



## **Frequently Asked Questions for Career Experience Host/Mentor**

### **What is WorkSource Montgomery, Inc. (Summer R.I.S.E.)?**

WorkSource Montgomery is the “Go-To” place linking local and regional economic development and workforce efforts by developing a deep understanding of target and emerging industry demands, creating sustainable workforce solutions that are tailored to the region, increasing the ability for individuals to compete for higher-quality jobs and the employers to compete within the marketplace. Most importantly, creating lasting change in Montgomery County’s labor market system.

### **What is Summer R.I.S.E.?**

Summer R.I.S.E. (Real Interesting Summer Experience) is a locally funded initiative led by WorkSource Montgomery in collaboration with Montgomery County Public Schools (MCPS) and other partners, that will provide MCPS rising juniors and seniors with enriching summer career development experiences. Students will participate in career shadowing opportunities that will introduce them to the structure of businesses/organizations and industries, the role of technology, and the importance of customer service in every profession. They will also earn a stipend, learn about financial literacy, and participate in both online and in-person professionalism trainings to help prepare them for college and career.

### **What is a Career Experience?**

Business/organizations (nonprofit, private sector, government) will provide unique career shadowing opportunities during a three-week period (July 9 - July 27, 2018). Career experiences could include shadowing a city planner to learning from computer programmers about how they contribute to the successful operation of the business/organization. Students will learn through observation and interaction with working professionals and Career Experience Host/Mentor will benefit from our youth’s enthusiasm and fresh ideas.

Each Career Experience Host/Mentor is asked to Host/Mentor a student. Hosts/Mentors should create opportunities for the students to learn about the structure of the business/organization and larger industry, the role technology plays, the importance of professionalism, and the role of customer service throughout your business/organization. All Career Experience Hosts/Mentors will participate in an orientation designed to optimize the experience for both students and Career Experience Hosts/Mentors.

**What does a Career Experience Host/Mentor Do?**

A Career Experience Host/Mentor provides students the opportunity to be onsite at your business/organization's location(s) to shadow you and/or your colleagues. Students will gain knowledge about your operation and the larger industry and participate in hands-on learning. To give the students in the Summer R.I.S.E. program a consistent learning experience, the main educational components of the experience should include:

1. Concrete exposure to the structure of the business/organization and larger industry;
2. The significance of professionalism;
3. Applicable ways customer service manifests within different industries;
4. The role of technology in the business/organization's operations.

**How does Summer R.I.S.E. program staff receive feedback about the program?**

There will be mid-point surveys as well as a program evaluation at the conclusion of the program for students and Career Experience Host/Mentor to complete.

**What are the hours and schedule of the program?**

The Summer R.I.S.E. program will operate from July 9 - July 27, 2018, with students shadowing no more than 25 hours per week. After Career Experience Hosts/Mentors are matched with students, program staff will provide Host/Mentor s with the contact information for their matched students. You will have the flexibility to coordinate schedules directly with the students.

**How are students matched with businesses/organizations?**

During the online enrollment process, students will select three industries they are interested in and would like to learn about. WorkSource Montgomery will make every effort to match a student with a business/organization in one of the industries selected, given the availability of slots provided by businesses/organizations, among other considerations.

**What does a career experience look like?**

The Career Experience should have a clear beginning, a clear career-shadowing component, and a clear ending. We encourage Host/Mentor s to make it memorable by creating interactive and engaging ways to showcase the serious and challenging work that your business/organization performs.

You are the expert, so as a Host/Mentor you are granted great leeway in how you structure the experience. To keep the experiences consistent for all students, we simply require that you provide:

1. Concrete exposure to the structure of the business/organization and larger industry;
2. The significance of professionalism;
3. Applicable ways customer service manifests within different industries;
4. The role of technology in business/organizational operations.

As an example, here at WorkSource Montgomery, our students will receive an orientation about the breadth of work that WorkSource does, spend time at our job center and youth center, and spend time with Summer R.I.S.E. staff mentors who will introduce the

students to the operations of a non-profit and focus on communications and technology operations.

**Week 1**

- Orientation at WSM
- Placement at WSM Job Center

**Week 2**

- Placement at WSM Youth Center

**Week 3**

- Placement at WSM main office

**What support will Summer R.I.S.E. provide to Career Experience Host/Mentor?**

All Career Experience Host/Mentor s will participate in an orientation designed to optimize the experience for both students and Host/Mentor s. In addition to the orientation, Summer R.I.S.E. will have Cluster Coordinators to serve as points of contact during the three-week period. You will be given the name and contact information of your coordinator prior to the start of the program. Moreover, program staff will be available by email and phone throughout the registration process and during the program.

**How are business/organizations recognized for their participation in the Summer R.I.S.E. program?**

To conclude the three-week Career Experience, Summer R.I.S.E. will Host/Mentor a celebration for students, Career Experience Host/Mentor s, Sponsors, and Partners. Students will be recognized by Summer R.I.S.E. and MCPS for their successful completion of the program, as will Hosts/Mentors and Sponsors. All in attendance are sure to have a good time!

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**Summer R.I.S.E. Program Sponsored by**  
Montgomery College's Office of Advancement and Community Engagement

**Questions?**

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