



MENTOR GUIDELINES

GENERAL RULES

- 1.Virtual communication should only take place via MentorPlace. Please do not share your work or personal email addresses, or home or cell phone numbers, with mentees. In the event you do receive an email from a student, please respond through MentorPlace.
- 2.Social networking is prohibited. Please do not "friend" your mentees on Facebook, Twitter, LinkedIn, etc.
- 3.If there is a discipline issue with a student, please notify the appropriate contact (liaison, teacher, or administrator).
- 4.Avoid situations where you could be alone with a student. If possible, have at least one additional adult with you at all times.
- 5.If you believe there is something concerning in a communication, written or verbal, please bring it to the attention of the IBM Liaison.
- 6.Be a coach when it comes to working with your mentee on professionalism. Try to sandwich your feedback on growth areas. One good, one growth area, one good

MENTORPLACE COMMUNICATIONS

- 1.Be respectful of your mentees and their communication/personality styles. Ask if there



is a way to accommodate them in the way you communicate.

2. Use mixed upper- and lower-case letters. Avoid using control characters or special keys.
3. Include all or parts of a mail message to which you are replying.
4. Do not use words others might find offensive, and avoid personal attacks or name calling.
5. Do not participate in conversations that would not be acceptable to the parents of your mentee and/or staff. Remember that program participants are minors!
6. Do not engage in conversations that you are not comfortable with. Immediately report offensive or troubling MentorPlace messages that you receive to a teacher, administrator, or the liaison.
7. Take advantage of the spell check feature.
8. Review what you've written BEFORE you send it.
9. Share college experiences with new participants and give college and career transition advice based on these experiences.
10. Mentor younger participants to make sure all participants stay active and etiquette rules are followed, mainly by setting a good example.



WHO?

You and your student mentee, with direction from your IBM Mentorplace program manager and your student's teacher.

WHAT?

You and your student mentee will be working together online on interesting and fun activities. Your IBM Mentorplace program manager, with the assistance of the student's teacher, will tell you what activities to work on and when to work on them.

You and your student can also correspond about other topics - what you did over the weekend, careers, after-school activities, etc.

Please remember to have reasonable expectations. Even if you are receiving minimal communication, your student may be appreciating and learning more from your online relationship than you realize.

Never give advice to a student on issues that are best handled by school personnel or parents or guardians. If you receive a message from your student on an issue of concern - such as suicide, depression, substance abuse, pregnancy, harassment - immediately contact your IBM Mentorplace program manager, who will bring the message to the immediate attention of the appropriate school personnel.

P>TECH

WHEN?

You are expected to write every other week without fail for the duration of the program. Even in the midst of a critical work assignment, you can find time to write to your student.

Here's a helpful hint: Add a repeating reminder to your calendar so you will remember to write your student. Your Mentorplace program coordinator will let you know when your student has access to a computer so you can have a message waiting.

WHERE?

All communication between the mentor and student is electronic. At no time should you meet your student outside of school. Don't share your address or phone number. IBM and its school partner will provide structured opportunities for face-to-face meetings in an appropriate setting. If your student mentee invites you to meet outside the program, politely decline and remind your student that this program is about online communication, and that you enjoy working together via the Internet.



WHY?

Not only does Mentorplace provide you with a convenient opportunity to volunteer, it also brings the satisfaction of knowing that you are making a difference in the life of a child. If for any reason you can no longer participate in the program, contact your IBM Mentorplace program manager immediately.

Above all, have fun!

Thank you for your commitment to the IBM P-TECH Program!