

# CCAPS Mentor Program 2020-21

Mentor Handbook



UNIVERSITY  
OF MINNESOTA  
**Driven to  
Discover**

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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](https://z.umn.edu/CCAPSaboutus)) are Access, Learning, Inclusivity, Collaboration, and Excellence.



The [CCAPS Mentor Program](#) connects CCAPS students to alumni and industry professionals for 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. At CCAPS, we are guided by [five 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](mailto:ccapsmentor@umn.edu) or 612-625-5276.

## Important Dates for Mentors

Mentor Recruitment	August 3 – September 18
Mentees/Students Favorite Mentors	September 28 - October 4
Matching Selection Period	October 5 - October 16
Match Notification	October 16
Mentor Orientation	October 19, 21, or 23
Schedule First Meeting	November 2
Submit Mentorship Agreement & Goals	November 20
Mid-Year Check In with Program Staff	January/February
UMAA Mentor Appreciation Dinner	TBD
Program Wraps Up	April 30
Program Evaluation	May 1

## 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 indicate 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

## How Can Mentors Support Their Mentees?

### Mentors are expected to be able to:

- 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 respectfully
- 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

## Mentoring Do's and Don'ts

### Do:

- Encourage your mentee to take initiative with the mentoring relationship.
- Be open to the mentee's ideas and discussion topics.
- Listen to the needs of your mentee.
- Be explicit about your own needs, limits and time constraints.
- Ask before making a suggestion or giving feedback.
- Encourage self-directed reflection, analysis and problem solving.
- 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.
- Be prepared to end the mentoring relationship at the end of the program, unless you both agree to continue in a capacity outside of the CCAPS Mentor Program.
- Keep the door open for your mentee in the future.

### Don't:

- Assume your advice will be followed.
- Simply provide solutions, but instead advise or identify resources to assist the mentee to make their own decisions.
- Assume responsibility for the mentee's academic or career success. Rather, provide feedback on job search tactics, tips on networking successfully and comments on various strategies to succeed.
- Expect that the mentee will be enrolled in the major or program you graduated from
- Expect that the mentee hopes to have the job or exact career path that you have or have taken.

- Offer “personal” counseling or life coaching that is not related to professional and personal development.
- Neglect agreed commitments without explanation.
- Assume your mentee does not need encouragement or reinforcement.
- Avoid discussion of “touchy” or taboo subjects (check out: [z.umn.edu/convos](https://z.umn.edu/convos)).
- End the mentoring relationship prematurely.



# Managing the Mentor Relationship

## Define Expectations



During your first meeting, it is suggested that you clearly define the relationship to meet the needs of both your mentee 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. Determine who is responsible for initiating contact. How often will you meet? How will you meet? How will you set up your meetings? When

using email, what is the appropriate “turn-around time” for responding? Establishing basic ground rules will clear the way for a focus on discussion and the exchange of ideas and advice.

## Time Commitment

Mentor-mentee pairs are encouraged to have one quality interaction per month for at least one hour, from October through 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 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 is 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.

## Mentors' Guidelines

### Best Experiences with Mentees

- Offer career advice, preparation and planning to mentees.
- Offer academic planning advice and course feedback (it is fine to offer suggestions to your mentee, but keep in mind that it is the academic advisor's role to provide academic advice about their program).
- Discuss industry topics.
- Attend 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 mentoring 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 or mentee 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 your 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/mentee'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 your mentee's career goals and interests.

## Conversation Topics

- Talk about the mentee's 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.
- Talk about training and skill development that would be helpful.
- Explore professional associations and relevant organizations; attend a virtual event that they host and discuss it together afterwards.
- 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.
- Help arrange informational interviews via Skype/Zoom with your 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 mentee with professional colleagues to expand their network and explore careers.

## Professional Skill-Building

- Conduct an informational interview and/or a practice interview.
- Provide 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.
- Help mentee 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 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 mentee 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 mentee 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. 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. This 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](https://z.umn.edu/mentorFAQ).

## What is expected of mentor pairs?

Mentors and mentees who apply should be committed to engaging with their match and developing a professional mentor/mentee relationship. This commitment includes communicating on a monthly basis. The mentor program is NOT a job placement program for mentees. 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 mentee. What should I do?

Mentees are strongly encouraged to initiate the relationship with their mentor. It is up to the mentor if they would like to reach out to initiate the relationship. If you have tried to connect with your mentee and they haven't responded, please reach out to us at [ccapsmentor@umn.edu](mailto: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 developing professionals, 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/mentee. What should I do?

If you're unable or uncomfortable having a conversation with your mentee/mentor about the situation, please reach out at [ccapsmentor@umn.edu](mailto: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](http://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.

## How can mentors help expand the mentee's professional networks?

Mentors can introduce their mentee to colleagues and provide the colleagues contact information so the mentee can follow up and set up an informational interview with them. Mentors can also invite mentees to attend (and perhaps volunteer) virtual conferences, professional association meetings, or trainings. Please be mindful of potential activities that may be cost prohibitive to mentees.

## Does 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 share job/internship 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](mailto:ccapsmentor@umn.edu)

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

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Alissa Bigelow  
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# Key Resources

<a href="#">CCAPS Mentor Program</a> - CCAPS Website	<a href="#">Gold Mind</a> - a collection of University faculty and expert talks
<a href="#">CCAPS Mentor Program</a> - Virtual Maroon & Gold Network Tool	U of M <a href="#">Office for Equity and Diversity</a>
<a href="#">Career &amp; Internship Services</a> - Supporting students and alumni at CCAPS, Design and CFANS	<a href="#">University of Minnesota Events</a>
<a href="#">CCAPS &amp; U Student Resources</a>	<a href="#">Boynton Health</a>
<a href="#">University of Minnesota Alumni Association</a>	<a href="#">Student Counseling Services</a>



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