In September 2016

669 volunteer Mentors met with over 3,900 new students at Orientation

Over 230 tours and inductions were given to 55 courses and to international visiting students

58% of survey respondents rated S2S as significantly helpful in their transition to TCD
Responses rates

1092 new students (27.8%) responded to our survey.

Survey highlights

- 91.66% met their Mentors at Orientation
  (58% said most significant/important factor)
- 88.7% of people who approached their Mentors with an issue reported a significant improvement
- We helped 79.15% with orientation
  (58% said most significant/important factor)
- We helped 52% with academic performance
  (25% said most significant/important factor)
- We helped 69% to locate support services
  (49% said most significant/important factor)
- We helped 72% with the library
  (55% said most significant/important factor)
- We helped 55% with IT/technical things
  (34% said most significant/important factor)
- We helped 47% with their social life
  (23% said most significant/important factor)
- We helped 29% to stay in TCD
  (14% said most significant/important factor)
- We helped improve the College experience for 66% of respondents
  (37% said most significant/important factor)
The graph below shows the reported frequency of Mentor contact to their groups. The ideal level of contact is weekly.

- 256 respondents contacted over once per week (5.54%)
- 205 respondents contacted weekly (28.33%)
- 93 respondents contacted fortnightly (25.81%)
- 72 respondents contacted monthly (20.67%)
- 55 respondents contacted less than once per month (9.38%)
- 30 respondents never contacted (7.26%)
- 281 respondents contacted other (3.02%)

89% of respondents received emails from their Mentors. 50% contacted their Mentors through email.

52% of respondents received face-to-face contact from their Mentors. 38% actively sought face-to-face contact.

67% of respondents received Facebook contact from their Mentors. 46% used Facebook to contact their Mentors.

Other methods of contact included Facebook Messenger, WhatsApp and website interaction.
Attendance at Group Meet-ups

58% of respondents attended group meet-ups after Orientation. Those who didn't gave the following reasons for not going:

- Didn't have the time (40%)
- Not enough notice (16%)
- Wasn't invited (13%)
- Organised at wrong time (12%)
- Not interested (11%)
- Personal (11%)
- Nothing organised (5%)
- Academic pressure (2%)
- Other reasons (2%)

Other reasons given included Forgetting to attend, not being on Facebook when it replaced email contact and being under 18 when alcoholic events were arranged.

Events mentees said they would attend

n=254

“Other” events included: Paintballing, Ice Skating, Go-Karting, anything that didn't involve alcohol, tours of Dublin, free food and cooking classes.
Awareness of Peer Support

72% of respondents knew about the Peer Support Service

- Increasing from 49% in 2015/16.
- The most likely reason for this increase is the toilet door sticker campaign we ran in October 2016.

Only 44% of respondents knew about the Peer Support drop-in

- The drop-in began as a pilot in the Counselling service in April 2015 and is not currently attracting many visitors. Further promotion is needed.

Preferred ways to request a Peer Supporter

n=911

- Email: 455 (29.11%)
- Online form: 331 (24.57%)
- Drop-in: 177 (21.18%)
- Wouldn't: 12 (11.32%)
- Phone: 67 (5.31%)
- Tutor etc.: 54 (4.29%)
- Paper form: 48 (3.45%)
- Other: 12 (0.77%)
Selected Feedback

- Made Trinity feel like home.

- Good level of effort shown by the mentors, shows the college is concerned with how students are getting on.

- My S2S mentors have been one of the best resources provided to me this semester... They have been very encouraging and I appreciate that they never make me feel like I'm hassling them.

- S2S was a pretty big factor in helping me get settled during the first week. It was a way for me to make friends in my course that I may not have spoken to otherwise, and it was very helpful for learning how to use facilities in Trinity.

- I bumped into one of my mentors one day while anxious. She recognised this and invited me to have lunch with her, where she answered my questions and helped to settle me. It was great, she was absolutely genuine in caring and openness and I made a new friend.

- I think it is great already, but I think more meet ups would be really nice, especially because I don't live in halls.

- Liked that they did my course would've liked more academic support e.g. Example reports and previous tests etc.
Would be great if mentors played a bigger role in orientation. It was by far, the most beneficial of everything at orientation and in my opinion, wasn't given enough time.

It would be good to have some events with the small S2S groups but also larger events like mixers that would make it easier to get to know people in the course.

I liked how honest and knowledgeable they we're, would have liked to meet or bump into them more even for 5 mins to check in as I find it awkward to email back.

What I liked, orientation day. What I didn't like was that we only get emails once a month with limited tips, while other students have had multiple methods of contact per month with tons of advice, study tips and materials, and regular face to face contact.

It might be great to be able to contact them in advance, because I feel the time right before semester-start is the time I might have actually needed some support.

Having someone to show concern for you on your first year of college is a great motivation.

I like the fact that when I feel overwhelmed with all the work that I can talk to S2S.

It really helped smooth what could've been a very rocky transition from secondary school to studying at Trinity.