

eMentors Program FAQs

Program

What is the time commitment for mentors?

Mentors are expected to write one message a week for seven weeks. Writing time varies, but messages usually take 10-20 minutes to compose. If your eMentors connection has an in-person or virtual Meet & Greet, mentors are also expected to attend. The overall commitment is approximately 10 hours.

Which grades participate in eMentors?

Any 9th - 12th grade class in Minnesota can participate in eMentors.

My student is interested in a career, and I happen to know someone in that field! Is it okay to connect them so they may talk?

It is outside of the program boundaries for students to connect with anyone other than you. However, we encourage you to talk with your colleagues about any resources or pieces of advice they may have and pass along any information to your student.

What if I can no longer continue with the program?

Let your BestPrep or Company Coordinator know about your change in status as soon as possible. If you leave the company mid-connection, we are unfortunately unable to continue facilitating the mentorship. We will be able to re-match your student with another mentor from your company.

Can I still write messages after the program concludes?

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

Writing Messages

Who sends the first message?

Students. The message exchange is always initiated by students.

What do we write about?

Teachers choose ~7 prompts, or Guiding Questions, to help students shape the content of their messages.

What if I'm not sure what to say to my student?

You may look at our Sample Mentor Messages for ideas on how to start. You can also reach out to your BestPrep Coordinator for assistance.

What if I am on vacation or unable to complete a message on time?

If you cannot write when you are gone, please let your student know when you will be gone and when you will be returning.

Using the Portal

How do I know if my student has written this week?

You will receive a notification email immediately after your student's message passes through our system. Below is a sample of the email you will receive when your student writes you:



Hello, John

You have a new message from your student! You can view it in your BestPrep Mentoring Portal, linked below. Here is a bit of what your student said...

Hello John, This is Karla. I am looking forward to connecting with you for the next couple of weeks through the new portal. As you know, I joined the mentoring team in September 2024, and it has been a great experience thus far. I am excited to learn and get familiarized with the new portal. One thing that I have noticed so far is that the portal still won't save my work until I press submit. This is actually my second time writing my message. I clicked on the other tabs, came back to Week 1, and my text was gone. So quick tip. Use a notepad to write your message to save your work, then copy and paste. Best, Karla Bonilla

[BestPrep Mentoring Portal](#)



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If you do not believe you've received a notification, check your junk/spam folder. If you still do not see an email, then your student likely has not written. If you are still unsure whether or not your student has written, contact your BestPrep coordinator.

What if I haven't heard from my student?

Each week your BestPrep Coordinator is sending a report to the teachers showing which students have not written. The teachers then follow up with those students. If you have not heard from your student in two weeks, please contact your BestPrep Coordinator. They will look into the situation and get back to you.

Is it okay to send my student articles/links to resources related to what we're discussing?

Yes. Please note that some schools block certain websites. Be sure the link you are sending is a reputable resource. Note, you are not able to send your student any attachments through the portal system.

Meet & Greet

Do I get to meet my student in person?

Yes, you will meet your student at the Meet & Greet.

*Some connections might decide not to participate in a Meet & Greet, but this will be determined prior to the start of a connection.

What is the Meet & Greet?

The Meet & Greet is an in-person meeting between mentors and students held at the company location. Mentors usually eat a meal with their students, give their student a tour of the company, and participate in a pre-planned activity and/or a presentation. The Meet & Greet typically lasts sixty to ninety minutes.

What if I am unable to attend the Meet & Greet?

Because of the important relationship-building aspect of the Meet & Greet, we encourage you to make every effort to attend. However, if you have a conflict, notify your BestPrep or Company Coordinator as soon as possible. Also, make sure to let your student know you will not be there. If you have a co-worker who is an eMentors volunteer, please ask if they would be willing to have your student join them during the Meet & Greet. You may also send a co-worker who is not an eMentors volunteer in your place to be paired with your student. Please let your BestPrep Coordinator know if you are sending someone in your place or if another mentor is willing to have your student join them.

Will I know ahead of time if my student is coming to the Meet & Greet?

If we know ahead of time, we will share that with you, but many times we don't know. Some students may have turned in their permission slips but woke up sick the day of the Meet & Greet or didn't come to school. Even if your student can't come, we still encourage you to attend; there will be students whose mentors are unable to attend and will need someone to be paired with.

Can I give a gift to my student?

No. For the sake of fairness, BestPrep does not permit individual gift-giving. However, if a company wants to give a small gift to every student, that is permissible.

Working with your Student

I am matched with an ELL (English Language Learner) student. Would it be better to find a mentor who speaks their native language? I speak their native language, is it OK if I speak that language with them?

Educators have told us that participating in eMentors is a valuable language practice experience

for ELL students. Students have the opportunity to be brave and connect with an adult using the English language, which will help them succeed in school and professional environments. Even if you speak

your student's native language, we ask that you communicate with them in English. If language is a barrier, or you are unsure of how to respond, you can contact your BestPrep Coordinator.

Can I find out if there is something going on with my student who is not writing?

Because of confidentiality, we are not able to share much, but we can still check in with the educator. We will pass on what we can.

What should I do if I receive a message with rude, vulgar, or inappropriate content?

BestPrep's message portal should automatically flag and halt messages with inappropriate content. If you receive something which makes you uncomfortable in any way, please reach out to your BestPrep Coordinator.