



STUDENT
SPONSOR
PARTNERS

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Student Sponsor Partners



SSP Mentor Handbook

2017-2018

A Word of Welcome

Hello Mentors!

Thank you so much for joining the partnership and mentoring a student this year! I call our mentoring program “the secret sauce” to our students’ success; we couldn’t be more grateful for your commitment.

A mentor is defined as someone who provides guidance and advice to a less experienced and often younger person. We hope that the contents of this handbook will guide you along the beginning stages of your mentoring journey and serve as a reference as your relationship with your mentee grows over the next four years. We also offer periodic trainings and opportunities to interact with other mentors as the year goes on.

Please remember that both the SSP staff and your student’s SSP School Coordinator are available at anytime to support you and your student when questions arise. You can find all contact information included in the appendices of this handbook. We, at SSP are looking forward to working with you as we partner to ensure that our SSP students are successful in reaching their fullest potential.

Thank you,

The SSP Team

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Who We Are



Student Sponsor Partners (SSP) was founded in 1986 by Peter M. Flanigan to help low-income students in New York City receive a quality non-public high school education. He believed attending a challenging and supportive high school was the key to jump-starting a student's success in life. Because of this belief, SSP has a community of nearly 7,000 alumni who have graduated high school, continued into college, and have had a successful career! This September, the SSP program will have over 1,100 students attending 25 schools throughout the New York City area.

Students enrolled in the SSP program are given the opportunity to attend a non-public high school because of the financial support of our sponsors. Students are not only paired with financial sponsors, but also with a dedicated mentor like you. SSP mentors are passionate, successful individuals who act as cheerleaders and support systems for their mentee. Throughout your time as an SSP mentor, you will get to know your mentee by attending events and talking each month about his or her challenges and triumphs!

Because of your support, our students are able to attend fantastic, quality schools, as well as have experiences they may not have had otherwise. Many of our alumni also go on to become mentors and sponsors themselves due to the positive experience they had in the program.

The SSP Support System

As an SSP mentor, you are a part of a supportive ecosystem that works to serve our students. The guidance and encouragement that you offer your student is a vital part of this system and works in concert with the other parts of the organization to help your student reach his or her full potential.

Your Student

You! (The Mentor)

As a mentor, you are a vital support to your student. Your advice, support, and encouragement help your student strive to do his or her best!

Financial Sponsor

Your student's sponsor contributes financially to his or her private high-school education (tuition) for four years. A sponsor can also be a mentor.

SSP School Coordinator

Your student's SSP School Coordinator acts as his or her link to SSP in school. They enforce our values and are designated in-school support for all of our SSP students. They will be keeping track of student and mentor communication as well as your student's report cards!

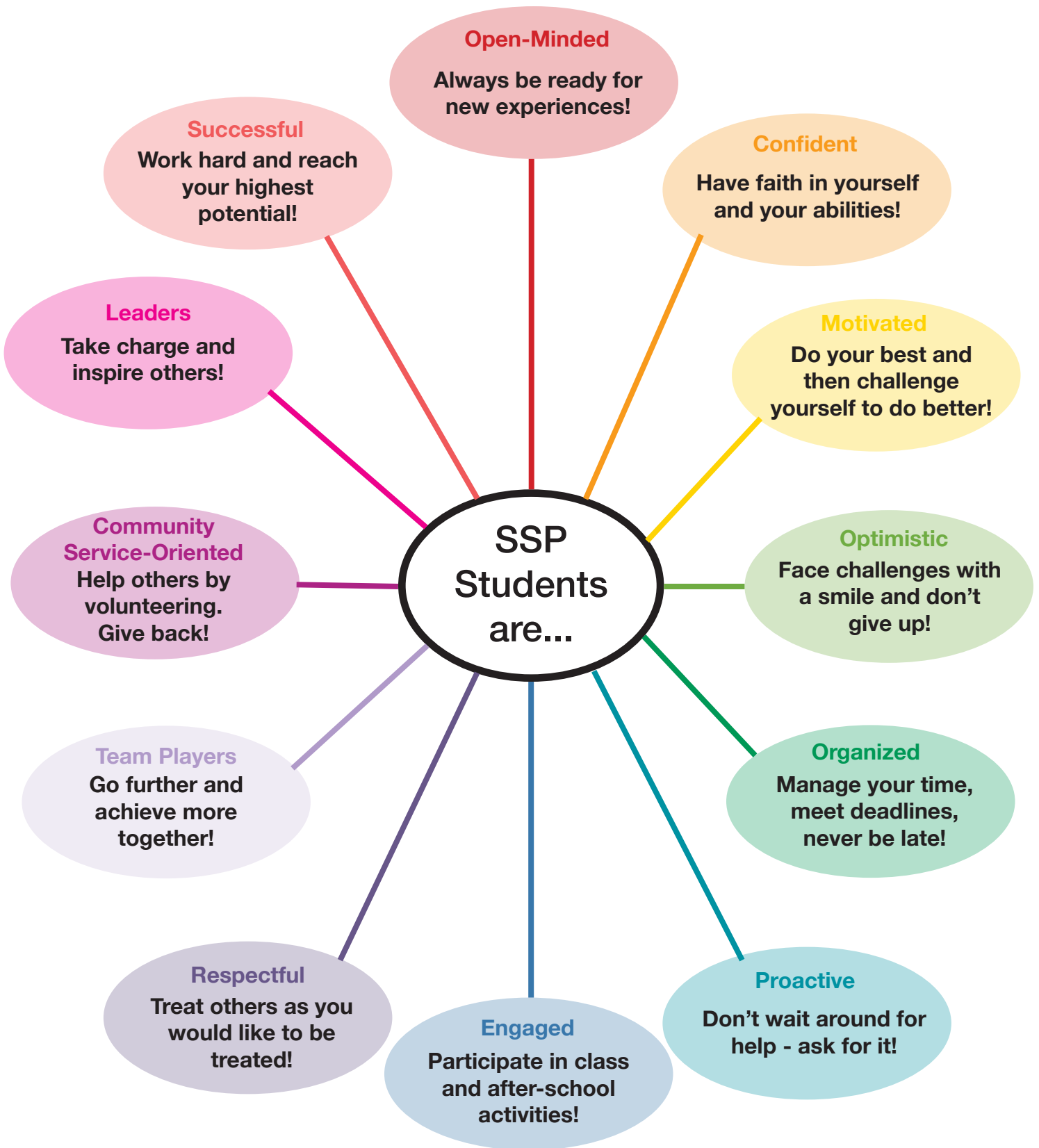
SSP Staff

SSP staff organizes and manages these relationships and supports your success! If you need support at any time, reach out to a member of the staff and we'll try our best to give you the resources that you need.

Keep in mind, your participation in this support system means that you, in turn, have resources at your disposal! SSP Staff both in and out of your student's school are here for you. Taking advantage of these resources can help you better connect with your student and get more out of your experience!

SSP Student Values

At SSP, we encourage our students to embody a set of values that help them achieve their full potential. As a mentor, you are vital in supporting these values!



Stages in Mentor-Mentee Relationships

The mentor/youth relationship typically goes through three stages:

1. **Developing Rapport and Building – Freshmen/ sophomore year**
2. **Trust Setting and Reaching Goals – Junior year**
3. **Bringing Closure to the Relationship – Senior year**

Developing Rapport and Building Trust

One of the best ways to build trust is to help youth accomplish something that is important to them. Utilize **SSP Roadmap for Freshmen Workbook** to help your mentee reach their goals. SSP's Roadmap outlines how to write a S.M.A.R.T. goal to help find solutions to challenges. Help your mentee view their goal realistically, break it down into small steps, and explore ways of reaching the goal. Building trust takes weeks, sometimes months.

Testing will occur. Your mentee may be slow to give their trust, expecting inconsistency and lack of commitment, due to past experiences with adults. Your trustworthiness and commitment may be tested, particularly when youth are from unstable backgrounds where adults have repeatedly disappointed them. **During the testing period, mentors can expect:**

Missed appointments

Phone calls not returned

Unreasonable requests

Angry or sullen behavior

Once you pass the test, the real work of the relationship can begin. Mentors should remember that **the issue is not whether youth like them.** Youth are protecting themselves from disappointment. From their perspective, not having a relationship at all seems better than trusting and subsequently losing someone. These young people may come from families where nothing can be taken for granted.

Remember, **predictability breeds trust. You must be consistent and accountable:**

On time for meetings

Bring promised information, materials

Follow through on promises and contracts that were volunteered

One misstep, though it may seem small to you, can assume great importance to the youth. Through this difficult process, **mentors need to be prepared, to understand, and to refrain from personalizing the experience.**

Confidentiality

Your mentee may be unsure whether the feelings and information they disclose to you will be passed on to teachers, parents, etc. Early in the relationship, you must provide reassurance:

- Nothing that your mentee tells you will be discussed with anyone else
- If you feel it is important to involve another adult, you must discuss with your mentee first.
- If there is threat of physical harm to your mentee or to others, the mentor must break confidentiality to seek protection for the endangered person (including the threat of suicide).

Setting and Reaching Goals

Once the “testing” is over, the rocky part of the relationship usually ends and your mentee becomes more committed. At times, however, old behaviors may appear, usually if the youth is under stress. This is a time of closeness in the relationship. In general, youth at this stage will view their mentors as important in their lives. Since each relationship is unique, the timing and intensity will vary.

When Things Aren't Working

- The match/fit between mentor and youth may not be right.
- Some youth have been so disappointed and damaged by earlier experiences they are unable to risk taking advantage of a helping relationship.
- Some youth will get stuck in the “testing” stage.
- Some youth may drop out of the program or school.
- The mentor may feel burdened by the relationship and feel angry or annoyed by the youth's behavior or words.

Relationship Closure for Planned Terminations

- Use the closure process as a means to recall youth's progress and strengths.
- Help youth grow from the process; reassure them about what they have learned and are capable of.
- Discuss some positive actions and directions for the future.
- Reassure youth about your confidence in them.
- Mutually agree about how, when, or if you will stay in touch.
- Follow through on that commitment.

Managing Relationships

As a mentor, the most important relationship will be the one you have with your mentee. However, there are many other individuals you will be interacting with over the next four years. Below we have a few ideas on how to manage these important relationships!

Your Student

Above all, be a good listener to your mentee. Focus on the positive in challenging situations, and help your mentee work through issues in the same way. You are there as a mentor to be an additional support system for your mentee. This will come in handy as our mentees encounter many situations they're not previously familiar with in their new private college-preparatory school environment. One of the toughest transitions for young people is between 8th and 9th grade, so be patient with your relationship growth and your student's progress. If your mentee is not responsive on email, try phone or text. Encourage your student to leave voicemails if they call you and you are not by your phone. Encourage your mentee to follow his/her school's rules and his/her parents' rules. Tell your student that what he/she says to you is confidential, unless he/she is being hurt, will potentially hurt someone else, or will potentially hurt him/herself. In those rare cases, let your mentee know that you will report this to SSP.

Your Student's Family

Be sensitive to your mentee's family's decisions and situations. If your mentee has a particular curfew or other particular rules to follow, respect those wishes. You may find that a student's parent prefers to speak with you to arrange a time/place to meet for an outing, especially in the beginning. Quite often, mentors form very strong bonds with mentee families and their influence trickles down to younger siblings and other members of the family. Let your mentee's parents know that you are there as an extra support and that they can reach out if they have any questions or concerns about their child.

Your SSP Coordinator

Please do not hesitate to reach out to SSP school coordinators if you have any questions about school rules, academic expectations, or any other school issues. The name and contact information for your school coordinator can be found in the Appendix.

The SSP Staff

SSP Staff is your ultimate stop for any questions, concerns, and feedback. You can find all contact info at the end of this handbook. From the Mentor and Mentee Kick Off event and trainings, to mentor events and college readiness programming, SSP staff is your constant resource. Email or call the office anytime. Staff is also available for in-person meetings if needed. If you'd like to get more involved in SSP by sharing your mentoring experience or recommending an idea to enhance the program, we'd love to hear from you.

Mentor FAQ

What are the requirements to be an SSP student?

- Students currently enrolled in the eighth grade.
- Students who come from low-income families. In order to qualify financially, a family should have an income of \$10,000 or less per person in the household each year. For example, a family of four should have an annual income of about \$40,000.
- Students of all backgrounds; SSP does not discriminate on the basis of religion, race, or national origin.
- Students who, along with their families, are willing to contribute a portion of the tuition costs, usually around \$900 per year.
- Students who are academically average to below average.

Is SSP a Catholic organization?

No. Each of our partner schools has a long history of successfully educating vulnerable inner city youths in a disciplined and nurturing school community. Although most of them are Catholic schools, SSP is not a religious organization and students are not asked about their religious affiliations. Our partner schools simply provide the best education available to our students at the most affordable cost.

What is the best way to connect with my mentee?

Mentors will initiate most of the outreach to their mentee, at least early on in your relationship. Be persistent and clear with your mentee about what your expectations are in terms of returning phone calls and emails.

Many students communicate almost exclusively via text and rarely check their email. Let your mentee know that texting is fine, but you need to speak by phone and in person from time to time as well.

Common interests are a great way to strike up an awesome, no-pressure conversation. We strongly discourage connecting via social media.

What if I move out of New York metropolitan area?

How a relationship ends is key to how you and especially the mentee will think about and value the experience you shared. Tell your mentee well in advance of your departure. Next, notify us and we will re-pair your mentee.

My student moved away and can no longer participate in the program. What happens to me?

Don't worry, if you would still like to continue your mentoring journey then SSP staff will be happy to re-pair you with another student! If you and your student would like to stay in touch in their new location then make sure you get their most current contact information.

What if I can't get in contact with my mentee?

First off, don't panic. Notify the SSP staff as soon as possible if you are having communication issues. Sometimes our students' contact information changes and wasn't properly communicated. We will take the steps needed to reconnect you and your mentee.

How often do I need to be in contact with my mentee?

The expectation is that mentors and mentees see each other 4 to 6 times a year and speak by phone or email at least once a month. This expectation goes both ways; SSP students are expected to participate in the relationship as well.

My mentee's parent won't allow him/her to attend evening events or be out late on a school night.

It is important to speak with the mentee's parent early on to learn the parent's expectations of the mentee and their own house rules. We try to plan the SSP organized events for early enough that getting home late shouldn't be an issue. We also try to have a few weekend events each year. Remember, you are not obligated to attend SSP events, so work out a time to meet with your mentee that is acceptable to you, the mentee, and the mentee's parent.

My mentee persistently invites his or her relatives to our outings. I would prefer these to be one-on-one mostly - what should I do?

Communicate your wishes with your mentee. It isn't appropriate for your mentee to invite someone else on your outings without asking your permission. It is possible that they feel nervous about connecting with someone new and feel more comfortable with a family member present. Having a frank conversation about your expectations for the relationship can help take the pressure off while making sure that you are both on the same page.

My mentee is not doing well in school. What should I do?

If your mentee is not doing well in school, there are a few things you can do:

Meet with your mentee. Sometimes simply sitting down with your mentee and talking about the academic problems they are having can give you a chance to work out a plan with them to improve their grades. Encourage them to get extra help from their teachers and to attend after school tutoring sessions if they are available.

Remember, you do not need to be their tutor and you are not a social worker; if you find you do not know how to handle a situation, please contact SSP and/or the SSP School Coordinator to figure out a strategy to get the student back on track. The school coordinators are often guidance counselors in the partner schools, so they can help the student get on track and monitor the student on a daily basis.

If you have more questions about mentoring, contact:

Angel Francis

Director of Student & School Relations
212-986-9575 x116
afrancis@sspny.org

Ebony Wiggins

Relationship and Mentor Engagement Manager
212-986-9575 x117
ewiggins@sspny.org

If any students have questions, please direct them to our new student support email address!

studentsupport@sspny.org

Stay connected with us through our website and social media! **Twitter:** @SSPNewYork
Like Us On Facebook: Student Sponsor Partners
www.sspny.org

Thank You

The entire SSP Community is thankful for the time you are willing to donate to your student's academic achievement. Without the diligent and compassionate work of our mentors, the SSP model would not be as successful.

Have more questions? Here are a few resources we thought you might need - including contact information, an FAQ section, as well as additional resources for mentors.



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SSP Policies

The following policies have been communicated to both students and their families at an SSP Orientation. Any questions concerning policies should be directed to SSP Staff.

Academic & School Policy

- SSP students are expected to pass all courses and Regents exams in accordance with school policies.
- SSP students who fail a course at the conclusion of the school year must report to summer school and pass that course in order to matriculate to the next grade as an SSP student. Summer school tuition is the responsibility of the student's family.
- SSP mentors and sponsors receive quarterly report cards, and will be notified by SSP if their student is failing more than two courses.
- SSP students who fail more than two courses at the conclusion of the school year are subject to review by SSP. Their funding will ordinarily be suspended for the upcoming fall semester. Tuition for the fall semester will be the responsibility of the student's family. In order to have their SSP funding reinstated for the spring semester, students must end the fall semester with no more than two failures.
- SSP sophomores, juniors, and seniors failing five or more courses at mid-term are subject to review by SSP. Their SSP funding will ordinarily be suspended for the remainder of the school year. In order to have their SSP funding reinstated for the next academic year, students must: 1) end the school year with no more than two failures, 2) attend summer school to make up these failures, and 3) earn passing grades in those summer school courses.
- Students who are currently under funding suspension and who continue to fail more than two courses at the end of the following semester will have their funding permanently discontinued. They will also be dismissed from the SSP program. If the student wishes to continue attending their school, the tuition will be the responsibility of the student's family.
- SSP students are expected to arrive at school on time, and to maintain a good attendance record. If a student does not regularly arrive at school on time or maintain a good attendance record, SSP may suspend the student's funding or dismiss the student from the SSP program.
- SSP students are expected to uphold behavioral standards set forth in their school's handbook. Serious or persistent disciplinary infractions may result in funding suspension or dismissal from the SSP program.
- In very rare cases, a school will decide to dismiss a student for a serious disciplinary, academic, or attendance infraction. When this occurs, the student is dismissed from SSP, as well.

Financial Policy

- Each SSP family contributes \$800 towards school tuition each year. Schools may have additional fees that SSP families are also responsible for (transportation, uniform, books, lab, activities, graduation, etc.). Payments are made according to the school's policies and any questions regarding payment should be directed to the school's finance office.
- At no time should an SSP student or family member ask a mentor for financial help. Asking mentors for money or gifts of any kind is unacceptable, and may result in the student's dismissal from SSP.

Transfer Policy

- The mission of SSP is to provide the best learning experience for each student - one in which they perform to their full potential in a sound, uninterrupted environment. It is due to this that SSP follows the policy of **no transferring between schools** within the four years of high school.

Mentor Communication Policy

- SSP students are expected to maintain an active and productive relationship with their mentors.
- SSP students must communicate with their mentors at least once a month via phone, text, or email. We suggest that they share information on academics, extracurricular activities, and other school events. Students are not permitted to communicate with mentors via social media.
- SSP students must meet with their mentors face-to-face four to six times throughout the year.
- We ask that SSP students notify their School Coordinator immediately if they are not able to reach their mentor or if their mentor has informed them that they can no longer participate in the program.

SSP College and Career Success Program

The SSP College and Career Success Program empowers each student with the tools to be proactive in achieving their academic goals, graduate from high school, and be admitted into college.

The program is designed to help our students:

- Build confidence
- Set academic and personal goals
- Prepare for their first job
- Navigate the college application and financial aid process
- Be admitted into a 'best fit' college with minimum debt

Our College and Career Success Program helps students during each stage of their high school journey. As a mentor, you'll be along for the ride as a valuable resource. Highlighted below are topics and skills students are learning each year. In addition, please find suggestions below on how to connect with your mentee during those critical years.

Freshmen are learning:

- How to set and accomplish short-term and long-term goals.
- How to write S.M.A.R.T. goals:
- S.M.A.R.T. goals are (S) Specific, (M) Measurable, (A) Attainable, (R) Relevant in my life at this moment and (T) Time-bound.
- How to find solutions to challenges such as transitioning to a high school curriculum, studying for difficult subjects, and managing time more efficiently.

Each freshman receives a SSP Roadmap for Freshmen workbook.

Opportunities to connect with your mentee:

- Ask your mentee about their study habits and grades and share your own tips on test-taking.
- Reach out to your mentees SSP Relationship Manager to receive their S.M.A.R.T. goals.
- Review and revise the steps needed to complete the S.M.A.R.T. goals with your mentee.
- Ask your mentee about their organizational skills and stress the importance of organization in keeping track of school assignments.
- Help your mentee identify resources at school and outside of school (SSP School Coordinator, Mentor, SSP Staff, etc.) and utilize them often.
- Encourage your mentee to participate in class and outside of class (clubs and sports teams).
- Share your high school experiences. What did you struggle with? How did you find your way?

Sophomores are practicing the following:

- Conducting proper introductions for networking and interviews.
- Communicating clearly and respectfully.
- Learning the importance of a confident handshake, good eye contact, and strong body language.

Each sophomore receives a SSP ABCs of Soft Skills booklet, a Body Language for First Impressions handout, and is invited to participate in Career Day/Mentee Job Shadow Day.

SSP College and Career Success Program

Opportunities to connect with your mentee:

- Assist your student in developing balance between their academic workload, home responsibilities, and extracurricular activities.
- Review your mentee's resume.
- Help them research and prepare for a part-time summer job interview.
- Share your tips on how to stay motivated in high school.
- Invite your mentee to visit your job after school, give them a tour of the facilities, and introduce them to your colleagues.
- Ask your mentee to reflect on what they can do now to get one step closer to their dream career.

Juniors have FREE access to the following:

- Intensive SAT Prep course
- College visits and fair information
- College readiness workshops
- Scholarship directory

Juniors can enroll in the 5-week Saturday College Admissions Consulting course in the fall and SAT Prep course in the spring.

Opportunities to connect with your mentee:

- Talk about any concerns your mentee may have about attending college.
- Encourage your mentee to talk to his/her guidance counselor, SSP staff, or SSP School Coordinator about the many deadlines regarding SAT Prep, SAT registration, and the college search.
- Urge your mentee to participate in all SSP college and career programming.
- Remind your mentee to register for the SAT in May or June.
- Talk to your mentee about the schools he or she is considering.
- Assist in researching and visiting local colleges with your mentee.

Seniors are preparing and completing:

- College lists
- CUNY, SUNY, and private college applications
- Personal statements and supplemental essays
- College interviews
- Financial aid and scholarships applications

Seniors participate in a 6-week Saturday College Admissions Consulting course and High School to College Transition workshops.

Opportunities to connect with your mentee:

- Let your mentee know that you're there for them to talk through any forthcoming decisions.
- Remind him/her about the SSP support system.
- Offer to review their college statements and supplemental essays.
- Encourage your mentee to apply for college scholarships.
- Share possible college pitfalls you experienced and how you overcame them.

Relationship Manager and SSP Coordinator Reference Sheet

Listed below are your Relationship Manager and his or her contact info. **Please do not hesitate to contact your Relationship Manager for any matters related to your student or mentor-mentee relationship.** Your Relationship Manager manages all aspects of your student’s success along with the school, guardian, and SSP Coordinator, so they are well-equipped to assist you. Also listed is the contact info for the SSP coordinators at each of our partner schools. For complete contact info, please see page 12 of your Mentor Handbook, titled “SSP School Coordinators.”

ANGEL FRANCIS

Director of Student & School Relations

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is your Relationship Manager if your student attends:

Cathedral High School | Maria Spagnuolo, mspagnuolo@cathedralhs.org
Cristo Rey | Carlos Deschamps, cdeschamps@crestoreyny.org
Cristo Rey Brooklyn | Luis Posada, lposada@crestoreybrooklyn.org
Monsignor Scanlan High School | Chris Florentino, cflorentino@scanlanhs.edu
St. Francis Preparatory High School | Lisa Schaefer, LSchaefer@sfoonline.org

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DAFINA DAVIS

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is your Relationship Manager if your student attends:

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Bishop Loughlin Memorial High School | Mike Foley, mrmfoley@msn.com
Preston High School | Karen Wszolek, kwszolek@prestonhs.org
St. Catherine Academy | Christina Antico, cantico@scahs.org
St. Jean Baptiste High School | Sr. Alla-Anne Boyle, allaanneb@yahoo.com
St. Joseph High School | Brianne Hickey, bhickey@sjhsbridge.org
St. Raymond Academy | Sr. Mary Ann D’Antonio, MaryAnn.D’Antonio@archny.org
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EBONY WIGGINS

Relationship and Mentor Engagement Manager

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Mount St. Michael Academy | Tom Fraher, thomas.fraher@mtstmichael.org

St. Barnabas High School | Wanda Pineiro, wpineiro@stbarnabashigh.com

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RAFFI ROUBANIAN

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Cardinal Hayes High School | Tracy Edwards, tedwards@cardinalhayes.org

Holy Cross High School | Lisa Ann Sanzo, lsanzo@myhchs.org

* * *

RACHEL FINLAW

Program Associate

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is your Relationship Manager if your student attends:

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Martin Luther High School | Amanda Slinger, aslinger@martinluthernyc.org

Monsignor McClancy Memorial High School | Jim Carey, jcareyprin@hotmail.com

SSP School Coordinators

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