Top Tips for Peer Guides

General Advice

- Keep in touch with your **School Peer Guide Coordinator** and the **Peer Guidance Team**. Both are there to support you in your role.
- Make sure you check your College email account regularly to stay up to date with new information or advice.
- Ensure channel notifications on Microsoft Teams are turned **ON**. This helps to ensure you don't miss any queries from your assigned undergraduate students.
- Utilise the resources on the Peer Guide webpages, particularly the **Terms of Reference** sheet and the **Key Contacts/Services** sheet. Weekly guidance should be shared with students for each of the first **four** weeks.
- Keep track of your meetings with students, including the **number of hours** and **what you talked about**. You can find the log sheet on the Peer Guide webpages under 'Information for Peer Guides'.

Advice on Meetings

- How you meet with the students in your **MS Teams** channel is up to you. One suggestion is to set aside a few hours at the same time each week to host a group video/audio call, answering questions in the chat, or encourage students to socialise with one another.
- Please note that the MS Teams channel is a private chat that only you, your assigned first-year group and the Peer Guidance team can see.
- You should also offer students the opportunity to meet on a one-on-one basis. You can either do so in person on-campus or using MS Teams video/audio calls.
- If a student has a private or sensitive query, you should **encourage them to communicate this to you within an email**. This can then be forwarded onto the Peer Guidance team if further support is necessary.
- Each week (for the first four weeks) you will be able to access resources to share with students on the Peer Guide intranet pages. You will receive an email to let you know when this information is available.
- After this four week period, you will not be expected to continue supporting your assigned students directly, though you may wish to.

Other Advice

- Familiarise yourself with the key contacts throughout the university and within your department/school.
- Students are automatically placed into their MS Teams channel and are free to leave at any time. If they leave, don't take them doing so personally! They may have settled in and feel confident enough to continue without support.
- If you have any other questions, please contact PeerGuide@royalholloway.ac.uk.