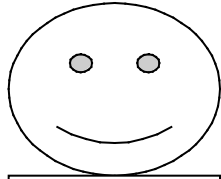


Telementoring

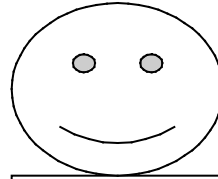
Bridging the tyranny of distance

The Opportunity Benefits



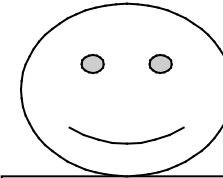
The Mentees

- experience of isolation reduced
- motivating
- collaborative problem solving
- confidence to self-manage study process
- emotional support
- skills development
- collegial interaction
- 'connectedness' / integration
- continuous orientation
- personal Helpline
- flexibility of service - meets lifestyle needs



The Mentors

- personal development
 - broadening social horizons
 - self-confidence
- skills development
 - advanced communication skills
- employability
 - customer service training
 - mentoring training
 - developed work ethic
- financial benefits and a competency certificate
- intrinsic rewards



The University

- aftermarketing
- de facto Call Centre
- quality assurance and continuous improvement
- monitored student feedback
- low-key, low cost troubleshooter service
- 'internetting' students
- telemarketing opportunities for other goods and services
- assists in meeting service obligations to DE students
- personalised student service
- aid in retention program
- mentors - face of the University/ambassadors
- low cost, personalised Orientation for DE students