

Student Handbook

Mentoring at your fingertips!



WELCOME TO MENTOR MATCH

QUICK GUIDE TO THE PROGRAM

Pitt Business thanks you for your participation!

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*The Pitt Business Mentoring Match program takes advantage of our strong, global alumni network. It gives alumni the opportunity to give back to the school and interact with talented, young professionals. Our program helps students connect with experienced leaders who can offer invaluable guidance and coaching support for career preparation, academic advice, and other important objectives geared toward professional development. The mentoring program is a critical part of how Pitt Business prepares students From the Classroom, To the City, To the World, and bolsters their professional connections. For any questions regarding the program, please feel free to reach **Jessica Druga** at jmd234@pitt.edu.*

WHAT IT MEANS TO BE A MENTEE

A mentee is an individual who may seek knowledge that is important for career preparation and professional development. They may request information on navigating relevant experience/skills, how their mentor's career path changed overtime, advice on managing academic stress, and other topics significant to one's growth throughout their undergraduate journey. When mentees participate thoughtfully and remain receptive during conversations with their mentor, this can contribute to a growth in self-awareness and skill-building among the mentee, and the mentor! As a mentee, we hope that your participation in this program is insightful, beneficial, productive and memorable.

WHAT WE ENVISION FOR THE PARTNERSHIP

In a nutshell, we want both parties to look forward to talking to one another thanks to their ongoing friendly and productive interactions. Getting to know each other better could build a foundation toward strong and collaborative rapport. Frequent and supportive communication is key to a successful mentor-mentee relationship, and perhaps could lead to a supportive friendship after the conclusion of Mentor Match participation!

Make the best of your experience in the program – how can you make it memorable?

INTERACTIONS

There is no demanding structure that the mentorship should follow; that is for the mentor and mentee to organize so that it is flexible and a mutually-agreed-upon contract. All that we ask is that the mentorship consists of frequent, productive, and respectful conversation. We do not require that the mentor and mentee meet up in-person, especially if you are in different geographic locations. As far as flexibility, here are some things to consider for interactive activities, discussion topics, etc.

Freshman Year	Sophomore Year	Junior Year	Senior Year
Choosing a major and researching possible careers	Industry and company research	Industry and company research	Prioritizing top companies/exploring opportunities
How to get involved on campus and community	Getting actively involved in student organizations	Active involvement on campus and community	Active involvement in campus and community and understanding their value
Join a student organization	Holding leadership positions in student organizations	Holding leadership positions in student organizations	Holding leadership positions in student organizations
Effective networking	Effective networking	Effective networking	Effective networking after graduation and joining Mentor Match as an alum
Effective use of Career Development Office	Mock interviews with Career Development Office	Job search strategies with Career Development Office	Discussing job search strategies and status with Career Development Office
Time management skills	Updating Handshake profile	Updating Handshake profile and making profile public for recruiters	Applying for positions through Handshake – Fall is recruiting-heavy!
Advice on business-professional and business-casual attire	Great community service and civic engagement opportunities	International/study abroad opportunities	Tailoring application materials to companies/positions
Preparing for career fairs	Seeking opportunities at career fairs	Seeking opportunities at career fairs	Seeking opportunities at career fairs
Preparing for a job shadow	Job shadow/site visit	Job shadows/site visits	Job shadows/site visits
Creating your LinkedIn profile and network	Updating LinkedIn profile and resume	Effective use of LinkedIn and electronic networking	LinkedIn, electronic networking, and social media use as a professional
Develop your resume	Job search strategies	Attend workshops/info sessions	Interview practice
PT jobs, internships, volunteering opportunities	PT jobs, internships, volunteering opportunities	Leadership/professional development programs	Leadership/professional development programs
Ask about other resources available for freshmen	Compiling lists of target companies/industries	Organizing lists of positions/companies and deadlines to watch	Stay organized with job applications; update Career Development Office with post-grad plans on First Destination survey on Handshake

KEY EXPECTATIONS

This guide does not necessarily serve as a “RULE” book. But there are a handful of things we want you to keep in mind throughout your experience in this program:

➤ **Commitment:**

- **Time:** While we understand both parties in the mentor-mentee relationship have important engagements to prioritize, we expect that when you communicate with one another. In order to build and maintain good rapport with each other, we strongly encourage frequent communication – whether it is in-person, via text/email, phone/skype, etc.
- **Attention:** Respecting use of each other’s time and being prepared for all discussions/meetings. Providing your undivided attention toward each other when meeting and remaining receptive to sharing of experiences from both parties.

➤ **Communication:**

- **Respect/Professionalism:** It is important to maintain appropriate language (no swearing, offensive comments, gossip, etc.) while conversations may be less formal at times. We encourage you both to discuss how you would like your formal relationship to be, by identifying goals and tailoring discussions relevant to professional development.
This platform is not to be used to partake in a romantic/sexual relationship within the mentorship. If you feel that a boundary has been crossed, please reach out to us immediately!
- **Feedback:** When providing feedback to one another, please be mindful of the delivery of this constructive criticism. This program was developed for all parties to grow, therefore, being honest, yet respectful, when giving feedback is best policy. Mentors: think of what you know now, and how you could help the student with situations you have experienced. Mentees: be mindful that your mentor is speaking as an expert in the field and they want the best for you when they give you feedback.
- **Engagement:** Be mindful when reaching out to each other electronically – your mentor/mentee may not respond immediately due to all professional commitments outside of the mentorship. Please allow for reasonable response time, especially during business hours and evenings/weekends. This is important to discuss during the first few meetings to establish a mutual understanding of communication expectations and frequency.

- *If you encounter a conflict in the mentorship regarding communication and commitment, please contact Jessica Druga (jmd234@pitt.edu) so that we can ensure a positive experience in the Mentor Match program for you moving forward.*

GOALS OF THE PROGRAM

- *Influence growth among both parties in the mentor-mentee relationship*
- *Enhance both the mentor and mentee's connectedness with Pitt Business.*

For the Mentee

To gain insight on how to navigate typical challenges and collegiate experiences that will enhance their academic and professional development

Within the beginning stages of the Mentor Match program, professional goals should be identified and structured to guide the upcoming conversations. Goals can be modified as time goes on, improvement shows, and new experiences arise. Do not fret; judgment is not a factor in our mentorship program and growth among all participants is of our highest priority. When identifying goals for the mentorship, using the **SMART** goal-setting model could be helpful:

S – Specific - the more specific you are of your goals, the easier it is to identify HOW to achieve it. Ask yourself: What do I want to achieve? How can I achieve it and what steps should I follow? When do I want to achieve it by? Who can help me achieve this goal while still maintaining responsibility and autonomy?

M – Measurable – what do you want the outcome to look like? Identify the measurable and physical details of your goal – noticeable differences you will see, feel, hear when it is accomplished. Quantifying properties of your goals could help you envision these outcomes as well. For instance: how do you want to improve? How are you able to measure the improvement?

A – Attainable – Be sure that your goal attainable/acceptable to you. Take all the time, effort, and challenges into consideration and how you can fit this as a priority in your life. While considering all factors, be sure that achieving the goal does not come with the cost of aspects of your wellbeing (health, finances, school, work, etc.) This doesn't necessarily mean you should not take risks and decline changes from challenges; but rather think if this goal allows you to healthily adjust achieve it.

R – Relevant – Reflect on whether the goal is relevant to you... does it match who you are or who you want to be? Does your current skillset allow for this growth, and do you have the room to take this on? Think of the objective and why the goal is important to you.

T – Timely - Creating a timeline with deadlines with small increments of growth along the way can be useful. Deadlines can motivate us to act quickly and more thoughtfully, but flexibility is an additional tool that can allow for growth and learning along the way.

PROJECTED OUTCOMES/BENEFITS

One of the first things to remember when initiating a mentoring relationship is that it is, in fact, a relationship, not a transaction. A mentor is there to help an individual grow and assist with his or her transition from life as a student to life as a young professional.

Student Benefits:

- Students gain access to a trusted resource in the business world.
- They could interact with alumni for everything from quick career advice to strategies for the classroom; these conversations could potentially develop the professional relationship into a friendship. Since the program includes alumni from all over the world, these interactions can range from in-person meetings to phone calls and email.
- Understanding of mentoring relationships – and the vision of how to become a good mentor in the future
- Gathering first-hand advice from experienced professionals within the industry
- Improvement in academic performance
- Enhanced student engagement with Pitt Business



MILESTONES

The Mentor Match system provides 4 milestones to users that essentially outline what minimal steps to take over time during interactions:

- Set an Initial Phone Call
 - After the mentee is notified that a mentor(s) has accepted their request to connect, they should reach out via email to discuss the first steps
 - Address which format you both prefer to use for the first discussion
 - (ex: phone call, video call, etc.) – it is highly encouraged that the first full mentoring discussion is verbal, not written
 - During the first verbal discussion, you both should address expectations and outcomes you hope to achieve through the relationship.
 - *Please feel free to use the worksheets on our site for suggestions for first discussions*
- Align on Expectations
 - Both your goals and expectations should have been addressed during the first verbal discussion
 - This would be a good time to think of steps/outlines of how to achieve these goals (if they were not already discussed)
 - Once there is a clear understanding of these concepts by both parties, the mentorship is more likely to strengthen over time
- Define the Relationship Going Forward
 - This time is used for both parties to continue learning more about each other and each other's experiences
 - There is no direct expectation of how long the mentoring relationship should last – we encourage you and your connection to stay in touch for as you both prefer and when goals are achieved
- Share Your Feedback
 - Be sure to fill out the survey by the “end” of your mentorship based on the experience you had
 - All feedback will be heavily considered when organizing the program for the following year – suggestions of changes, improvements, what you enjoyed/didn't is greatly appreciated
 - If you have not already done so, be sure to connect with your mentor/mentee on LinkedIn!

While there are four milestones, this does not mean that you should have only (but, hopefully, at LEAST) four interactions with your mentor(s). An effective mentorship should grow over time with effort and quality conversations.

HOW TO “END” THE MENTORSHIP

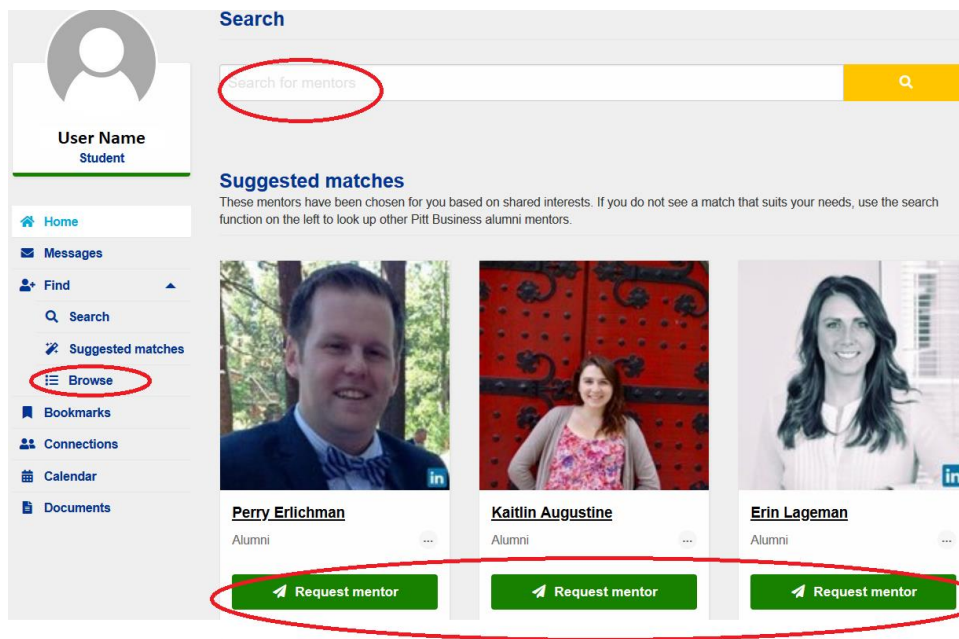
When you and your mentor first discuss goals and expectations of the mentorship, it would also be a good time to discuss what happens after these goals are accomplished. Be sure to consider if you both would like for your meetings to follow a timeline, and/or if the two of you have other preferences. Therefore, discussing progress on goals during each meeting could help both parties determine next steps, and when you consider the mentorship to be complete.

In order to end the mentorship on a good note, we recommend that a final meeting is scheduled (in-person, video call, phone call, etc.). This gives you both the opportunity to reflect on past discussions, progress overall, recommendations, and even an open invitation to check-in with one another occasionally in the future. While the mentorship is ending *through the program*, we encourage that you still stay connected with your mentoring partner and continue enhancing your professional network!

Here at Pitt Business we hope that this mentorship was a positive and rewarding experience for the both of you! If you have any particular feedback that you would like to share with us, please contact Jess Druga at JMD234@pitt.edu, and feel free to complete the end-point survey through the platform.

HOW TO SEARCH FOR A MENTOR

1. Log into the system and you will be directed to your homepage
2. You will have several options to search for mentors
 - a. In the search box at the top of the page
 - i. You may search by a specific job title, company name, metropolitan area, etc.
 - b. In the 'Suggested Matched' below the search box
 - i. These are recommended to you based on the information you shared in your student profile.
 - c. Under 'Browse' within the 'Find' drop-down menu
 - i. A long list of all available alumni is provided in alphabetical order for you to choose from. You are able to connect with up to 10 alumni at a time.



- d. After you request a mentor(s), the Student Engagement Manager of Pitt Business Career Development will monitor the request to make sure there is a response. If the requested mentor does not respond within 7 days, Pitt Business reaches out to the alum via email and through the system to trigger a response. You will also be updated on this communication.

CAMPUS RESOURCES

Admissions – Pitt Business: (412)-383-9600

2100 Sennott Square, 210 S. Bouquet St, Pittsburgh PA 15260

Advising Center – Pitt Business: (412)-383-8811

James B. Tafel Center, 2600 Sennott Square, 210 S. Bouquet St., Pittsburgh PA 15260

Career Development – Pitt Business: (412)-383-8811

James B. Tafel Center, 2600 Sennott Square, 210 S. Bouquet St., Pittsburgh PA 15260

Computer Help Desk: (412)-624-HELP (4357)

24/7 Walk-in Support

Litchfield Towers Lobby, 3990 Fifth Ave. 15213

University Store on Fifth, 4000 Fifth Ave. 15213

Counseling Services: (412)-648-7930

Mark A Nordenberg Hall, 119 University Pl., Pittsburgh PA 15213

Disability Support Services: (412)-648-7890

140 William Pitt Union, 3959 Fifth Ave., Pittsburgh PA 15260

Emergency Line (University Police): (412)-624-2121

3412 Forbes Ave., Pittsburgh, PA 15213

University Office of Admissions and Financial Aid: (412)-624-7488

4227 Fifth Ave., Pittsburgh, PA 15213

Student Health Service: (412)-383-1800

Nordenberg Hall – Wellness Center, 119 University Place, Pittsburgh PA 15260

International Programs: (412)-383-7321

2106 Sennott Square, 210 S. Bouquet St., Pittsburgh PA 15260

Student Conduct: (412)-648-7190

738 William Pitt Union, 3959 Fifth Ave., Pittsburgh PA 15260

Office of Cross-Cultural and Leadership Development: (412)-648-9523

617 William Pitt Union, 3959 Fifth Ave, Pittsburgh PA 15260

Residence Life: (412)-648-1200

935 William Pitt Union, 3959 Fifth Avenue, Pittsburgh PA 15260

Tutoring/Writing Center: (412)-624-6556

317B O'Hara Student Center, 4024 O'Hara Street, Pittsburgh 15260



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PARTICIPATION!**