



# 2023-2024 Mentoring Program



# Student Guidebook

#MENTORINGMOMENTS



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# ***WELCOME TO THE MENTORING PROGRAM!***

You're about to embark on a journey that's designed to broaden your professional network. 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, and varies from student to student. This opportunity presents you with a chance to gain valuable information from locally-based experts.

## ***GOAL***

Mentoring builds partnerships between high-level leaders and dedicated students. You'll build your network and refine professional skills. Your mentor will provide guidance as you examine your career choice during the academic year.

## ***HISTORY***

Senator Grace L. Drake founded the Mentoring Program under the Ohio Center for the Advancement of Women in Public Service. Since its inception, the program has helped hundreds of students by matching them with public and nonprofit sector leaders.

## ***GUIDELINES***

This guidebook will provide you with the parameters and expectations for the mentoring relationship. The program offers flexibility to create a partnership that's best for you and your mentor as well as the personal goals you have set for the program.

## ***DELIVERY PLATFORM***

The 2023-2024 Mentoring Program will adopt a hybrid approach with five in-person events and one virtual event. This is subject to change based on current conditions and the Center will continue to evaluate the situation. Mentors and mentees have the option of meeting virtually or in person.

# ***BENEFITS OF THE PROGRAM INCLUDE...***

- Acquiring networking experience;
- Developing a clearer understanding of career opportunities;
- Gaining career-related advice and support;
- Learning the ins and outs of a workplace environment (Particularly, a virtual/remote work environment);
- Sharpening and learning new skill sets;
- Refining communication skills;
- Building self-esteem and confidence;
- Developing lifelong friends and connections;
- Accessing a network of program alumni and professionals;
- Improving academic performance.



**PRO TIP: Set goals at the start of the program and discuss them with your mentor for the most fulfilling experience!**



# ROLES, RESPONSIBILITIES, AND EXPECTATIONS

*The partnership between a mentor and a student is built on a foundation of trust, respect, and professionalism. As a CSU student, we know you possess the necessary skills required to establish a close and meaningful relationship with your mentor.*

## Mentoring Program Coordination

**Center Staff provide the following coordination to facilitate the mentoring relationships:**

- Recruit, interview, and match mentors with students;
- Introduce the mentors and mentees;
- Provide a copy of the guidebook for mentors and students;
- Provide onboarding videos for both students and mentors;
- Host an in-person welcome session for students and mentors;
- Host multiple virtual/in-person events (i.e. welcome sessions, networking opportunities, career exploration programs, resume reviews, etc.)
- Track and assist participant activities via email, monthly Blackboard journals, virtual/in-person meetings, phone/Zoom calls, and surveys;
- Evaluate the program upon completion via Blackboard.



Completing your monthly journals on Blackboard is a requirement of the program. This will also help you make the most of your mentoring experience. Journal entries are due the first Friday of each month. Those who complete their monthly Blackboard journals will be entered into a monthly raffle for a chance to win a \$10 Starbucks gift card!



## Expectations of the Student

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

- Agree to the program requirements (addressed at the interview);
- Complete an interview and watch the onboarding video;
- Attend the Mentoring Program events;
- Have a conversation with your mentor to explore meeting options. You are allowed to meet in person, virtually, or a combination of the two. It is up to the discretion of each pair;
- **Initiate and maintain active contact at least monthly with the mentor from October/November-May**, plan the agenda for meetings, and stay focused;
- Cancel and reschedule appointments with your mentor **IN ADVANCE**;
- Contact staff if an issue arises;
- Update your monthly Blackboard journals in a timely manner;
- Keep mentor informed and ask for clarification when needed;
- Share insight and experience with mentor. Potentially help the organization and mentor by conducting research for school-related projects and papers. Your professor and mentor will be impressed;
- Take advantage of the opportunities your mentor provides;
- Research the company/organization of your mentor so you can be well-informed about your mentor's work life;
- **Never discuss salary, nor ask or expect a job/internship from your mentor;**
- Demonstrate professional conduct and proper virtual etiquette;
- Dress as you would if you were going for a job interview;
- Be mindful of each other's privacy! Please try to wear headphones for the duration of your virtual meetings;
- Proofread emails twice (or three times) to ensure that you're using proper spelling and grammar. Please refrain from using slang or inappropriate language in both verbal and written communication;
- In the beginning, you may feel nervous about contacting your mentor, but **remember your mentor is here for support and guidance;**
- Learn as much as possible and various questions pertaining to: the culture of the company, skills, how to balance work/home life, etc.;
- The outcome of your experience will depend on how much effort you put into the program;
- **Mentors believe in the program, and more importantly, believe in you!**

## The First Face-to-Face Meeting

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

***Please remember: Your initial meeting with your mentor will set the tone for the mentoring relationship.***

**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 time to contact:** \_\_\_\_\_

**Primary email:** \_\_\_\_\_

**Assistant's phone or email?** \_\_\_\_\_

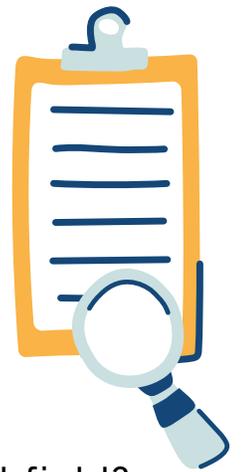
**Best phone number to reach mentor:** \_\_\_\_\_

# SUGGESTED MENTOR INTERVIEW QUESTIONS

***Here are a few interview questions you can ask your mentor.***

***Make sure to do your research on your mentor prior to your first meeting.***

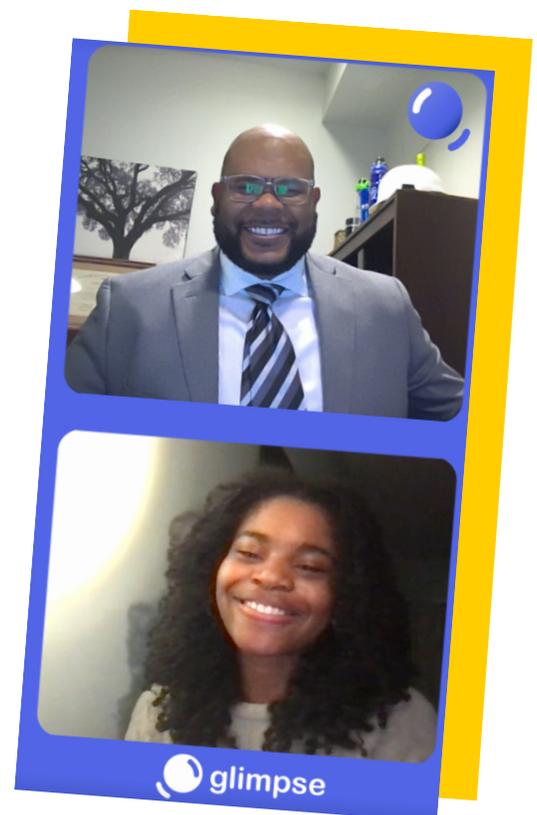
1. Why did you choose your field of interest as a career?
2. What professional organizations or certifications are helpful in your career?
3. Do you have a professional certification, registration, or license?
4. What technical skills do you have?
5. What educational or career advice can you share with me?
6. What do you see as a growing demand or trend in your field?
7. Do you have a mentor? If so, how have they influenced you?
8. To what do you attribute your success?
9. What are your major accomplishments?
10. How do you measure your success?
11. What is the most fulfilling part of your current position?
12. What is your self-described management or leadership style?
13. How has your position changed from when you first started?
14. What is your favorite part of the job? Least favorite?
15. Does your organization hire people with a degree in my related field?





# How to make the most out of your meetings

- Grab a cup of coffee together on a set day each month and catch up. Virtual coffee chats are great, too!
- Ask your mentor if you can sit in on webinars, conferences, meetings, work events, and more.
- Make your time together more interactive and productive by utilizing tools like the poll feature on Zoom to get to know one another, or by discussing each other's goals.
- Set up a time with your mentor to review your resume.
- Attend a CSU or a community event together! And, set aside time to debrief after.
- **Be creative, have fun, and make this experience worth remembering!**



# THE 2023-2024 MENTORING PROGRAM SCHEDULE OF EVENTS

*All sessions (with the exception of the service project) will be held from 4-6 pm.*

*Students are required to attend all events.*

***End of October/Beginning of November:***

*Mentors will be contacted and paired with mentees.*

## **WELCOME SESSION**

**Wednesday, November 8th:**

**In-Person Session at Cleveland State University**

Dinner will be served at the in-person welcome session.

\*Please RSVP via the designated Google form.

This will be your chance to get to know the program, as well as meet other mentors and students in this year's cohort.

**Wednesday, December 6th:**

**Career Exploration (Virtual: Zoom)**

Select mentors will speak to students about their careers and answer any questions they may have.

# ***EVENTS (CONTINUED)...***

## **Wednesday, January 24th:**

### **1:1 Speed Networking (In Person: Cleveland State University)**

Students will deliver their elevator pitches to mentors (1:1).  
Mentors will provide feedback.

## **Wednesday, February 21st:**

### **Resume Review + Headshots (In Person: Cleveland State University)**

Students will share their resumes.  
Mentors will provide feedback. Students will have the opportunity to have a professional headshot taken.

## **Friday, March 29th:**

### **Service Project (In Person: The City Mission)**

Mentors and mentees will have the opportunity to participate in a service project. More information to come.

**@ Laura's Home Women's Crisis Center  
9:30 am - 12:30 pm**

**9:30 am - 11:30 am: Volunteer Work  
11:30 am - 12:30 pm: Roundtable & Tour**

**Address: 18120 Puritas Ave., Cleveland, OH 44135**

# EVENTS (CONTINUED)...

## COHORT CELEBRATION

**Wednesday, April 17th:**

**(In Person: Hofbrauhaus CLE)**

Join us to celebrate the end of the academic year.  
Heavy appetizers will be served.

**Address: 1550 Chester Ave, Cleveland, OH 44114**

*\*Students are required to attend all events unless they have a class conflict. Mentors are encouraged to attend as many events as they can.*



## Note: Step Outside Your Comfort Zone!

Use these events as an opportunity to broaden your professional network and interact with your fellow cohort members! Take inspiration from the 2019-2020 cohort, where four mentors with similar professional experience and students who shared common interests formed an environmental team! The group put together discussions and meetings, allowing students to apply academic concepts to real-world experiences.

Read more about the group here: <https://urban.csuohio.edu/news/cpnms-environmental-mentoring-team-inspires-students-through-collaborative-effort>



*(Pictured Right)  
Quasar Energy  
Facility Tour  
(2020)*



*(Pictured Left)  
Akron Recycling  
Facility Tour  
(2018)*

# RESUME CRITIQUE

*Please Note: As a student, you have access to CSU's Office of Career Development and Exploration for additional resume writing help. We are requesting the mentor's guidance as a professional in your field of interest to review your resume. Please provide your resume and this sheet. The goal is to help you prepare a complete and focused picture of employment possibilities.*

## Resume Critique Questions



1. Is the resume easy to read and appealing to the eye?
2. Does the resume have any misspellings or typos?
3. Is the resume exciting with action verbs that jump from the page?
4. Is there unnecessary data on the resume that distracts field qualifications?
5. What accomplishments are not properly captured on the resume, if any? Add if so.
6. Are there any critical sections that are missing or lacking important information?
7. What is the candidate missing either on the resume or in their skill set/background?
8. Are the sections placed in the best order to highlight the student's credentials?
9. Is the resume targeted to a specific career goal instead of a one-size-fits-all document?
10. What are the main questions candidates should address regarding their resume?



# ***CENTER CONTACT INFORMATION***

## **Robert J. Ziol**

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**\*Please reach out to Rob with any questions. Rob will be the primary contact person until Alexandra returns from leave (estimated November 2023).**



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**\*Alexandra will serve as the primary contact beginning mid-November 2023 through May 2024. Please reach out to her with any questions.**



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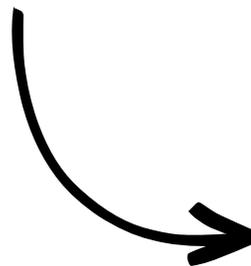
**Students are required to attend all events unless they have a class conflict.  
Mentors are encouraged to attend all events.**

## If a Problem Arises

Everything presented in the guidebook is designed to ensure 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 **sooner rather than later**. After realizing a problem has occurred, explain the situation to your mentor. If the problem is not resolved, contact the Center and speak with us. Staff will provide assistance and feedback to resolve the problem.

## Join Our LinkedIn Group!

The LinkedIn Group is a place for the 2023-2024 mentoring cohort to connect and share anything that might be of interest to fellow mentors and mentees.



## Additional Resources

### Office of Student and Enrollment Services

Phone: 216.687.3884

Email: [urbanprograms@csuohio.edu](mailto:urbanprograms@csuohio.edu)

### Office of Career Development and Exploration

Phone: 216.687.2233

Email: [careers@csuohio.edu](mailto:careers@csuohio.edu)



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**Feel free to send picture, testimonials, & feedback to**

**[a.higl@csuohio.edu](mailto:a.higl@csuohio.edu).**