

## Educator FAQ's Virtual Connection

### **What is eMentors?**

eMentors is an email mentoring program that offers high school students the opportunity to develop a relationship with a mentor in a professional field. Over the course of eight weeks, students and mentors discuss topics including college and career experience, interviewing skills, workplace etiquette, having a positive attitude, and more. Students and mentors will also complete 2 virtual activities that focus on building the student-mentor relationship and broadening students' knowledge about future career opportunities.

### **Who sends the first message?**

Students! The message exchange is always initiated by students.

### **What do the students and mentors write about?**

You, as the educator, choose a weekly topic for your students to discuss with their mentor. These topics are called Guiding Questions. Examples of Guiding Questions include topics like Choose your Attitude, Career Exploration, Career Skills, and Academic Prep.

### **What is my role on a weekly basis?**

As the educator, we ask that you are checking in with students to make sure they are sending their messages each week and communicate with your BestPrep Coordinator if you have any student adds or drops. Your BestPrep Coordinator will send you a weekly spreadsheet with names of students that have not written. We ask that you follow up with those students to make sure they are writing weekly to their mentor.

### **How do I view/track my students' messages?**

Your BestPrep Coordinator will send you a "Portal Links Spreadsheet" at the beginning of the connection. This allows you to click one link per student to view all of the messages they have sent. Your BestPrep Coordinator will also send you a "Weekly Messages Spreadsheet" once a week so you are able to read the messages for each week as well as view the names of students that have not written yet. You also can be CC'ed on each message that your students send or receive. Reach out to your BestPrep Coordinator if you would like this option!

### **What if one of my students doesn't receive the weekly email from eMentors?**

Reach out to your BestPrep Coordinator. They will double check the student's email and resend the weekly email.

**What if one of my students isn't participating fully in the program?**

If your student isn't participating fully in the program, please reach out to your BestPrep Coordinator. As the educator, you can determine if you would like to drop your student from the program or have them continue.

**How do students know if their mentor has written for a particular week?**

Students will receive an email right after their mentor's message passes through the online portal system. If the student hasn't received an email, then the mentor hasn't written yet. Make sure students also check their spam folder to see if the message is there.

**What if a student hasn't heard from their mentor for more than 2 weeks?**

Contact your BestPrep Coordinator. They will work with the Company Coordinator to determine why the mentor isn't messaging. Your student may be assigned a new mentor who will participate fully in the program.

**What if our schedule changes and my students aren't able to send their messages on time?**

Please reach out to your BestPrep Coordinator to let them know. They will email the company to let them know the mentors will be receiving your students' messages on a different day.

**Do students get to meet their mentor in person?**

No. As the educator, you will pick an additional activity for your students to participate in. This additional activity will help your students get to know their mentors better. Some of the activities involve using FlipGrid to record intro videos or creating a slideshow so students and mentors can see what each other looks like!

**Can students write messages to their mentors after the program concludes?**

No. The message portal closes upon the conclusion of the program.

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

Reach out to your BestPrep coordinator! They are happy to answer any and all questions that you have!