Welcome to the Mentoring Program!

You are about to embark on an important step to enhancing your future. In the coming months, you and your mentor will create a meaningful, professional relationship designed to improve your knowledge of your chosen career field. Each relationship is a unique experience which varies from student to student. The mentorship will afford you the opportunity to gain valuable information from a locally-based expert.

**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**

- 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 and 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 kick-off dinner) for students and mentors.
- Provide a copy of the guidebook for mentors and students.
- Track and assist participant activities via Blackboard, email, meetings, telephone calls, and surveys.
- Evaluate the program upon completion via Blackboard.

Student
The partnership between a mentor and a student is built upon a foundation of trust, respect, and professionalism. As a participant in the Levin College Mentoring Program the student shall:

- Submit a signed Statement of Understanding.
- Perform the interview session.
- Attend the Mentoring Program Welcome and Wrap Up Dinners.
- **Initiate and maintain active contact with the mentor, plan the agenda for meetings, and stay focused.**
- Maintain the relationship from October-April.
- Maintain contact with mentor **monthly** by phone, email, or with meetings.
- Update Mentoring Program staff **monthly** on Blackboard.
- Keep the information in the Mentoring Log accurate and up-to-date. (via Blackboard)
- Keep mentor informed and ask for clarification when needed.
- Share knowledge and experience with mentor.
- Take advantage of the opportunities your mentor provides.
- Do not ask nor expect a job or internship from your mentor.
- **Cancel and reschedule appointments IN ADVANCE.**
Helpful Hints for a successful and meaningful relationship

- The outcome of your experience will depend on how much effort you put into the program; creating and maintaining a successful professional relationship takes time.
- You set the parameters as to how you want to best utilize your time as a mentee.
- Research the company or organization he or she works for so you can be well-informed about your mentor.
- Mentors believe in the program and more importantly, believe in you.
- Take an interest in your mentor because they are knowledgeable in their respective careers.
- Learn as much as possible and ask various questions pertaining to: the culture of the company, skills, how to balance work and home life.
- Offer non-traditional activities to bond with your mentor to supplant email and phone meetings. Ideas: networking events, coffee/lunch meetings, receptions, shadowing, site visits, and events around town
- **NEVER** discuss salary or ask for employment during or after the mentorship.
- While you are building your relationship, be sure to always thank your mentor for their guidance. Use your knowledge to potentially help the organization and mentor by conducting research for school related projects and papers. Your professor and mentor will be impressed.

Keep in mind the following information throughout the year

1. Please be mindful that your mentor is a leader within his/her organizations. Just like you, he or she is extremely busy and may not respond to emails or phone calls right away. If your mentor continually does not respond, please call the Center at (216) 687-9222 or send us a message on Blackboard.

2. When contacting your mentor, be professional. Proofread emails twice to ensure that you are using proper spelling and grammar. At the college level, improper emails look careless. Always speak well. Refrain from using slang or inappropriate language in both verbal and written communication.

3. Remember to keep the Center informed on the progress of your relationship. If we have to contact you, you are not fulfilling the aforementioned obligation.

4. In the beginning, you may feel nervous about contacting your mentor, but remember your mentor is here for support and guidance. If you have any questions or are unsure about anything, please do not hesitate to call or email the office. Waiting to discuss a problem will only worsen the situation, and staff is here to make sure everything runs smoothly.
Business Attire Etiquette

One of the main goals of the mentoring program is to begin making professional connections that will help you enter your career field with a promising start. By dressing well, you exemplify the ideals of professionalism and will be viewed more seriously.

When meeting with your mentor, dress professionally. Please dress as you would if you were going for a job interview. First impressions are crucial, but subsequent meetings still need to be taken seriously. If you are unsure, always err on the side of overly dressed. The following information is provided to help you make the right professional decisions.

Organizations view tattoos and excessive piercings as unprofessional, please keep this in mind when preparing for meeting with your mentor.

Here is a list of “Don'ts” in regards to professional attire

- Do not dress as you would to go out on campus
- Do not wear anything tight, low-cut, revealing, ill-fitted, torn, sloppy, dirty, or smelly
- Do not wear a lot of cologne, perfume, make-up, or flashy jewelry
- Do not wear anything that you need help getting into
- Most importantly, JEANS ARE UNPROFESSIONAL and should be avoided at professional events and most after work activities

Acceptable and Unacceptable Clothing

Men:

Acceptable: Khakis or dress pants, sweaters, polos, button-down shirts, shirts with collars, blazers, suits, loafers with socks or other clean dress shoes.

Unacceptable: T-shirts, sport team jackets or anything with a large logo, sweats or jogging clothes, hiking boots, athletic shoes, sandals and flip flops, hats or caps.

Women:

Acceptable: Slacks, skirts (appropriate length), long shorts, jackets or sweaters.

Unacceptable: Leggings or spandex pants, casual, athletic, or short shorts, short skirts, bare shoulders, anything tight-fitting, clogs, flip-flops.
What to Expect Throughout the Year

**Fall**

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

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

*Wednesday, November 14th:* “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.

**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. Prolonging the problem only worsens the situation. The second step after realizing a problem has occurred is to explain the situation to your mentor. Please be courteous and respectful when discussing the matter, and try to meet with them in person. He or she will hopefully be able to address the situation. If your mentor cannot help, then come to the Center and speak with us. Staff will provide assistance and feedback to resolve the problem.

We understand many students work full time, attend classes, act as parents, and have many important relationships and obligations. Problems typically happen due to lack of commitment on the part of the mentee. Please have genuine interest in your experience and prioritize all of your commitments accordingly. Proper time management skills are imperative to starting a successful career.
Preparing for the First Face-to-Face Meeting

Before meeting your mentor, please be sure to know who they are and learn about their organization. You can search the Internet for the website of your mentor’s organization.

Think of major goals or outcomes you want to achieve as a result of your mentoring experience and write them down to discuss with your mentor. What do you want your goals to look like? Do you want to learn more about professional knowledge, experience, and networking? Alternatively, you may be unclear as to what your goals are and can further discuss options with your mentor.

The First Face-to-Face Meeting

*Your initial meeting with your mentor will set the tone for the mentorship.*

During the meeting, discuss expectations.

For example, you may want to set an agenda for the rest of the experience. Each meeting should progress toward meeting your goals and assess new possibilities.

It is important to take out your calendars once you have your meetings set up and set reminders in your phone or calendar to email, call, or meet with your mentor a few times per month.

Mentor Name______________________________ Organization ___________________________

Best days to contact_____________________________________________________________

Primary email_____________________________________________________________

Assistant phone or email?_____________________________________________________

Best phone number to reach mentor_____________________________________________

On the next page are example questions you may ask your mentor during the initial meeting.
Suggested Mentor Interview Questions

1. What is the mentor's background, education, previous and current job experience?
2. Why did you choose your field of interest as a career?
3. What professional organizations or certifications are helpful in your career?
4. Do you have certification, registration, or license in a professional field?
5. What technical skills do you have such as budgeting, HR, law, engineering, social work, GIS, urban design, or writing?
6. What educational or career advice do you have for me?
7. What do you see as a growing demand or trend in your field?
8. Do you have a boss?
9. To what do you attribute your success?
10. What are your major accomplishments?
11. What are your major challenges?
12. What are the area’s major challenges?
13. What is your self-described management or leadership style?
14. How has your position changed from when you first started?
15. What is your favorite part of the job? Least favorite?
16. Does your organization hire people with a degree in my related field?
Resume Critique

Student:
Please provide your resume and this sheet to the mentor for them to address.

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.*

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*Connect with us on Twitter!*  
*Follow us at @CSU_LevinCPNM, and tweet your #MentoringMoments!*  
*Feel free to send pictures, testimonials, & feedback to a.higl@vikcsuohio.edu*
Additional Resources:

Office of Career Services
Phone: 216.687.2233
Email: careers@csuohio.edu
Campus Location:
Rhodes West, Room 280
1860 East 22nd Street
Cleveland, OH 44115

Levin Student Services
Phone: 216.687.3884
Email: urbanprograms@csuohio.edu
Campus Location:
Urban Building, Room 205
1717 Euclid Avenue
Cleveland, OH 4411