



Preparing Mentors to Support Online Students

Mentors are certified and trained to support online students through the Mentor Certification Program. The program is a two-step process:

- In **Step 1**, you gain approval by the department or school in which you wish to mentor.
- In **Step 2**, you complete training in course website technology and mentoring students at a distance.

Step 1: Discipline Area Certification

The department or school offering the course or program in which you desire to mentor reviews your application and then may forward your name to Academic and Professional Program Services (APPS).

You can become a candidate for certification through one of the following:

- You may **submit an application to APPS** for a mentor position; after review, APPS may forward your application to the respective department or school with a recommendation that you be considered for employment in the mentor program.
- You may be enrolled as a full time graduate student in the department or school and be recommended by a lead faculty member for employment in the mentor program.

Step 2: Mentor Training Certification

After a department or school has recommended admittance to the mentor program, you must complete Phase I and Phase II of Mentor Training Certification. Training is provided by Academic and Professional Program Services (APPS) and includes:

- Phase I: **Mentor Training Workshop**
- Phase II: Online Mentor Training Course

Mentor Training Workshop (face-to-face)

The Mentor Training Workshop is held on the FSU campus in Tallahassee, Florida. The sessions include:

- Technology training in using the course website
- Training in general mentoring skills

Mentor Training Course (web-based)

Mentors are trained in the skills and technology required to manage an online course via the course website, including:

- Posting announcements by section and groups
- Using email to contact section and group members
- Posting threads on Discussion Boards
- Accessing and returning student assignments via the Assignment feature
- Implementing chat room functions
- Grading assignments
- Providing feedback to students
- Creating student groups on the course website

Having both Discipline Area Certification and Mentor Training Certification places the candidate in the pool of persons eligible for mentor employment in a given term based on course enrollment.

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