Mentor Expectations & Policy

This document outlines the responsibilities and expectations for all mentors participating in the Guiding Stars Mentorship Program. By joining the program, mentors agree to uphold the following standards in support of our shared mission to provide meaningful academic and personal development opportunities for students.

**Failure to meet these expectations may result in a review of the mentor's participation in the program, with further consequences determined based on the specific situation.*

Attendance and Commitment

- Mentors are expected to attend all scheduled sessions consistently and arrive on time, prepared to engage fully with their student(s).
  Any anticipated absence or delay must be communicated to program staff and the student (or parent/guardian) with at least 24 hours' notice, except in cases of emergency.
  Mentors are expected to adhere to the agreed-upon schedule. Consistency is critical to building trust and ensuring student progress.
- Each mentor is required to meet with at least one student per week. For those mentoring multiple students, it is acceptable to alternate weeks so long as each student receives support at least once every two weeks.
- Repeated unexcused absences (three consecutive missed sessions) may result in a review of the mentor's participation in the program and possible removal.

Communication

- Mentors are expected to maintain a professional, respectful, and supportive relationship with students and their families at all times.
- While fostering rapport and connection is encouraged, mentors must observe appropriate boundaries. All communication should remain respectful and age-appropriate.
- Personal contact information should not be exchanged with students or families. *All* communication should be conducted through Slack.
- Mentors are expected to respond to messages from students, parents, and staff within 24 to 48 hours, except in cases of emergency.
- At least 15 minutes before a session, mentors should remind students by sending a message to the private channel.

Session Preparation and Documentation

- Mentors should come prepared for each session with any necessary materials, notes from previous meetings, and a clear plan for how to support the student's academic and/or personal development goals.
- Mentors should complete a session note or check-in within 24 to 48 hours after each session and provide an update to the student or parent once it is completed.

Program Participation

- If needed, mentors are responsible for logging their service hours independently. The Guiding Stars team will review and verify hours on a monthly basis.
- Mentors are expected to attend any required check-ins or trainings as requested by the Guiding Stars' team.