cfap	cfap@northampton.ac.uk		https://skillshub.northampton.ac.uk/
Residential Life Team	residentiallife@northampton.ac.uk	01604 892891/2	
Accommodation	accommodation@northampton.ac.uk	01604 892482	
The Financial Guidance Team	money@northampton.ac.uk	01604 892833	
Multi-faith chaplaincy	chaplaincy@northampton.ac.uk	01604 892488	
Needs Assessment Centre	nac@northampton.ac.uk	01604 892668	
ASSIST	ASSIST@northampton.ac.uk	01604 893430	
Counselling Service	studentservices@northampton.ac.uk	01604 892833/3162	
Mental Health Adviser	mha@northampton.ac.uk	01604 892404/2833	

Where to find things on campus

Waterside



Learning Hub - Ground Floor



FQA

Arrival for New students		Contact
Where do I go to enrol?	Student Information Desk, the Learning Hub	studentservices@northampton.ac.uk
What do I need to bring to enrolment?	See the Universities New Students webpage	www.northampton.ac.uk/newstudents
Who do I see if I have missed enrolment?	Student Information Desk, the Learning Hub	studentservices@northampton.ac.uk

Who do I see if I want to change course / module / seminar	Students can only do this before the end of week three, or before at least 25% of the teaching on the module has taken place. Download the Module change form on the 'Student Support' button on the Student Hub	Email Module Change form to studentforms@northampton.ac.uk
Who do I see if I want to withdraw?	Need to see the Academic Advisor in University of Northampton or SU Student Advice Co-ordinator. Student Information Desk, the Learning Hub	studentservices@northampton.ac.uk wei.zhao@northampton.ac.uk (Student Advice Coordinator)
Who do I see if I can't see my timetable?	Student Information Desk, the Learning Hub	studentservices@northampton.ac.uk
Who do I see if I have a timetable clash?	Student Information Desk, the Learning Hub	studentservices@northampton.ac.uk
Who do I see if I can't get onto NILE initially?	Student Information Desk, the Learning Hub	studentservices@northampton.ac.uk
Who do I see if I can't access IT facilities?	IT Helpdesk	
Who do I see if I can't get on to the Wifi?	IT Helpdesk	
Who do I see if I have an issue in Halls?	Student Information Desk, the Learning Hub	studentservices@northampton.ac.uk
		accommodation@northampton.ac.uk
		residentiallife@northampton.ac.uk
Who do I see if I am an international student and need to confirm my Visa documents?	International Student Support	iss@northampton.ac.uk
Student (returning) / course issues?		
Who do I see if I want to apply for mitigating circumstances?	Student Help desk and course academics or personal tutor. See Support and services web page on the Student Hub for more info OR Wei Zhao SU Student Advice Coordinator	studentservices@northampton.ac.uk wei.zhao@northampton.ac.uk (Student Advice Coordinator)
Who do I see if I want to take a study break?	Student desk and course academics or personal tutor OR Wei Zhao SU Student Advice Coordinator	studentservices@northampton.ac.uk wei.zhao@northampton.ac.uk (Student Advice Coordinator)
Who do I see if I want to	Student Information Desk, the	studentservices@northampton.ac.uk

withdraw?	Learning Hub OR Wei Zhao SU Student Advice Coordinator	.uk wei.zhao@northampton.ac.uk (Student Advice Coordinator)
Who do I see if my ID card is not working in SEATs?	Student Information Desk, the Learning Hub	studentservices@northampton.ac.uk
Who do I see if I want to change course / module / seminar	Download the Module change form on the Student Support button on the Student hub and email studentforms@northampton.ac.uk OR Wei Zhao SU Student Advice Coordinator	Email Module Change form to studentforms@northampton.ac.uk wei.zhao@northampton.ac.uk (Student Advice Coordinator)
Who do I see if I can't see my timetable?	Student Information Desk, the Learning Hub	studentservices@northampton.ac.uk
Who do I see if I have a timetable clash?	Student Information Desk, the Learning Hub	studentservices@northampton.ac.uk
Who do I contact if I haven't completed my module choice before the start of term?	Student records via studentforms@northampton.ac.uk	frameworkrecords@northampton.ac.uk or ewodlrecords@northampton.ac.uk or professionalrecords@northampton.ac.uk
Who do I see if I can't get onto specific modules on NILE for my programme?	Student Information Desk, the Learning Hub	studentservices@northampton.ac.uk
Who do I see if I lose my ID card?	Student Information Desk, the Learning Hub	studentservices@northampton.ac.uk
Who do I see if I want to get some academic advice?	Student Information Desk, the Learning Hub OR Wei Zhao Student Advice Coordinator	studentservices@northampton.ac.uk wei.zhao@northampton.ac.uk (Student Advice Coordinator)
Where do I hand in a physical assignment such as a hard copy portfolio or piece of artwork?	Student Information Desk, the Learning Hub	studentservices@northampton.ac.uk
Where do I go if I need a bank letter, council tax form?	Student Information Desk, the Learning Hub	Request a bank, general, travel, CAS letter from the request forms accessed on the Student Help Desk web page under Support and Services, contact studentservices@northampton.ac.uk for a Council Tax Certificate
Where do I go if I need to change my name, address or email address on the system?	Student Information Desk, the Learning Hub	studentservices@northampton.ac.uk

Who do I see if I have a problem about re-enrolling?	Student Information Desk, the Learning Hub	studentservices@northampton.ac.uk
Who do I see if I can't pay my fees?	Finance and Financial Guidance	money@northampton.ac.uk (for Financial Guidance) or visit Cash desk to discuss fee payment
Who do I see if I have a query about an exam?	Student Information Desk, the Learning Hub	studentservices@northampton.ac.uk for first enquiry
Who do I see if I want to make a complaint?	Student desk in the first instance and then email Student matters OR Wei Zhao Student Advice Coordinator	studentmatters@northampton.ac.uk wei.zhao@northampton.ac.uk (Student Advice Coordinator)
Academic queries from tutors		
Who manages re-enrolment for returning students?	Student Information Desk, the Learning Hub	studentservices@northampton.ac.uk
Who follows up students who have not yet enrolled or re-enrolled?	Admissions for new students and Student records for returning students	admissions@northampton.ac.uk frameworkrecords@northampton.ac.uk ewodlrecords@northampton.ac.uk professionalrecords@northampton.ac.uk
Who coordinates enrolments?	Student Information Desk, the Learning Hub	studentservices@northampton.ac.uk
Who deals with changes to the students' records?	Student Records teams to ensure records are complete	frameworkrecords@northampton.ac.uk ewodlrecords@northampton.ac.uk professionalrecords@northampton.ac.uk
Who processes module choice information and timetable clashes?	Student records via studentforms@northampton.ac.uk	frameworkrecords@northampton.ac.uk ewodlrecords@northampton.ac.uk professionalrecords@northampton.ac.uk

<p>Who provides support for NILE administration?</p>	<p>Student Records teams deals with setting up new sites, Migrating sites, Merging sites, Setting up submission points in Turnitin, Managing external examiner accounts on NILE, Managing external examiner accounts on sites, Processing requests to enrol/batch enrol staff and externals on sites, liaising with Curriculum and ACE records staff where there are changes to programme, module or assessment data or discrepancies between NILE and QL information. The Learntech team still provide support for NILE content. (Submit a help request through the NILE Help tab)</p>	<p>frameworkrecords@northampton.ac.uk ewodlrecords@northampton.ac.uk professionalrecords@northampton.ac.uk</p>
<p>Who is responsible for administering ERAPs</p>	<p>Student Records and Student Centre Helpdesk</p>	<p>Allocated staff will liaise directly with academic staff</p>
<p>Who sends Cause for concern correspondence to students?</p>	<p>Liaise with the Student desk for CFC notifications to be sent to students. Use cfc@northampton.ac.uk email address.</p>	<p>studentservices@northampton.ac.uk cfc@northampton.ac.uk</p>
<p>Who do I talk to if I need help with using the marking and feedback process on Grade Centre</p>	<p>Learntech team</p>	<p>learntech@northampton.ac.uk</p>
<p>Who inputs grades?</p>	<p>Student records</p>	<p>frameworkrecords@northampton.ac.uk ewodlrecords@northampton.ac.uk professionalrecords@northampton.ac.uk</p>
<p>Who undertakes degree designations?</p>	<p>Student records</p>	<p>frameworkrecords@northampton.ac.uk ewodlrecords@northampton.ac.uk professionalrecords@northampton.ac.uk</p>
<p>Who deals with academic misconduct?</p>	<p>Student records</p>	<p>frameworkrecords@northampton.ac.uk ewodlrecords@northampton.ac.uk professionalrecords@northampton.ac.uk</p>

		n.ac.uk
Who oversees exam paper production?	Assessment, Ceremonies and Exams	jill.holden@northampton.ac.uk
Who processes module evaluation forms?	Student Information Desk, the Learning Hub	studentservices@northampton.ac.uk
Who contacts students if a tutor is off sick?	Timetabling can send an email and text alerting students to changes to their timetable or staff can use NILE to send announcements	tim@northampton.ac.uk
Who administers the Tier 1 module boards	Student Information Desk, the Learning Hub	
Who administers the Programme Assessment boards	Assessment, Ceremonies and Exams	jill.holden@northampton.ac.uk
Who sends awards letters	Assessment, Ceremonies and Exams	jill.holden@northampton.ac.uk
Who oversees transcript production and certificate production?	Assessment, Ceremonies and Exams	Assessment, Ceremonies and Exams
Who facilitates certificate collection?	Student desk is the collection point	studentservices@northampton.ac.uk
Who do I speak to if I want to change a grade after I have submitted grades?	Student records	frameworkrecords@northampton.ac.uk ewodlrecords@northampton.ac.uk professionalrecords@northampton.ac.uk
Who sends a sample of work to the External Examiners	Student records	frameworkrecords@northampton.ac.uk ewodlrecords@northampton.ac.uk professionalrecords@northampton.ac.uk
Who do I speak to if I want to change a grade after the Exam board has taken place?	Student Records teams raise the Chair's Action to inform Assessment, Ceremonies and Exams	frameworkrecords@northampton.ac.uk ewodlrecords@northampton.ac.uk professionalrecords@northampton.ac.uk