	PAVE	**Peer Advisor Lead (Team Leader)**	**Peer Advisor**
Basic facts	Located at UM Will manage 25 campuses virtually	Former Peer Advisor Paid through work study	Upperclassman Volunteer
Before school	Provide training	Attend in-person training Take web-based training	
During school	Manage campuses	Match Peer Advisors to students	Receive matched students
		Manage peer advisor logs Create/coordinate meetings Create/coordinate events Reach out to Peer Advisors Reach out to Peer Advisors	Attend meetings Reach out to students at least once a month Report interactions in log -interaction log for each unique contact -what issues they have, when they interacted, by what means, what issues they presented, what resources they used

Needs

PAVE:

Providing networks for people. Sometimes my work is connecting PAs to each other - 'josh is doing this on X campus, you should talk." Trying to set that up is hard, and often falls through. They really need to talk to each other, not to me.

A way to continue those relationships with people, in real time. For example, we operate schools in all time zones and we try to schedule calls with different people, and it's almost impossible. Students are busy and we're so busy, so it's hard to connect.

Peer Advisor Lead (Team Leader):

I would want it to be very easy to reach out to specific peer advisors, and also all the peer advisors at once.

Similarly, to specific student veterans or all student veterans at once, in case i need to push out something really quick.

I would want something where we can easily individually track individual peer advisors. and compare one versus the other. and easily look at a peer advisor, when they last logged in, if there's any holes. if there's been a certain amount of time since they logged in specific info for a student contact.

Problems: working with different schedules. hard to get everyone on the same page and same time. even getting three peer advisor leads together was sometimes tricky. Similarly, PAs would have same problems with the student veterans.

Peer Advisor:

If students have questions about financial aid. something where they can very easily pull up what has been compiled for that resource - 'try looking at this,' and have contact information right there.

Most used resources:
-Local contacts: fin aid, CAPS, Veterans Service Coordinator
-GI bill information
-Mental health
-Financial issues
-Educational issues

I want different ideas for outreach and engagement (what to say and how they say it?

I want info for basics of program - if I'm not hearing back from students, what I can do, how I can engage with students

Right now tracking system asks a bunch of questions and is really kind of long and has lots of free text. Having something where you could click buttons and make it fast and routine. Or maybe something you can dictate into - voice to text.