Overview:

1. Make sure your students are aware of the Mentoring for Success Program Reward Program, which offers students incentives for fulfilling their academic goals.
2. Please familiarize yourself with the terms and conditions on the back of reward cards and the information contained in this document so that you can better help your students understand the process.
3. In some rare cases, a returning participant may still have the very old green and/or blue reward cards. Collect the old reward card(s) from the student as they are no longer valid. Submit the old reward card(s) with the student’s first and last names written clearly on the front to a Program Assistant.
4. Reward cards and star-shaped one-hole punchers are available for peer mentors to pick up at the office. To obtain new reward cards either at the beginning of the semester/session or after a semester/session has started, please email a Program Assistant to make an appointment.
5. Do not keep students’ reward cards – give them to your students at your first meeting; however, since a student may have more than one peer mentor, first ask the student if he or she has already received a reward card from another peer mentor before giving out another blank reward card to the same student. If a student has more than one peer mentor, do not issue another reward card to the student. Both and all peer mentors should be punching the same reward card.

Issuing and Punching Reward Cards:

1. Write your student’s first and last name on the front of the reward card in the box where it says “Participant Name” before you issue the reward card to the student. Use a permanent marker or ink pen to write over the watermark. Do not write outside the box.
2. Write your name in one of the three spots available in the top half of the inner side of the card. Again, use a marker or ink pen to write over the watermarks. Do not write your name in all three boxes as the student may have more than one peer mentor.
3. Before handing over the reward card to the student, make sure you read the terms and conditions on the back of the reward card out loud to the student. Make sure the student understands all the terms and conditions of the Mentoring for Success Program Reward Program. Reiterate that all points will expire after the Friday of the final exam week of the current semester/session.
4. As you punch the reward card, record the date (month and day only) and number of points given in your own column. If you forget to bring your star-shaped one-hole puncher, write your initials inside the square(s) instead and remember to punch the square(s) at your next meeting.
5. Punch from left to right, starting with the top row.
6. Do not write anything in the “Date:” and “Item:” fields in the bottom half of the inner side of the card.
7. Record the reward card number on the database. This does not have to be a separate database entry, and can be part of the entry for that particular meeting, e.g., “I issued the student reward card #747.”
8. Inform the Program Assistants after issuing reward cards so that they can record which reward card had been issued to which student. Avoid sending out separate emails to for each student. Ideally, you should consolidate all your students and their respective reward card numbers into a single weekly email after you have had a chance to meet with most, if not all, of your assigned students.

**Awarding and Keeping Track of Reward Points:**

1. For each activity that is eligible to receive points, make sure to log the activity as well as the appropriate number of points on the Mentoring for Success Program Student Database and Student Tutoring Sign-In Log. Also refer to the activity log on the database before giving a student points so that duplicate points will not be given.

2. If reward points have not actually been awarded, e.g., you forgot to give a student a reward card or reward points or if the student forgot to bring his or her card, make sure you indicate this in the Student Sign-In Log to avoid confusion. DO NOT add reward points to the Mentoring for Success Program Student Database until the card has actually been punched.

3. The total number of points on the top half of the inner side of the card must match the number of punched star-shaped holes on the bottom half of the inner side of the card.

4. Use your judgment when awarding points. Points awarded for various activities may be modified at your discretion. It is your responsibility to ensure that all points given are justified to prevent abuse of the program. Examples of when points should not be given:
   a. A student wants to meet with you three days in a row for less than 30 minutes each time when it is only necessary for him or her to meet with you one day for an hour and a half.
   b. A student claims to have met with his or her advisor three to four times within two weeks for no specific reason.

5. No more than five (5) points may be awarded per peer mentor per week. That means a student can only earn a maximum of fifteen (15) possible points from all three peer mentors combined each week.

6. Refer to the “Mentoring for Success Program Reward Program (Student)” document to see what type of activities for which students can receive points. Please note that students should also receive points for non-tutoring activities such as: multicultural events/activities, involvement with student organizations, and volunteering/community service. They should get 2 to 3 points for each of those activities; use your best judgment to assess how many points students should get based on the specific activities they have performed.

7. A student can earn up to forty (40) points per semester. Once the student has earned the maximum forty (40) points, the student will not be able to earn any additional points or be issued a second reward card for the semester. Do continue recording all activities on the database and filling out the sign-in log. Do not, however, award or record any additional reward points.

8. Make sure the Mentoring for Success Program reward card, database, and Student Tutoring Sign-In Log correspond with one another at all times.

**Dealing with Lost Reward Cards:**

1. Once a card is lost, all points on it are considered lost. Record the activity on the database immediately. Report all lost cards to one of the Program Assistants, as they are the ones who can deduct points from the database, and copy the program director in the email.

2. If it is still early in the semester, you may issue the student a new reward card with the approval of the program director. Make sure you record this activity and the new reward card number in the database. Do not forget to inform the student that the points will start back at zero (0).
3. DO NOT attempt to match the points on the new reward card and the database by editing old database entries. This will make it appear as if the student never earned any points in the first place, which is inaccurate and misleading. Once you report an old reward card as missing, a Program Assistant will deduct all the points a student has earned so far so that the total number of points will be zero (0). You DO NOT have to do anything to adjust the points.

4. If it is later in the semester and it is unlikely that a student will earn enough points to redeem any reward items before the end of the semester, do not issue the student another reward card. It will simply create a lot of unnecessary paperwork for everyone involved.

The Reward Redemption Terms, Conditions, and Process:

1. Crosscheck the reward card, database, and Student Sign-In Log before scheduling an appointment for your student to redeem prizes. The total number of points on all three MUST match.
   a. If you find any point discrepancies and have determined that you have not made any mistakes, contact the student’s other peer mentor(s) by email to resolve the issue before you tell the student to go ahead and redeem any reward items.
   b. If you send a student to redeem reward items and there are point discrepancies, the student can only use up to the total number of points the student has in the database, regardless of how many points the student has on his or her reward card.
   c. Save your student from the inconvenience and disappointment by reconciling the numbers before telling your student that he or she should go ahead and redeem reward items.

2. In order to redeem gift cards, you must contact the Program Assistants to set up an appointment on your student’s behalf. You must also come to the office with your student. You must fill out and sign the staff section of the Student Incentive Receipt if your student chooses to redeem gift cards as a reward.

3. In order to redeem any other prizes, students must call the Mentoring for Success Program office directly to schedule an appointment.
   a. Help your student decide what he or she would like to redeem before he or she comes to the office so that the student will not have to spend a considerable amount of time trying to figure out what to redeem.

4. Points may be redeemed throughout the current semester/session up until the Friday of the final exam week of that semester/session.

5. Points will expire after the Friday of the final exam week of the current semester/session.

6. For every five (5) points earned, a student will reach a new reward point level, i.e., five points (5) = Level 1, ten (10) points = Level 2, fifteen (15) points = Level 3, and twenty (20) points = Level 4. When a student has earned enough points to reach a certain level, he or she may choose one item from that level. Alternatively, he or she may choose two items from any lower level.

7. No single one-point items may be redeemed; a student must have at least five (5) points to redeem a reward item.

8. If your student has declined to participate in the Mentoring for Success Program Reward Program, indicate this in the student’s activity log so that the information can be verified in case any discrepancies between the student’s account and yours arise.

9. Always refer to and make sure your student has the most updated version of the “Mentoring for Success Program Reward Program (Student)” document on the Reward Program page of the program website (http://www.wmich.edu/peermentoring/participants/reward). Please see the next page for a screen capture of the one-page document.
In addition to helping improve your grades, the Mentoring for Success Program offers a reward program for continued goal fulfillment. When you complete one or more of the following activities (designed to help you become a better student), you collect points that you could use to redeem for one or more of our prizes!

<table>
<thead>
<tr>
<th>COLLECTING POINTS</th>
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<tbody>
<tr>
<td>ACTIVITY</td>
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<tr>
<td>Meeting with peer mentor (up to three times a week or as deemed necessary by peer mentor; each meeting must be at least 30 minutes)</td>
</tr>
<tr>
<td>Returning next semester</td>
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<tr>
<td>Meeting with an academic advisor or a professor upon peer mentor’s recommendation (up to three times per semester)</td>
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<tr>
<td>Scoring an A on a quiz, test, or exam (no more than one per week)</td>
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<tr>
<td>Attending a workshop/multicultural events on campus</td>
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<tr>
<td>No last-minute cancellations (with less than one hour’s notice) or “no-shows” with peer mentor (awarded during last meeting before finals week)</td>
</tr>
<tr>
<td>Utilizing the Mentoring for Success Program Forum for active discussions (awarded weekly)</td>
</tr>
<tr>
<td>Achieving GPA goal for the semester (awarded when you return the following semester)</td>
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<tr>
<td>Other activities approved by your peer mentor</td>
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</tbody>
</table>

*Points awarded for various activities may be modified at the discretion of your peer mentor.

REDEEMING PRIZES

While supplies last. Restrictions may apply. Terms and conditions are subject to change without notice. Please refer to the back of your reward card for additional terms and conditions.

Mentoring for Success Program office location: 2281 Ellsworth Hall
Reward redemption hours: By appointment only. Please call (269) 387-4799 to schedule an appointment.

You must bring your reward card(s) with you when you come to redeem your prizes.