



Parent/Guardian Program Welcome Call

Guide

Introduction

This document provides PMs with talking points to follow when communicating with parents/guardians to introduce them to the iMentor program.

Goals of the call:

- ✓ Begin to get to know the parent/guardian and build a relationship with them
- ✓ Explain the iMentor program and the benefits of their child participating
- ✓ Answer any questions they have about the program

Introduction

- ✓ **Introduce yourself to the parent/guardian**
 - o Share your name and role
 - o Share that you are working with their child this year through the school
 - o Provide a very brief overview of your professional background and expertise
- ✓ **Outline the call**
 - o Confirm it is still a good time to talk
 - o Outline the purpose of the call:
 - In this call, I will go over the big picture of the program and address any questions or concerns you may have.
- ✓ **Get to know the parent/guardian**
 - o Where are they from?
 - o What do they do?
 - o Have they talked to their child about their plans for after high school?
 - o What hopes do they have for their child's future?

Program Overview

- ✓ **Share information about the iMentor program** – Points to cover include:
 - o iMentor is a post-secondary readiness program that uses the power of mentoring as a strategy to support students to and through their pathway after high school. The program serves thousands of students at over 30 high schools across the country.
 - o We have partnered with [SCHOOL NAME] to match all students in the 11th and 12th grade with college-educated mentors solely dedicated to supporting the students' success in high school and through the post-secondary application process.
 - o These are one-to-one, multi-year mentoring relationships. Each mentor supports only one student for the duration of the program.
 - o Our goal is that every student that we serve is prepared to enter and succeed in the pathway of their choosing.

✓ **Explain how the program works** – points to cover include:

- At our partner schools, all students in a participating cohort take an iMentor class once a week. This iMentor class is co-taught by a teacher and me, the Program Manager.
- Share which class the student is in and which teacher you are working with.
- This course is a part of the student's schedule. Through this course, students will communicate online with their mentor once a week on our iMentor platform and they will also meet their mentor once a month. Our events are hosted by iMentor in collaboration with the school.
- Through weekly online communications and monthly in-person meetings, mentee-mentor pairs will work together through the iMentor curriculum, which is focused on building students' post-secondary readiness skills.
- We welcome parents/guardians at our monthly events to meet their student's mentor. Mentors are a resource for schools in terms of going on college visits and supporting career events. Having a college educated professional as a mentor is a part of what it means to go to this school for students.

✓ **Share some information about mentors** – Points to cover include:

- Our mentors come from a variety of backgrounds and a variety of professional fields, but their commonality is that they have all completed a post-secondary education.
- Our mentors are all fingerprinted, go through background checks and complete a rigorous screening interview for additional safety by our team before they are matched with a student.
- Our mentors are also trained and supported on an ongoing basis by our staff.

Discussion (addressing questions/concerns)

✓ **Create space for the parent/guardian to ask any questions/voice any concerns**

- *Do your best to field questions and assuage any concerns the parent/guardian shares, but don't feel pressured to answer a question you aren't confident you have the answer for – feel comfortable saying "I am unsure but will find out and get back to you by [ENTER DEADLINE]."*
- Frequently asked questions include:
 - How do we know the students are safe? What is the screening process like?
 - All mentor applicants go through a rigorous screening process including mentor trainings, interviews, reference checks and background checks. We also monitor all the communication that happens with pairs on our secure platform.
 - How will my child communicate with this mentor?
 - Mentors and mentees write to each other weekly on the iMentor platform around topics provided by iMentor. All communications are written on a secure platform that is monitored by our staff. In addition, mentors and mentees meet at supervised monthly iMentor sponsored events.

Are the matches the same gender?

- Yes. All matches are 1-to-1 with the same gender.

Can we meet the mentor?

- Absolutely! You're welcome to come to any of our events. We can also set up a time to meet your child's mentor in person or speak over the phone.

✓ **Ask the parent/guardian if they have received the consent form from their child:**

- Explain that parent/guardian consent is required for student participation
- Ask if the parent/guardian would be willing to sign the consent form and remind them of the due date for submission
- Confirm the parent/guardian's contact information (email and best number to use for outreach)

Thank You and Next Steps

- ✓ Thank the parent/guardian for their time and confirm any next steps (including timeline) before ending the call