



Longwood University Black Alumni Association
Mentorship Program

Student Mentee and Alumni Mentor Handbook

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Disclaimer

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Program Leadership Contact Information

Alumni Mentor Contact

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Welcome

Welcome to the Longwood University Black Alumni Association Mentorship Program (LUBAAMP). We are excited about your involvement. Your mentor/mentee relationship will contribute to the success and retention of new practitioner scholars and most importantly, the learning of our students. We are here to ensure that you have the resources needed to make the most of this important partnership. The contents of this handbook will guide you through the mentoring process and act as a resource. Please read it thoroughly to become familiar with the different components of the program.

Program Overview

The Longwood University Black Alumni Association Mentorship Program (LUBAAMP) is affiliated with Longwood Black Alumni Association (LBAA) and aims to connect Collaborating with Lancers for Academic Success Program (CLASP) students with a member of the black alumni community. This partnership provides current Longwood students mentorship using a cultural framework that is interactional and garners opportunities to exchange with professionals in a field of interest, or a similar major. This relationship enriches career readiness skills such as the prospect to build internship and career networks, provide feedback on resume and cover letter development, and gain significant insight into various fields of employment, as well as continuing studies. Moreover, the mentorship program supports the retention and graduation rates of underrepresented students from the university to the transition to the workforce.

CLASP considers individual interests and career goals as an integral part of the matching process. Interests and career goals are paramount in the matching process and program design. The program is rooted in cultural and inter-generational knowledge, with a specific goal of sharing hidden curriculum, that non-traditional students are not privy to.

Mentoring for current alumni, to College alumni mentoring programs are typically designed to assist current students in learning about careers, meeting professionals, and successfully transitioning into a career. On the other hand, those alumni who are already out in the world of work can seek mentors by tapping into the power of their alumni networks, which connect professionals on a peer-to-peer basis. By creating these networking opportunities, colleges strengthen the bonds with the school itself as well as among their graduates, and everyone wins (retrieved from career vision the Ball Foundation).

Program Mission & Goal

To provide supportive and meaningful mentoring relationships to Longwood University students in the CLASP program. Mentoring is a mutual relationship with responsibilities and accountability on each person. The program goal is to provide opportunities for networking; enhance academic, professional, and personal development of underrepresented students, while nurturing meaningful guidance from a trusted advisor who has similar lived experiences.

What Does A Mentor Do?

- A LUBAAMP mentor provides support to CLASP students who can benefit from the guidance, friendship, and life experience of the mentor;
- The LUBAAMP mentor will establish meaningful connections with CLASP students to provide mentoring, guidance, support, networking, and career development.

Expectations and Rules for the Mentor

- **Rule 1: Lead by Following**: Mentoring should be led by the mentee. Mentors need to let the mentee know it is her or his job to drive the partnership.
- **Rule 2: Chart a Course**. Good mentoring starts with an exploration of where the mentee wants to end up. These goals become the foundation of the partnership.
- **Rule 3: Create a Safe Place**. Trust is the key to mentoring. Mentors need to focus on developing trust with a mentee so that the true benefits of mentoring can be realized.
- **Rule 4: Good Questions Beat Good Advice**. The best mentors challenge us to think. A mentor who only dispenses advice misses opportunities to expand a mentee's thinking.
- **Rule 5: Balance Empathy and Action**. Part of being a trusted advisor is giving the mentee a place to vent frustrations, but not allowing them to consume the mentee. Good mentors find the balance between showing empathy and encouraging the mentee to take-action.
- **Rule 6: Foster Accountability**. One of the hidden powers of mentoring is the accountability that it creates for the mentee to take-action. Mentors can create a subtle accountability that encourages action while still offering support.
- **Rule 7: Fill the Toolkit**. Many potential mentors do not step up to the role because they fear that they have to have all the answers. Great mentors know when to reach out and help a mentee find the answers by tapping into other resources that can help.
- **Rule 8: Honor the Journey**. Mentoring has a natural life cycle, and there will come a time in most partnerships when the mentor needs to step back and play a less active role with the mentee. Good mentors recognize this transition as a sign of a mentee's growth and use it as a time of reflection, celebration, and transition. (extracted from and adapted from programming: <https://leadership-effect.com/articles/the-mentors-way-rule-2/>)

Program Guidelines and Requirements

Who can Participate?

This opportunity is available to Longwood Black Alumni Association members and students in the CLASP program who are dedicated to a **one-year mentor and mentee commitment**. If LBAA alumni or CLASP students are not able to fulfill the requirements of the program, a program representative should be notified immediately.

Mentor Eligibility

1. Be an alumnus of Longwood University.
2. Willing to adhere to all LUBAAMP Mentoring Program policies and procedures;
3. Agree to a one-year commitment to the program;
4. Be willing to spend a minimum of eight hours a month with the mentee (Additional hours may be spent at the mentor's discretion and responsibility);
5. Be willing to communicate with the mentee monthly;
6. Complete the application and screening process;
7. Agree to attend mentor trainings as required;
8. Be willing to communicate regularly with the program leadership through email or phone call as needed regarding program updates, information sharing, issues, or concerns;
9. Be willing to attend monthly and quarterly program zoom meetings.

Mentee Eligibility Requirements:

1. Be a current Longwood University student in the CLASP program.;
2. Express a desire to participate in the mentor program and be willing to abide by all LUBAAMP policies and procedures;
3. Agree to a one-year commitment to the program;
4. Be willing to spend a minimum of eight hours a month with the mentee (Additional hours may be spent at the mentor's discretion and responsibility);
5. Be willing to communicate with the mentee monthly;
6. Complete the application and screening process;
7. Agree to attend mentorship trainings as required;
8. Be willing to communicate with the program leadership through email or phone call as needed regarding program updates, information sharing, issues, or concerns;
9. Be willing to attend monthly and quarterly program zoom meetings.

Screening Policy

The screening policy provides clear requirements for program staff for how they must screen potential mentors and mentees are screened.

At minimum, the following screening procedures are required for mentor and mentee applicants:

- Attend the 1.5-hour mentor and mentee training;
- Complete the written application, confidentiality agreement, and matching form;
- Please note that background checks and criminal history checks are not needed for this type of mentoring program because mentees are not youth or adolescents. Driving record and insurance coverage is not required for this program since mentors will not drive mentees. Please note that mentors are not advised to drive mentees. If mentors transport their mentee, mentors will assume the risk and liability. Mentors and mentees are not prohibited from meeting face-to-face, but mentors and mentees are encouraged to drive separately when meeting.

Training Policy

It is the policy of the LUBAAMP that all mentors and mentees attend a minimum 1.5-hour initial training session prior to being matched. The agenda will cover basic program guidelines, safety issues (including mandatory reporting), and communication/relationship building skills. Each mentor and mentee will attend an additional two-hour in-service training session at least twice per year. In-service sessions will be offered to each group at least quarterly. Evaluation forms will be collected from each training session.

In addition, program surveys will be conducted monthly for the first six months of the program and quarterly thereafter.

Matching Policy

The following guidelines and criteria will be followed to create a suitable mentor/mentee match:

- Similar gender/ethnicity
- Common interests/major/profession/career interests
- Geographic proximity
- Similar personalities
- Matches must be either male mentor to male mentee or female mentor to female mentee

Limits of Confidentiality

Information from the mentor and mentee records may be shared with individuals or organizations as specified below under the following conditions:

- Information may be gathered about program participants and shared with other participants, individuals, or organizations only upon receipt of signed “release” forms from mentors and mentees. Identifying information (including names, photographs, videos, etc.) of program participants may be used in LUBAAMP or Longwood University publications or promotional materials only upon written consent from the mentor and mentee.
- Information may only be provided to law enforcement officials or the courts pursuant to a valid and enforceable subpoena. Such information is considered privileged information, and its confidentiality is protected by law. Program staff and volunteers (mentors and mentees) are mandatory reporters and as such must disclose information indicating that a mentor or mentee may be dangerous to or intends to harm him/herself or others.
- At the time a mentor or mentee is considered as a match candidate, the name, email address, and phone number are shared between the prospective match parties. Each party shall have the right to refuse the proposed match. The program leadership will find another suitable match if this occurs. The information to be shared may include:
 - Mentors: interests, name, email address, major, and profession.
 - Mentees: major, interests, year in school, email address, career/profession interests.

Transportation Policy

It is not the policy of the LUBAAMP to allow mentors to transport mentees in their private vehicles.

Use of Drugs and Firearms Policy

It is the policy of the LBAA Mentoring Program to prohibit and discourage the use of drugs, and firearms. Mentees and mentors are prohibited from using drugs or alcohol or firearms while engaged in the mentoring relationship. Any suspected violations should be reported to the program leadership. Any violation of this policy will result in the immediate suspension and/or termination from the mentoring relationship. In addition, violations of this policy may result in notification being given to legal authorities that may result in arrest or legal action and may be punishable by fine and/or imprisonment.

Unacceptable Behavior Policy

It is the policy of the LUBAAMP that unacceptable behaviors will not be tolerated on the part of mentors or mentees while participating in the program. A number of behaviors are regarded as incompatible with the program goals, values, and standards and; therefore, are considered unacceptable and prohibited while participants are engaged in mentoring activities:

- Unwelcome physical contact, such as inappropriate touching, patting, pinching, punching, and physical assault.
- Unwelcome physical, verbal, visual, or behavioral mannerisms or conduct that denigrates, shows hostility, or aversion toward any individual.
- Demeaning or exploitive behavior of either a sexual or nonsexual nature, including threats of such behavior.
- Display of demeaning, suggestive, or pornographic material;
- Inappropriate sexual advances.
- Any unacceptable behavior, as specified but not limited to the above, will result in termination from participation in the mentoring program. Some of the above unacceptable behaviors may require reporting to law enforcement officials. If so, the program will comply, and report as required by law.

Code of Conduct Policy

1. Mentors and mentees are prohibited from soliciting money from each other. A violation of this policy will result in termination from the mentorship program.
2. Mentors and mentees must abide by and respect communication to each other. Phone calls and email messages after 9:00pm are not allowed unless otherwise directed by the mentor and mentee.
3. Violation of this policy and any other policy must be reported to the program leadership.

Closure Policy

It is the policy of the LUBAAMP that all mentors and mentees must participate in closure procedures when their match ends. Closure is defined as the ending of a formal match relationship regardless of the circumstances of the match ending or whether they intend to have future contact informally beyond the match duration.

Closure can occur for any number of reasons including: the contracted match duration has ended, one or both participants do not want to continue the match, there are changes in life circumstances of either the

mentor or mentee, or an individual no longer meets the requirements for program participation. Hence, the match may end at the discretion of the mentor, mentee, or program leadership.

Future contact will be at the mutual and informal agreement of the mentor and the mentee. If future contact is agreed upon, the LUBAAMP will not be responsible for monitoring and supporting the match after the match has ended. LUBAAMP will not be liable for any incidents that occur after the match has closed (retrieved from <https://www.washington.edu/doi/sample-mentor-guidelines>).

Evaluation Policy

It is the policy of the LUBAAMP that evaluation will be a key component in measuring the success of the mentoring program and for making continuous improvements in the effectiveness and delivery of mentoring services.

Evaluation data will be collected every month for the first six months for mentors and mentees in the program, and quarterly thereafter.

What is Mentoring?

Mentoring is a structured and trusted relationship that, in this case, matches LUBAAMP students with LUBAAMP alumni with the goal of guiding, supporting, and encouraging the development of the mentee. Effective mentoring places an importance on the relationship between the mentor and the mentee. Mutual trust, respect, commitment, and collegiality are important to the relationship and the process. Overall, an effective mentorship can provide career assistance to mentees by enhancing a sense of professional competence and career identity (Moore et al., 2007).

Benefits



Here are some of the unique benefits experienced in mentor-mentee relationships:

Alumni Mentor

- Share knowledge of your education, career path, successes, failures, and what your experiences have taught you;
- Acquire experience in coaching and fostering the talent of current LUBAAMP community members;
- Increase the value of your LUBAAMP degree by investing in future alumni;
- Cultivate a stronger connection with LUBAAMP;
- Deepen your knowledge of the current student body, and campus communities and activities;
- Network with other alumni participants;
- Experience renewed pride and excitement for your work;
- Gain a heightened sense of purpose and professional development.

Student Mentee

- Grow in self-awareness and self-discipline;
- Deepen your knowledge of a specific industry, employer, organizational culture, and/or job function;

- Test ideas and construct a personalized development plan with the help of a real-world professional;
- Learn to receive and accept both praise and constructive feedback;
- Improve your job search and networking skills and expand your professional network;
- Gain a heightened sense of purpose and professional development;
- Increase career opportunities and further enhance relationship management skills.

Eligibility

Participants in the LUBAAMP Alumni Mentoring Program must meet the following eligibility requirements:

Mentor Eligibility:

- Certificate or degree conferred from Longwood University in any academic program
- At least 1 year of professional experience in the chosen field;
- Committed to serve one year in the program.

Mentee Eligibility:

- Current student enrolled in any Longwood University certificate or degree academic program;
- Committed to serve one year in the program.



For the Mentor: Be honest with your mentee and help them be an active participant in the relationship.

Program Structure

Application and Training/Orientation

Applications will be made available after the start of the fall semester and close in mid-October. As part of the application process, student mentees and alumni mentors are required to attend a training/orientation session to be eligible for participation. If a mentor/mentee has previously completed training and their previous match wishes to continue with them, orientation requirements may be waived. Training information will be sent by LUBAAMP leadership team.

Matching Process

Prospective mentors and mentees complete the LUBAAMP application. Submitted applications are reviewed and matched based on personal and professional commonalities. Depending on the interest generated by the program, everyone may not be matched at any given time. Once the matching process is complete, mentors and mentees will receive email notification with the name and contact information of their match. Submitted applications are then reviewed by staff and matched base on personal and professional commonalities.

Time Commitment and Communication

The formal relationship is one-year commitment. Mentors and mentees should communicate at least once a month and in whichever form agreed upon by the pair (i.e. phone, email, video chat, in person, etc.). After the formal commitment has ended, pairs are able to continue of their own accord, if desired. LUBAAMP is not responsible for continued partnerships after the formal end of program. Participants assume responsibility for their own mentoring relationships. However, LUBAAMP program leadership is available as needed.

WHAT Is Expected from a Mentor?

Set clear expectations with your mentee for how and when you will contact each other.

Help your mentee identify and set goals. Track progress and make adjustments as needed.

Maintain and model professional behavior.

Offer feedback and/or define professional behavior where appropriate.

WHAT Is Not Expected from a Mentor?

- To offer jobs or internships.
- To have all the answers.
- To initiate all contact.

WHAT Is Expected From a Mentee?

- Be prepared, professional and respectful.
- Send thank-you notes and express gratitude to the mentor.
- Exhibit responsibility, punctuality, and courtesy.
- Be receptive to feedback.

How to Connect

- Meet for coffee, breakfast or lunch.
- Skype, Facetime, talk on the phone or write emails. Be approachable and accessible no matter the channel.
- Participate in activities related to common interests.
- Take part in LUBAAMP mentoring activities.
- Use the milestones in the LUBAAMP Mentoring Program system to stay on track toward formal goals.

Do's & Don'ts

We ask all students and alumni who are participating in the LUBAAMP Program to treat one another with respect and consideration. Please refer to these guidelines for how to act. Help us create a vibrant and supportive mentoring community.

DO

- Respond to communications from LUBAAMP members in a timely manner
- Ask questions about educational, career or professional topics, or request advice about an industry or life choice
- Expand your professional network
- Share your professional experiences and insights
- Refine interpersonal and leadership skills
- Make meaningful connections across the Longwood University community
- Thank others when they answer your questions, meet with you or provide insights

DON'T

- Ask alumni for jobs
- Use inappropriate language or communicate in ways that are derogatory, unprofessional or disrespectful
- Engage in extensive debate on political, religious or personal issues
- Spam the community with multiple postings/messages or continual discussions about one topic
- Solicit donations of any kind
- Attack, harass, demean or threaten other LUBAAMP members

Any community member who violates our guidelines for participation and jeopardizes the well-being of the community will lose their LUBAAMP participation privileges.

Suggest Topics & Activities

Topics to Discuss

- Career tracks
- Career exploration
- Types of businesses/employers
- Current issues in the profession
- Job market trends
- Organizational culture
- Professional organization membership
- Quality of life in the profession
- Work/life balance
- Management issues
- Approaches to ethical/professional dilemmas
- Business dress
- Study/travel/employment abroad
- Campus involvement
- Senior design
- Professional dinner etiquette
- Online/social media etiquette
- Internship search advice
- Career fair navigation advice
- Job search advice
- Resumes & cover letters
- Interviewing & networking skills

Activities to Consider

- Chat via Skype, Google Hangout or Apple Face Time, Zoom
- Meet for coffee or a meal
- Role-play difficult conversations
- Company visits
- Job shadow
- Resume critique
- Mock interview
- Professional organization or networking event
- Lecture or conference attendance
- Read & discuss a book, essay, or article
- Community service
- Informational interview(s) with colleague(s) of mentor

Best Practices & Resources

We ask that mentors and mentees to follow the action plan listed below to get started.

MENTOR ACTION PLAN	MENTEE ACTION PLAN
Determine my goals and expectations	Determine my goals and expectations
Determine mentee's goals and expectations Construct a professional development plan based on discussion with mentor Complete post survey Complete post survey Send formal thank you note to mentor	Determine mentor's goals and expectations
Contact information/Preferred contact method	Contact information/ Preferred contact method
Communication expectations	Communication expectations
Set up goal to work together-action plan for mentor and mentee	Set up goal to work together-action plan for mentor and mentee
Keep notes on conversations Review and offer feedback regarding your mentee's development plan	Keep notes on conversations for goal setting and constructive feedback
Review and offer feedback regarding the mentee's development plan	Construct a professional development plan based on discussion with mentor
Complete post survey	Complete post survey
	Send a formal thank you note to the mentor

For the Mentor & Mentee-Getting Started



S.M.A.R.T. GOALS

During the first mentor meeting, we recommend establishing 3-5 SMART goals for the mentor and mentee to accomplish together. The first goal topic is *COMMUNICATION*. Please develop smart goals around communication.

Specific

Exactly what is it you want to achieve in your professional or personal life? A good goal statement explains the what, why, who, where and when of a goal. If your goal statement is vague, you will find it hard to achieve because it will be difficult to define success. Use action verbs.

Measurable

You must be able to track progress and measure the result of your goal. A good goal statement answers the question, how much or how many. How will I know when I have achieved my goal?

Attainable/Agreed

Goals must be relevant and agreed by both of you. The means to achieve your goal must be within your control and influence, and the necessary resources must be accessible.

Realistic

Your goal should be stretching, but realistic and relevant to both of you. Your goals must be one that you are both willing and able to work towards. Outline a clear path to achieve your goals.

Time-Bound

Goals must have a deadline. A good goal statement will answer the question, when will I achieve my goal? Without time limits, it's easy to put goals off and leave them to die. As well as a deadline, it's a good idea to set some short-term milestones along the way to help you measure progress.

S.M.A.R.T. Goals Worksheet

Use this handout to clarify 1-3 mentee goals and 1-2 mentor goals – both short and long term, personal and professional. SPECIFIC, MEASURABLE, AGREED, REALISTIC, TIME-BOUND

1. Mentee Goal

2. Mentee Goal

3. Mentee Goal

4. Mentor Goal

5. Mentor Goal

Program Goals & Objectives

1. A new goal will be discussed every 2 months. The first goal is Communication. Mentors and Mentees should focus on mentoring sessions that relate to effective communication skills, verbal and non-verbal communication, and commanding how to be give/receive communication.

Goals	Objectives	Timeline
Communication	Mentors and Mentees should focus on mentoring sessions that relate to effective communication skills, verbal and non-verbal communication, and commanding how to be give/receive communication.	July-August 31, 2020
Career Planning/Job Search/Job Placement	Mentors and Mentees should engage in career planning and exploration, and effective job search strategies	September 1-October 31, 2020
Academic Advising	Mentors and Mentees should engage in conversations that will offer the mentee with support and guidance for better academic success	November 1-December 31, 2020

****** Please note that the schedule above is developed for the first six months of the program. A new schedule will be sent in December 2020 to cover the new year starting in January 2021.

Campus Resources for Mentors & Students

Academic Calendar

<https://www.longwood.edu/media/academic-affairs/public-site/ACADEMIC-CALENDAR-2020-2021-UG-GR.pdf>

Campus Calendar

<http://www.longwood.edu/events/calendar/?keywords=&category=Academic+Calendar&view=year>

Career Services

<http://www.longwood.edu/career/>

Counseling & Psychological Services

<http://www.longwood.edu/caps/>

Multicultural Affairs

<http://www.longwood.edu/multiculturalaffairs/>

Disability Resources

<http://www.longwood.edu/disability/>

Financial Aid & Scholarship

<http://www.longwood.edu/financialaid/>

Campus Police

<http://www.longwood.edu/police/>

University Health Center

<http://www.longwood.edu/health/>

QR Center (Math Tutoring)

<https://blogs.longwood.edu/qrcenter/welcome-to-the-qr-center/>

Academic Success

<http://www.longwood.edu/academicsuccess/>

Campus Recreation

<http://www.longwood.edu/recreation/>

Student Government Association

<http://www.longwoodsga.com/>

Student Employment

<http://www.longwood.edu/careers/secondary-menu/student-employment/>

Registrar

<http://www.longwood.edu/registrar/>

Housing & Commuter Life

<http://www.longwood.edu/housing/>

References

Retrieved from

<https://my.thechicagoschool.edu/community/studentresources/alumni/Documents/Alumni%20Mentoring%20Program%20Handbook.pdf>