How do I get a STaR mentor?

New undergraduate students are automatically partnered with a STaR mentor before they start at the University of Reading.

I have specific personal requirements about the STaR mentor I receive. Can these be met?

If you have any specific personal requirements such as a mentor of the same gender, a similar age or experience such as living locally and commuting to University, please contact starmentors@reading.ac.uk as soon as possible. Where possible your requirements will be met however please note there are no guarantees.

When will my STaR mentor contact me?

You will be partnered with your STaR mentor any time between 21st August and 13th September 2017. Your STaR mentor will contact you by email anytime during this period.

How will my STaR mentor contact me?

Your STaR mentor will contact you by email via the email address you used to apply to the University. Your STaR mentor will be writing to you from their University of Reading student email account. The first email your STaR mentor sends will welcome you to the University and ask you if you have any questions. They may also send a second email to check how you are settling in to student life once you start at Reading.

When can I contact my STaR mentor?

You can contact your STaR mentor as soon as you are partnered and as and when you need to during the first term.

How long will I have a STaR mentor for?

Your STaR mentor is available and contactable from when you are partnered until the end of the first term.

What can my STaR mentor help me with?

Your STaR mentor can prepare you for what to expect from starting University and studying at Reading, help you settle in and answer your questions about student life. If you are unsure of what to talk to your STaR mentor about, read what to ask your STaR mentor for suggested questions to ask and the areas of student life that they can help you with.
Can I meet my STaR mentor?

It is recommended that you meet with your STaR mentor in person on campus in Welcome Week. You can meet them on a 1:1 basis or as a group with other new students from your course, department or School. Your meeting can be at a time and day suitable to you and should last for around 1 hour.

Where should I meet my STaR mentor?

You can choose what would be helpful to you. This could be the opportunity to talk over a drink, go for a tour of your academic department and the wider University campus, visit the Library or attend a Welcome Week activity. Your department or School may also invite STaR mentors in to a Welcome event (participating departments only).

What will happen if I do not talk to my STaR mentor?

STaR mentors are current student volunteers that have been trained to help new students settle in to University. They are there to enhance your student experience and help you have a successful start at Reading.

It is not recommended, but if you do not want to talk to a STaR mentor then please either reply to their email and politely tell them you do not require their services or formally opt out and withdraw from the partnership.

I do not want a STaR mentor. How do I opt out?

It is not recommended, but if you do not want to be partnered with a STaR mentor and would like to opt out of the STaR mentor partnership, please email starmentors@reading.ac.uk

I do not get on with my STaR mentor, what should I do?

If you feel your mentoring partnership is not working out, please contact starmentors@reading.ac.uk and the STaR mentor Coordinator will assist in confidence.

Will what I say to my STaR mentor be confidential?

What you discuss with your STaR mentor is private but please be aware that there are instances when your STaR mentor will need to break confidentiality. This is in circumstances in extreme cases as when not to do so would break the law or if there is a serious risk to life.

Is there anything I can’t talk to my STaR mentor about?

Your STaR mentor can help with most aspects of student life but they are not an academic tutor, support advisor or counsellor. They can however signpost you to the most appropriate service at the University that can help you with your enquiry.

If you have any other questions about the role of STaR mentors or how the mentoring partnership works, please email starmentors@reading.ac.uk