CCAPS Mentor Program
2020-21
Mentee/Student Handbook
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About the CCAPS Mentor Program

Background Information

The purpose of the College of Continuing and Professional Studies (CCAPS) is to inspire and serve an expanding population of learners in all stages of life. Our collegiate values ([z.umn.edu/CCAPSaboutus](z.umn.edu/CCAPSaboutus)) are Access, Learning, Inclusivity, Collaboration, and Excellence.

The [CCAPS Mentor Program](https://www.umn.edu/ccaps) connects CCAPS students to alumni and industry professionals to help with career and professional development. Mentoring relationships can benefit both mentors and mentees. For mentees, the program can have a key impact on future career choices. For mentors, helping the next generation of leaders can be rewarding and impactful. The program formally runs from October through April of each academic year.

Commitment to Diversity, Equity & Inclusion

The CCAPS Mentor Program is committed to creating a welcoming, inclusive environment that recognizes and celebrates differences. No matter what type of work or learning space - on campus, online, and in the community - we are committed to overcoming systemic barriers and implicit biases to ensure that everyone here has the opportunity to thrive. Our college is guided by the CCAPS [five core values](https://www.umn.edu/ccaps/core-values): Access, Learning, Inclusivity, Collaboration, and Excellence. Our mentor program is committed to providing additional support and resources to mentees and mentors as needs emerge. For more information regarding this please see the Resource section in this handbook, in the Resources section of the virtual platform, or contact the CCAPS Mentor Program Staff at ccapsmentor@umn.edu or 612-625-5276.
Important Dates for the Mentor Program

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<th>Dates</th>
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<td>Mentee/Student Application Open</td>
<td>September 8 – September 18</td>
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<tr>
<td>Mentee/Student Orientation</td>
<td>September 22, 23, or 24</td>
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<tr>
<td>Mentees/Students Favorite Mentors</td>
<td>September 28 – October 4</td>
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<td>Matching Selection Period</td>
<td>October 5 – October 16</td>
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<td>Match Notification</td>
<td>October 16</td>
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<tr>
<td>Schedule First Meeting</td>
<td>November 2</td>
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<tr>
<td>Submit Mentorship Agreement &amp; Goals</td>
<td>November 20</td>
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<tr>
<td>Mid-Year Check In with Program</td>
<td>January/February</td>
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<tr>
<td>UMAA Mentor Appreciation Dinner</td>
<td>TBD</td>
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<tr>
<td>Program Wraps Up</td>
<td>April 30</td>
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<tr>
<td>Program Evaluation</td>
<td>May 1</td>
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Matching Process

To allow for a close working relationship, most mentoring relationships will consist of one mentor and one mentee. During the application process, mentees indicated a commitment to initiating, developing and maintaining a mentoring relationship. When making matches based on the available pool of mentors and mentees, the matching staff do their best to make appropriate matches based on interests, experiences and preferences selected on the applications.

However, it is important to note that all individuals in the CCAPS Mentor Program have a passion for their industry and developing professionals, and this alone is enough of a similar interest to build a mentoring relationship.

*New for 2020*

Due to COVID-19 and to allow for maximum flexibility, the 2020-2021 CCAPS Mentor Program will be fully virtual. No in person meetings are expected, and all orientations will be offered virtually.
Mentoring Fundamentals

What Mentoring Is and Is Not

Mentoring IS:

- a commitment
- being open minded
- sharing experience
- improving communication skills
- increasing networking opportunities
- strengthening professional skills
- expanding one's worldview

Mentoring IS NOT:

- a guarantee of a job, internship or job recommendation for your mentee
- therapy or counseling
- supervision
- tutoring
- effortless

Expectations for the Mentor

- take time and provide attention
- be a role model and an informal advisor
- demonstrate commitment, competence and a willingness to extend knowledge and serve as a resource
- offer suggestions and feedback, and communicate input respectful
- maintain open and honest lines of communication with the mentee
- demonstrate CCAPS values of Access, Learning, Inclusivity, Collaboration and Excellence
• be familiar with the University of Minnesota Student Development Outcomes
• contact CCAPS Mentor Program staff if there is any concern with the mentoring relationship

Expectations for the Mentee
• Initiate regular contact with your mentor via phone, email and/or virtual meetings.
• Be proactive and willing to meet your mentor at least once a month, and see the relationship through to its official end (October - April).
• Discuss your goals, needs, and what you hope to gain from the relationship with your mentor.
• Participate in self-reflection, self-development and receive feedback.
• Act professional at all times, and return phone calls/emails in a timely fashion.
• Understand that the mentor program is NOT a job placement program.
• Notify the mentor program staff if circumstances require you to stop participating in the mentorship program or if there is a concern with the mentoring relationship.

Mentoring Do’s and Don’ts
Do:
• Set specific goals.
• Use the CCAPS Mentorship Agreement & Goals.
• Prepare for monthly meetings/contacts.
• Be explicit about your own needs, limits and time constraint.
• Participate in self-reflection and self-development.
• Be receptive to constructive feedback and advice.
• Show appreciation for your mentor’s time and honor your commitments.
• Remember personal safety. If an activity, meeting or event does occur in person when it is allowed, they should always take place in public places.
• Ask permission to stay in contact after the formal program ends, or, be prepared to end the relationship at the end of the program.
• Contact the Mentor Program Committee if the relationship is not going well.
Don’t:

- Neglect agreed commitments without explanation. If you are unable to make a meeting, let your mentor know and suggest a new time to meet.
- Ask your mentor for a job, internship, or job reference.
- Assume your mentor has unlimited time for you. If you need feedback by a specific date, provide that date in your communications.
- Be defensive when receiving constructive feedback.
- Discuss “touchy” or taboo subjects (check out: z.umn.edu/convos).
- End the mentoring relationship prematurely.
- Share mentor contact information without their permission.
Managing the Mentorship Relationship

Define Expectations
During your first meeting, it is suggested that you clearly define the relationship to meet the needs of both your mentor and yourself. Use the CCAPS Mentorship Agreement & Goals as a mutual contract for managing the relationship. Taking the time to discuss and determine the following will help to ensure a successful mentoring relationship.

Time Commitment
Mentor-mentee pairs are encouraged to have one quality interaction per month for at least one hour, October–April. For most mentor pairs, a successful relationship is developed through these regular meetings and conversations. However, the commitment should be determined by the pair and is subject to the pair’s scheduling needs.

Goals and Activities
It’s important for you and your mentor to establish goals for the relationship and decide on how you will achieve those goals. Use the SMART model and make your goals:

- **Specific** - The goal should be clear and directly related to your desired end objective. The goal should contain as much information as is relevant (the who, what, why and how).
- **Measurable** - You should be able to objectively tell whether the goal has been achieved. A measurable goal might be to meet five times over the course of the mentorship.
- **Achievable** - There should be a realistic chance of achieving the goal.
- **Relevant** - Goals need to be reasonable and related to a person’s skills, experience, role and ambition.
- **Timely** - Set a designated time limit for your goal and try to stick to it.

Mentor Program Guidelines

**Best Experiences for Mentees**

- Receiving career advice, preparation and planning to mentees.
- Receiving academic planning advice and course feedback.
- Discussing industry topics.
• Attending professional development opportunities “together” - everything has gone virtual!

Best Practices
• Pick your preferred mode of communication (email, text, phone).
• Set specific times to connect (remember time zone difference if applicable).
• Collaborate on a project using internet collaboration tools such as Google Drive.
• Attend a webinar together offered by the CCAPS, UMAA or other reputable resource and schedule your meeting to discuss what you learned or how it relates to interests or career paths.
• Connect mentee with colleagues in your professional network to help them expand their network, practice informational interviews and learn about potential career paths.

Mentoring Remotely
Engaging in a mentor experience from a distance can lead to phenomenal opportunities, but does present some challenges. Here are some tips for making the most of your mentorship.

• Discuss expectations up front.
• Complete the [CCAPS Mentoring Agreement & Goals](#) during your first meeting.
• Make it personal.

  Instead of only using phone and email, use video chat to make your conversations feel less virtual and more “real” and to show that you are truly investing the time to get to know one another.

• Switch it up.
  • Diversify your activities or conversation topics. If you have a great conversation over video chat one month, maybe the next month you can focus on reviewing resumes or a class project. Mentees can send materials over email and the mentor can offer feedback by marking up the documents themselves or discussing them over Zoom.
  • Job and internship screening interviews often take place via video conference or phone: mentors can offer great practice interview opportunities. Attend a webinar together offered by the CCAPS, UMAA or other reputable resource and discuss it together.
• Use distance meeting applications (i.e. phone, Skype/Zoom, and email) effectively.
  
  ▪ Avoid multitasking
  When on the phone, FaceTime, Zoom or Skype, give the conversation your full attention. Avoid interruptions and listen actively. Let your mentor know in advance if you are taking notes or may be interrupted by a meeting or phone call.
  
  ▪ Be spontaneous.
  Between your scheduled check-in’s, allow yourselves the time to send a quick email or make a phone call to share news, ask a question, or send a thank-you or hello. Spontaneous contact helps build rapport. However, mentees should not be sending quick emails to get help on something that they could easily solve themselves.
  
  ▪ Avoid assumptions.
  Phone and email limit our abilities to both express and interpret body language and tone. Be attentive to one another, and check in if you are unsure of either your tone or your mentor’s tone. Do not make assumptions about a perceived tone when you receive emails.
  
  ▪ Set a topic of discussion or short agenda in advance.
  Deciding on a topic or agenda ahead of time will ensure you are making the most of your time together. Plan to each read a short article to discuss and share your thoughts at the beginning of a meeting as a way to break the ice and get the conversation flowing.
Suggested Activities/Topics

First Meeting: Getting Acquainted

- Use the CCAPS Mentorship Agreement & Goals to develop goals and set expectations for the mentoring relationship together. This includes how often you will meet, what you both hope to get out of the relationship, and how to contact each other.

- Establish a schedule for future meetings and discuss preferences for communication in-between such as phone, email, Skype/Zoom.

  - Share your story and background.
  - Discover common interests.
  - Learn about mentor’s career and interests.

Conversation Topics

- Talk about your skills and talents and how these can be applied in the industry.

- Explore the needs and current trends of the industry and discuss qualifications for different types of positions in the field.

- Talk about how your values have impacted your academic and career choices.

- Discuss work/life balance.

- Ask about training and skill development that would be helpful.

- Explore professional associations and relevant organizations.

- Discuss employers and work environments.

- Talk about the transition from school to work.

- Discuss professional standards and workplace etiquette.
Networking Opportunities (Yes, Even Virtually!)

- Attend an online/virtual conference or professional association meeting together.
- Arrange informational interviews via Skype/Zoom with your mentor’s colleagues or professional network.
- Attend a virtual lecture or event, such as a CCAPS Headliners lecture.
- Connect with fellow CCAPS Mentor Program participants through the online platform and plan a virtual meeting to practice networking.
- Connect with your mentor’s professional colleagues to expand your network and explore careers.

Professional Skill-Building

- Conduct an informational interview and/or a practice interview.
- Ask for feedback on resume or cover letters.
- Practice proper professional etiquette for an interview, business lunch, or networking opportunity.
- Participate in a webinar and have a discussion - free webinars and recordings are available through the U of MN Alumni Association and CCAPS.
- Search the internet together for job resources and other information related to your field.
- Review a class project or assignment and talk about applying the content or skills to the workplace.
- Practice for a class presentation.
- Discuss industry relevant books, web resources, articles, or other resources. Resources on career development, especially ones that focus on skills you may want to develop (such as cross-cultural communication, conflict resolution, creativity, organization, etc.).
- Check out the Career & Internship Services website.
Frequently Asked Questions

How do I participate as a mentor/mentee?
All mentors and mentees (even those who participated in previous years) must apply by the application deadline to be considered for participation in the program this year. The program is open only to participants who sign up by the deadline.

**NOTE:** We cannot guarantee a mentee/student or mentor for every applicant. The clarity of goals and answers to the application, availability of a suitable match, providing information in the required timeline, and student attendance in the orientation are required to be considered for a CCAPS Mentor match.

What is the time commitment?
The time commitment is determined by the mentor and student during initial meetings. Most mentor pairs choose to communicate/meet for approximately 1-3 hours per month, using the communications tools that work best for them or by meeting in person. The program officially runs from late October (when matches are made) through the end of April.

What is the Maroon & Gold Network?
The Maroon & Gold Network is the online virtual mentor platform hosted by the University of Minnesota Alumni Association. The online platform hosts the CCAPS Mentor Program and our application process. This FAQ is designed to help you navigate our registration process on the Maroon and Gold Network: [z.umn.edu_mentorFAQ](http://z.umn.edu_mentorFAQ).

What is expected of mentor pairs?
Mentors and students who apply should be committed to engaging with their match and developing a professional mentor/mentee relationship. This includes communicating on a monthly basis. The mentor program is NOT a job placement program for students. There are no expectations that a job or internship will develop out of this experience.

Can I participate as a mentor or mentee if I don’t live locally?
Yes. Many of our mentees and mentors do not live locally in the Twin Cities. Mentors who live outside of the state of Minnesota, or even outside of the United States, are encouraged to apply.
I haven’t heard from my mentor. What should I do?
Mentees are strongly encouraged to initiate the relationship with their mentor. If you have tried to connect with your mentor and they haven’t responded, please reach out to us at ccapsmentor@umn.edu.

I just received my mentee/mentor information. I don’t think I have anything in common with them. What do I do?
The CCAPS staff does their best to make appropriate matches based on interests, experiences and preferences indicated on the applications. All individuals in the Mentor Program have a passion for their industry and professional development, and this passion is a strong basis for building a mentoring relationship. We encourage matches to go in with an open mind and discover common interests.

I’m having problems with my mentor. What should I do?
If you’re unable or uncomfortable having a conversation with your mentor about the situation, please reach out at ccapsmentor@umn.edu or 612-625-5276 to discuss the situation.

Where can I find more resources on resume and cover letter writing, networking, informational interviews, etc.?
You can find great resources on the Career & Internship Services website - careerhelp.umn.edu. Feel free to contact the office for additional information. Mentor Program staff would be glad to connect you with these resources as well.

Should the mentee expect to get a job or internship from this experience?
There is NO expectation that internships or employment will result from this experience. However, mentors may learn about potential jobs and internships over the course of the year and share postings with their mentee matches, as well as support them with constructive feedback as they apply for opportunities.
Contact Information

CCAPS Mentor Program Staff
612-625-5276
ccapsmentor@umn.edu

* Please utilize this general email to ensure the quickest response *

Courtney Barrette
Director of Engagement & External Relations

Alissa Bigelow
Senior Academic Advisor - Health Services Management

Lisa Garrett
Senior Academic Advisor - Multidisciplinary Studies
## Key Resources

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