Opening Hours

Phone Call Open Hours
24th August to the 18th September 2020
Mondays, Tuesdays and Thursdays
4pm - 7:45pm

Term 3 Open Hours - Live Chat messaging system
Tuesday 25th Aug, 4pm - 8pm
Tuesday 1st Sept, 12pm - 8pm | Wednesday 2nd Sept, 4pm - 8pm

O-WEEK: Monday 7th Sept, 12pm - 4pm | Tuesday 8th, Wednesday 9th & Thursday 10th Sept, 12pm - 8pm | Friday 11th Sept, 12pm - 4pm

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

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!
2. Click the “Book a call: button above to arrange a time for a Student Mentor to call you for a chat!

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

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!

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!

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.

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.

Phone Call 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.