



## Student Experience Matrix

*This matrix outlines some of the milestones that students are likely to experience during each year of their academic journey. UT Promise mentors can use this information as a guide to create meaningful discussions with their mentee(s) throughout the year.*

<p style="text-align: center;"><b>1st Year Students</b></p> <p><b>Milestones:</b></p> <ul style="list-style-type: none"> <li>• Moving into campus housing</li> <li>• Adjusting to college expectations</li> <li>• Balancing school and social life</li> <li>• Discovering new intellectual experiences</li> <li>• Developing accountability and responsibility</li> <li>• Choosing a degree plan</li> </ul> <p><b>Potential discussion topics for mentors:</b></p> <ul style="list-style-type: none"> <li>• Campus and community engagement</li> <li>• Mental health and well-being</li> <li>• Campus resources</li> <li>• Time management</li> <li>• Study skills</li> <li>• Office hours</li> <li>• Course selection</li> </ul>	<p style="text-align: center;"><b>2<sup>nd</sup> Year Students</b></p> <p><b>Milestones:</b></p> <ul style="list-style-type: none"> <li>• Adjusting to a new living situation</li> <li>• Developing a network of supportive peers, professors, and mentors</li> <li>• Exploring internships, leadership opportunities, and career options</li> </ul> <p><b>Potential discussion topics for mentors:</b></p> <ul style="list-style-type: none"> <li>• Campus and community engagement</li> <li>• Mental health and well-being</li> <li>• Campus resources</li> <li>• Skills assessment</li> <li>• Choosing a major</li> <li>• Setting goals</li> </ul>
<p style="text-align: center;"><b>3<sup>rd</sup> Year Students</b></p> <p><b>Milestones:</b></p> <ul style="list-style-type: none"> <li>• Setting academic and career goals</li> <li>• Exploring internships, leadership opportunities, and career options</li> <li>• Becoming familiar with personal strengths and weaknesses</li> <li>• Strengthening relationships with peers, professors, and mentors</li> <li>• Looking beyond graduation</li> </ul> <p><b>Potential discussion topics for mentors:</b></p> <ul style="list-style-type: none"> <li>• Campus and community engagement</li> <li>• Mental health and well-being</li> </ul>	<p style="text-align: center;"><b>4<sup>th</sup> Year Students</b></p> <p><b>Milestones:</b></p> <ul style="list-style-type: none"> <li>• Exploring career opportunities</li> <li>• Preparing job materials</li> <li>• Preparing for additional education</li> <li>• Developing goals beyond graduation</li> <li>• Expanding a professional network</li> </ul> <p><b>Potential discussion topics for mentors:</b></p> <ul style="list-style-type: none"> <li>• Campus and community engagement</li> <li>• Mental health and well-being</li> <li>• Campus resources</li> </ul>



<ul style="list-style-type: none"><li>• Campus resources</li><li>• Resumes and cover letters</li><li>• Strengths and personality assessments</li><li>• Financial literacy</li><li>• Career exploration</li><li>• Internship/Study Abroad</li></ul>	<ul style="list-style-type: none"><li>• Resumes and cover letters</li><li>• Financial literacy</li><li>• Transitioning from college to career</li><li>• Moving to a new city</li><li>• University alumni association</li></ul>
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## UT System Campus Resource Links

You play an important role in helping your UT Promise mentee connect with campus resources. The links below can be shared with students to help them connect with campus resources they may need to have a positive experience at the University of Tennessee. Do you have recommendations for other resources we should add to our list? If so, please email UT Promise at [utpromise@tennessee.edu](mailto:utpromise@tennessee.edu).

### Academic Advising

- UTC: <https://www.utc.edu/enrollment-management-and-student-affairs/academic-support-and-advisement>
- UTK: <https://studentsuccess.utk.edu/advising/>
- UTM: <https://www.utm.edu/offices-and-services/academic-affairs/advising.php>
- UTS: <https://utsouthern.edu/student-resource-center/>

### Academic/Student Success Centers

- UTC: <https://www.utc.edu/enrollment-management-and-student-affairs/student-success-programs> (student success resources are college-specific)
- UTK: <https://studentsuccess.utk.edu/academicsuccess/>
- UTM: <https://www.utm.edu/offices-and-services/student-success-center/>
- UTS: <https://utsouthern.edu/academic-success/>

### Campus Events:

- UTC: <https://mocsyncorgs.utc.edu/events>
- UTK: <https://calendar.utk.edu>
- UTM: <https://runway.utm.edu/events>
- UTS: <https://utsouthern.edu/events/>

### Financial Aid

- UTC: <https://www.utc.edu/enrollment-management-and-student-affairs/financial-aid-and-scholarships>
- UTK: <https://onestop.utk.edu/financial-aid/>
- UTM: <https://www.utm.edu/offices-and-services/financial-aid-and-scholarships//>
- UTS: <https://utsouthern.edu/financial-aid/>

### Recreation

- UTC: <https://www.utc.edu/campus-rec>
- UTK: <https://recsports.utk.edu>
- UTM: <https://www.utm.edu/offices-and-services/campus-recreation/>
- UTS: <https://utsouthern.edu/community/>



### Student Counseling Centers

- UTC: <https://www.utc.edu/enrollment-management-and-student-affairs/counseling-center>
- UTK: <https://counselingcenter.utk.edu>
- UTM: <https://www.utm.edu/offices-and-services/student-health/>
- UTS: [https://utsouthern.edu/campus\\_clinic/mental-health/](https://utsouthern.edu/campus_clinic/mental-health/)

### Wellness Centers

- UTC: Center for Wellbeing- <https://www.utc.edu/enrollment-management-and-student-affairs/center-for-wellbeing>
- UTK: Center for Health Education & Wellness- <https://wellness.utk.edu>
- Center for Care & Resilience- <https://studentlife.utk.edu/care/>
- UTM: Student Conduct & Care- <https://www.utm.edu/offices-and-services/student-conduct-and-care/>
- UTS: Campus Clinic- [https://utsouthern.edu/campus\\_clinic/mental-health/](https://utsouthern.edu/campus_clinic/mental-health/)

### Writing Labs/Centers

- UTC: <https://www.utc.edu/library/services/writing-and-communication-center>
- UTK: <https://writingcenter.utk.edu>
- UTM: <https://www.utm.edu/offices-and-services/hortense-parrish-writing-center/>
- UTS: <https://utsouthern.edu/student-resource-center/>



## When your Mentee Doesn't Respond

It's not uncommon to **feel ghosted** by a mentee. Maybe a mentee reached. You responded and then **you didn't hear back**. Or maybe you met once and **never heard another word**. The power dynamic of mentor/mentee relationships are complicated, but there are things you can say.

### Meeting Request, but no word after that:

It may feel unprofessional and inappropriate. If this were a networking contact, you would be angry. **Luckily, you're a mentor**, not just a networking contact.

You can **avoid the negativity bias** and consider ways you can help this mentee. So, here we go into ways you can be a good mentor to this person.

### *You may send a message that includes:*

- I know life can get busy.
- I'm sure you have quite a lot going on.
- In a professional networking, don't forget to respond when you ask for someone's time. I'm happy to help you learn more!
- I see that it is \*look at the academic calendar, is it mid-terms? Finals? homecoming? \*, would you like to set a time to connect once your schedule slows down? How about we chat in 2 weeks?

### One Meeting, no follow up:

- I know life can get busy.
- I'm sure you have quite a lot going on.
- Have you had a chance to \*mention advice to give\*?
- I'm happy to help you learn more! Do you want to follow up on \*mention topic you discussed last\* soon?
- I see that it is \*look at the academic calendar, is it mid-terms? Finals? homecoming? \*, would you like to set a time to connect once your schedule slows down? How about we chat in 2 weeks?

### How frequently should I check in?

Students have competing demands, so it's reasonable to expect that one message may pass students by. While you also don't want to pressure them, you can also serve as a gentle reminder and support system in their busy-ness. A second follow up is reasonable.

### *You may say:*

- I saw this \*article/podcast/video\* and thought it related to what we discussed. Hopefully you will find it useful.



- I hope your classes are going well. I'd love to check in and hear about them soon!
- Don't forget that we must meet three more times for you to maintain your scholarship, but I'm happy to meet more often if you'd like. I'm flexible, so let me know what works for you in the upcoming weeks.
- [For an informal connection who is not your assigned mentee]: Congratulations on making a great choice to meet with alumni. If you continue to make choices like this, you are certainly setting yourself up for success.

Remember, if a student is ever unresponsive, you can reach out to UT Promise to assist in making contact.

It is certainly hard to make strong choices to help your mentee. Thank you for taking extra time to help them prepare for the future.