AMPedNH Connect eMentoring
Mentee Handbook

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Introduction

Welcome!

Under the $20 million TAACCCT-NH grant, the Community College System of New Hampshire (CCSNH) is answering the workforce challenge by better preparing targeted populations for high-wage, high-skill employment in New Hampshire’s vibrant Advanced Manufacturing industry. One piece of this exciting initiative is AMPedNH Connect, a virtual platform for online networking and mentoring.

Through the AMPedNH Connect program, the Community College System of New Hampshire is providing networking and mentoring opportunities hosted by the TurnRight virtual platform. Networking and mentoring are valuable practices that promote success for both the Mentor and Mentee. The virtual platform provides a convenient method to connect students, jobseekers, employers, career success advocates and other Advanced Manufacturing professionals. Members of the mentoring community can log in to seek and offer support, advice, and information anytime and anywhere. All they need is access to the internet.

AMPedNH Connect Community Mission

What if you could start connecting with industry professionals and experts before you start looking for an advanced manufacturing job? What if you could gain real-world advice from industry leaders and experts right now?

Through AMPedNH Connect, you will grow your professional network. You will be engaged in a professional environment that will offer real-world advice,
experiences, and potential internship and job leads through mentoring relationships. You will connect with students across all CCSNH advanced manufacturing programs, and people with real-world, real-working experience in advanced manufacturing. Through AMPedNH Connect, you will have control over your professional future.

There is no cost to join the AMPedNH Connect online community. You will have access to anytime, anywhere information. Are you familiar with LinkedIn? The AMPedNH Connect community is sort of like LinkedIn, but with the CCSNH Advanced Manufacturing student at the center.

**What is the TurnRight platform?**

The AMPedNH Connect community is powered by the TurnRight platform. TurnRight provides an online community engagement platform to connect students, recent graduates, alumni, and professionals for inspiration and career guidance. At the heart of the TurnRight software platform is the “Mentor Cloud” which keeps track of a user’s professional interests, passions, and goals, and connects the user with people who share the same interests. Mentees can create a circle of Mentors who will answer their questions, provide career advice, and potentially connect them with internships and job leads.
Definitions to Get You Started

**Networking:** the exchange of information or services among individuals, groups, or institutions; specifically: the cultivation of productive relationships for employment or business [http://www.merriam-webster.com/dictionary/networking](http://www.merriam-webster.com/dictionary/networking).

**Personal Learning Network (PLN):** the entire collection of people with whom you engage and exchange information, usually online. [http://onceateacher.wordpress.com/2009/05/05/pln-your-personal-learning-network-made-easy/](http://onceateacher.wordpress.com/2009/05/05/pln-your-personal-learning-network-made-easy/)

**Mentor:** a mentor in the AMPedNH Connect community is a professional with experience in advanced manufacturing – be it an employer, employee, graduate, faculty, or academic advisor – who will support and guide advanced manufacturing students.

**Mentee:** a mentee in the AMPedNH Connect community is a student enrolled in an advanced manufacturing program at one of the seven community colleges. This person strives to become a successful advanced manufacturing student and professional, and takes ownership and responsibility for their future.

**Mentoring:** the communication that develops from a trusted relationship between someone who has experience with someone who is seeking advice.

**Community Manager:** these are your AMPedNH Connect hosts. It is their responsibility to create an inviting environment, and highlight conversations, mentors, mentees, and other resources and announcements related to advanced manufacturing.
Benefits of Being a Mentee

For students interested in Advanced Manufacturing, AMPedNH Connect is a social networking tool to connect you with industry professionals. These professionals are working in Advanced Manufacturing jobs and are volunteering to help guide Advanced Manufacturing students who are getting ready to enter the workforce. Students often have many questions when considering their future career options. For example, students may wonder:

What skills and knowledge will I require?

What jobs are in demand?

What are the prospects of growth in certain fields?

These and other questions are important considerations when planning the next step in your career achievement. AMPedNH Connect allows you to create a circle of Mentors who have the experience and knowledge to help answer these questions. You may even receive recommended jobs and internships that match your interests.

By participating in the AMPedNH Connect Community you will:

- Learn more about the advanced manufacturing industry – What’s it really like?
- Discover a variety of specialties within the manufacturing industry
- Give and receive feedback to ideas and questions
- Ask advice from someone who’s been there
- Increased self-confidence
- Learn about other manufacturing programs offered at each of the community colleges
- Increase motivation to excel in school
- Meet students from all 7 CCSNH Colleges who have the same interests
- Learn what type of education and certification employers are requiring to be considered a candidate
- Increased self-confidence
Benefits of Being a Mentee

The AMPedNH Connect community is an extension of your in-class connections. Here you will meet and connect with advanced manufacturing students from all seven colleges. This is really a wonderful opportunity to learn what other colleges are offering and how students enrolled in a CCSNH advanced manufacturing program are gearing up for their futures in the professional world of manufacturing.

Reaching beyond the classroom you will connect with advanced manufacturing professionals, people who have been where you are now and can help answer your questions about where to go next, and how to get there.

These connections are made possible through the nature of an online (eMentoring) community. Without the constraints of time and travel, you can log on anytime and post and find answers to your questions. Engaging in and contributing to the AMPedNH Connect online community will introduce you to people you may have never met in person. Further, you will enhance your 21st Century Skills by learning how to communicate professionally and effectively in an online environment.
Getting Started

Who is eligible to join the AMPedNH Connect community as a mentee?

Any student enrolled in an Advanced Manufacturing program offered from one of the seven Community Colleges (Great Bay CC, Lakes Region CC, Manchester CC, Nashua CC, NHTI, River Valley CC, and White Mountains CC) are eligible to join the AMPedNH Connect community as a mentee.

How do you join the AMPedNH Connect community?

Registration is a simple 3 part process that begins by visiting www.ampednhconnect.com and clicking

1. Choose the registration process that works best for you – LinkedIn, Facebook or Email:

If you have a LinkedIn account, that will be the best option to use because with one click you can bring your entire education and professional information into the AMPedNH Connect community. If you don’t have a LinkedIn account or prefer to use Facebook or email that is fine as well. Just fill out the few required fields on the first page of the registration process.

2. Select your professional interests:

Next, pick up to 3 fields you are interested in. We use this information in the background to connect you with professionals and other students with similar interests. You can always update these interests later by Editing Your Profile.

3. Make sure your information and profile picture are up to date:

Regardless of how you register, make sure your About Me section, picture and resume materials are updated. In fact, if your Profile is not complete or does not have a picture, there is a lower probability that Mentors will take you seriously. Clicking your picture on the top right of the navigation bar will take you to the Profile page. Click on Edit Profile on the top right of the page – this allows you to update your picture, education, job/internships, awards and other activities you want to highlight.
It's as easy as that. Once you're registered, start off right and ask a career related question. Keep it authentic – say what's on your mind. We will make sure the question goes out to people who are best suited to answer it. As the network grows, Follow others whose advice you may want to receive regularly. As you get comfortable with what they have to say, reach out and make a Mentor Me request to begin creating a circle of advisors.

Connecting with Mentors

Who are your mentors?

Supporting the AMPedNH Connect mentoring community are the voluntary mentors. Because of the unique support from professionals who act as career role models, advisors, and share real-world stories and information about advanced manufacturing, learners are more prepared for the real world.

Mentors are not required to log a certain amount of hours in the virtual community, nor will they be required to establish one-on-one mentoring relationships. We feel this mentoring community will thrive through the many-to-many mentoring relationship, which will provide multiple voices, perspectives, and experiences.

Connecting with mentors

If you find someone in AMPedNH Connect you would like to have a detailed conversation with or ask questions 1:1, you can send a Mentor Me request to the person. Once the individual accepts your mentoring request, you can exchange private messages to build a deeper relationship.

When you are writing your mentor request, talk about:

- Your background
- What drew you to their unique experiences
- How they can help you
- Goals you already have
- Where you see yourself in 2-5 years

Be respectful of your mentor’s professionalism, experience, and advice.
Both the mentor and mentee succeed when the mentee acts on the advice of their mentor. Be respectful and professional if your mentor introduces you to one of their colleagues, as this new relationship could contribute to your professional success. Update your mentors with information you think could promote the success of mentoring. For example, educational or professional goals you set and achieve.

In order for the mentoring relationship to thrive, the mentee needs to keep the conversation going and ask questions and clarifications often. Checking in with your mentor(s) indicates to them that you are engaged and committed to the relationship and community.

**What is the importance of being connected to more than one mentor?**

While the AMPedNH Connect community uses a formulation that automatically suggests mentors to connect with, it will be helpful for you to do some “lurking” and find others to follow/connect with on your own.

It is perfectly fine – and can even be helpful – to “lurk” a little. When you first log on to the online community, read other posts and responses, check out how the community is communicating and you will learn the culture of the online community.

Through the connection with multiple mentors, you will find a variety of perspectives and experiences. It is important to consider the opinions, thoughts, and advice that challenge your own perceptions. Experiencing diversity prepares the mentee for accepting differences and learning how to develop one’s own beliefs.

**What should you do if you do not wish to continue a mentoring relationship with a specific mentor?**

If you must end a current mentoring relationship with a person, go back to their Profile and click on Stop Mentoring. However, we encourage you to reach out and explain the reasons to your mentor, first.
Communicating in the AMPedNH Connect Community

An online community thrives on respect and trust between group members. Creating and maintaining a welcoming and trusting environment is something each user in the community should practice. This includes respecting one another’s opinions and accepting views that challenge your own beliefs. You will be able to browse questions and answers posted in the AMPedNH Connect community and engage with a variety of people, ultimately resulting in the growth of your professional learning network.

Remember that you are supporting one another as you each work towards your educational and professional goals. Creating and maintaining a community that accepts free speech while respecting the professionalism of the community is essential. As such, the AMPedNH Connect community will be a place for you to share your ideas, experiences, challenges, and successes. You are encouraged to share information you think others in the community will benefit from – be it a news article, job lead, or internship opportunity!

Best Practices when Communicating Online

- Before you type anything, or hit “Enter” or “Send” in any online communication, consider whether or not you would say the same thing if the person were standing right in front of you.

- Remember that when you communicate online, the words you type leave a footprint. It is likely anything you say online can be traced back to you.

- The AMPedNH Connect community is a community of learners, educators, and professionals. Act and react in this online community as you would if you were in school or in a place of business.
➢ Clear and concise is how you want to be when communicating online. Make your statement – whether it is a question, comment, answer, thought – meaningful. Keep in mind that you want to captivate your audience, not hold them hostage.

➢ Remember that spelling, grammar, punctuation, and tone all count in the written online environment. In online communication you are perceived – at least initially - by nothing else than your written word.

➢ Just as important as spelling, grammar, punctuation, and tone is the content of what you contribute to the online community. Contribute informed content. If you aren’t sure about the credibility of what you share, or if it isn’t “common knowledge”, then don’t post it.

➢ It is expected that you will read and contribute information, advice, and perspectives that may be different than what others share. This is what makes an online community so rich – the multifaceted conversation that develops naturally when people from different “places” come together to share a common interest. Just continue to keep in mind that while it is perfectly fine and even helpful to post something that doesn’t follow “suit”, it is very important to consider how your post will enrich the conversation.

➢ It is helpful to be compassionate and understanding when engaging with an online community. If someone makes a mistake, like posting misinformation or misspelling a word, and it is clear the act was not done in malice, forgive and forget.

➢ If someone posts something that you feel you need to make a strong reaction to, for example something that upsets you or challenges what you have posted, take some time away from the computer and conversation to forget about it. Later, before you come back to the computer, consider what was said and how you will respond. Do not rejoin the conversation until you are sure that what you will “say” is something you would say to the person face-to-face.
 Use descriptive subject headings so other community members can easily determine if they need to read further.

 Overusing the “I agree”, “Me too”, and other two or three words responses that don’t actually contribute any content can be frustrating for community members.

 Although there is no time commitment or requirement in the AMPedNH Connect community, the more frequently you check in with your mentor(s) and peers, the better the professional learning network can serve you.

**What should I do with the conversations that take place?**

 Review your discussions
 Decide if you need clarification on anything
 Develop a plan for follow-through on suggestions/advice made by your mentor
 Update your mentor on your progress and contact with further questions
 Ultimately, remember, you have a role in the development of suggestions and advice you receive!

**What should I do if I find profanity and otherwise unprofessional content on the AMPedNH Connect community?**

Connect with a community manager. If you do not know who your community managers are, please email AMPedNHConnect@ccsnh.edu.

**What should I do if I encounter technical issues using the AMPedNH Connect Community?**

 Please email techsupport@turnright.com. Be sure to include the following information when sending a request for technical support:
  ✓ Your screen name
  ✓ The browser you were using when the technical difficulty occurred
  ✓ What version browser you were using. To find this information please select the “About” tab in your browser’s menu.
  ✓ Describe the action you attempted in the AMPedNH Connect community.
  ✓ Describe the issue.
Ready, Set, Network!

Now that you have read through the handbook, you are ready to join an amazing community of like-minded, motivated, and successful individuals! The more you connect in the AMPedNH Community, the more comfortable you will become with your mentors and peers, and also communicating online. Try not to become discouraged if the advice you receive doesn’t seem to be helpful right this instant. Chances are you will reflect on the advice at some point in your life, when it does become more meaningful.

Each little piece of communication, every connection you make, is a planted seed. With time, effort, patience, and attention, your professional learning network and future will grow and flourish!

Be sure to check back in with this handbook often. On the next page you will find a few more Frequently Asked Questions.

Now, go on with your networking self!

“Don’t say you don’t have enough time. You have exactly the same number of hours per day that were given to Helen Keller, Pasteur, Michaelangelo, Mother Teresea, Leonardo da Vinci, Thomas Jefferson, and Albert Einstein.” –H. Jackson Brown Jr.
FAQs for Students/Mentees

What is the purpose behind the AMPEDNH Connect community?
For students interested in Advanced Manufacturing, AMPEDNH Connect is a great tool to get you connected with industry professionals. These professionals are working in Advanced Manufacturing related jobs and are willing to help guide students who are thinking about careers in Advanced Manufacturing and are getting ready to enter the workforce. Students often have many questions when considering their future career options. For example, students may wonder:

- What skills and knowledge will I require?
- What jobs are in demand?
- What are the prospects of growth in certain fields?

These and other questions are all valid and important questions when planning the next step in your career achievement. AMPEDNH Connect allows you to create a circle of mentors who have the experience and knowledge to help answer these questions. You may even receive recommended jobs and internships that match your interests.

What makes this platform different?
AMPEDNH Connect, powered by TurnRight, takes the time to learn your professional interests and recommend the right professionals and thought leaders you can connect with. Unlike other networks where professionals are trying to connect with each other, the professionals in AMPEDNH Connect are here to help students.

I notice several options to register. Which one should I choose?
- **Registering with LinkedIn or Facebook:** The advantage of registering through Facebook and LinkedIn is that it minimizes you having to enter your work history and professional information. Through one click you can bring in your educational background and professional experience into TurnRight. Overall, we recommend Linked-in due to the professional nature of what they have to offer. If you don’t have a Linked-in account, we offer Facebook as another quick way to connect.
- **Registering with Email:** If you don’t have a LinkedIn account or don’t have detailed education and work experience entered in Facebook, it is easy to register with an email account. It only takes 2 minutes.
Who can see me on AMPEDNH Connect?
When you register, you are visible to any member of the AMPEDNH Connect community. They can find you by going to the Search field and enter your name, or your picture may come up when they enter professional interests or keywords that are in your Profile. When you ask a question within this Community, people who are Following you will see it. The question will also be sent to a group of people with similar interests who can help answer it.

How do Recommendations work within this Community?
The TurnRight platform which powers AMPEDNH Connect matches you with mentors and thought leaders based on your professional interests. When you select your areas of study or interests during registration, the recommendation engine determines the best connections and jobs for you. It is easy to update your interests – click on your picture in the top right, then click on Edit Profile and then click on the update link next to Professional Interests.

How does Mentoring work?
If you find someone in AMPEDNH Connect you would like to have a detailed conversation with or ask questions 1:1, you can send a "Mentor Me" request to the person. Once the individual accepts your mentoring request, you can exchange private messages to build a deeper relationship.

Why do I have to write a reason to request someone to be a mentor?
Research shows that mentoring relationships are more effective when they have a pre-defined purpose. Once your mentor accepts, it is up to you two to determine if that initial objective will hold, but some rigorous thought is a good start for a meaningful mentoring relationship—this isn't a simple Facebook friend request!

I am a student looking for some career advice but too scared to reach out to this professional who has done a lot of amazing things and looks super busy! What should I do?
You can start by reading about the professional’s background as well as some of their Conversations within AMPEDNH Connect so you can get a sense for how they interact with this community.

If you feel that this individual’s advice would really help you, take the plunge and send them a "Mentor Me" request. The fact that this professional is a part of the AMPEDNH Connect community means that they want to give back and help students like you. Remember, they were once in your shoes too! So, seize
the opportunity.

When you are writing your mentor request, talk about:
➢ Your background
➢ What drew you to their unique experiences
➢ How they can help you

Before you make a mentor request, make sure your Profile information is complete so that the professional will know who they are connecting with. If you don’t fill in your Profile, people in the mentor community may not choose to connect with you because they cannot see any background information about you.

Let your passion show through and be willing to learn, but don’t forget that you can teach others a thing or two as well.

Can I end a mentoring relationship?
Absolutely. If you must end a current mentoring relationship with a person, go back to their Profile and click on Stop Mentoring. However, we encourage you to reach out and explain the reasons to your mentor, first.

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