Welcome to the Mentoring Program!

Thank you for participating in the Mentoring Program. Your volunteer time is much appreciated by the CSU Maxine Goodman Levin College of Urban Affairs.

Goal
The goal of mentoring is to create partnerships between students and career professionals. The objective is to provide students with opportunities to build a career network and develop professional skills through the Mentoring Program.

History
Since 2001, the Center has helped hundreds of students by matching them with career professionals. The Center is especially committed to providing mentors for Levin students from the political/public sector. The Mentoring Program helps facilitate voluntary relationships between mentors and students for one academic year.

Guidelines
The guidebook is designed to provide you with the parameters and expectations for the mentoring relationship. These guidelines have been established in order to maintain a high level of quality and integrity throughout the program. It provides the latitude to create a partnership that works for you and the personal goals you have set for the program.

Benefits of the Mentoring Experience for mentees:

- Acquiring tangible experience in career networking
- Having a clearer understanding of career opportunities
- Gaining wisdom and support from another viewpoint according to your area of career interest
- Learning the elementary essentials of a workplace environment through an expert
- Sharpening and learning new skill sets
- Opportunities to practice your communication skills
- Building personal and professional self-esteem and confidence
- Development of lifelong friends and connections in the Cleveland region
- Access to the Center for Public & Nonprofit Management’s network of program alumni and professionals
- Improving academic performance
- Advice with academic and career questions as well as next steps upon graduation
Roles, Responsibilities, and Expectations

Mentoring Program Coordination
Center staff provides the following coordination to facilitate the mentoring relationships:

- Recruit, interview, and match mentors with students.
- Provide an orientation session (the welcome dinner) for students and mentors.
- Provide a copy of the guidebook for mentors and students.
- Track and assist participant activities via email, meetings, telephone calls, and surveys.
- Evaluate the program upon completion.

The partnership between a mentor and a student is built upon a foundation of trust, respect, and professionalism. As a leader in your organization, we know that you possess the necessary skills required for establishing a close relationship with your student. With your leadership experience, you will be a great mentor.

Mentor

As a mentor, please keep in mind the following throughout the program:

- First, picture yourself as a student – what would you like to gain from this experience?
- The mentoring relationship takes place between October & April. Attempt to include your student in as many activities as you possibly can, including board or committee meetings, take your student to work day, or professional events.
- Learn the positive attributes and qualities of the student and help strengthen those attributes which may be lacking. Constructive criticism offered in a positive way can be helpful.
- Facilitate the networking process by taking your student to professional meetings. Show them how to greet others and how professional introductions are made.
- Try your best to return email and phone calls in a timely manner. We know you are busy but we would like you to have at least monthly contact with your student.
- Serve as an advocate and help guide the student to achieve his or her goals.
- Demonstrate professional conduct.
- Part of the mentoring process is for you to share career knowledge and the ways in which you got started in your career.
- Although your student is in charge of making contact, please be mindful that a few students might be shy and might need encouragement during the initial weeks.
What to Expect Throughout the Year

Fall

*End of September/Beginning of October*: Mentors will be contacted and paired with mentees.

*Thursday, October 25*: Meet with your mentee during the Kick-Off dinner from 4-6 pm. Schedule your next meeting during the dinner.

*Wednesday, November 14*: "Meet the Mentor" Panel from 4-6 pm.

*December*: Your mentee should schedule an informal meeting with you over their winter break.

Spring

*Wednesday, January 30th*: Speed Networking from 4-6 pm.

*February*: Continue to fill out your mentoring log. Critique your mentee’s resume.

*Wednesday, March 27th*: Service Project at The City Mission from 10 am to noon.

*Wednesday, April 17th*: Attend the Mentor Appreciation Dinner.

Suggestions for different activities you can do with your mentee:

- Work on a project together
- Allow them to volunteer on a work project
- Get coffee together
- Have your mentee sit in on an office meeting
- Introduce your mentee to employees in different departments to learn multiple aspects of your work environment
- Volunteer together at a food bank, local homeless shelter, or community spot
- Go to breakfast, lunch, or dinner together
- Be creative- think of opportunities you would enjoy if you were in their position!

If a Problem Arises

Everything presented in the guidebook is purposefully designed to ensure that you are fully prepared to have a successful mentoring experience. Occasionally, problems do arise. As soon as you realize there may be a problem, please try to address the situation immediately. The second step after realizing a problem has occurred is to explain the situation to your mentee. If the problem still is not resolved, then contact the Center and speak with us. Staff will provide assistance and feedback to resolve the problem.
Resume Critique

Note to Mentor:
The student has access to the CSU’s Office of Career Services for additional help composing a resume. We are requesting the mentor’s help as a professional in the student’s field of interest to review the resume. The goal is to help the student prepare a complete and focused picture of their employment possibilities.

Resume Critique Questions:

1. Is the resume easy to read and appealing to the eye? If not what are some suggestions?
2. Is the resume format acceptable to the mentor?
3. Does the resume have any misspellings or typos?
4. Is the resume too long or too short, succinct or long-winded?
5. Is the resume exciting? Are there action verbs that jump from the page? Are their keywords that catch your attention?
6. Is there too much unnecessary data on the resume that is distracting from their qualifications for this field?
7. Are there any accomplishments that you think the student may have that are not properly captured on the resume? If so please generate a conversation to uncover those areas and why they are important.
8. Are there any critical sections that are missing or lacking important information: contact information, experience, education, or other sections that the mentor might prefer to see when reviewing candidates like job objective, professional profile, honors and awards, professional interests and memberships, or keyword summary?
9. What is the candidate missing either on the resume or in their skill set/background that could be beneficial to entering into your line of work?
10. Does the resume have a specific theme related to the position or field? What are some suggestions in building a compatible theme?
11. What are the main questions/concerns/warning signs that the candidate should address on their resume (gaps in the resume, unrelated work experiences, too many job changes, general confusion, etc.)?
12. Do you feel that this student could benefit from additional assistance from Cleveland State’s Office of Career Services?
Center Contact Information:

Please contact the Center for Public & Nonprofit Management if you are having trouble reaching your student.

The Center is located in UR 244 in the Maxine Goodman Levin College of Urban Affairs at 1717 Euclid Avenue, Cleveland, OH.

Robert J. Ziol
Director, Center for Public & Nonprofit Management
(216) 687-3509
r.ziol@csuohio.edu

Senator Grace L. Drake
Executive-in-Residence, the Ohio Center for the Advancement of Women in Public Service
(216) 687-4893
g.drake77@csuohio.edu

Alexandra Higl
Organizational Development Consultant, Center for Public & Nonprofit Management
(216) 687-9222
a.higl@vikes.csuohio.edu

Christine Mencini
Graduate Assistant, Center for Public & Nonprofit Management
c.m.mencini@vikes.csuohio.edu

Connect with us on Twitter!
Follow us at @CSU_LevinCPNM, and tweet your #MentoringMoments!
Feel free to send pictures, testimonials, & feedback to a.higl@vikes.csuohio.edu.
Your Name: (Write legibly) __________________Mentee: ________________

Mentoring Log for Levin College Mentoring Program

Please keep this log to keep track of all contact with your mentee. You will be turning the log in at the end of the year.

<table>
<thead>
<tr>
<th>Date of Contact</th>
<th>Type of Contact</th>
<th>Notes: (Briefly describing the length and type of conversation discussed.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Example: Set up initial meeting with mentor</td>
</tr>
</tbody>
</table>