



# Mentor Guide

**Suffolk University**

**Career Development Center**

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

*-John Crosby*

On behalf of the Career Development Center (CDC) and Alumni Engagement Office, thank you for choosing to participate in the **Ram Alumni Mentoring Program (RAMP)**. The Program is a way to engage you and other alumni as **mentors** in the educational and career success of Suffolk’s undergraduate students. The CDC’s goal is to provide a platform and support for meaningful, long-lasting **mentoring** relationships.

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. Think of yourself as the mentee’s cheerleader, life coach and personal board member, all in one.

Your **mentee** is expected to (1) openly share their interests and goals, (2) respectfully consider your guidance, and (3) stay in communication 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 alumni from any major or field may participate.

- There will be two cycles of mentoring throughout each year.
  - Fall Cycle runs from October 22<sup>nd</sup> to May 10<sup>th</sup>
  - Spring Cycle runs from March 8<sup>th</sup> to August 8<sup>th</sup>
- As a mentor, you will have the option to mentor in Fall Cycle and/or Spring Cycle, and you may mentor more than one student, if desired.

## GETTING STARTED

- Fill out the [RAMP Mentor Application](#).
- On October 22<sup>nd</sup> (Fall Cycle) and March 8<sup>th</sup> (Spring Cycle) you will receive the name and contact information of your mentee(s) via email.\*
- Within 5 business days, reach out to your mentee(s) via email to introduce yourself and organize an initial meeting date.

*\*Please note, we will do our best to match a student whose interests closely align with your background but we appreciate your flexibility and openness regarding the assigned student. Also, please be aware that due to a variety of factors a match is not guaranteed.*

## GUIDELINES

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

- Commit to Spring Cycle, Fall Cycle, or both (a six to ten-month commitment).
- Attend the RAMP Kick Off event (not required, but encouraged). Meet your mentee 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 meeting (ideally), during which you may outline the terms of the mentoring, including expectations for time commitment, preferred communication methods, goals of both parties, and activities.
- Meet once a month in person, by phone, or video chat.
- Communicate by email, text or phone in between meetings.

\* If you are interested in a shorter time commitment, consider the CDC's **job shadowing program** in which undergraduate students can observe you in your place of work for a half or full day. Visit the Job Shadowing [website](#) for more information.

## EXPECTATIONS OF MENTORS

- Listen openly to your mentee's goals and aspirations. Let them talk through their ideas.
- Be patient throughout the mentoring process. Not all students know what they want and/or may be awkward around adults. Give them time to build trust and open up.
- 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 Suffolk Staff"). Do not share your mentee's contact information unless they've permitted you to do so. Consider your conversations to be private. Confidentiality breeds trust and openness.
- Be patient. You both lead busy lives. 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 two business days.
- Before you conclude your meeting, set up the next date/time when you will meet again.
- If you are unable to maintain your commitment to the mentorship, immediately notify your mentee and the CDC.

## PREPARING FOR THE FIRST MEETING

Review your mentee's Ram Recruiter or LinkedIn profile, then think about these questions and take notes:

- 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 public places 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 a **Mentoring Agreement Form** and **Contact Sheet**. Bring both with you to the first meeting to gather information that will help you meet your goals and expectations and keep communication open and smooth.

## POTENTIAL 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.
- Schoolwork, schedule, and related responsibilities.
- Your own educational and career choices, and what you have learned – and are still learning – in the process.
- What your typical workday is like and any interesting stories you may have.
- A possible job shadowing opportunity (visiting your place of work).
- 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 RELATIONSHIP

The mentoring cycles conclude on May 10<sup>th</sup> (Fall Cycle) or August 8<sup>th</sup> (Spring Cycle). However, this does not mean that the relationship must end completely (some continue for years), but it is a good opportunity to have a final meeting to discuss what you each gained from the relationship and if it met your goals. Go somewhere fun and celebrate!

## PROGRAM FEEDBACK

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

- First feedback evaluation within one month of initial contact.
- Second feedback evaluation during the middle of mentoring relationship.
- Third feedback evaluation at the conclusion of the mentoring relationship.

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

## WHEN TO CONTACT SUFFOLK STAFF

Beyond our structured feedback, you can always contact Suffolk staff. Please do so when:

- You haven't heard from your mentee in two weeks despite sending a gentle reminder or two.
- 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 relationship or mentee makes you concerned or uncomfortable, immediately report it to the CDC.

*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 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 CDC's Joanna Lazarek at [jlazarek@suffolk.edu](mailto:jlazarek@suffolk.edu) and interim director Gary Fireman at [gfireman@suffolk.edu](mailto:gfireman@suffolk.edu).

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

**Thank you again for your generosity in participating in the Ram Alumni Mentoring Program.  
Participating in a mentorship offers you the opportunity to give back to Suffolk by  
contributing to a mentee's future success.  
We wish you and your mentee a rewarding mentoring experience!**

### CAREER DEVELOPMENT CENTER

73 Tremont Street, 9<sup>th</sup> floor

Joanna Lazarek at [jlazarek@suffolk.edu](mailto:jlazarek@suffolk.edu)

Lauren Grenier at [lgrenier@su.suffolk.edu](mailto:lgrenier@su.suffolk.edu)

[RAMP Website](#)

## MENTORING AGREEMENT FORM

Goals: What are some *tentative* goals you have for the mentoring program 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 two meetings per semester/summer):

\_\_\_\_\_

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

Please consider sharing these resources with your mentee:

### Campus Resources

- The [Career Development Center](#) helps with resume building, interview skills, internships, job shadowing, career assessment, job fairs, networking, and more.
- [Undergraduate Academic Advising](#) assists with course selection, major exploration, multi-semester planning.
- [Office of Disabilities Services](#) provides accommodations, assistive technology, and accessibility.
- **Center for International Programs & Services** houses the [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 Student Diversity & 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 federally funded TRiO programs: the [McNair Scholars](#); [Upward Bound](#); and [Veterans Upward Bound](#).

### Student Involvement

There are many ways for students to get involved on campus:

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

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



## **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.

Student 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.

Website: <http://www.suffolk.edu/campuslife/2752.php>

**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.

Website: <http://www.suffolk.edu/campuslife/1311.php>

**Policies Against Discrimination and Harassment and Sexual Misconduct:** If the student reports incidences of discrimination, harassment and/or sexual harassment of any kind, they/University staff 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](mailto:title9@suffolk.edu)

Ann Coyne, Dean of Students in CAS and SBS: 617-573-8239, [studentaffairs@suffolk.edu](mailto:studentaffairs@suffolk.edu)

Policy Against Discrimination and Harassment: <http://www.suffolk.edu/explore/57455.php>

Policy Against Sexual Misconduct: <http://www.suffolk.edu/sexualmisconduct>