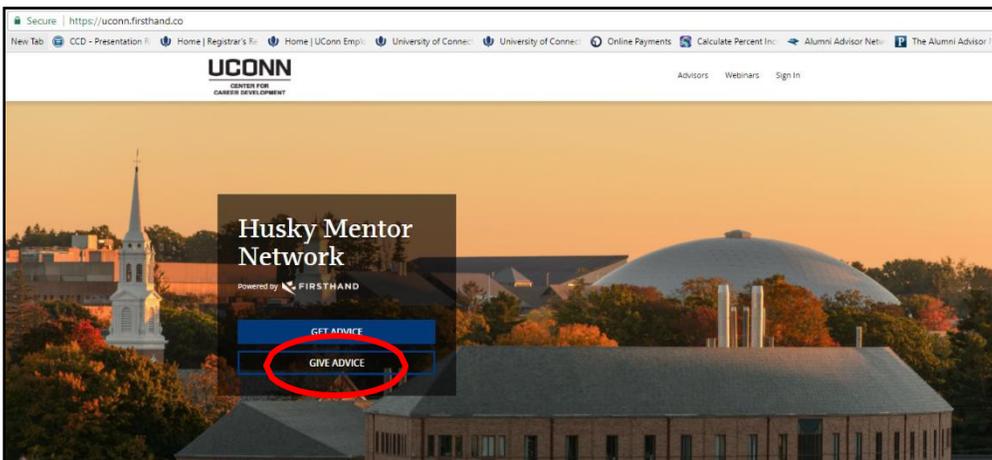


Husky Mentor Network Alumni Information Packet

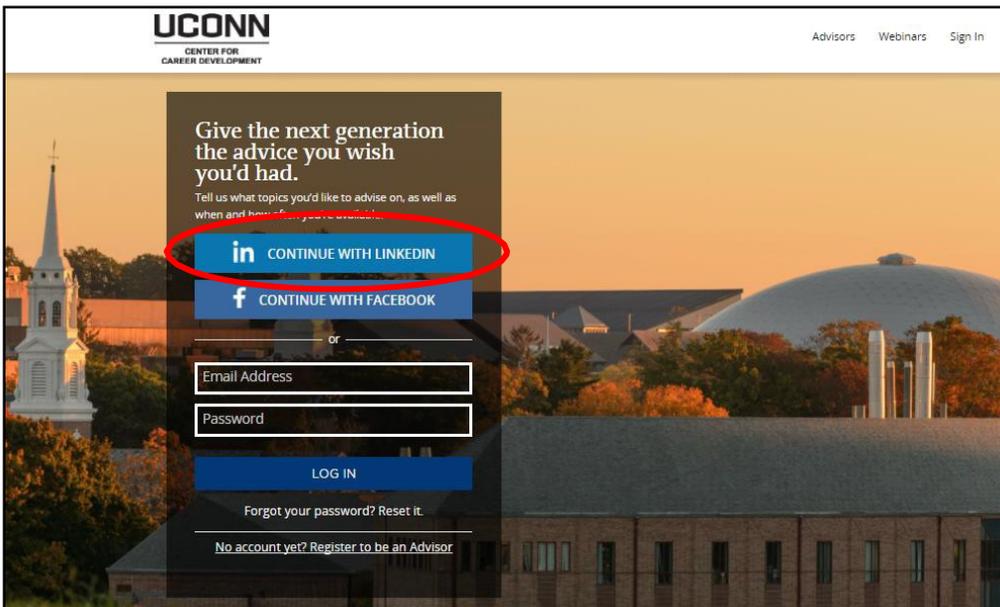
Platform Login URL	http://uconn.firsthand.co/
Vendor Support Contact Email	uconn@firsthand.co
Center for Career Development Platform Administrator Contact Information	Darlene Reynolds Assessment & Technology Coordinator Darlene.reynolds@uconn.edu 860.486.6156

Account Creation:

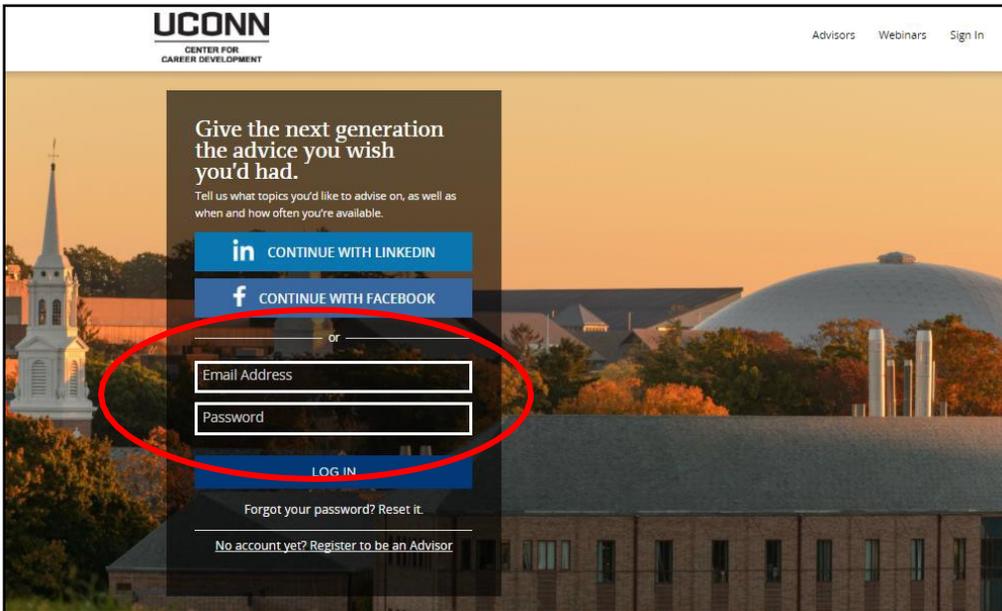
- Visit uconn.firsthand.co and click 'GIVE ADVICE'.



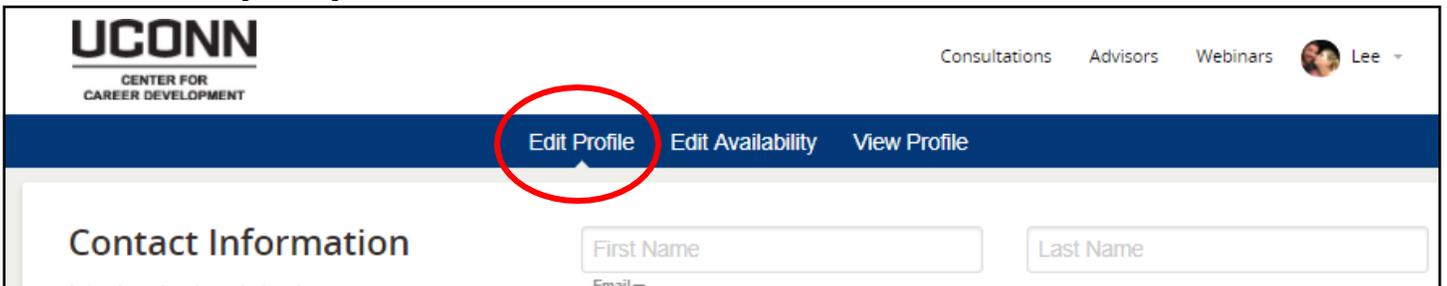
- Create your profile in as little as two minutes by importing your LinkedIn profile



- Or, create a profile by entering an email address and password



- Fill out the required profile information in the “Edit Profile” tab.



- The sections include:
 - Contact Information
 - Profile Picture
 - Advice
 - In the “Advice” section, you must select at least one of the three options: Career Conversation, Resume/CV Critique or Mock Interview.



- Professional Information
 - It is not required to fill out this section but including a “professional headline” and summary of your professional background can help students understand what you have to offer.
- Education
 - In addition to your UConn education, you can enter any other degrees or certificates earned from other institutions.

- Employment History
 - Enter your most current work experience or your complete professional work history; again, the more information you include, the easier it will be for students identify you as a potential resource.
 - Languages Spoken
- Next, fill out the information required in the “Edit Availability” tab.

The screenshot shows the UConn Career Development Center profile page. At the top left is the UCONN logo with the text 'CENTER FOR CAREER DEVELOPMENT'. To the right are navigation links for 'Consultations', 'Advisors', and 'Webinars', along with a user profile icon for 'Lee'. Below this is a dark blue navigation bar with three tabs: 'Edit Profile', 'Edit Availability' (circled in red), and 'View Profile'. The main content area is titled 'Exposure' with the subtitle 'At most, how many consultations do you want to do per month?'. There is a dropdown menu showing 'Unlimited' and 'consultations per month'. An 'UPDATE LIMITS' button is located in the bottom right corner.

- Exposure
 - Choose from the drop down menu how many consultations you are willing to do per month. You can update this at any time.
 - Affinity Groups
 - Click on “Associations” and/or “Schools” to see if there are any groups with which you would like to be affiliated. If you choose a group, you can also indicate whether you only want to advise students affiliated with that group.
 - Preferred Times
 - Use the calendar to indicate to the student general times that you are available. This will help in the scheduling process.
 - Out of Office
 - If you should decide you do not want to be contacted during a given period, you can use the “Out of Office” function to hide your profile.
- After you complete your profile, the Center for Career Development will receive a notification to review and approve your account. Once approved, students will be able to contact you for consultations. The approval process will occur within 48 hours.

Consultations:

- In the Consultation section, you will be able to review all current and past consultation requests.
- When an advisee requests a consultation with you, you will receive an email and a text message (if you opted in to SMS notifications).
- View the consultation by clicking on the “Consultations” tab at the top of your account page.

The screenshot shows the UConn Career Development Center profile page navigation bar. At the top left is the UCONN logo with the text 'CENTER FOR CAREER DEVELOPMENT'. To the right are navigation links for 'Consultations' (circled in red), 'Advisors', and 'Webinars'.

- Accept one of the times suggested or request new consultation times that work better for you.
- Use your consultation page to find dial-in information for your call, send messages to your advisee, upload files, or reschedule a consultation.

Consultation Types:

- Career Conversation
 - A career conversation is an opportunity for advisors and advisees to connect to discuss general topics related to career development such as job searching, opportunities within a given career field, general advice from the advisor to the mentee, etc. There are no set questions or formal expectations for the conversation. Although the preset duration for a “Career Conversation” is set at 30 minutes, there is no time limit for the conversation.
- Resume Critique
 - A resume critique is an opportunity for advisors and advisees to review an advisee’s resume. The advisor can provide feedback on areas of formatting, content, tailoring to a specific career field and provide basic or general feedback about resume writing. Advisees are able to upload files into the platform so they can be shared prior to the consultation. Although the preset duration for a “Resume Critique” is set at 60 minutes, there is no time limit or expectation for the duration of the critique.
- Mock Interview
 - A mock interview is an opportunity for advisors and advisees to either role-play or discuss typical interview questions or specific interview questions that are generally asked within a given career field. Although the preset duration for a “Mock Interview” is set at 60 minutes, there is no time limit or expectation for the duration of the session. It is recommended that you message the advisee prior to the consultation to determine a focus of the questions for the mock interview (behavioral, industry specific, scenario based, etc.).

General Tips for a Successful Consultation:

- Meeting Requests
 - You will receive an email from the platform that will have some suggested meeting times and will include details about the type of advice the advisee is looking for (e.g., informational interview for investment banking). Once you accept the meeting request for a specific time, the Husky Mentor Network will send you a calendar invitation.
- Preparing for Your Meeting
 - We recommend you prepare as you would for any professional meeting. You can contact your advisee in advance of the meeting through the consultation homepage (accessible on your advisor profile) if you have specific questions on what they would like to cover (e.g., types of investment banking interviews they want to focus on) or if you want them to forward additional files to your attention. All information will be shared through this consultation page and we will notify you by email if the student contacts you.

Frequently Asked Questions

- Do these interactions take place in person or over the phone?
Interactions are meant to take place via the platform (virtually). You can connect with your advisee via phone by dialing directly inside the platform. Therefore, phone numbers stay confidential.
- **Will the advisee be able to see my name, phone number or email address?**
No, your name, phone number, or email address are never shared with the advisee as all communication is routed through your consultation homepage.

- **Is there a filter that manages how many students can contact me at once?**

Yes, you can set up your profile so that you only receive a certain number of requests for consultations by students. You can also put your profile on “out of office” if you know you won’t be able to log in and respond to students for a while. The platform will hold requests from students until the user turns off the “out of office” setting.

- **Can I suspend my account if I know I am not going to be available?**

Yes, you can suspend your account by using the “Out of Office” function

- **What types of advice can I offer?**

You are welcome to provide any career-related advice that you think is relevant to your advisee. Whether they are interviewing for a job or internship, applying to graduate school, or learning about a specific industry, advisees want your unique perspective. Advisees are responsible for outlining what type of information they are seeking. Feel free to ask your advisee for additional clarification in advance of the conversation.

- **Where on my profile can I outline how I can be most helpful to advisees?**

We recommend filling out the summary at the top of your profile (“Summarize your background and expertise”) as well as filling out details related to the type of consultations you are willing to offer (career conversations, resume reviews, and/or mock interviews). Generally, the more detail the better.

- **Is there a prep session for students so they are adequately prepared to engage with me?**

There is no specific training/prep for students to use the platform. Resources for effectively utilizing the platform are available to students via the Center for Career Development (CCD) website. Professional communication, resume writing, etc. are all topics the CCD presents on and makes resources available to students.

- **Is it possible that no students will reach out to me?**

We hope this does not deter you from participating in the Mentor Network, but it is possible that no students will reach out to you or that you will only receive communications from students sparingly. You can increase your chances of being contacted by students by filling out your profile as comprehensively as possible and making sure to indicate your availability.

- **Who do I contact if I need help with the platform?**

For basic inquiries or account trouble shooting you can contact the support team by emailing uconn@firsthand.co. If you should need additional assistance, you can contact Darlene Reynolds at darlene.reynolds@uconn.edu or via phone at 860.486.6156.

- **What if an advisee doesn’t show for a scheduled consultation? Is there any recourse?**

Advisees that do not “show” for their consultations with advisors will be notified by the Center for Career Development that they may lose access privileges if it occurs again.

- **Are students permitted to engage with their mentors outside of the platform?**

The CCD does not govern how the advisor/advisee interacts outside of the platform. The user information is private but advisees/advisors can share contact information with each other if they should decide to connect outside of the platform.