

Example of general check-in: Good example of mentor's self-disclosure + expanding topics to engage students

- Mentor Hi Jet√'! Nice talking to you! My name is Elaine btw. So when first entering college, they will usually offer many Welcoming events for the newly admitted students, so you could follow the ins or facebook of your university to stay updated on those events! I met some of my friends there haha
- Mentor I know it might be a bit frightening at first (at least for me), entering a new place and talk to new people and everything, but gradually you will get a hold of that!
- Mentor Is there anything else you want to know more about?
- Student I don, Äôt even know what to ask
- Student lolol
- Student What would you think i need to know?
- Student üòÇ
- Mentor Well
- Mentor Personally I think school work and academic also feels different in college
- Mentor I don't know if you reach out to your teacher that much in high school, but i didn't back then
- Student Me neither
- Student I had really rare occasions of such convo
- Student I'm really looking forward to it.

Example of directing students to relevant resources

Student when to pay tuition

Mentor Hi Britney thank you for reaching out ! This is mentor 934

Mentor Your deadline to pay the deposit is May 1

Mentor However if you are talking about tuition fee for your semester please check out this link

Mentor <https://www.ccnycuny.edu/bursar/bill-due-dates>

Mentor Kindly note this point mentioned on the link that your Tuition due date is based on your first initial registration date

Example of chats about working in college. This is an opportunity to **share more of mentors' experiences**, for example, of finding jobs in college

Mentor	College is a big investment. Do you have thoughts about financing college you would like to share with me?
Student	Hi, I actually wanted to register for classes during this summer but I haven, Äôt started working yet. So there will be a problem to pay my tuition. What do you think I should do ? Do you have any job suggestions for me?
Mentor	There is a great financial aid recourse for CCNY. You can reach a chatbot or set up a zoom meeting with advisors at this link: https://www.ccny.cuny.edu/financialaid

Example of chats where we can probe deeper, for example, asking students: “What are you most excited about?” or “What are you nervous about?”

Mentor	You've accomplished so much, and you should be proud of yourself! What makes you most excited about going to school in the fall?
Student	Not sure I feel nervously excited if that makes any sense