

COMMON CHALLENGES IN ACE TPP

Non responsive student: You may need to email students several times before they response. If email isn't working, consider a text message or a phone call. If you haven't heard from your mentee in over a month, please let ACE know.

Scheduling conflicts: If scheduling conflicts prevent you and your mentee from meeting, consider setting up a bi-monthly meeting time and set it on the calendar. Even if you don't meet this often, you can email or text to check in. It helps to prioritize the mentor sessions as a standing meeting.

Misaligned career interests: You don't necessarily need the same careers to provide to great advice. You can provide general career, college and life advice using resources in this guide. However, if you're finding your mentee really wants someone from their intended career, just reach out to ACE and we can help!

Student wants to switch majors out of ACE: Changing majors is very common! First, ask your mentee why they want to switch majors - if they still love their career goal but are struggling academically, let's see if we can help. Reach out to ACE or find campus resources. If a student simply has different life goals, that is okay - you can decide if you want to remain a mentor or you can work with ACE to close the match.

Financial Concerns: If a student has financial concerns, you can refer your mentee to the financial aid office on campus. Please also reach out t ACE National for additional support.

Unable to secure an internship: Since one of the goals of this program to help students secure ACE related internships, please let us know if your mentee wants to be placed but you aren't having success.

Educational support needed: Mentors aren't tutors, but if you feel you can provide a little support, that is great. Ideally, you can help your mentee find resources campus, or reach out to ACE for more guidance.

Lack of student interest: If your mentee is disinterested during your meetings, you can start by asking your mentee if you can re-set your expectations and goals. If a student still isn't engaging, you can ask if they are still interested in meeting or being in the program. If a student is no longer interested in participating in the program, please let ACE know. As a reminder: If a student stops responding to your emails/texts, please notify ACE.

Misaligned expectations: If you feel like you are doing more than your mentee, or your mentee wants to connect more than you want, or you just aren't on the same page about how your mentoring relationship is going, check in with your mentee. Use the resources in this guide to help you re-visit you goals and expectations. If you can't get on the same page, just reach out to ACE and we can support your next steps!

Leaving your job: If you are switching jobs, just let ACE know. Some mentors continue with their match and for others we opt to close it out. Either way we want to make sure your mentee understands what is happening!

Not sure how support/answer question: Just email ACE and we will support you!