



York College Mentor Collective Student Handbook

RESOURCES FOR EFFECTIVE MENTORING



Mentoring Communication Templates

Emails

[Mentor Introduction Message](#)

[Mentoring Recap Message for New Students](#)

[Mentoring Recap Message for Students with holds](#)

Texts or Email Messages

[Help with Email Message](#)

[Help with CUNYFirst Message](#)

[Referral to New Student Tech Resources](#)

[How to Contact a Department, Faculty or Staff](#)

[Help with Tech Support](#)

[Referral to Advisement Message](#)

[Referral to Career Services Message](#)

[Referral to Welcome Center Message](#)

[Referral to Financial Aid Message](#)

[Referral to Tutoring Resources Message](#)

[Referral to Bursar Message](#)

[Referral to Counseling Services Message](#)

[Referral to Women's Center & College Resources Message](#)

Protocol

[Flag Protocol](#)

[Examples of Appropriate Flags](#)

[Examples of Inappropriate Flags](#)

Additional Resources

[Student Services Directory](#)



Mentor Introduction Message

Dear **Mentee**,

I'm writing to inform you that I'm your assigned peer mentor, and to take a moment to introduce myself.

As your mentor, my goal is to ensure that you have the support and guidance you need to succeed here at York College. Please think of me as a resource for any questions or concerns you may have while navigating your first months here at the college. I'm here to help!

I'll start by sharing a bit about me. I'm a senior, majoring in psychology with a minor in philosophy. In my spare time, I play the piano, enjoy trying new recipes and I work part-time at a bank. Can you tell me a bit about yourself?

When is a good time to meet? Here's my contact information:

Phone:

Email:

(if applicable) Zoom:

(if applicable) Other (whatsapp, IG, FB, Linkedin):

I look forward to meeting with you soon. Wishing you a successful semester!

Best,
Mentor

For additional templates, please review [Tips for your First Message in the Resources Hub on the Mentor Collective Website.](#)



Mentoring Recap Message for New Students

Hi **Mentee**

It was a pleasure meeting with you. In our session we covered the following topics:

Advisement & Registration

You can meet with an advisor at your earliest convenience here:

<https://www.york.cuny.edu/advisement/vrtl-office-hours>.

If you need help registering, you have two options:

Do it yourself: Here are links to the schedule builder [detailed guide](#) and [cunyfirst guides](#) if you need assistance with making changes to your schedule (swapping, dropping, viewing your schedule, etc.)

Go to the Welcome Center: If you just need help with registration (*adding, dropping, swapping*), please visit the [Welcome Center's website](#), scroll down to the middle of the page for in-person and virtual hours for live assistance.

Financial Aid

If you're receiving financial aid, then you can **Connect with a Financial Aid Counselor**

- Email us at finaid@york.cuny.edu
- Visit [Virtual Hours](#) to join us live on zoom
- Get your [Financial Aid Forms](#) and upload them to the [Secure Document portal](#)

Payment

For questions about payment, please contact the Bursar directly:

bursar@york.cuny.edu

Main Phone Number: 718-262-2185/2186

Online payments via [CUNYfirst](#)

Speak to a bursar representative [virtually](#):



Mentoring Recap Message for Students with holds

Hi **Mentee**,

It was a pleasure meeting with you. In our session we covered the following topics:

Advisement & Registration

You can meet with an advisor at your earliest convenience here:

<https://www.york.cuny.edu/advisement/vrtl-office-hours>.

Before registering, you will need to resolve the following holds:

ADM- Alien Registration Card (upload your document in our secure document portal and be sure to click admissions office)

ONCE COMPLETE YOU MAY FOLLOW YOUR ADVISEMENT AND REGISTER.

If you need help registering, you have two options:

Do it yourself: Here are links to the schedule builder [detailed guide](#) and [cunyfirst guides](#) if you need assistance with making changes to your schedule (swapping, dropping, viewing your schedule, etc.)

Go to the Welcome Center: If you just need help with registration (*adding, dropping, swapping*), please visit the [Welcome Center's website](#), scroll down to the middle of the page for in-person and virtual hours for live assistance.

Financial Aid

If you're receiving financial aid, then you can **Connect with a Financial Aid Counselor**

- Email us at finaid@york.cuny.edu
- Visit [Virtual Hours](#) to join us live on zoom
- Get your [Financial Aid Forms](#) and upload them to the [Secure Document portal](#)

Payment

For questions about payment, please contact the Bursar directly:

bursar@york.cuny.edu

Main Phone Number: 718-262-2185/2186

Online payments via [CUNYfirst](#)

Speak to a bursar representative [virtually](#).



Help with Email Message

For help with your email, please review the following page:

Email Account Activation: <https://www.york.cuny.edu/it/webteam/live>

Help with CUNYFirst Message

To activate your CUNYFirst account, please visit the following page:

<https://managelogin.cuny.edu/OIMSelfService/registration?execution=e1s1>

For help navigating your CUNYFirst account, please review the following page:

<https://www.cuny.edu/about/administration/offices/cis/cunyfirst/#1>

Referral to New Student Tech Resources

New Student Resources

Email Account Activation: <https://www.york.cuny.edu/it/webteam/live>

York Cardinal App: <https://www.york.cuny.edu/app>

Logging into Blackboard: <https://www.york.cuny.edu/ctlet/for-students/bbstudent-old/getting-started>

Blackboard Training Course: <https://www.york.cuny.edu/ctlet/for-students/bbstudent-main-page>

Blackboard FAQ's: <https://www.york.cuny.edu/ctlet/for-students/bbstudent-old/for-new-students>

How to Contact a Department, Faculty or Staff

Contacting Departments, Faculty and Staff

Many offices now offer you virtual hours where you can get face to face virtual access. Do a search for that office on the York website and look for "**Virtual hours**"

If you know the name of the person you are looking for you can type it in the search box, or use the [directory](#) search page to get their telephone, email and Office location for faculty, staff, administrators and offices.

Help with Tech Support

Technology Support

Having problems logging in or using these digital tools? If the resources above are not helping you, feel free to:

- Request help using the Y-connect portal: <https://www.york.cuny.edu/it/e-forms/itts>
- Visit the [CUNY IT Help](#) website and type your question into the search bar for answers and support.

Referral to Advisement Message

Have questions about educational goals, major clarification, upcoming classes and more? You can meet with an advisor virtually here: <https://www.york.cuny.edu/adviselement/vrtl-office-hours>.



Referral to Career Services Message

Have questions about professional goals, internships, career exploration and more? Visit Career Services here: <https://www.york.cuny.edu/career-services>

Referral to the Welcome Center Message

Got a quick question? Need help navigating the admissions process; enrolling in classes or need an explanation of requirements for financial aid, advisement, and registration? The Welcome Center can help. You can visit in person or online: <https://www.york.cuny.edu/welcome-center>

Referral to Financial Aid Message

Need help with your FAFSA? Have questions about financial aid eligibility? Do you need financial assistance? You can speak with a financial aid representative here:

<https://www.york.cuny.edu/financial-aid>

Referral to Tutoring Resources Message

Need extra support in your class(es)? Please see a list of tutoring resources here:

<https://www.york.cuny.edu/student/tutoring>

Referral to Bursar Message

For questions about payment, please contact the Bursar directly:

bursar@york.cuny.edu

Main Phone Number: 718-262-2185/2186

Online payments via [CUNYfirst](#)

Speak to a bursar representative: <https://www.york.cuny.edu/bursar/virtual-office-hours>

Referral to Counseling Services Message

Psychological counseling is a confidential process designed to help you address your concerns, come to a greater understanding of yourself, and learn effective personal and interpersonal coping strategies. Please call 718-262-2272 to schedule an appointment.

<https://www.york.cuny.edu/counseling-center/personal-counseling-services>

Referral to Women's Center & College Resources Message

The Women's Center for Gender Justice provides supportive services for the growth and development of all students as they pursue academic and life-long goals. While gender inequality affects everyone, it is women and girls who face the most discrimination as a result of gender inequality. To combat this inequality, we provide resources and support for women to empower themselves and others. <https://www.york.cuny.edu/womens-center>

The Women's Center also provides resources such as **Food Pantry, Emergency grants/Financial Resources, Intimate Partner Violence Resources and Women's Health Resources.** <https://www.york.cuny.edu/womens-center/resources>



What is a flag?

If a mentee has an issue that cannot be resolved by the mentor, then the issue can be raised as a flag.

When should a student issue be flagged?

- A student issue should be flagged if there is no appropriate or known referral option.
- If the student has tried to resolve an issue but was unsuccessful and may need additional support.

Please review referral options and descriptions of each department before raising a flag.

If there is an urgent matter requiring immediate intervention, and you need support, you can reach out to Roosevelt Smith. Rsmith15@york.cuny.edu

Example of Appropriate Flags:

Submitted by Mentor	Conversation topic Getting to know each other, Academics
Support priority ⓘ Immediate	Topic flagged Academic Concerns
	Mentor Comment The mentee expressed concern that he has a hold on his Cunyfirst account that is preventing him from enrolling for his classes. The mentee said that he reached out to academic advisors but no one is helping him. I advised him to continue emailing academic and registrar for assistance. I also advised him to try to do a virtual visit online to seek further assistance.

This is an appropriate flag due to the following reason(s):

- The mentor clearly explained the issue the student was experiencing.
- The mentor referred the student to two departments that could potentially assist the student and resolve the issue.
- The mentor encouraged the student to continue to reach out after not hearing anything back from the department. This helps to build agency and self-advocacy which is crucial in navigating higher education and is also a transferable life skill.



Submitted by

Mentor

Support priority i

Immediate

Conversation topic

Academics

Topic flagged

Academic Concerns

Mentor Comment

[REDACTED] wanted help "selecting classes for the upcoming semester", she expressed she would like to take 12 credits but it having difficulty picking classes but most of them are full. Please assist or advise further.

This is an appropriate flag due to the following reason(s):

- The date of this flag submission was August 7, 2022. Classes began in three weeks and the student needed support being full-time. Having a full-time load is important as it impacts the momentum of the student completing their degree.
- **Ways to improve this flag is to share advising office information with the student for assistance with more class recommendations.**
- *Mentor Tip: Use this conversation as an opportunity to encourage your mentee to register early. This will help them avoid schedule conflicts and full classes.*

Example of Inappropriate Flags:

Submitted by

Mentor

Conversation topic

N/A

Support priority

Not needed

Topic flagged

Academic Concerns

Mentor Comment

Needed guidance on next steps, and what to do?

This is an inappropriate flag due to the following reason(s):

- This flag is vague. There are no details about the issue(s) the student is experiencing. Are there holds that need to be removed? Is the student experiencing any issues with a specific department?
- *Mentor tip: please be clear and concise with what the student may need support with. Please review the referral guide before elevating a flag.*

RESOLUTION:

This student needed to resolve an alien registration hold and was referred to admissions and the welcome center for assistance in uploading the appropriate documentation.



Submitted by

Mentor

Support priority i

Immediate

Conversation topic

N/A

Topic flagged

Academic Concerns

Mentor Comment

She good contacted her and seen her today in person met up with her on not dropping her classes had a great conversation

This is an inappropriate flag due to the following reason(s):

- There is no issue to resolve.
- The support priority is flagged as immediate.
- Please ensure comments have complete sentences and proper grammar, so that they can be understood properly and resolved easily.



YORK
College

Student Services Directory

Department	Contact Information	Hours
Admissions	admissions@york.cuny.edu Room 1B07	Monday-Thursday, 10-5 PM Friday 10- 2PM
Accelerate, Complete, Engage (ACE)	Room 3E03	
Academic Advisement Center	<ul style="list-style-type: none">For incoming freshmen, email FreshmanAdvising@york.cuny.eduFor incoming transfers, email TransferAdvising@york.cuny.eduFor Readmit students, email ReadmitAdvising@york.cuny.eduFor undeclared continuing students, email us at Advisement@york.cuny.edu <p>Academic Advisement Center Room 2C01 718-262-2280 advisement@york.cuny.edu Virtual Office</p>	Mondays & Thursdays: 9 AM-6:30 PM Tuesdays, Wednesday & Fridays: 9-5 PM
Athletics	For general athletic inquiries: Email yorkathletics@york.cuny.edu Office # 718.262.5115	
Bursar's Office	bursar@york.cuny.edu 718-262-2186 718-262-2185 Room 1H01 Fax: 718-262-3814	Virtual Office Hours Monday 9:00am to 5:00pm Wednesday 2:00p.m. to 5:00p.m. Friday 9:00a.m. to 2:00p.m. In-person Office Hours Tuesday 9:00a.m. to 5:00p.m. Wednesday 9:00a.m. to 1:00p.m. Thursday 9:00a.m. to 6:15p.m.
Campus Life	nwilliams11@york.cuny.edu (718) 262-2332 Fax: (718) 262-2730	Monday-Thursday: 9 am to 6 pm Friday: 9 am to 5 pm
Career Services	Room 3M01 Office Directory Tel: 718-262-2282 Fax: 718-262-2039 career@york.cuny.edu	Monday – Friday:9 am -5 pm
Center for Students with Disabilities	Room 1G02 Phone: 718-262-2191 Email: csd@york.cuny.edu	In-person Office Hours Monday – Thursday: 9:00am-



		6:00pm ; Fridays: 9:00am-5:00pm Virtual Office Hours Tues. 10:00am-1:00pm
Counseling Center	Office: 718-262-2272 Email: bpar@york.cuny.edu Room 1G03	To schedule an appointment or need assistance, call our main number at 718-262-2272
CUNY EDGE	George Nicholson Program Director gnicholson1@york.cuny.edu (718) 262-5207 Luciana Jean-Aimee HRA Fellowship Coordinator/Program Assistant ljeanaimée901@york.cuny.edu (718) 262-2163	
Childcare (York College Child & Family Center)	Tel: 718-262-2930 Email: vcfc@york.cuny.edu	Monday-Thursday: 8am-6pm Friday: 8am-5pm
Financial Aid Office	finaid@york.cuny.edu Virtual Office	Monday - Tuesday 10:00am to 5:00pm Wednesday 10:00am to 2:00pm Thursday 10:00am to 6:00pm
Food Pantry Program	Tel: 718-262-2008	Monday - Thursday, 10:00 AM - 3:00 PM
Health Services	Email: StudHealthSvcCtr@york.cuny.edu Phone: (718) 262-2050 Location: Academic Core Building; Room 1F01	Monday- Wednesday, Friday: 9 am-5 pm, Thursday: 9 am-5:30 pm
ID Office	(718) 262-2222	See webpage for hours.
Information Technology Help Desk	helpdesk@york.cuny.edu	
International Student Services	Room 1H06	
Ombuds	Savitire Rampersaud 718-262-2152 AC-2F01A	
Petrie Fund	https://www.york.cuny.edu/student-development/petrie-fund-application	
Public Safety	psafety@york.cuny.edu	
Registrar	registrar@york.cuny.edu	
Student Affairs	2F01A Office: 718-262-2331	
Veterans Affairs	Email: leaton@york.cuny.edu Office: 718-262- 5298 Cell: (347)-921-0663 Virtual Office	Virtual Office Hours: Tuesday and Thursday: 12 pm - 1 pm



Welcome Center	718-262-2708 welcomecenter@york.cuny.edu Virtual Office	In-Person Office Hours Monday – Thursday 9am – 7pm Friday 9am – 5 pm Virtual Office Hours Mondays & Tuesdays 2 – 5 pm
York College Male Initiative Program	Room 3MO2 (718) 262-3772	
Women's Center for Gender Justice	Room 3C01 718 262-2008	