Opening Hours

Term 3 open hours

Week 1 - Week 10: Every Tuesday night, 4pm - 8pm AEST

How Live Chat or a Phone Call Can Help You

Chatting to a Student Mentor is a great way to access confidential, personalised support online!

There are two ways you can connect to a Student Mentor,

1. Click the “Chat online here” button above to start a live chat through our messaging system! Available all term!
2. Click the “Book a call” button above to arrange a time for a Student Mentor to call you for a chat! (At the start of each term only)

The Live Chat Mentors are trained and experienced students who know about UNSW’s services, support and policies and can help you find the right support for your circumstances. The Student Mentors are keen to help and enjoy supporting the UNSW student community.

Through the Live Chat you can ask any question about student life, and a friendly peer will point you in the right direction, including:

- What is the difference between a tutorial and a lecture?
- What is a day in the life of a UNSW student like?
- What are the best ways to meet new people and be social?
- Have I processed my enrolment properly? Who should I contact to ensure I have finalised my enrolment?
- What do I need to do to help me settle in once I have enrolled?
- Is there anything I should do to prepare over the holidays, before I start my first classes?
- How is UNSW supporting students during COVID-19?
- I'm worried about self-isolation impacting on my studies. Who can support me?
- I'm feeling pretty lonely because of self-isolation. How can I stay connected to the UNSW community?
- The gym and fitness options on campus are closed because of COVID-19. How can I stay fit, healthy and connected?

And any other questions you can think of to help you with life as a UNSW student.

A note about COVID-19: the Live Chat Mentors are trained to support you during this global health crisis, however, they may refer you on to other services to make sure you get the most appropriate and relevant support for your needs.

Meet our Student Mentors

Live Chat Student Mentors

Arindum
Hi! I'm a third year student double majoring in Accounting and Finance. I understand that university may be overwhelming in different ways, but I'll be able to help you navigate your way through it and hopefully make it a great experience!

Danni
Hey! I'm Danni and I am in my third year of International Studies. Getting settled into your university routine can be a whole new experience so whatever query you may have, I would be delighted to help you out.

Hrithika
I'm a third year Engineering student who's received all kinds of help from UNSW which has allowed me to have a pleasant uni experience. I'd love to help guide you through your concerns!

Jennifer
I'm a fourth year student studying Arts and Law. Uni can definitely be overwhelming so I would love to help you answer any questions you have about UNSW!

Jessica
Hi! I'm a third-year student studying Commerce/Information Systems. I'm here to answer any of your questions and make your life at UNSW a little bit easier!

Jingwen (Shirley)
I am doing my Master of Environmental Engineering and this is my second year at UNSW. Let me help you to solve problems before and during your first year at UNSW and help you enjoy your student life here!

Michelle
I'm in my third year studying Commerce/Law and I definitely know how stressful university can get so hopefully I can provide you with some guidance and help you out!

Shru
I'm in my second year of postgraduate studies in Project Management (Civil Engineering). The past year at UNSW has been an incredible journey to me and I would be delighted to help if you need any assistance with Uni and its experience.

Simran
I'm currently in third-year, studying International Studies & Media (Communication & Journalism). I know uni can be a really challenging time, so I'm here to make your experience at UNSW a little easier!

Thrupthi
Hi! My name is Thrupthi. I'm in my first year studying Masters in Project Management. Through my experience, I would be happy to help you find the resources and services offered by University.

Veronica
Hi, I am currently in my third year of a Science/Arts degree. I hope that I can help you make the most of your UNSW experience!
Yamuna
I’m a third-year Chemical Product Engineering student who was once in your shoes too! I’m here to help you have a smooth and enjoyable transition to life at UNSW.

Senior Student Mentors

Ankita
I’m a third year student studying commerce and law. I definitely can relate to the anticipation that comes with starting uni for the first time and am excited to share my experiences and assist you with your transition!

Coco
I am a second year student studying Civil Engineering. I will try my best to provide you with the guidance you need and ensure that you feel supported and connected to the UNSW community!

Tony
I’m a fourth year studying Education and Mathematics. Starting university may be a challenging and confusing experience, but I’ll be here to help you settle in and answer any UNSW-related questions you may have!

Vintii
I’m a final year Commerce student by day and abstract artist and sustainability advocate by night. UNSW has been transformative for me and I am excited to help you navigate it, to help you realise your potential.

Will
I’m currently a fourth year student majoring in psychology. I understand starting university can be difficult, confusing and scary at times but rest assured I’ll do my best to provide you with assistance to ensure you have a smooth transition into UNSW.

Other Helpful Services

Sometimes our Student Mentors may need to refer you on to a UNSW service or staff member so you get the best support! Here are some other services or areas at UNSW that you might find helpful or need to reach out to.

- For all administrative enquiries including advice, forms and referrals to services, please contact the Nucleus.

- Visit the Current Student Virtual Lounge to stay connected with your student life, online!

- For information regarding privacy, please read the UNSW privacy Policy.

- Book in with a Student Support and Success Advisor.

For questions about this service please contact us at peermentoring@unsw.edu.au

Live Chat with a Student Mentor
Document Version Date 02/10/2020
UNSW CRICOS Provider Code: 00098G
https://student.unsw.edu.au/peer/chat