Live chat with a Student Mentor!

Opening Hours

Term 1 2021 open hours

Week 1 - Week 10:

Every Tuesday and Wednesday night, 4pm - 8pm AEDT

How Live Chat Can Help You

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

- Click the “Chat online here” button above to start a live chat through our messaging system! Available all term!

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
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**

**T1 Live Chat Student Mentors**

**Ainul**
I am a third-year Mechanical Engineering student and being an international student in UNSW has been a great journey for me. Let's have a chat and I'll do my best to help you finding your way in uni!

**Christa**
I'm a final year student in Masters of Communication and Journalism (I use she/her or they/them pronouns). I look forward to helping new students, especially for international students and students with disabilities.

**Clarissa**
Hi there! I'm an 3rd year undergraduate student doing Actuarial Studies/Commerce. It's a tough time to be in, and I'll be glad to help you with whatever concerns you have regarding university life and also share my tips as an international student.

**Diana**
I'm currently doing a Master of Commerce, specializing in marketing and international business. Studying overseas for international students is a huge challenge, reach out if you have any problems or concerns about your uni life!

**Emily**
I'm in my third year studying psychology. I've been quite involved in the UNSW community so I hope to help you out in any way possible with all the experience I have!

**Jennifer**
I'm in my 3rd year of Computer Science and it's been a journey to find out all the extra resources and events I missed out on in UNSW. I'd love to share my knowledge and help you start your very own journey here!

**Julianne**
I am a fourth year data science student. I understand starting university can be quite challenging and confusing, but I'm here to assist you in your transition.

**Maye**
I'm currently a 4th year medical student, originally from Brisbane. Transitioning from high school to university life can be quite a daunting experience, so I'm here to do my best to help make this as smooth as possible by assisting you with any queries that you have!

**Pav**
I'm in my third year of a double degree in Mechatronics Engineering and Business Analytics and I have lived on campus for the past two years, making university my second home. I'd love to tell you about the many opportunities that Uni life has to offer.

**Simon**
I'm currently in my third year of psychological science degree majoring in psychology. As a experienced UNSW student, I am here to help and wish to share my knowledge and expertise of UNSW services and resources to make your uni journey as memorable as possible!

**Sarah**
Hi! I'm a third year student undertaking the Bachelor of Biotechnology. I know the transition to university may feel difficult at times but hopefully I can help make it easier by answering any of your UNSW related questions!

**Shannen**
I'm currently in my fourth year of Software Engineering. I hope I can share all the knowledge I've gained throughout my time here at UNSW to help ease you into uni life!

**Shubham**
I'm currently pursuing Master's in Structural Engineering. I am happy to help you out regarding any questions related to uni life, academics, extra-curricular activities, clubs or societies.

**Stella**
I'm a third-year JD student at UNSW Law. Starting uni may be confusing and overwhelming, and I assure you we've all been there, that's why I am here to provide you guidance and help you with the transition into UNSW.

**Russell**
I'm currently a third-year undergraduate student majoring in Construction Management and Property. If you're finding the transition to tertiary study a little difficult, you're not alone, I'll be here to offer advice and guidance which will support your achievement 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!

**Shak**
Hiya! I'm a 3rd year Psychological Science student that took quite the...detour in getting here. Hopefully, I get to share with you what I've learnt along the way, to help make your very own journey at UNSW as rewarding as possible!

**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!

**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.

*Would you like to become a Live Chat Student Mentor? Then click on 'Get Involved' below to find out how!*  

**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.

**Get Involved!**
Applications for T1 2021 Live Chat Student Mentors are now closed.

Register your interest to work with us in the future here, https://unsw.au1.qualtrics.com/jfe/form/SV_8dl2GUvOVF6qtfL.

Live Chat with a Student Mentor
Document Version Date 18/02/2021
UNSW CRICOS Provider Code: 00098G
https://student.unsw.edu.au/peer/chat