Your student life is alive, online! Follow the UNSW community on socials, chat live online with a student mentor, take part in online challenges, activities & so much more. Keeping you connected is our top priority!

Chat online here
Available during T2
Every Tuesday, 4pm - 8pm AEST until Week 10
During STUVAC and Exams the Live Chat will be closed as our mentors will be studying hard!
But you can leave a message and our mentors will respond to your enquiry within 2 business days during this time.

What is Online Peer Support?
Access confidential, personalised support online by speaking with one of our trained student mentors.

Through the live chat you can connect to a student mentor who can provide guidance and support! When you click the "Chat online here" button, or the chat widget at the bottom of the screen, one of our experienced Live Chat Mentors will answer your question. It provides the perfect opportunity for students to connect to peer during these difficult times of self-isolation and worry.

Meet our Student Mentors
Amelie
Hi! I am a second year Arts student. First year of university might seem tough and scary, but the reality is that it’s actually so fun and I am here to help you settle in!

Ayesha
I’m a second-year student studying Psychology and I definitely remember how difficult starting uni was for me, so I’m grateful to be here and help make the transition easier!

Biruthivi
Hi! I’m a second year Engineering student and starting university was one of the most daunting yet exciting experience I had. So, if you need any help settling in/accessing university services, feel free to get in touch!

Jaida
I’m in my fifth year of a double degree in Media and International Studies and it’s taken me five whole years to find out about all of the resources that UNSW has to offer. Let me help you save some time in finding out about these initiatives and help make your uni life a little bit easier!

Joanne
I am a second-year student studying Law and International Studies. I remember in my first week of university I constantly showed up to classes 20 minutes earlier because I was worried I wouldn’t be able to locate them in time. Now I am here to help you with any questions you have to make your transition into university seamless!

Tia
I'm a 2nd year Commerce student studying accounting & finance like the half of this uni (just kidding). Would be delighted to help answer your questions.

Margaret
I’m a fourth-year Commerce/Arts student who loves to share my knowledge and experiences. I am here to help you with anything university and UNSW related!

Marie
I'm a second year Actuarial Studies student and I remember knowing UNSW had an abundance of information available, but not knowing how to find what I needed. I'd love to help guide you through life at UNSW!

Monica
I'm a third-year student studying Psychology and I had senior friends who answered my endless questions when I started university. I’m here to provide that same guidance and support to help you with your journey here at UNSW.

Rachelle
I'm a third-year student studying Chemical Engineering and Material Science. I understand how difficult things may be in university but fear not! I am here to help you if you have any questions.

Suharsh
I'm a Master of Information Technology student and I enjoy reading, learning languages and dancing! I am here to help make your university experience as amazing as possible.

Suri
I'm a third year Commerce/Science student majoring in Marketing and Food Science. I am so excited to help you transition to a new and interesting university life!

How our Mentors can help you
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 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 make friends and meet new people?
- 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.

Key Contacts and Information

For all other 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