

# Alumni 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](mailto:jmd234@pitt.edu).*

# **WHAT IT MEANS TO BE A MENTOR**

A mentor can be many things when it comes to a meaningful professional relationship. It could be someone who frequently provides others with tips, uses words of encouragement, reflects on their own experiences to help others, evaluates how personal strengths can be used in professional settings, or even how to work on areas of personal improvement. It could be all of these things. Overall, as a mentor, your role is a key contribution when it comes to the career and professional development of your mentee(s) – they look up to you! Reflect on the goals your mentee(s) developed for themselves and think of how your experiences have shaped beneficial advice for a peer pursuing a similar route. Knowing what you know now, what strategies were effective? What would you do differently? How can your mentee's strengths and skills evolve through your advice? What would you recommend to them?

# **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 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

*If you encounter a conflict in the mentorship regarding communication and commitment, please reach out to [Jessica Druga \(jimd234@pitt.edu\)](mailto:jimd234@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 connection with Pitt Business.*

## For the Mentor

To enhance leadership skills while offering insight on how students can enrich their collegiate experiences and showcase their marketability in the Business industry.

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. 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 is 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 and 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.

## ***Alumni Benefits:***

- Alumni can work with potential future business leaders who will be joining their organizations, and thus can expand their own networks.
- Enhancing your professional and personal leadership skills along with your professional resume
- Staying connected with the Pitt Business community by paying it forward to current students in Pitt Business
- Learn new trends among upcoming graduates and current company applicants
- Helping mentees polish networking skills that could build professional relationships with prospects within the industry
- Your insights could shape an ideal candidate and contribution for the industry – potentially a professional colleague in the workplace someday!





# MILESTONES

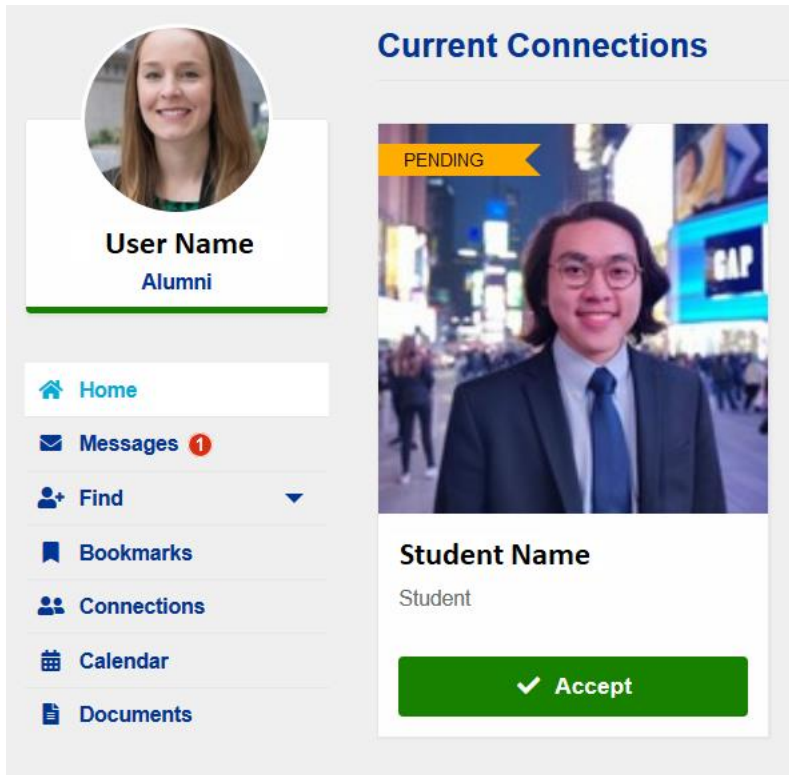
The Mentor Match system provides 4 milestones to users that essentially outline what minimal steps to take over time during interactions:

- 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.

# WHEN REQUESTED TO BE A MENTOR

1. You will receive an email notification that you have been requested by a student to connect.
2. Once you are logged in to the system, you are able to accept the request from your homepage.



3. A message will be sent from the system when the student requests you. You are able to respond through the system to discuss how you both prefer to connect moving forward.



# HOW TO “END” THE MENTORSHIP

When you and your mentee 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](mailto:JMD234@pitt.edu), and feel free to complete the end-point survey through the platform.

**Disclaimer:** If your mentee seems overly distressed, it is important to help them identify available resources. Empathy and encouragement are key in helping students connect with appropriate campus and community resources.

If you believe your mentee is in danger and/or needs immediate support, please contact 911 or Pitt Police at 412-624-2121. For crisis or urgent concerns, you may contact the University Counseling Center (UCC) 24/7, weekdays, evenings, and holidays at 412-648-7930. For Sexual Assault Response, please call 412-648-7856. You may also contact Resolve, 24/7, at 1-888-796-8226 or UPMC Western Psychiatric Hospital, 412-624-1000 or toll free 1-877-624-4100.

If your mentee is not in immediate danger but you are concerned for their well-being, encourage them to contact the University Counseling Center (UCC). During modified university operations—including emergency, guarded or other reduced operation status, students can contact the UCC at 412-648-7930 (24/7) to receive assistance and support. For the most up to date information about UCC’s operation status and services provided, please visit UCC’s website: <http://www.studentaffairs.pitt.edu/cc>. During normal University operating status, you can encourage your mentee to either contact the UCC at 412-648-7930 or you can accompany your mentee to UCC’s main location (Student Wellness Center – Nordenberg Hall) during business hours: Monday-Friday, 8:30am-5pm.

Please reference the Campus Resources pages for important resources and phone numbers that could also be of assistance for the student (NEXT PAGE).

We thank you for your meaningful engagement with your mentee. You are making a huge impact yourself, as a mentor, by contributing to their achievements. Just by keeping this list of campus resources available could make a huge difference for the student in the near future.

# 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

**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



University of  
Pittsburgh

College of  
Business Administration

**WE THANK YOU FOR YOUR  
PARTICIPATION!**

Please feel free to forward any feedback you have for any of your interactions to [JMD234@pitt.edu](mailto:JMD234@pitt.edu) so that we can feature you in our 'Mentor Match Mondays' newsletters!