



JUMP

Mentor Training Manual

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INTRODUCTION

The Jacobs Undergraduate Mentoring Program (JUMP) is an IDEA Engineering Student Center mentoring program that aims to connect undergraduate and graduate students, alumni, and industry. Our main goal is to provide JUMP participants with a sense of connection, access, and encouragement. This goal is accomplished through the formation of mentorship groups that consist of lowerclassmen, upperclassmen, and graduate students, and holding mentor/alumni and industry-led workshops and events. In 2021, we are introducing an online network to further help JUMP participants connect with their peers.

We encourage JUMP Mentors to embrace the role of a mentor and support students in their journey through our various activities. One key aspect of JUMP is that we give everyone an opportunity to share information about their interests, background, struggles, goals, and achievements freely. Think of the journey you have taken to get where you are and the one that an undergraduate student is about to take. Your experience is valuable to those just starting their journey, and most of the time they don't understand just how valuable you are. Share your truths and embolden others to take action.

While we primarily serve first-generation students, JUMP strives to foster community among diverse groups of students. As a mentor, knowing about your mentee's background can be critical when understanding the type of help they might need. First-generation students may be unfamiliar with campus life and navigating academic opportunities. As a mentor, it is not expected that you know all of the answers but it is important for mentors to take initiative in connecting with their mentees and guiding them through the challenges that come with being a college student.

The success of our program is dependent on the participation of our JUMP cohort and the efforts of our coordinators. Therefore, a large part of planning and ensuring that students are benefiting from participating in JUMP goes into making events intentional. As a JUMP mentor you play an important role in fostering community within your mentoring group and this is no easy task. Please understand that the mentorship role is a time commitment and that mentees may depend on your guidance to overcome challenges. This manual is designed to help you tackle some of the most challenging parts that come with mentorship and offer resources that you as a mentor may find valuable.

OUR MISSION

The Jacobs Undergraduate Mentoring Program is a community of engineering students (both undergraduate and graduate) and alumni, who provide support, advice, guidance, and experience to all members. A large focus of the program is providing undergraduates with guidance as they transition from high school or community college to UC San Diego. In addition, the program provides opportunities for upperclassmen and graduate students to network with alumni and industry representatives.

A large portion of our undergraduate cohort is first-generation college students. Students with little to no exposure to higher education need guidance with navigating college life, picking up career skills such as networking, and taking advantage of the opportunities offered at UC San Diego. With the help of our JUMP Mentors and alumni, we aim to give undergraduates the opportunity to gain the following:

- Grow their technical skills.
- Be exposed to career opportunities available in their field.
- Learn about the resources available to them at UC San Diego.
- Gain knowledge about applying to graduate programs.
- Learn about how they can enrich their undergraduate experience by joining research groups, applying to summer internships, or joining a project team on campus.
- Gain networking skills.

MENTOR EXPECTATIONS

As leaders, we expect JUMP Mentors to bridge the gap between the effort put forth by the coordinators to foster community and the eagerness from mentees to receive mentorship. This is no easy task and it requires that mentors are committed to JUMP's mission. Therefore, we have created expectations for mentors that we believe will work to nurture your mentee's interests, goals, and aspirations while strengthening the legacy of JUMP.

Please read these expectations thoroughly and think about how they could impact your mentees.

1. Mentors are expected to hold quarterly meetings with their small group of mentees. Please follow up this meeting a few days/weeks after with an email check-in for updates on what you all discussed during your group meeting, especially if your mentees talked about accomplishing a task. The email check-in can be addressed to the whole group or you can personalize an email to each one of your mentees.
2. Mentors must attend at least one JUMP large event per quarter. We will be holding about 3-4 events that vary thematically from professional to social functions.
3. All mentors are expected to lead a small-group, major or community workshop, or JUMP event during the academic year. This includes attending and running the event with the support of a JUMP Coordinator.
 - A. Events will range from pre-existing activities or programs the mentor feels can be of benefit to mentees. These events should aim to give mentees valuable skills or knowledge. Some examples of such activities include mock interviews, lab tours, or technical skill workshops.
 - B. Collaboration on these events is encouraged since it gives mentees the opportunity to meet other mentors and network.
4. All mentors must participate in quarterly check-ins that will be conducted electronically. Through these check-ins, coordinators can get an idea of the techniques that are working for the benefit of all JUMP participants, learn about the mentor's experience, and any areas of improvement within the program. Even if things are going great, we would love to know and learn the techniques that are working for you.
5. All mentors are expected to engage with their mentorship group through online or in-person meetings and/or emails.
6. Mentorship is a time commitment. We expect mentors to commit to being involved 2-3 hours a quarter as part of the JUMP community agreement.

COMMUNICATION

Communicating with your mentees can be tricky sometimes, especially if you are experiencing a low response rate. Hopefully this guide will help you approach the question: "What steps would you take if your mentee becomes unresponsive to emails and communications?"

1. Make Yourself Approachable

In order to establish good communication with your mentees, you first need to secure an accessible, more personal, laid back means of communicating. Emails are great if you already know your mentees will always check their emails, but that might not always be the case. Instead, create a Facebook group, Slack or text group chat.

Also, put yourself in their shoes. Think about how intimidating it might be for a first year to be paired up with a graduate student. While you want to be a guide, teacher, and a resource, you also want to be amicable towards your group. That is how you will be able to help your mentees beyond the scope of academics.

Share personal experiences. Share some of your mistakes. And remember, it takes time. Winter and Spring Quarters usually are the most overwhelming for undergraduate students and they start to disconnect. Be patient, persistent and positive in your approach.

2. Give Personal Space

The JUMP program focuses on the growth of its members through mentorship. It is not required for graduate mentors to have to investigate the whereabouts of their mentees if they are not communicating. This means that you do not need to contact friends, family, professors, or the police if your mentee is not responding. Remember that college offers certain freedoms for growth and development, and you do not want to take such freedoms away from your mentee. If your mentee feels comfortable, they will share with you what has kept them busy or challenges they have faced; that is why making yourself approachable from the start is so important (and sharing your personal mistakes and failures normalizes and validates their experiences, so they do not feel alone).

3. Understand Your Group

From the first day you meet your mentees, you should be getting to know them. Get to know what they are interested in, what their priorities are, or what their major insecurities about college are. This will help you plan your meetings with mentees, how to best contact them, and use what you know about your group to keep them interested in the great things you have to offer. In addition, the sooner you create a sense of community within your group, the better.

Now the Good Stuff: Reaching Out

When contacting your mentee, it is good to keep some things in mind: try to understand why they may be unresponsive (e.g. finals or midterms season). Show that you care, and remember that “you get what you put into it.”

1. It can be hard for freshmen to adjust to college. The quarter system priorities change quickly, and it can be hard to keep up. When you contact your mentee, acknowledge these common struggles.
2. Participating in JUMP is not a job or obligation, however, it is a commitment that both mentors and mentees make. Show that you are committed to your mentees by giving them opportunities to learn from you. Mentors are not expected to go above and beyond to cater to their mentees, but to look for opportunities that allow you and your mentee(s) to connect. If you feel comfortable, let them know when they can study with you, have 1:1s with you, or maybe even join you for a gym session (once you get to know your group you will know how to cater specifically to their interests).
3. Yes, being a good mentor is a big commitment. All of the above are just suggestions; there are many different ways that you can encourage your mentee to continue communicating with you. It is up to you to determine how much time you are willing to put into being a mentor beyond the expected 2-3 quarterly hours. Everyone’s got to eat at some point, study, de-stress, or go grocery shopping. If it is hard to get your mentees to make time to meet with you, you can tackle some of these common tasks together. Just remember that it takes time to engage with them.

Sample Emails

Be Intentional:

Hi friend,

I know it’s midterm season so I wanted to check-in and see how things are going. Let me know when you’re free to connect.

Hope the quarter is going well.

Be Specific:

Hey!

Want to grab a cup of coffee at CUPS today/tomorrow? I’m free between 12-2pm.

Be flexible:

Hey there,

I haven’t heard from you in a while (or you missed the last meeting). There’s a JUMP Meeting/Lounge coming up, let’s go! If not, keep me posted on your availability.

Hope to hear from you soon :)

Intentional/Specific/Flexible:

Hey there,

I heard it's midterm season for you all. Wanted to see how things are going, maybe talk about how you're going to tackle your first midterm ever! There is a JUMP event coming up if you want to go together or we can meet for coffee at Audrey's this/next week. I'm usually free between 12-2 if that works for you, if not we can find another time. Also, I have offered your peers to come and join me at Geisel for a study session (I basically live at the place lol). I get there early and get us a pretty big table so there should be plenty of space for all of us.

Hope to meet with you soon!

Non-responsive Mentees

If you have tried various methods to contact a mentee and they continue to not respond, reach out for help. You can contact the JUMP Coordinators at jump@eng.ucsd.edu. Let us know what methods you have tried to contact your mentee - we might have further suggestions or try to contact the mentee ourselves. We are here to support you and the growth of your mentees.

MEETING PLACES

Okay, so you are meeting with your mentees. You try to talk about school, their interests, what they hope to gain through the program, or if they are interested in grad school. Your mentees may all engage in conversation quickly and you will find that time flies when everyone has something to say. On the other hand, your mentees may have little to nothing to share with you, and meeting with them feels like an eternity. This could be a sign of discomfort and it can evolve to awkward interactions with your group in the future. JUMP focuses on establishing community and we want you to form real bonds with your mentees. To accomplish this, we suggest you create a relaxed environment where titles or grade level disparities do not matter.

We have compiled a list of places around campus where you can meet with your mentees that are more casual, unconventional, and may help beat down the barriers that could be intimidating your mentees.

Meeting Places for Mentors/Mentees

The Zone

[The Zone](#) offers free services to students all year round. Take advantage of these services and de-stress while bonding with your mentees.

- Cooking classes
- Tea
- Hang out with the fluffies (therapy dogs)

Picnic by the Bear

- Maybe sitting picnic-style by the Warren Bear might make things more casual for your mentees, and it could help remove the pressures that may be attached to the different roles everyone plays in the program.
- Bring something to sit down on while enjoying a treat from CUPS or ask mentees to bring their own food items.
- You can also picnic at other locations: Library Walk, Warren Mall, or other grass areas.

Sunset Watch

- It's free and it happens everyday! It could also be used as a good opportunity to learn about what your mentees are working towards at the moment.
- Meet and walk to the cliffs / glider port to watch the sunset.
- Maybe guide some meditative questions/statements.

Ocean View Terrace Pizza Night

Not free so do let your mentees know to come prepared to purchase some food.

- Meet and walk together.
- Pizza lines tend to be long so it will provide for an opportunity to continue chatting.
- Hang out with the fluffies (therapy dogs)

Attend a free concert/event

- [Annual Muir Musical](#): free to students
- [Presby Concert Hall](#) holds at least one free concert every quarter.
- Or you can cheer on one of our sports teams at one of their events.
- Get together beforehand and walk together to the location.

Recreational Activities

- Gym, track, pool, rock climbing, or Muir Woods

IMPORTANT CONTACTS

We appreciate your commitment to JUMP. We care about your success as a mentor, and are here to support you. Please feel free to use the contact information posted below if you find that you need extra guidance.

You may reach the JUMP Coordinators via email at jump@eng.ucsd.edu

You may reach the IDEA Engineering Student Center via email at idea@ucsd.edu or phone at (858) 534-6105

ACKNOWLEDGEMENTS

Thank you for committing to our mission and helping support the growth of the JUMP mentee cohort. Being a mentor is a big responsibility and an important one. You will be directly making an impact on someone's journey towards graduate school, industry, academia, or academics.

If you are ever in need of a letter of recommendation for your work with us, our program coordinator would be happy to speak of the work you have done for JUMP on your behalf. Just reach us at the email provided above for more information.

We hope you find this manual useful and we hope you have an enriching experience mentoring undergraduates.