



Mentor Guide



“Mentoring is a brain to pick, an ear to listen, and a push in the right direction.”

-John Crosby

On behalf of the Center for Career Equity, Development and Success (The Center) and Alumni Office, thank you for participating in the **Ram Alumni Mentoring Program (RAMP)**. RAMP engages alums as **mentors** in the personal, academic and career success of Suffolk students. The Center provides a platform and support for meaningful, long-lasting **mentoring partnerships**.

A **mentor** is a trusted, experienced person who gives career- and education-related advice and guidance over a period of time to a less experienced person, or **mentee**. As a **mentor**, your job is to (1) listen carefully to the mentee’s personal, educational and career goals, and (2) share your wisdom and give advice gained from your experience in school, career and life.

Your **mentee** is expected to (1) openly share their interests and goals, (2) respectfully consider your guidance, and (3) stay communicative and engaged in the process.

THE BASICS

Students in every major and year in the College of Arts and Sciences and the Sawyer Business School, undergraduate and graduate, and alums from any major or field may participate.

The Career Center and RAMP are committed to diversity, equity and access. We encourage students and alums of different abilities, ages, colors, creeds, cultures, races, ethnicity, family models, gender identities, gender expressions, health statuses, nationalities, political views, religions, spiritual or philosophical beliefs, sexual orientations, socioeconomic statuses, educational backgrounds, and veteran status to participate.

In the interest of assuring diversity and inclusion in RAMP, we are gathering optional information on identities in the application and will use the data to see where we need to increase awareness and participation. We also include the option to have your most salient identities considered when matching you with a mentee.

RAMP is based in the Career Center’s [Career Communities](#). When you apply, you may choose up to two Communities that best fit your career interests or experience and will be matched accordingly.

- [Accounting & Finance](#)
- [Healthcare & Wellness](#)
- [Human Services & Social Impact](#)
- [Humanities & the Arts](#)
- [Journalism, Media & Communication](#)
- [Management & Entrepreneurship](#)
- [Marketing, Advertising & Public Relations](#)
- [Public Administration, Government & Law](#)
- [STEM & Sustainability](#)

GUIDELINES

Mentors are encouraged to develop an arrangement with a mentee that works best for both parties. The Center recommends these guidelines:

- Attend the **virtual RAMP Kick Off** event (not required, but encouraged). Meet other program participants in a relaxed setting, hear from other mentors and mentees, and get to know the RAMP community!
- Before the first meeting, think about three **tentative** goals you would like to achieve with your mentee.
- Begin with an in-person, video or phone meeting to outline the terms of the mentoring partnership, including expectations for time commitment, preferred communication methods, goals of both parties, and activities.
- We recommend you meet at least once a month in person or by video chat or phone.
- Communicate by email, text or phone in between meetings.
- If you are working with an international student who has questions about work authorization, please refer them to the [International Student Services Office](#). You as the mentor will provide valuable industry insights and professional advice, while ISSO can handle any questions the student might have around CPT, OPT, and immigration.

If you are interested in a shorter time commitment, consider the Career Center's [Job Shadowing Experience](#) in which one or more undergraduate or graduate students can observe you in your place of work for a half or full day during the academic year. Contact signatureprograms@suffolk.edu if interested.

EXPECTATIONS OF MENTORS

- **Listen openly** to your mentee's goals and aspirations. Let them talk through their ideas.
- **Be patient and persistent** throughout the mentoring partnership process. Not all students know what they want and/or may be awkward around adults. Give them time to build trust and open up. **You may have to take the lead in communication until your mentee gains confidence.**
- Generously **share wisdom and experience** gained from your education, career and life with your mentee.
- **Offer support** in advancing your mentee's self-esteem and confidence.
- **Communicate honestly** with your mentee and when possible **offer constructive feedback** to help them develop as students and individuals.
- **Provide opportunities** to your mentee for career exploration and networking.
- **Establish personal boundaries** while still remaining approachable.

EXPECTATIONS OF MENTORS AND MENTEES

- Maintain confidentiality, *with an important exception* (see "When to Contact Career Center Staff"). Do not share your mentee's contact information unless they've permitted you to do so. Consider your conversations to be private. Confidentiality builds trust and openness.

- Be patient. You both lead busy lives. However, if you don't hear from your mentee after five business days, send a gentle reminder.
- Respond to emails, messages, and texts in a timely manner (no later than three business days). If you receive a second communication, reply within one business day.
- Before you conclude your meeting, set up the next date/time when you will meet again. If possible, schedule a regular meeting for the same day and time each month.
- If you are unable to maintain your commitment to the mentoring partnership for any reason, immediately notify your mentee and the Career Center. This allows us to find the student a new mentor in a timely manner.

PREPARING FOR THE FIRST MEETING

Review your mentee's LinkedIn profile and/or the outreach email, then think about these questions:

- What are some questions to ask of my mentee to help me get to know them better?
- What are some things I could tell my mentee about myself to help them to get to know me better? Finding areas of common interest will help to make the mentee more comfortable.
- What are my reasons for participating in this program? What are three tentative goals I hope to achieve? Your mentee will also be thinking about goals.
- What are examples of ways to meet where we could feel comfortable and be able to talk? What are some activities in which we can engage or events we can attend that would be mutually beneficial?
- What are the logistical challenges we may face in meeting and communicating, and how can we overcome them?

At the end of the guide, there is an optional **Mentoring Partnership Agreement Form** and **Contact Sheet**. If you find these useful, have these with you to the first meeting to gather information that will help you meet your goals and expectations and keep communication open and smooth.

SAMPLE GOALS FOR THE MENTORING PARTNERSHIP

Have some goals in mind for mentoring partnership, and keep them specific and achievable. Be prepared to shift these goals depending on your area of experience and expertise. Also consider that you may be able to connect your mentee to someone who can help with a goal if you cannot. This is a list of suggested goals for your mentee; choose what feels most comfortable for you and impactful for your partnership.

“By the end of six months, my mentee will be able to...”

- Communicate on video calls like a professional.
- Identify and communicate their unique skills and experiences in interviews.
- Write resumes and cover letters specific to particular positions.
- Create a complete LinkedIn profile and add five new connections in their field of interest.
- Develop a system of organizing their school, work, and personal tasks so everything gets done.
- Master active listening skills.
- Find one professional networking event to attend per month.
- Create a consistent personal brand across social media platforms.
- Become a member of a campus group and attend at least one of their events.
- Find and apply to jobs and internships.
- Understand their mentor’s job and career path.
- Identify two professional roles in their field of interest.
- Participate in informational interviews with their mentor’s colleagues/connections.
- Identify five new companies to explore.

DISCUSSION TOPICS AND ACTIVITIES

What you and your mentee talk about or do can vary from general to specific and cover personal, educational, and professional growth. When you meet, have some topics and activities in mind.

Discussion or activities can include:

- Adjustment to college and advice for a successful transition.
- The mentee’s career aspirations, options, and opportunities.
- Their major (or majors they’re considering) and classes in relation to their career goals.*
- The mentee’s strengths, challenges and skills, and how to make improvements.
- Organizing their schedule to accommodate schoolwork, work, and other responsibilities.
- Your own educational and career choices, and what you have learned – and are still learning – as you progress.
- What your typical workday is like and any interesting stories you may have.
- Job shadowing opportunity (visiting your place of work, in person or virtually).
- Resume, cover letter, and portfolio review and practice/mock interviewing.
- Networking and introducing the mentee to your professional contacts.
- Sharing current events and articles related to your field of interest and/or attending career-related events together.

*Your mentee should refer to their Suffolk [academic advisor](#) for specific educational advice, like crafting an educational plan or meeting the requirements of a program.

COMPLETING THE MENTORING PARTNERSHIP

While this does not mean that the partnership must end completely (some continue for years), it is a good opportunity to have a final meeting to discuss what you each gained from the partnership and if it met your goals. Celebrate!

PROGRAM FEEDBACK

Your feedback is critical in making this program a continued success. We will be sending out **two short feedback evaluations** through the mentoring partnership cycle.

- One month after matching to make sure you connected.
- At the conclusion of the mentoring partnership.

You can expect these evaluations via email. In the meantime, we always welcome feedback, updates and news from mentors and mentees alike.

WHEN TO CONTACT CAREER CENTER STAFF

You don't need to wait until the check-ins to ask questions or report an issue. Contact us when:

- You haven't heard from your mentee in two weeks despite sending a gentle reminder or two.
- You cannot continue the partnership.
- If you've tried to resolve minor challenges that arise on your own but haven't succeeded.
- To report any misconduct or serious concerns. If anything about your mentoring partnership or mentee makes you concerned or uncomfortable, immediately report it to the Career Center.

*If a student divulges instances of abuse, violence, victimization and/or self-harm, RAMP mentors are **obliged** to contact Suffolk University staff.* In the rare case that a student discloses information of this nature to you, follow these steps:

- Halt the conversation and say: "I appreciate that you trust me enough to share this. However, I can't keep this kind of information confidential."
- Give the student information about Suffolk's [Counseling Center](#), [Suffolk University Police](#), and [Title IX Coordinator](#) (included in this guide) and encourage them to contact the appropriate resource. The Counseling Center and Suffolk University Police are available 24 hours a day, seven days a week. The Counseling Center offers confidential services.
- Contact the Career Center's Kyle Mendelsohn at kyle.mendelsohn@suffolk.edu and director Sarah Burrows at sburrows@suffolk.edu.

If you have questions or concerns about this, let us know.

Thank you for contributing to Suffolk students' future success!
We wish you and your mentee a rewarding experience.

THE CENTER FOR CAREER EQUITY, DEVELOPMENT AND SUCCESS

1st Floor, 73 Tremont Street

Boston, MA 02118

careers@suffolk.edu

617-573-8034

www.suffolk.edu/career-center

MENTORING PARTNERSHIP AGREEMENT FORM

Goals: What are some *tentative* goals you have for the mentoring partnership before the first meeting with your mentee? Your mentee will also come with goals. You can decide together which goals to pursue in the short- and long-term.

Goal 1 - _____

Goal 2 - _____

Goal 3 - _____

Expectations:

Frequency of meetings/phone calls (we recommend meeting at least once a month):

Guidelines for canceling and rescheduling a meeting:

Limits on times/days to contact:

Additional boundaries and ground rules:

CONTACT SHEET

Name of mentor: _____

Name of mentee: _____

Phone number: _____

Email address: _____

Preferred method of contact: _____

Best time to call/contact: _____

Additional information: _____

SUFFOLK UNIVERSITY SERVICES AND RESOURCES

Succeed at Suffolk

There are multiple services on campus whose goal is to help you succeed:

- The [Career Center](#) helps with resume building, interview skills, internships, job shadowing, career assessment, job fairs, networking, & more.
- [Undergraduate Academic Advising](#) assists with course selection, major exploration, multi-semester planning.
- [Office of Disabilities Services](#) provides accommodations, assistive technology, accessibility.
- **Center for International Programs & Services** houses [Study Abroad Office](#) and [International Student Services Office](#).
- [Center for Learning & Academic Success](#) assists tutoring, study groups, academic coaching, academic skills workshops, Early Alert, English language support.
- [Center for Diversity, Equity & Inclusion](#) provides individual support, mentoring, referrals and education to foster a welcoming, safe and inclusive environment for all students, with special attention to historically marginalized students and their allies.
- **The Center for Academic Access & Opportunity (CAAO)** is the administrative home of the University's [TRIO and First Gen Forward](#) programs: the McNair Scholars, Upward Bound, Veterans Upward Bound, the Connect the Dots mentoring program, First Gen College Student Celebration, and First Gen Law School Scholarship.
- Suffolk offers a number of programs and services to [military students and families](#).

Get Involved

There are many ways to get involved on campus:

- Join one of the [80+ clubs on campus](#).
- Serve with the Suffolk Community.
- Serve on a governing body.
- And more!

Check out [Student Leadership & Involvement](#) and the [Center for Community Engagement](#) for more information on how to get involved.

SUFFOLK UNIVERSITY EMERGENCY SERVICES

Counseling Health and Wellness: The Counseling Center's primary goal is to provide timely and comprehensive short-term counseling services to Suffolk University undergraduate and graduate students. Its services are free and are confidential.

Students may schedule appointments during normal business hours and may use the call-in service for support after business hours.

For mental health emergencies during business hours: (617) 573-8226.

For call-in support after business hours and on weekends: (617) 573-8226

In the event of an immediate, life-threatening mental health emergency on campus, call the University Police at 617-573-8111. Off campus, call 911 or go to the nearest hospital emergency room.

Suffolk University Police: To obtain medical attention if you believe you have an emergency with a student who is on campus, first, dial 9-911 from a campus phone, 911 from a non-campus phone. Then, notify Suffolk University Police at extension 8111, or 617-573-8111, that you have called for an ambulance (if appropriate) and provide the location where the medical emergency exists. Suffolk University Police will guide the EMTs to the correct location as well as come to the location to offer assistance.

All accidents on campus must also be reported immediately to Suffolk University Police at 617-573-8111.

Policies Against Discrimination, Harassment and Sexual Misconduct:

If you experience incidences of discrimination, harassment and/or sexual misconduct of any kind, you, a staff member you trust or your mentor may contact the following staff/departments.

Sheila M. Calkins, RN JD, Director of Title IX and Clery Act Compliance: 617-573-8027, title9@suffolk.edu

Dean of Students in CAS and SBS: 617-573-8239, studentaffairs@suffolk.edu

Policies & Procedures: Including discrimination, harassment, bias incidents and hate crimes, sexual misconduct, etc.