

Guidelines

Mentoring Service for Degree Programs

1. Definition and objectives of the Mentoring service

Mentoring is a service that has been active at the University of Gastronomic Sciences since its foundation. It is a form of individual counselling aimed at offering students support, guidance and encouragement throughout their academic path and in their personal and professional growth, starting from their enrolment at UniSG. Mentors, selected from among the teaching staff (lecturers, researchers, post-doctoral fellows), regularly monitor the careers of their respective students, so as to intervene promptly in cases of evident difficulty, in order to prevent drop-out and attrition.

Mentoring is not a psychological support service, which is already provided at UniSG for students experiencing psychological distress. Mentoring is not intended for collecting feedback on the quality of services and teaching activities. This is to avoid overlap with the function of other actors/tools established for that purpose.

2. Procedures

At the beginning of the academic year, the Head of the Mentoring Service assigns each student a mentor who will accompany them throughout the years of attendance of their degree program.

First-year students (Bachelor and Graduate Degree) receive an email invitation from their mentor by October for a preliminary in-person group meeting. On this occasion, the mentor makes themselves available to meet their students between October and mid-December (first round of mentoring). Second- and third-year students are invited by their mentor via email.

Each mentor must schedule at least two meetings per year with their students, one per semester (autumn round and spring round). Students must be invited with reasonable advance notice, allowing at least 15 minutes per student. Should a student fail to attend due to circumstances beyond their control, they must be invited again on a second date. The mentor must meet all of their mentees in person.

During the individual meetings, which should take the form, as far as possible, of an in-depth and constructive dialogue and conversation, the mentor discusses with the student both their academic performance (timeliness and results in exams) and their overall experience of university life, their plans and their personal growth. There are no pre-set forms, so as not to tie the meetings to a fixed format and to leave the dialogue open.

To ensure the effectiveness of the service and to prevent it from turning into a space focused on issues unrelated to its function, mentors must correctly refer students to the appropriate contact persons for any issues that may arise.

The two periodic meetings with the assigned students do not exhaust the mentor's role: the mentor is and remains the point of reference whom each student may approach at any time with problems,

communications or requests for advice. All moments of interaction with mentees, including informal ones, are therefore useful and encouraged.

3. Career monitoring

In preparation for the meetings, mentors of students in years following the first (Bachelor and Graduate Degree) are asked to check each student's career against minimum thresholds in terms of CFU (ECTS credits) earned in the reference year. Particular attention is required in the case of scholarship holders.

In order to follow the progress of a student's career, since the a.y. 2023-24, instead of contacting the Academic Office as in the past and requesting a transcript from the Esse3 system, the mentor can independently access the shared (Excel) file in which the General Services Office periodically records the number of CFU and the grade point average of each student (as set out in the LINEE DI SINTESI of the first round of mentoring of a.y. 2023-2024, which include the Changes made to the service in a.y. 2023-24). In this way, mentors will simply need to search for the names of their mentees to retrieve this information.

The minimum thresholds for each year of the degree program are as follows:

- **1st year – Bachelor's Degree Program**
 - October: –
 - February: 6-15 CFU
- **2nd year – Bachelor's Degree Program**
 - October: 35 CFU
 - February: 45 CFU
- **3rd year – Bachelor's Degree Program**
 - October: 80 CFU
 - February: 90 CFU
- **1st year – Graduate Degree Program**
 - October: –
 - February: 15 CFU
- **2nd year – Graduate Degree Program**
 - October: 50 CFU
 - February: 75 CFU

4. Outcomes of the Mentoring service

At the end of the series of meetings, each mentor sends the Head of the Mentoring Service a brief report on the activity carried out with each individual student, stating first of all when the student was invited and whether or not they attended. In the former case, the outcome, any issues identified and the actions

taken must be reported; in the latter case, any information on the reasons for not attending the meeting must be reported.

Any individual situations of particularly serious concern are immediately reported to the Rector and to the Delegate for Education.

At the end of each of the two rounds (autumn and spring), the Head of the Mentoring Service sends the Rector, the Delegate for Education and the Coordinators of the Degree Programs the documents produced:

1. the overall document (**TOTALE**) collecting all the reports provided to the Head of the Mentoring Service by the individual mentors;
2. the summary document (**LINEE DI SINTESI**) drawn up by the Head of the Mentoring Service, which is subsequently shared with the Faculty Board and then presented to the Board of Directors;
3. the document (**CRITICITA' SINGOLI**) which briefly highlights issues concerning individual students.

5. Follow-up

The Coordinators of the Degree Programs are responsible for identifying any actions to be taken in response to the issues reported in the above documentation.