Opening Hours

Term 1 2021 open hours

Pre-Orientation Week:
Tues 19th and 26th January, 4pm - 8pm AEDT
Tues 2nd and Wed 3rd February, 4pm - 8pm AEDT

Orientation Week:
Mon 8th February, 12pm - 4pm AEDT
Tues 9th to Thurs 11th February, 12pm - 8pm AEDT
Fri 12th February, 12pm - 4pm AEDT

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

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**

**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_8di2GUvOVF6qtfL