



Career Advancement
Services
STUDENT SERVICES

SAIT INDUSTRY MENTORSHIP PROGRAM MENTOR GUIDE





“

A mentor is someone
who allows you to see the
hope inside yourself.”

OPRAH WINFREY

Contents

Overview	4	Using My Career Hub	20
What is mentorship?	5	Mentee connection	21
Mentorship is not	5	<i>Updating your mentor application</i>	22
Health, safety and wellness	6	<i>Industry Mentorship dashboard/homepage</i>	23
Making the most of being a mentor	8	<i>View active connections</i>	24
Benefits of mentoring	9	Additional tools and resources	25
What past mentors enjoyed about the program	10	Appendix A – Action plan template	26
Your responsibilities as a mentor	11	Appendix B – Information interview worksheet	27
Confidentiality	12	Appendix C – Elevator pitch tip sheet	31
Tips for being an effective mentor	12	Appendix D – Frequently asked questions	33
Activities you can do with your mentee	14		
Suggested questions to ask your mentee	15		
Process and requirements	16		
A suggested timeline for your 12-week mentorship	17		
Time commitment	18		
Mid-point check in	18		



WELCOME!

Thank you for being a mentor in
SAIT's Industry Mentorship Program.

We hope you'll get a lot out of sharing
your knowledge with a student.

The program is organized by SAIT's Career Advancement Services and runs for 12 weeks
over the Fall and Winter terms.

While this guide provides structure and tips on how to get the most out of your mentoring
partnership, each paired mentor and mentee (student) will communicate, interact and
achieve their learning outcomes and goals differently – in a way which suits you both.



OVERVIEW

What is mentorship?

Mentoring is a professional relationship which involves a more experienced person helping a less experienced person to identify and achieve their goals.

Mentorship can provide students with industry awareness and firsthand knowledge of life in the workforce. It also gives seasoned professionals the opportunity to share their experience and develop their leadership skills.

Mentorship is not...

Mentorship is not tutoring, counselling, job shadowing or making a job offer.

You are here to provide guidance, share your experiences and help coach your mentee as they prepare for their career. So that you're aware of additional supports available to your mentee, SAIT has services and resources available to assist. We encourage students in the program to make use of them.

- [Academic Coaching and Tutoring](#)
- [Student Development and Counselling](#)
- [My Career Hub](#)



Health, safety and wellness

Your health, safety and wellness are our number one priority.

To create and maintain an environment you feel comfortable and confident in, we suggest the following:

- **Set clear boundaries with your mentee.** This can be informing your mentee of topics you don't want to discuss, or determining if you are more comfortable meeting virtually.
- **Contact the Program Coordinator.** If at any time you have questions, please reach out to the Program Coordinator oscar.chavez@sait.ca.





A photograph of three people in a modern office setting. On the left, a Black man with a beard, wearing a yellow polo shirt, is laughing and gesturing with his hands. In the center, a woman wearing a light blue hijab and a beige top is laughing heartily, holding a pair of glasses. On the right, a white man with glasses and a beard, wearing a light blue blazer over a white shirt, is also laughing. They are gathered around a wooden table with a laptop, a small potted plant, and coffee cups. In the background, there is a whiteboard with yellow sticky notes and a window with blinds. The overall atmosphere is positive and collaborative.

MAKING THE MOST OF BEING A MENTOR

Benefits of mentoring

There are a number of benefits to being a mentor to a student.

These include:

- The chance to have a fun and rewarding experience
- An opportunity to make a difference in a student's life by serving as a role model
- Improving your management, leadership and communication skills
- Expanding your professional networks
- Transferring your skills and knowledge
- Learning about current theories taught in post-secondary education.



What past mentors enjoyed about the program



"The potential to make a difference in a student's life and career."



"Sharing my career knowledge and experience and knowing the mentee will be able to apply it to their transition from education to workforce."



"Recognizing that my mentee found my guidance helpful."



"Connecting with an individual who is excited about their future career opportunities."

“

Seeing my mentee grow and develop over a 12-week period.”

Supporting a student in their professional development, especially helping them understand life after school.”

Your responsibilities as a mentor

- Complete the mentorship training by reading through this guide and asking questions as needed.
- Commit to working with your mentee throughout the 12-week program. This includes:
 - Assisting with developing your mentee's action plan (see [Appendix A](#)).
 - Meeting (in person in a public location, by phone, or online) for a minimum of six hours during the program.
- Build and support an effective mentoring relationship:
 - Actively create a supportive and intentional mentoring relationship based on mutual trust, respect and accountability.
 - Be willing to share your professional story including educational and career experiences and your future career aspirations.
 - Practice role model behavior by keeping agreed-upon commitments, being present and practicing active listening.
 - Encourage your mentee to reflect on their experiences by asking thought-provoking questions and help the mentee become more self-aware of their strengths.
 - Seek out opportunities for intentional conversation that supports the professional growth of your mentee.
- Provide objective guidance and feedback based on personal experience:
 - Facilitate your mentee's ability to create and work towards specific learning goals by providing objective feedback and guidance and by sharing lessons learned from your personal experience.

Confidentiality

Confidentiality is an important component of the program.

- **Personal information** – including contact number, email address, ID number, current or future job plans, relationship details, etc. of your mentee are not to be disclosed to anyone.
- **Company information** – your mentee has been told that any company information you share is not to be discussed with anyone unless you have given written consent.
- **Social media** – none of the previously mentioned information along with photos, videos, conversations or any other material is to be shared on any social media platform unless there is written consent from your mentee. This can be in an email or text message. If you are given consent to post about your experience, it must be in good taste and cannot criticize your mentee.

Tips for being an effective mentor

- Make a commitment to the mentoring program
- Show respect and consideration for your mentee
- Be open minded and non-judgmental
- Demonstrate high-level communication skills (particularly listening, questioning and giving constructive feedback)
- Encourage an understanding of career options and outcomes
- Share professional experiences, providing a different view of the matter under discussion
- Show a genuine interest in your mentees' growth and development
- Listen to the mentees' questions and problems
- Provide appropriate and timely advice
- Encourage the exploration of new ideas and innovative thinking.



Activities you can do with your mentee

- Attend a virtual webinar
- Conduct an informational interview. You'll find tips on conducting interviews at [Appendix B](#)
- Invite your mentee to a meeting you are leading/attending
- Share suggestions of books, TV shows, movies, podcasts or Ted Talks
- Share articles of interest
- Skills planning
 - Take a [skills quiz](#) and have your mentee take the quiz too, to discover what skills they already have
 - When sharing the results, point out the skills you have in common
 - If there are skills your mentee is missing, talk about how you use these skills on the job and help your mentee plan ways to develop those skills
 - Help your mentee identify transferable skills they already have and share examples of when you have had to use those skills recently
- Career exploration/career path planning. Check out the government of [Canada's National Occupational Codes](#) website with your mentee.
 - Enter their program/career choice under "job title" and look at all of the possible job titles that come up
 - Let your mentee know if you've ever had similar titles in the past
 - Review the skills and responsibilities listed for each occupational code
- Help your mentee develop their communication and networking skills by having them prepare an elevator pitch and practicing it with you. You'll find an elevator pitch tip sheet at [Appendix C](#).

Suggested questions to ask your mentee

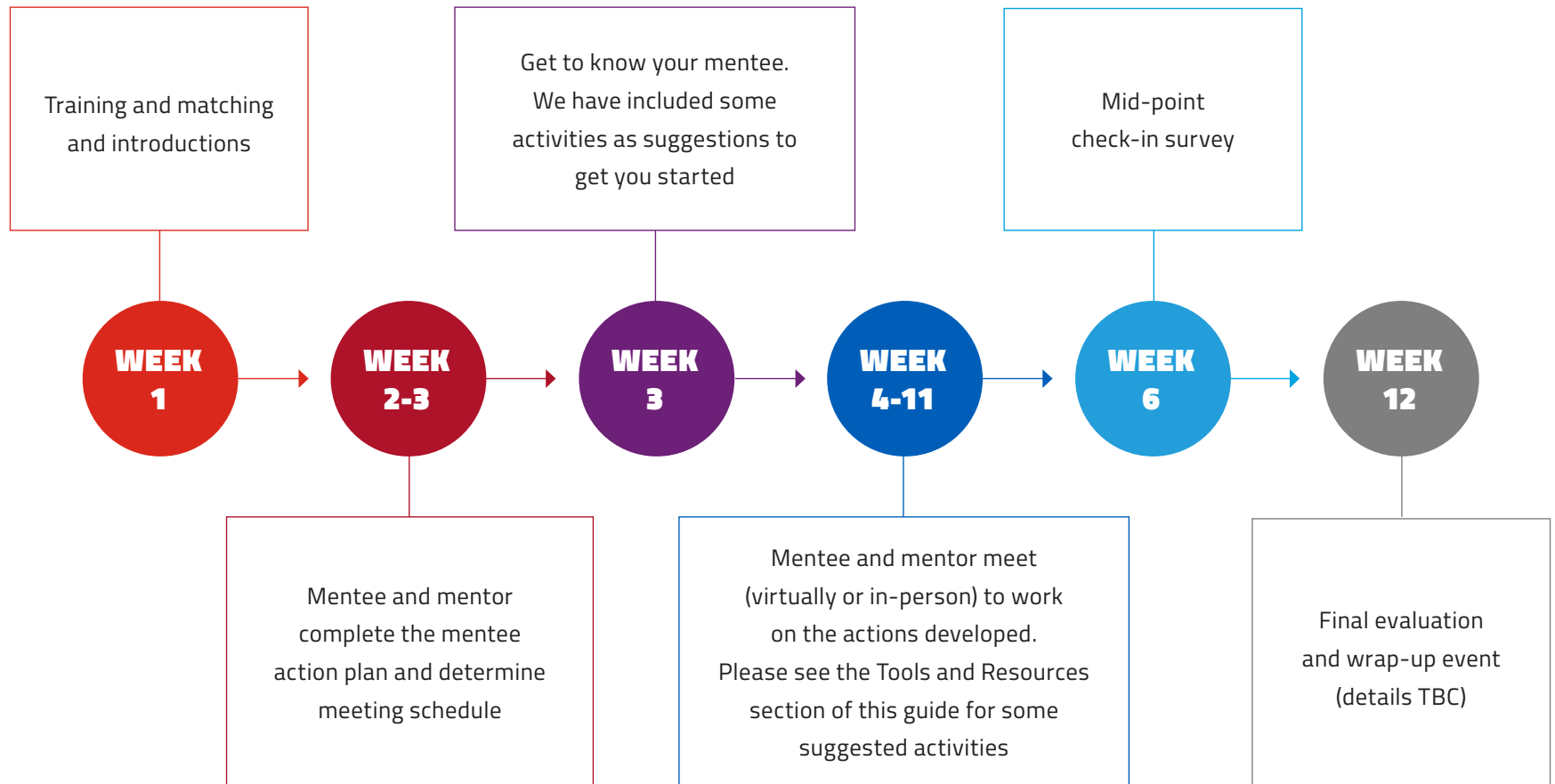
- Why have you chosen this career path?
- If you could learn any new professional skill (it doesn't have to be related to your program), what would it be?
- As a mentor, how can I make the greatest impact for you?
- Are you involved in other activities at SAIT? i.e., volunteering, committees, sports teams, etc.?



A photograph of two women in a professional setting. An older woman with short, wavy grey hair is seated at a wooden desk, looking intently at a document. She is wearing a dark blue blazer over a light-colored top. A younger woman with dark hair pulled back stands behind her, also looking at the document. She is wearing a dark blazer over a white top. The document on the desk appears to be a financial statement or a form with various fields and text. The background is softly blurred, showing an indoor office environment with some greenery.

PROCESS AND REQUIREMENTS

A suggested timeline for your 12-week mentorship



Time commitment

- Read this guide
- Meet with your mentee for a suggested minimum of six hours between weeks 2 and 12; it's up to each pair to determine how often and where they meet during this time.

We encourage the student mentee to reach out to you first to introduce themselves and arrange the first meeting. If you don't hear from them within the week, please initiate contact.

Mid-point check in

During week six, you'll receive an online survey via email which will inquire about your progress and ask for feedback on the mentorship program.



My mentee was very
engaging, honest and came
to our sessions with lots
of questions. It was great."

INDUSTRY MENTOR



USING MY CAREER HUB DURING YOUR MENTORSHIP

My Career Hub is the central online spot where your Industry Mentorship information can be found. This is where you submitted your application and where you'll view your match. The industry mentorship module is accessed through your profile dashboard or homepage.

The following information will guide you through the industry mentorship module within My Career Hub. If you have any questions about My Career Hub, please contact oscar.chavez@sait.ca.

In your mentor profile, you can edit your information by clicking on the circle icon which is located in the bottom right-hand corner.

Once you've been matched with a mentee, you'll be able to "View Active Connections" where you can see your mentee's profile.

Mentee connection

As the mentee will also be completing the application form, you will be matched on a compatibility percentage based on your answers. We will aim to match pairs who have 80% or more compatibility.

While we do our best to match you with a student studying in your field, at times we may need to broaden the scope of industry. If that's the case, we recommend focusing your coaching on helping your mentee to further develop transferable skills such as communication and skills planning. If possible, you can also introduce your mentee to someone you know in their field and assist them with planning for an informational interview with that individual.

Updating your mentor application

1. Select the current term (there should only be one available).
2. Click on the “mentorship profile” button to view the dashboard/homepage. *** You’re able to edit your profile if you need to update your information. Click on the circle action button and select ‘edit mentor profile’.**
3. **Please note, if you’ve participated in the industry mentorship program previously, you will need to update your profile as additional application questions may be added to enhance the matching process.**

You are currently logged in as **Erin Boyle**

Dashboard
Job Postings
Events & Workshops
Resources
INDUSTRY MENTORSHIP

Industry Mentor Profile For: Erin Boyle - Career Advancement Services Manager ACTIVE

User Type: Employer | Industry Mentor Since: Dec 20, 2020 8:58 PM

Overview | Active Connections | Past Terms

Please contact student.employment@sait.ca if you have any questions

First Name	Erin
Last Name	Boyle
City	Calgary
Province / State	Alberta

Active Terms

Accepting Student Mentees	Term	Connections	Available Student Mentees	Declined
☐	Sep - Dec 2022	0	0	0

Select the current term to accept student mentees

MENTOR APPLICATION

* Are you SAIT Alumni?

* If yes, what program did you study?

Click the circle radio button to edit your profile. Be sure to review all of the application questions as new ones have been added to enhance the matches.

Industry Mentorship dashboard/homepage

-  Your profile will sit at a grey “pending” until it is approved. Once approved, it will change to a green “active.”
-  The tabs will allow you to view the overview (pictured), active connections and past terms.
-  The “next steps” box will include links to the training and additional resources. Please read this carefully. It will also include important updates that may occur during the program.
-  The available term will show the current, active term only. Please make sure this is checked.
-  This action button will allow you to edit your profile. **Do not use “create connection”.**

You are currently logged in as
Erin Boyle

Dashboard
Job Postings
Events & Workshops
Resources

SAIT INDUSTRY MENTORSHIP

Industry Mentor Profile For: Erin Boyle - President

User Type: Employer | Industry Mentor Since: Dec 20, 2020 8:58 PM

Overview | Active Connections | Past Terms

NEXT STEPS

- Complete training [here](#) (this will be available from Jan. 24, 2022)
- Please find the training guide [here](#) (this will be available from Jan. 24, 2022)
- Check out the Industry Mentorship resources page for training manual and additional documents

Please contact andrea.dicandilo@sait.ca if you have any questions.

First Name	Erin
Last Name	Boyle
City	Calgary
Province / State	Alberta

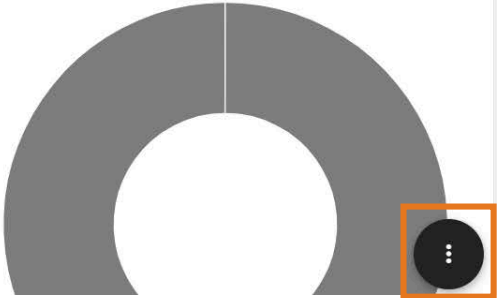
MENTOR APPLICATION

* Are you a SAIT Alumni? Yes

Active Terms

Accepting Student Mentees	Term	Connections	Available Student Mentees	Declined
☒	Jan 2022 - Apr 2022	1	5	0

Connections



View active connections

- Once you've been matched with a mentee, you'll receive an email to confirm the match.
- This will take you to an "overview" tab where you can view your own and your mentee's application questions and access their contact information.

Industry Mentor Profile For: Erin Boyle - President ACTIVE

[◀ Back to Home](#) [◀ Back to Industry Mentor Profile](#)

User Type: Employer | Industry Mentor Since: Dec 20, 2020 8:58 PM

[Overview](#) [Active Connections](#) [Past Terms](#)

TOTAL RESULTS: 1 | DISPLAYING: 1 - 1 [Clear Sort](#)

«»

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1

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Results					
Actions	Connection Status (1)	First Name	Last Name	Date Created	Term
View	Active	Test5	Student	Oct 29, 2021 04:04:17 PM	Jan 2022 - Apr 2022

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1

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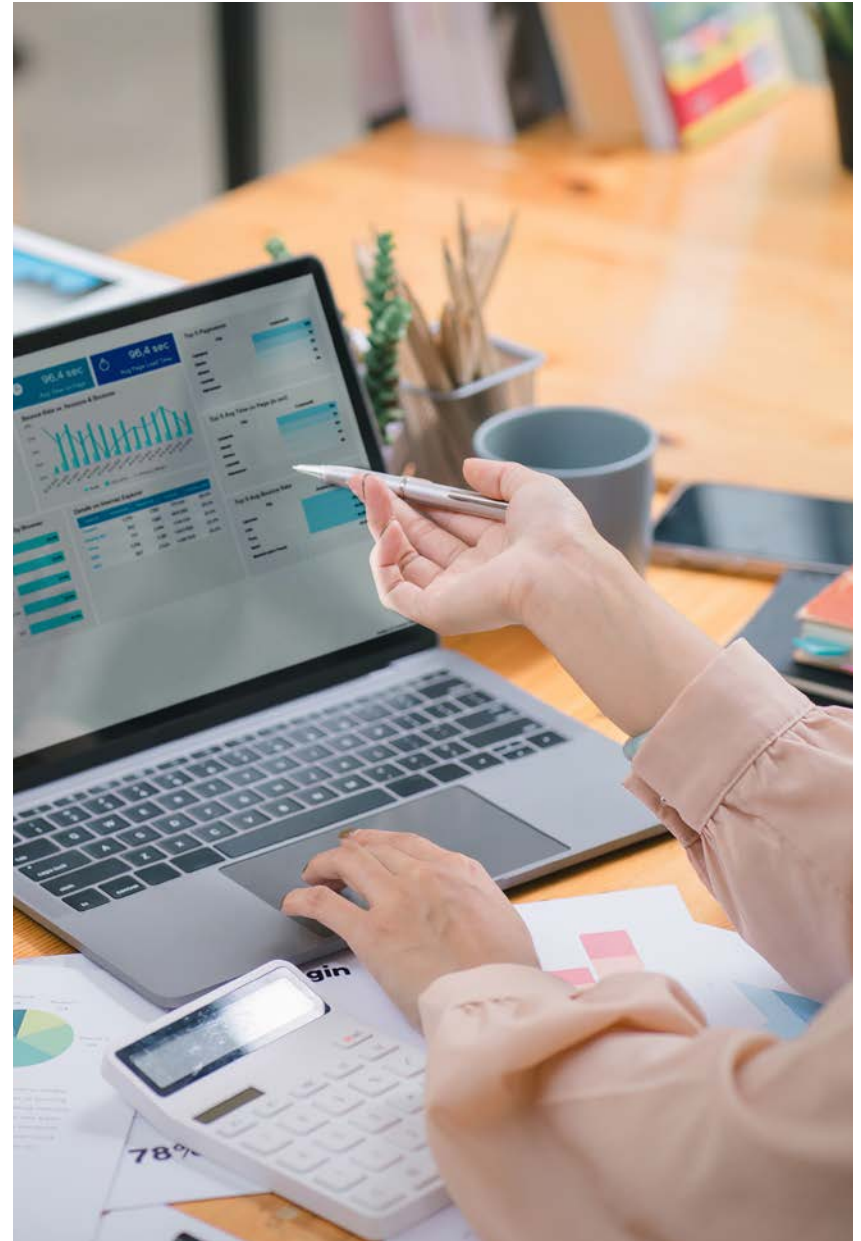
Additional tools and resources

[Preparing for your meetings](#)

[What mentors wish their mentees knew](#)

[LinkedIn post template](#)

[Industry Mentorship reference letter sample](#)



Appendix A – Action plan template

GOAL	ACTIVITIES		RESOURCES	DEADLINES
Demonstrate Effective Interpersonal Skills	1	Prepare an elevator pitch and practice with your mentor.	- My Career Hub resources page - Appointment with Career Advisor	Week 1-2
	2			
	3			
Demonstrate Effective Networking Skills	1	Find your mentor on LinkedIn and send them an invitation to connect.	Referral contact names and email addresses	Week 2-3
	2			
	3			
Enhance your Understanding of Workplace Culture	1	Ask your mentor how goal setting and performance management are done in their department.	Structure of their department	Week 3-4
	2			
	3			
Explore Career Paths & Increase Industry Knowledge	1	Conduct an informational interview with your mentor.	ALIS website	Week 4-5
	2			
	3			
Identify and Define Transferrable Skills	1	Take a skills quiz to determine what skills you already have. Ask your mentor to take the skills quiz too and compare your results. Are there skills they have that you don't?	- ALIS skills quiz - Mentor's quiz results	Week 6-7
	2			
	3			

Your mentee will complete this action plan with your input/assistance, using the SMART goals approach.

Appendix B – Information interview worksheet

Information interviewing

Information interviewing is a research tool based on the idea that if you want to find out what it's like working in a particular job or for a particular company, you should talk to someone who does that type of work, or someone who works there.

The purpose is to ask for information, not to ask for a job. You can talk with people you know as well as those you're referred to.

Before you contact someone for an information interview, decide what kind of information you're looking for. It will probably fall into one of the following three categories:

- **Occupational information** - if you're thinking about moving into a different field of work
- **Industry information** - if you're planning to target your work search to a specific industry
- **Information about a specific employer** - if you want to target a particular company or organization

Preparing for an information interview

Follow these steps to prepare for an information interview:

- Prepare your questions. See **Deciding what questions to ask**.
- Prepare a script for each contact. See **Developing an information interview script**.
- Make initial contact with the person. If you don't know the person, introduce yourself and say who referred you (if applicable).
- Briefly explain the kind of information you're looking for.
- Ask whether the person would be willing to speak with you for 10 or 15 minutes.
- Keep track of the calls you make. See **Tracking your contacts** for suggestions.

Be prepared for one of three answers:

- "Yes, certainly." In this case, try to arrange a face-to-face meeting, or ask to conduct the interview by phone or email.
- "No, I'm sorry." Accept graciously and, if appropriate, ask if another time might be better or if the person can recommend someone else for you to talk to.
- "Let's talk over the phone right now." Always have your questions ready when you make your initial call!

Contacting people you know

Begin the information interviewing process with people you know. You may know someone who:

- Works for an employer you'd like to work for
- Knows about an employer you'd like to work for
- Can refer you to someone who works for an employer you'd like to work for.

Brainstorming your network – When you're trying to come up with your network, list as many people as you can. Include friends and family members, but don't limit yourself to the people you're closest to or most comfortable contacting. Also consider:

- Neighbours
- Current and former co-workers
- Parents of children's friends
- Contacts from community groups (volunteer groups, clubs, religious organizations)
- Former classmates
- Former teachers
- Friends' family members

As your network expands, add new contacts to your list.

Contacting people you don't know

Through networking or other research, you may be referred to people you don't know who can provide you with more information.

What's the worst that can happen when you contact people you don't know? They may tell you they can't or don't want to talk with you.

What's the best that can happen? You may get an insider's perspective on an industry or organization.

Deciding what questions to ask

To be effective in an information interview, you need to be clear about the kind of information you're seeking.

To gather **occupational information**, consider asking the following questions:

- What does this occupation involve on a day-to-day basis?
- What skills does it require?
- What set of values does it reflect?
- How do people enter this field- both the usual and the unusual approaches?
- What do you like and dislike about this occupation?
- Would it be possible for me to job shadow you to learn more about this occupation?

To gather **industry information**, consider asking the following questions:

- What kinds of people are attracted to positions in this industry? What are their values? What motivates them?
- What changes and challenges is the industry facing?
- What are the cyclical patterns of this industry?
- What credentials or training programs are most respected within the industry?
- What are the unspoken expectations for people who work in this industry?
- What industry organizations or associations would you recommend? Are there trade publications or journals that would be helpful to someone interested in this industry?

To gather **employer-specific information**, consider asking the following questions:

- What are some of the key challenges in your position?
- What qualifications are required for someone to work in this position?
- What do you like most and least about your job with this organization?
- How did you find your current job?
- What advice would you give someone who wants to work for this organization?

- Who else do you recommend I talk to about this organization?
- Who does the hiring in your organization? (Ask this question if you were unable to find this information through your research.)

Tracking your contacts

Keep track of the people you contact for information interviews.

You may want to make note of the following details:

- Contact name
- Organization
- Address, phone and email address
- Date and time of contact
- Comments
- Thank-you note or email sent
- Other follow-up completed or required.

The interactive *Work Search Plan* and Record, available at <https://alis.alberta.ca/look-for-work/find-work/my-work-search-plan-and-record/>, is a tool you can use to keep track of your contacts and other work search information.

Developing an information interview script

Develop a script for each information interview; your script may be different for each contact. Avoid memorizing your script or reading it to your contact word for word. Practice getting your main points across using words that seem natural to you.

- Date
- Script for (indicate name of contact)
- Briefly introduce yourself. Include some information about your background, if appropriate
- Tell the person you're interviewing how you found out about them (referral, website, job ad, newsletter or other publication, business pages, etc.)
- If you have any knowledge about the occupation, industry or company, referring to it at this point will catch the contact's attention.

Depending on what you want from the interview, ask for:

- The information you're looking for, based on the section **Deciding what questions to ask**
- Feedback or advice about your skills or resumé
- Referrals and whether you can use the person's name or contact him or her for additional information
- Other support or information

Thank the person at the end of the meeting, email or phone call.
Note any additional follow-up required.

TIPS to make your Information Interview a success

- Call or arrive on time.
- Take only as much time as you've requested – 10 to 15 minutes should be long enough.
- When you make contact in person or by phone, make sure you have your script and copy of your cover letter and resume in front of you.
- Dress professionally for the meeting. Speak slowly and clearly, and relax.
- Take detailed notes.
- Thank the person at the end of the meeting or phone call.
- Always follow up with a thank-you email. It will leave a good impression, and some of the people you talk to may be in a position to influence future hiring.

Career Advancement Services is here to help you with:

- Resumé and Cover Letters
- LinkedIn Profiles
- Career Search Techniques
- Practice Interviews
- MyCareerHub.SAIT.ca



Reference: Advanced Techniques for Work Search –
alis.alberta.ca

Appendix C – Elevator pitch tip sheet

What is an elevator pitch?

- A short, succinct description of your professional identity
- Can be understood by anyone
- A networking tool, meant to help you make a connection
- Can be shared in a very short period of time, such as a two-floor elevator ride

Benefits of a good elevator pitch

- Make the most out of any opportunity – if you meet an industry insider while in a line somewhere, will you be ready to make a connection?
- Creating one helps form your professional identity – reflect on where you are, how you got there, and where you want to be
- Goal feedback – at the end of your pitch, letting the person you are talking to know your goals gives them the opportunity to provide you with feedback or advice on how to achieve them. People love to share their experience!

Structure – how to make an initial connection

- **Summary label**
 - Who and what you are
 - “Hi, I’m Joe Jones and I’m an IT Network Specialist”
- **Professional background**
 - What did you do directly before?
 - “I have just over two years’ experience providing technical support at A-1 Company”
- **Current position/situation**
 - Where are you working now, about to graduate?
 - “This April I will be graduating from the SAIT Information Technology Network Systems program at the top of my class”
- **Goals**
 - Where are you planning on going from here?
 - “My focus right now is to take the customer service skills I have learned at A-1 and technical skills I’ve gained at SAIT and start my career at an IT consulting company”

Putting it all together

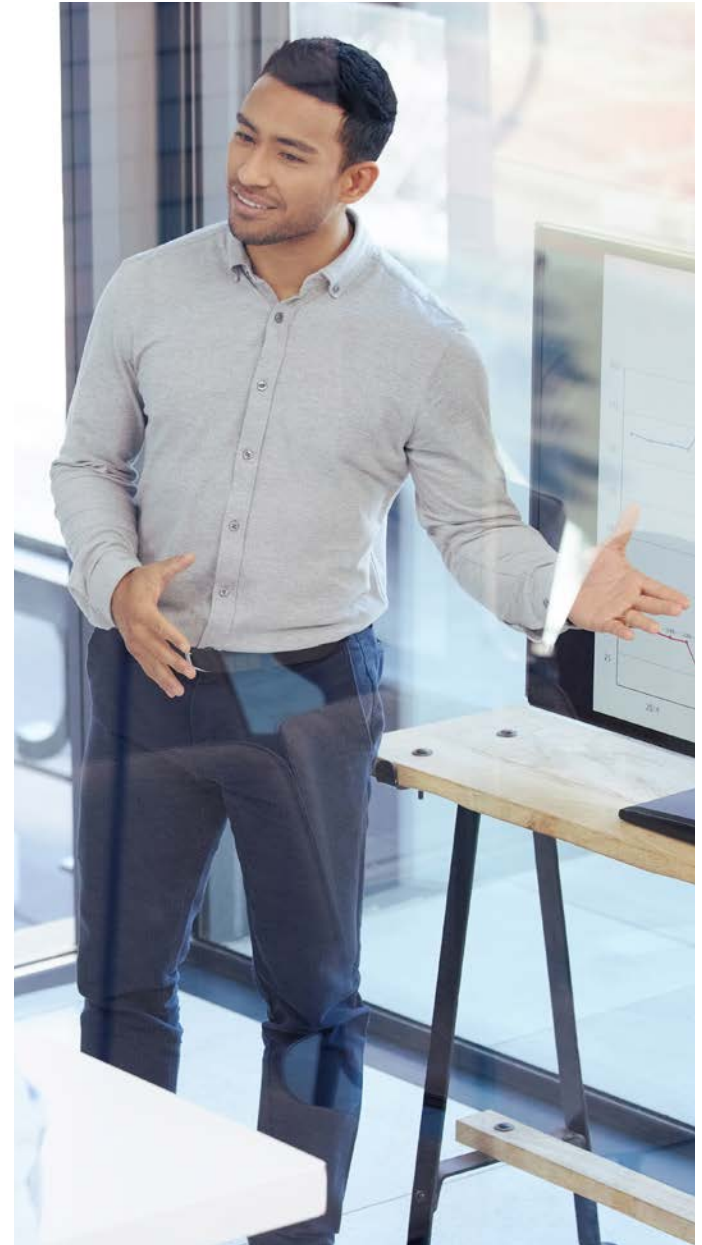
“Hi, I’m Joe Jones and I’m an IT Network Specialist. I have just over two years’ experience providing technical support at A-1 Company. This April I’ll be graduating from the SAIT Information Technology Network Systems program at the top of my class. My focus right now is to take the customer service skills I have learned at A-1 and the technical skills I’ve gained at SAIT and start my career at an IT consulting company.”

Pitch qualities

- Confident but not arrogant
- Short – 15-20 seconds
- More generic than specific
- Be distinctive

Making the pitch stick

- Ask about their work and listen to their elevator pitch
- Know your audience – if they’re not in your industry then don’t use jargon
- Look for ways to add value – did they mention a problem you have experience solving?
- Never ask for anything
- Ensure the connection by offering your card, not asking for theirs
- Relate on a personal level if the opportunity arises (e.g., sports teams, kids, similar professional experiences).



Appendix D – Frequently asked questions

Q: How long will I mentor for?

What is the time requirement?

The program will run for 12 weeks and we suggest meeting for one hour per week over this time to develop a meaningful relationship. Please note there is a minimum of six hours together; additional time will depend on you and your mentee.

Q: Will training be provided?

This guide will serve as your training for the mentorship program. You also have ongoing access to the program coordinator, oscar.chavez@sait.ca. Please do not hesitate to reach out to Oscar with your questions. Once you've established a relationship, you and your mentee are encouraged to steer the mentorship to best suit your schedules, personalities, interests, etc.

Q. Am I required to find/offer my mentee a job?

No. The main purpose of this program is to reach the goals and objectives outlined by you and your mentee. You are welcome to offer your mentee a long or short-term position with your company, but it is not a program requirement.

Q. How are mentees recruited?

This program is open to all current students at SAIT and is promoted across campus both online and in person. Any student interested in becoming a mentee is required to complete an online application through My Career Hub and attend a mandatory information session. Once submitted, the program administrators go through each application and approve or decline the request.

Q. How are mentees matched with mentors?

Both mentors and mentees complete the online application form through My Career Hub. Once the applications have been submitted and approved, the system will automatically make suggestions for connections based on a percentage of compatibility. Our aim is to match pairs with compatibility of 80% or more. The program coordinator will go through each suggested connection and confirm the match.

Q. Do we meet in person or virtually?

It is up to what you and your mentee are comfortable with. You will have the opportunity to connect via email once you have been matched so you can decide how you would like to meet for your first interaction. If you decide to have some meetings in person (in public) and some virtually, or a combination of both, that's great.

Q: What happens if I don't get along with my mentee?

If you don't feel like a good match, we suggest the following steps:

1. Speak with your mentee about your concerns and see if you can come to a resolution together.
2. If you cannot come to a resolution or you are not comfortable with speaking to your mentee about this, please reach out to your program coordinator by emailing oscar.chavez@sait.ca.
3. If the issue can't be resolved, we will look at ending the mentorship and finding you a new mentee. If there are no mentees available, you will need to wait until the next semester's program. There are also opportunities to host an [Industry Mentorship Circle](#) and join [Ten Thousand Coffees with SAIT](#).

Q. My mentee hasn't messaged me or is not responding — what can I do?

If you've emailed your mentee, check your junk/spam folder in case their response has ended up there.

If you've checked your junk/spam folder and have still not heard back, please contact the program coordinator and we will look into it for you. In the event that we do not hear back from your mentee either, we will remove them from the program and try to match you with a new mentee (depending on availability).

Q. My mentee no-showed to our scheduled meeting — what can I do?

We suggest checking your junk/spam folder in case an email is there notifying you of their cancellation. If they have not contacted you to postpone the meeting, please let the program coordinator know and we will follow up with the mentee. In the event that we do not hear back from your mentee either or this happens on more than one occasion, we will remove them from the program and try to match you with a new mentee (depending on availability).

Q. How do I evaluate my effectiveness?

You are encouraged to ask your mentee directly for feedback. One of the program's learning outcomes and goals is "requesting and receiving feedback," so leading by example is a great way to mentor.

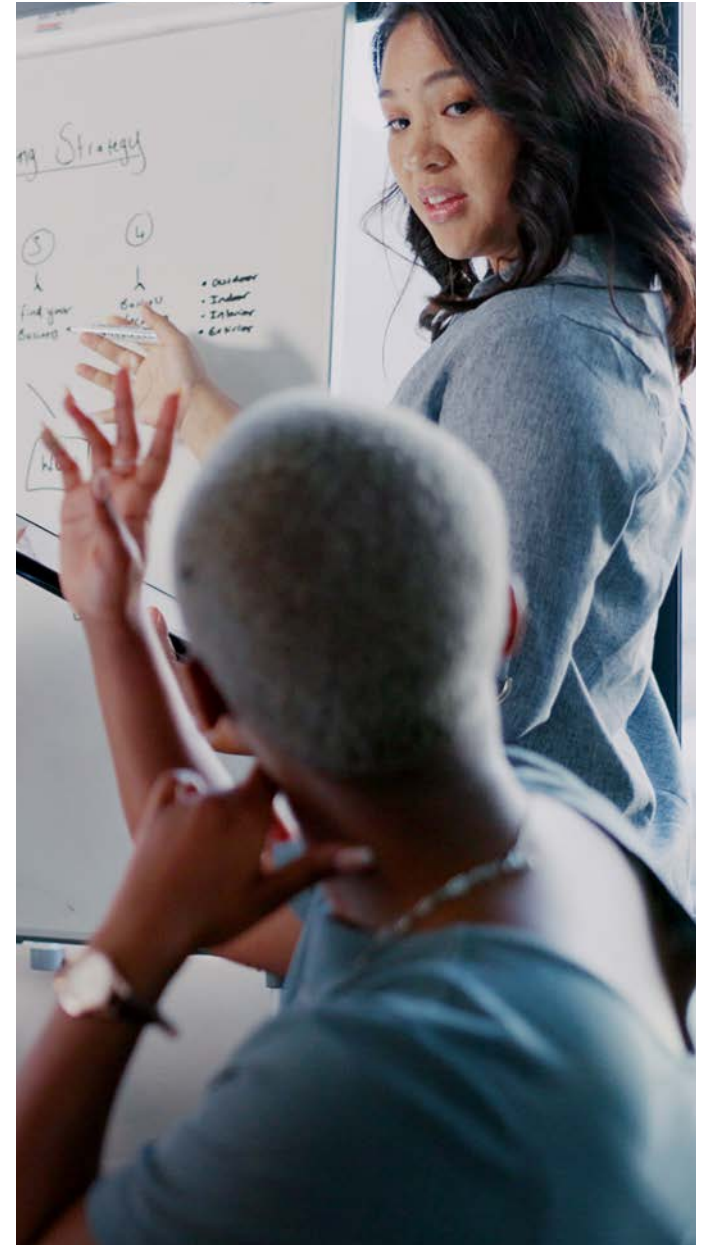
Q. What other supports are available to mentors?

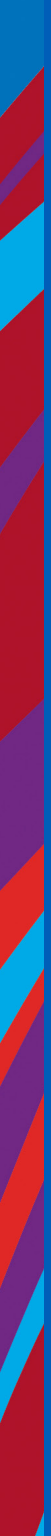
Your program coordinator is able to assist. Please do not hesitate to email oscar.chavez@sait.ca or arrange a meeting if you have any questions or concerns throughout the program.

There are also resources available in the [My Career Hub "Resources"](#) tab (Industry Mentorship).

Q. What do I do when I don't know what to do?

Please reach out to your program coordinator to ask for assistance! If it's an answer to a question you're not sure of, we encourage you to be transparent with your mentee and tell them that you don't know but will find out for them. If you feel there is something outside of your role as a mentor, you can also refer your mentee to [SAIT's health, wellness and safety resources](#).





“

Thank you for your time and commitment
to SAIT's Industry Mentorship program.

The program would not be what it is
without our mentors' inspiration, dedication
and invaluable support of our students.”

OSCAR CHAVEZ, INDUSTRY MENTORSHIP COORDINATOR

Southern Alberta Institute of Technology

Career Advancement Services

Stan Grad Centre, MB205

1301 16 Ave. NW

Calgary, Alberta, Canada T2M 0L4

+1.403.210.5730

SAIT.ca

