cloud.coach

Frequently Asked Questions (FAQs)

Cloud Coach Program

What is Cloud Coach?
Cloud Coach in an online mentoring program developed by a nonprofit organization in Minnesota called BestPrep. BestPrep partners with Minneapolis and St. Paul Public Schools and local businesses to make the Cloud Coach program happen. Most, if not all, of the students in your grade will participate in Cloud Coach this year. Your school will partner with 1 to 3 companies so that every student will have their own mentor. As a student, you will connect with a caring business professional at a Minnesota company for 8 weeks in a row. Each week, your mentor will write you one message and you will send your mentor one reply message using BestPrep's online portal. You and your mentor might talk about your interests and hobbies, explore possible career paths, set achievable goals, improve your writing skills, and discuss strategies for overcoming obstacles. Cloud Coach is a program developed for YOU; to help you with whatever path you imagine for your future.

When will I know my mentor's name?
You will receive your mentor's full name and where they work when your mentor sends you the first message. Every message after that will include their first name,

Is this a graded assignment?
Yes. Your teacher will provide you with more details about the grading process.

What if my mentor gets a new job at a different company?
If your mentor leaves the company they're volunteering through, they unfortunately won't be able to participate any longer. While it is hard to no longer hear from them, you will be connected with a new mentor who is just as excited to get to know you!

Can I still write messages to my mentor after the program concludes?
No. The message portal closes upon the conclusion of the program. Students and mentors are not allowed to connect with one another after the 8-week program is over.

Am I writing to an actual person?
Yes! You have been paired up with a working professional at a Minnesota company. They are a real person, not a bot! They are interested in getting to know you and learn more about your dreams and aspirations.

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Writing Messages

Who sends the first message?
Your mentor will send the message first each week.

How often will I message my mentor?
Once per week. Your mentor will send one message and you will send one reply message each week. Your teacher will let you know what the assigned day is for you to write, and when the message is due to get points for the assignment.

What do we write about?
You and your mentor might talk about your interests and hobbies, explore possible career paths, set achievable goals, and discuss strategies for overcoming obstacles. Your mentor will tell you about themselves and ask you questions to get to know you.

What if I'm not sure what to say to my mentor?
If you aren't sure what to write about, there are different resources on the Cloud Coach student webpage. You will be able to find example messages and a support video for each week. If you still aren't sure what to write about, reach out to your teacher. They can help clarify the Weekly Topic and guide you in writing your message.

How will I send my message to my mentor?
You will receive an email from Cloud Coach. In this email you will be able to read your mentor's message and click a link to be sent to the online portal. When you are in the online portal, you will write your message into the box titled "Message" and click "Submit" at the bottom of the page.

How do I know if my mentor has written this week?
You will receive an email from Cloud Coach right after your mentor's message passes through the online portal system. If you haven't received an email, then they haven't written yet. Make sure you also check your spam folder to see if the message is there. You could also try searching "Cloud Coach" in your inbox to locate messages.

What if I am unable to write a message on time?
If you know you will be gone in advance, let your teacher know. It is also a good idea to let your mentor know as well. If it is an unexpected absence, let your teacher know as soon as possible. Your teacher will inform BestPrep. Please write to your mentor as soon as you can.

Is it okay to send my mentor articles/links to resources related to what we're discussing?
Yes, you can send links to articles and resources. You are not able to send your mentor any attachments through the portal system.

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What if my mentor didn't send me a message?

If your mentor didn't send you a message, that means they are probably sick or on vacation. It is very rare to not get a message from your mentor. They will write to you as soon as they are able to. In the meantime, you will receive an email from Cloud Coach with the weekly topic and a link to send a message to your mentor. Even if your mentor wasn't able to write to you, we encourage you to send a message to them so you can get points for the assignment. Your message doesn't need to be long.

What if I haven't heard from my mentor for more than 2 weeks?

Contact your teacher. Your teacher will contact BestPrep. BestPrep will look into the situation and get back to your teacher.

Virtual Cloud Summit

Do I get to meet my mentor in person?

You will get to meet your mentor virtually but not in person. You will meet them at the Virtual Cloud Summit.

What is the Virtual Cloud Summit?

The Virtual Cloud Summit is a live, one-hour virtual event. During this one-hour virtual event, you will participate in engaging activities, listen to a company speaker, and meet your mentor. You will receive further details about the Virtual Cloud Summit from your teacher.

What if I am unable to attend the Virtual Cloud Summit?

Please let your teacher know as soon as possible if you will be unable to attend.

What if I still have a question that has not been addressed?

Reach out to your teacher with your question. They will contact BestPrep and get an answer to your question!