

Supporting Services Mentor Program

Frequently Asked Questions

1. When and where do mentoring meetings occur?
 - a. At an agreed upon time and place outside the scheduled duty day.
2. How do I handle numerous requests from mentees?
 - a. Once you have selected a mentee your profile will become inactive.
 - b. A letter/email message will be provided for you to send to other mentees.
 - c. Once your mentee relationship is concluded, you can add your profile back to the mentor site.
3. How will mentees learn about the program?
 - a. A notice will be placed in The Bulletin and a brochure will be provided to support staff. As well, interest meetings will held during the school year.
4. How much time is spent with each mentee?
 - a. How often and for how long is determined by the mentor/mentee agreement. The official relationship requires four (4) hours a month for a maximum 12 months.
5. How many mentees will each mentor receive?
 - a. For the first year mentors will maintain a one-to-one ratio.
6. Is the mentoring program open to all employees?
 - a. The Supporting Services Mentor Program is available for all permanent supporting services employees who are not in PAR or on a special evaluation.
7. How many mentees can a mentor have in one year?
 - a. This may vary depending upon how long each mentoring relationship last.
 - b. Mentors should have no more than one mentee at any one time.
8. Will mentors be evaluated by their mentees?
 - a. Mentors and mentees will provide feedback on the mentoring program and the mentoring relationship.
9. How are mentors paired with mentees?
 - a. Mentees chose mentors from the posted profiles. Mentors and mentees must agree to work together. The mentor coordinator does not choose a mentor for the mentee.
10. What support is available for mentors?
 - a. Mentors may contact Monique Riddick, mentor coordinator, at (301) 353-8556 with any questions or concerns.

11. Do mentors need to include their job title on their profiles?
 - a. Mentors should include their current and previous job titles on their profiles where appropriate. This will help mentees in their selection process.
12. Will mentors be paid if they are not selected by a mentee?
 - a. Mentors will only be paid if they meet with a mentee and submit the mentor log each month.
13. Will there be a communication folder for mentors to access for support?
 - a. This has not been established to date.
14. What if a mentor is not selected?
 - a. The mentor can choose to exit the program at any time.
15. Can the mentee use his/her evaluation as approval to participate in the mentor program?
 - a. A mentee may only participate if the official Request for Mentor Service form has been signed.
16. Will mentee's complete a pre-qualification questionnaire or survey?
 - a. Mentees will submit a Request for Mentor form which includes their information and reason for requesting a mentor.
17. Will mentors be paid for mileage?
 - a. No.
18. What information about mentors will be posted on line?
 - a. Each mentor will post a mentor profile on the Outlook Supporting Services Mentoring Program conference folder. The information can only be accessed through MCPS Outlook. The profile includes the mentors job experience, availability, skills, and information related to what they bring to a mentoring relationship.
19. How will the mentor be paid?
 - a. The mentor will be paid \$15 per hour for 4 hours of contact with the mentee each month. In order to receive the monthly payment, the mentor must submit a mentor log each month.
20. Who is the Mentor Coordinator?
 - a. Monique Riddick
21. The mentee who wants to work with me works a different shift. How can we be matched if we cannot find the time to meet?
 - a. If a mentor and mentee cannot work out a time and place to meet, the mentee needs to seek a different mentor.

22. What does a mentor do?
- a. Here are examples of what a mentor might do:
 - Meet for the first time; discuss roles and responsibilities
 - Create a mentoring agreement (identify goals for our work together)
 - Review expectations of performance (core competencies)
 - Assist in building self-confidence
 - Discuss enhancing professional behavior
 - Engage in problem solving
 - Offer personal examples of how to deal with workplace challenges
 - Explain the importance of people's jobs
 - Encourage risk-taking
 - Explore alternatives to negative behaviors and attitudes
 - Share career information
 - Assist with career development
 - Suggest ways to excel
 - Suggest ways to enhance visibility
 - Explain how the organization works
 - Provide introductions to key personnel
23. How much time will it take to submit a mentor log?
- a. It should take only minutes to complete a monthly log.
24. Will the mentors meet quarterly or monthly to share information?
- a. That will be determined by the needs of the mentors.
25. Will there be a survey for mentees?
- a. Yes.
26. How can mentee access mentor information if they do not have a computer?
- a. The only way to access mentor information is through Outlook. Mentees can call the HELP DESK at 301-517-5800 to obtain their user name and password. If mentees do not know how to use a computer they should call Linda Gray at 301-353-8556 and request to attend the Working with Windows computer class.
27. Why would someone want a mentor?
- a. The mentoring program is designed to help both new employees and existing staff to excel in their roles, access training and development experiences, or prepare for career development. Here are some examples of reasons a person might request a mentor.
 - An employee may have just received his/her permanent status as an MCPS employee. He/She may seek a mentor to help identify training and development activities that will help him/her become excellent at his/her job.

- An employee may have transferred from a school-based position to one in central office. It may be helpful to have a mentor to assist in making the transition.
- An employee may be interested in changing positions. For example, a bus operator may wish to become a paraeducator. A mentor may help the bus operator identify the necessary steps to take to become qualified for the paraeducator position.
- An employee may have applied for various jobs within MCPS without being selected. The employee may want help to develop resume writing and interviewing skills. Working with a mentor may help the employee identify ways to become a more attractive candidate.
- A 10-month employee may wish to acquire a 12-month position in the system. A mentor may help the employee explore the employment possibilities available and the training and education needed to become a qualified candidate.

28. How does an employee qualify to get a mentor?

- a. To qualify to have a mentor, mentees must be permanent employees who is meeting all seven of the core competencies.

29. How does the mentor selection work?

- a. Mentees choose a mentor from the available mentor profiles on the Supporting Services Mentoring Program conference folder on Outlook based on the information provided on the profile. The mentee then contacts the mentor to request a meeting. At the meeting the mentee and mentor decide whether this is a good match for meeting the mentee's goals. This is a joint decision. If the mentee and mentor agree to work together, the mentor will move his/her profile to the unavailable mentor folder and send the mentee request form and mentee/mentor agreement form to the Mentor Coordinator.
- b. The mentoring relationship is entirely voluntary and either party may end the relationship for any reason or for no reason without reflecting badly on either party. This is called a no-fault relationship.