



## Alumni mentoring program: Mentor user guide

This document includes:

- [About the program](#)
- [Eligibility](#)
- [How to register and create your profile](#)
- [How to complete your profile or make a change](#)
- [How to accept, reschedule or decline a consultation](#)
- [Sample profile](#)

If you have any questions or need further information, please contact [mentoring@sydney.edu.au](mailto:mentoring@sydney.edu.au)

### About the program

The alumni mentoring program facilitates career conversations via an online platform through one-on-one career consultations, resume critiques and mock interviews between University of Sydney graduates and alumni across all disciplines.

#### What are the benefits of being a mentor?

- Personal satisfaction and fulfilment through helping others.
- Develop your interpersonal and leadership skills.
- Opportunity to reflect on and appreciate your own achievements.
- Network and expand your contacts.
- Refresh and challenge your thinking and attitudes through conversations with new graduates.
- Gain insight into the emerging talent and new knowledge entering your professional field.
- Enhance your resume or LinkedIn profile with voluntary mentoring experience.

#### Eligibility

To participate as a mentor, it is recommended:

- You are a University of Sydney graduate.
- You are currently employed and have five to ten years experience in the workforce.
- You are willing to share your time and skills to assist graduates to transition from university to industry.

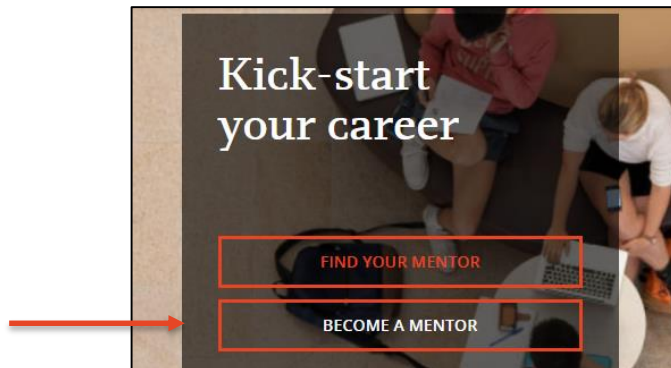
By participating in the program, mentors agree to:

- Maintain a professional and ethical working relationship.
- Ensure a safe and supportive environment for each meeting.
- Challenge the mentee appropriately in respect to the attainment of nominated goals.
- Ask questions to encourage clarity and empower the mentee towards a self-directed approach in their growth and development.
- Keep all commitments regarding the scheduling of mentoring contact and meetings.
- Be open, honest and respectful in all communications with the mentee.
- Provide advice where necessary and assist with devising a career development strategy where appropriate.
- Recognise your own professional boundaries and limits to expertise and knowledge and refer the mentee to other specialists for advice as appropriate.
- Act as a role model, embodying your profession's values and ethical standards.

## How to register and create your profile

To avoid any registration issues, do not leave the platform until your registration is complete.

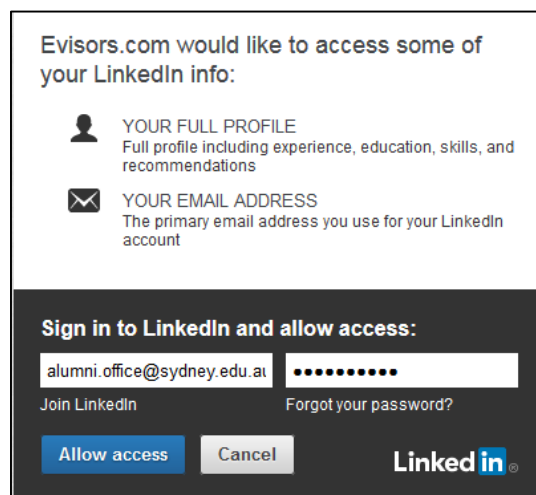
1. Visit our platform website: [mentoring.sydney.edu.au](http://mentoring.sydney.edu.au)
2. Select 'Become a Mentor'



3. Read and agree to the University's [volunteer agreement](#) and [mentoring agreement](#) before registering
4. Registration will take approximately 10 minutes. You can choose to register with your LinkedIn account or email address. We strongly recommend using LinkedIn as you are able to directly import your professional information to help complete your profile, rather than having to manually add in the information if signing up with your email address.

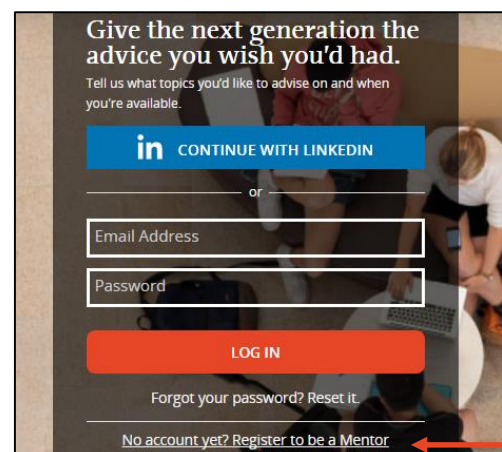
### To sign up with LinkedIn

1. Select 'Continue with LinkedIn' at the registration page.
2. Enter your LinkedIn login details and select 'Allow access.'

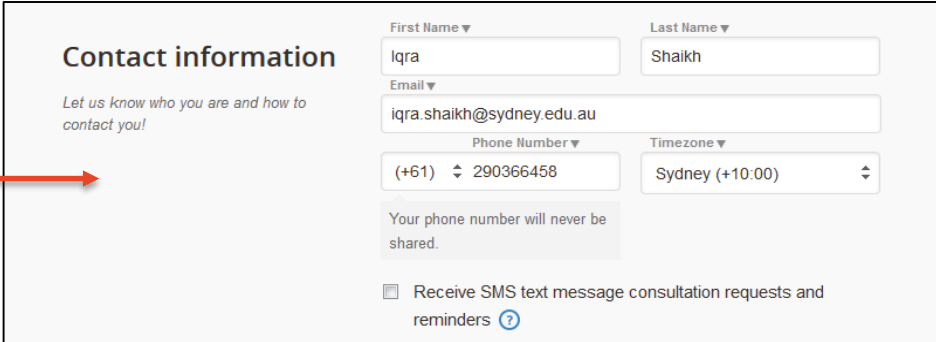


### To sign up using an email address

1. Select 'Register to be a mentor.'



5. Complete the contact information details. Your personal contact information will remain private and will not be shared with mentees or other mentors.



**Contact information**  
*Let us know who you are and how to contact you!*

First Name ▼ Iqra Last Name ▼ Shaikh

Email ▼ iqra.shaikh@sydney.edu.au

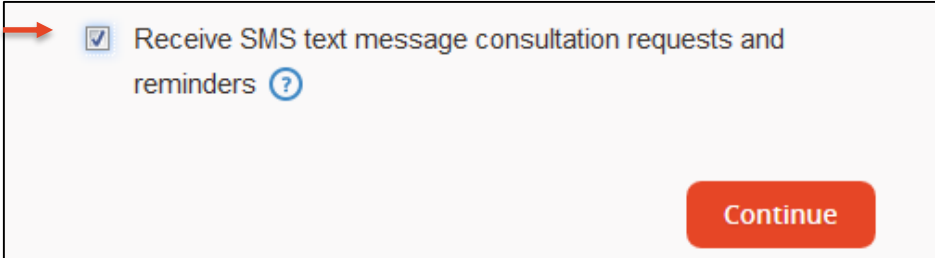
Phone Number ▼ (+61) 290366458 Timezone ▼ Sydney (+10:00)

Your phone number will never be shared.

☐ Receive SMS text message consultation requests and reminders ?

A red arrow points to the left side of the form.

6. To receive consultation requests and reminders via SMS text message on your mobile phone, tick 'Receive SMS text message consultation and requests and reminders'. You can always alter these settings from the 'Settings' option from the dashboard. You will be charged at your normal mobile usage rate for text messages.

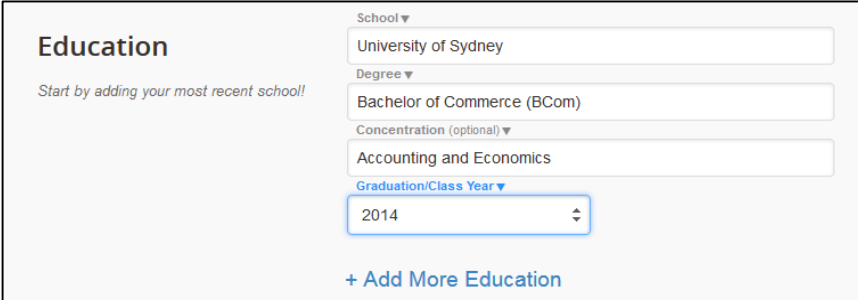


☒ Receive SMS text message consultation requests and reminders ?

Continue

A red arrow points to the checkbox.

7. Include a profession photo of yourself (optional).
8. Add your education details. You can add in your majors/area of focus in the 'Concentration' field.



**Education**  
*Start by adding your most recent school!*

School ▼ University of Sydney

Degree ▼ Bachelor of Commerce (BCom)

Concentration (optional) ▼ Accounting and Economics

Graduation/Class Year ▼ 2014

+ Add More Education

9. Add your work experience. The more detailed your work history is, the more opportunities it will provide our mentees to draw on your expertise.

## Experience

The more extensive your work history, the more consultations you'll get!

Company Name ▾

University of Sydney

Industry ▾

Education Management

Title ▾

Alumni Support Associate

Function ▾

Education

City ▾

Sydney

Country ▾

Australia

Year ▾

2015

to present

☒ I currently work here
 ☐ This is an internship

+ Add New Position

Back

Continue

10. Add your areas of expertise. Mentees can only request consultations based on your area of expertise and the services you offer.

## Expertise

This is the most important part of your profile. Advisees can only request consultations with you that match the expertise (max 3) and services you list here.

Area of Expertise ▾

Project Management

I can offer:

☒ Career Conversations ?
 ☒ Resume Critiques ?
 ☒ Mock Interviews ?

+ Add Area of Expertise

Back

Continue

11. Select how many consultation you wish to provide each calendar month, your profile will be hidden once your slots are full. Each consultation is usually between 30 minutes to an hour.

## Monthly Consultation Limits

At most, how many consultations do you want to do per month?

10


consultations per month

Back

Finish


12. To complete the registration process, verify your email address. Confirmation link will be sent to your email address. You will need to verify your email address to appear in the search results.
13. If you have not received a verification email, check your junk email; alternatively, the platform can resend you the email. If you have not received a verification email within half hour of registering your profile, please contact [support@firsthand.co](mailto:support@firsthand.co).

Your email has not been verified. Check your email, or have us [resend a verification email](#).



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Browse Mentors

 Iqra's Profile

14. Once you have registered on the platform, your profile will be sent to the University of Sydney Program Manager for approval. However your profile will still appear on the platform. Standard approval time is 24 hours.

## How to complete your profile or make a change

- Once you sign into the platform, all the features you need to use/view are available on the overview page. Use the navigation menu on the top, to move through the various components of the website.
  - Overview
  - Consultations
  - Edit Profile
  - View Profile
  - Availability
  - Change Password
  - Settings

**Activity Summary**

📞 Calls Completed	4
✉️ Emails Answered	0
Total Consultations	4
Hours Consulted	2.5

**Cumulative Ratings**

Quality of Advice	9.00
Subject Expertise	8.51
Responsiveness	10.00
Total	8.98

**Profile Optimizer**

	You	Status
Picture?	Yes	✓
Number of Services Offered	6	✓
% of Services with Descriptions	100%	✓
% of Jobs with Office Countries	100%	✓

- To edit the information on your profile, select 'Edit' from the dashboard. We recommend you fill out the summary at the top of your profile as well as filling out details related to the type of consultations you are willing to offer.

**Navigation Bar:** Overview, Consultations, **Edit Profile**, View Profile, Availability, Change Password, Settings, Logout

- To add a summary of your work experience and background, select 'Summarise your background and expertise.'

[Edit Headline](#)

## Alumni Support Associate at University of Sydney

Summarize your background and expertise

Experience
 [+ Add Employer](#)

University of Sydney [Edit](#)

Alumni Support Associate

Describe your work at University of Sydney

2015 - Present

Sydney, Australia

Education
 [+ Add Education](#)

University of Sydney Bachelor of Commerce (BCom) 2014 [Edit](#)

4. A convenient calendar tool allows you to identify when you are available for consultations. This information will be visible to mentees. Mentees can also seek appointments outside of this time, but you are under no obligation to accept.

### Availability

Click and drag to indicate your general availability for phone consultations. These are guidelines only. You may receive requests for other times and can accept, reschedule or reject any request.

Your timezone is currently: [Australia/Sydney](#) [\(edit\)](#)

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
10 am							
11 am							

5. To finalise all the changes, select 'Done Editing.'
6. To return to the overview page, click on your name which appears at the top right corner of the page next to your name; select 'Dashboard.'

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Browse Mentors

Iqra's Profile [Search Mentors...](#)

[Dashboard](#)  
[My Profile](#)  
[Settings](#)  
[Log Out](#)

[Edit Profile](#)

Your profile as it appears live.

## How to accept, reschedule or decline a consultation

1. Consultation notifications are displayed on the overview page. To view the consultations requiring your attention, select 'View Consultations' or you can view all your consultations via the 'Consultations' tab on the dashboard. Each time you receive a consultation request you'll be notified by email.

The screenshot shows the 'Overview' page of a mentor's dashboard. At the top, there's a navigation bar with links: Overview, My Consultations, Edit Profile, View Profile, Availability, Change Password, Settings, and Logout. Below the navigation bar, a yellow banner states 'Action Required. You have at least one item requiring your response.' with a 'View Consultations' button. The main content area is divided into two sections: 'Activity Summary' and 'Profile Optimizer'.

Metric	Value
Calls Completed	4
Emails Answered	0
Total Consultations	4
Hours Consulted	2.5

Metric	Score
Quality of Advice	9.00
Subject Expertise	8.51
Responsiveness	10.00
<b>Total</b>	<b>8.98</b>

Metric	You	Status
Picture?	Yes	✓
Number of Services Offered	6	✓
% of Services with Descriptions	100%	✓
% of Jobs with Office Countries	100%	✓

- To respond to a consultation request, select 'dashboard' next to mentee's name.

The screenshot shows the 'Consultations' page. At the top, there's a navigation bar with links: Overview, Consultations, Edit Profile, View Profile, Availability, Change Password, Settings, and Logout. Below the navigation bar, a yellow banner states 'Please respond to the following consultations.' The main content area is a table with columns: Request Date, Name, Topic, Type, Status, Action Required, and Action Link.

Request Date	Name	Topic	Type	Status	Action Required	Action Link
2016-07-01	Ariane	Career Conversation	Phone	Requested	Accept a meeting time	<a href="#">Dashboard</a>
2016-07-15	Alumni	Career Conversation	Phone	Requested	Accept a meeting time	<a href="#">Dashboard</a>

- Once a mentee contacts you to set up a conversation you can accept/reschedule or decline. There are three ways you can share your expertise. Mentors can choose to be available for:

- Career conversations
- Resume critiques
- Mock interviews

The screenshot shows the 'Consultation with Alumni' page. At the top, it says 'Scheduled for: Not yet scheduled.' with a topic of 'Project Management' and a subject of 'Career Conversation'. Below this, there are buttons for 'Cancel/Decline Meeting' and 'Reschedule'. The main content area is titled '1 Agree on Time' and shows a list of proposed times with 'Accept' buttons. Red arrows point to the 'Accept' buttons for the first three times and the 'Suggest New Times' button.

Alumni has proposed the following times:

- Tue Jul 19 09:00:00 UTC+1000 2016 [Accept](#)
- Tue Jul 19 10:00:00 UTC+1000 2016 [Accept](#)
- Wed Jul 20 13:00:00 UTC+1000 2016 [Accept](#)

[Suggest New Times](#)

[Decline Request](#)

## How to dial in to your consultation

1. Once you have agreed on a consultation time with a mentee, you will receive an email with a conference code and the dial in numbers.
2. If for any reason you need to cancel or reschedule your consultation time, you need to give at least 24 hours notice and the cancellation or rescheduling has to be accepted by the mentee. Sessions cancelled within 24 hours of a session may be reviewed.

Consultation with Alumni

Scheduled for: Tue Jul 19 09:00:00 UTC+1000 2016 ⓘ

Topic: Project Management

Subject: Career Conversation

Meeting in: 3 days, 20 hours, 49 minutes, 9 seconds

[Cancel/Decline Meeting](#) [Reschedule](#)

1 Agree on Time

Your Connection

You

3. To dial in to your consultation, dial the relevant country number and enter the conference code you received via email. For a domestic call, you will be charged domestic fees.

Consultation with Alumni

Scheduled for: Tue Jul 19 09:00:00 UTC+1000 2016 ⓘ

Topic: Project Management

Subject: Career Conversation

Meeting in: 3 days, 20 hours, 56 minutes, 32 seconds

[Cancel/Decline Meeting](#) [Reschedule](#)

1 Agree on Time

2 Prepare

Your consultation is scheduled and ready to go!

Conference number

Conference code: 12834671

• United States	+1 (347) 647-9354
• Australia	+61 3 8658 1248
• Austria	+43 720 116277
• Bahrain	+973 1619 6448
• Belgium	+32 78 48 17 99
• Brazil	+55 11 4935-1055
• Bulgaria	+359 2/491 7980

Meeting Content

[All](#) [Files](#) [Emails](#)

11:47 15/07/2016 (GMT+10)

University of Sydney\_welcome\_signage.docx (23KB)

11:13 15/07/2016 (GMT+10)

Email from Alumni

Dear Jane, I am interested to pursue a c...

[Send File](#) [Send Email](#)

4. To avoid any costs, visit the consultation page on the platform and enter your phone number at the bottom of the page and the system will phone you. You will be able to add your phone number within 10 minutes of the starting time of the consultation.

• Sweden +46 10 884 48 38

• Switzerland +41 43 508 62 47

• United Kingdom +44 1788 422043

Call your number

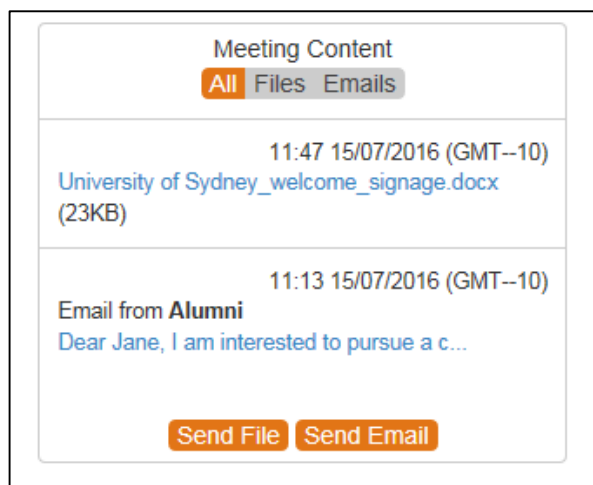
If you'd prefer to have our system call your phone, you will be provided with an interface for requesting a call just before the consultation starts.

3 Meet

4 Feedback

5. While on the consultation page, you can see any emails or attachments from the mentee under the 'Meeting Content' section.






6. If the mentee does not show up for the consultation, you can mark them as a no show in the 'No show' section on the left side of the consultation page.
7. After the completion of your consultation, the mentee will leave feedback for you. To view the feedback, select 'Consultations' from the dashboard and click on 'Completed Consultations'. Feedback and rating from mentees are independent of the University of Sydney. If you would like to provide feedback on the mentee, email [mentoring@sydney.edu.au](mailto:mentoring@sydney.edu.au).

## Sample profile

### Manager, Special Programs at University of Sydney

A strong communicator across a wide range of stakeholders and channels including government, private and philanthropic organisations. A flair for relationship management and project management with over 6 years experience delivering key philanthropic award and scholarships programs such as the Miles Franklin Literary Award.

I'd be very pleased to speak to you about your goals around project management, team management, communications and marketing campaigns.



**Jane Ryan**

Staff

Book a Consultation


#### Experience

University of Sydney Manager, Special Programs	2015 - Present
Perpetual Limited Grant and Research Manager	2014 - 2015
Perpetual Limited Scholarship and Awards Manager	2014
The Trust Company Health and Personal Injury Consultant	2008 - 2010

#### Education

University of Newcastle Bachelor of Arts (BA)

### Services

Management	Marketing	Project Managem...
<p>I've had over five year's experience in managing staff and am still always learning. I'd be very happy to provide any insights I've learnt along the way through on the job learning, advice from my mentors and working through situations.</p>		
<div><div><b>Career Conversation</b></div><div>Book Now</div><div>View my availability</div><div>More about Career Conversations</div></div>		