

# Cloud Coach Mentor Guide

Strengthening student motivation to succeed in school and beyond

## CLOUD COACH OVERVIEW

BestPrep's newest program Cloud Coach is an expansion of its successful email mentoring program, eMentors. eMentors, a one-on-one emailing experience, is a platform for students to explore careers, identify workplace skills, and practice professional communication.

Building on the infrastructure of eMentors, Cloud Coach empowers students to:

- Develop a relationship with a mentor that emphasizes motivation and effort as success factors
- Think Forward to identify aspirations and related career interests
- Act Now to be on track to graduate and achieve further goals

Mentors receive an online video training. Companies are also encouraged to host an optional virtual training facilitated by BestPrep.

## MENTOR COMMITMENT

Mentors send one message a week. Each message is inspired by a Gateway Prompt. Mentors are expected to send their message by a pre-set deadline. Students and mentors commit to eight message exchanges and one live, virtual event called the Virtual Cloud Summit.

## GATEWAY PROMPTS

Gateway Prompts provide the structure for the weekly messages. Each week, mentors will reflect on the previous topic and introduce the new one. All information pertaining to the Gateway Prompts and associated research are provided at the start of the program.

## SAMPLE GATEWAY PROMPTS

- Personal Interests
- Future Aspirations
- Importance of School
- Goal-Setting
- Your Personal Brand

## VIRTUAL CLOUD SUMMIT

Typically, students visit their mentor's company in-person for 2 to 2.5 hours halfway through the program for an event called the Cloud Summit. This year, the Cloud Summit will be taking place virtually. Mentors and students will have an opportunity to connect, participate in engaging activities, listen to a company speaker, and experience a virtual tour. Please reserve the time and date on your calendar once notified.



## PROGRAM BOUNDARIES

Please keep in mind the following restrictions:

- Cloud Coach is a school based program; all activities take place at the school or the employer site and are supervised by school or program staff.
- The primary activity is the exchange of messages. Therefore, limit personal contact to the face-to-face meeting arranged by the program. All communication with students ceases upon the conclusion of the program.

The following are not permitted in the Cloud Coach program:

- A request to borrow something
- An invitation to an outing or social event, including other school events
- The use of personal email accounts or alternate means of communication
- A request for contact outside the program parameters
- Sharing any personal contact information
- A request to join a participant's social network
- Rude or disrespectful statements
- Giving gifts to individual students; should the company choose, giving a small gift to every student is acceptable

## DIVERSITY

Through Cloud Coach you may have the opportunity to connect with and meet students from different backgrounds and cultures other than your own. The success of Cloud Coach depends on many factors, but foremost among them is your ability to be trusted by your assigned student. Being sensitive, understanding, and validating of their stage in life and unique situations helps students feel comfortable and the experience be successful.



## MAKING THE MOST OF CLOUD COACH

- Follow through on your commitment. Keep on schedule with your weekly messages.
- Utilize the Gateway Prompts. Take full advantage of the research to craft meaningful messages.
- Make every effort to attend the Virtual Cloud Summit. Inform your coordinator if you can't be there.
- Connect with BestPrep staff if you have any questions or concerns.
- Inform BestPrep and your company coordinator if you cannot continue with the program.

## NEXT STEPS

- Watch the online training video: <https://bestprep.org/cloud-coach-volunteers/resources/>
- Complete the online volunteer agreement form (included in BestPrep's Kick-off Message)
- Attend the virtual training for Cloud Coach if your company has provided one
- Arrange your schedule to participate in the Virtual Cloud Summit

**Thank you for making a commitment to impact the lives of Minnesota youth!  
With your help, we will inspire students to succeed in school and beyond!**

