



Health Services Professional Advisory Committee Mentoring Subcommittee

Frequently Asked Questions:

Official HS Mentoring Program and Managing Mentor-Mentee Matches

1. How do I sign up for the Official HS Mentoring Program?

Visit the Official HS Mentoring Program Database [registration webpage](#) and complete the registration process. Once completed you will receive an automated email notifying you that your registration is complete.

2. What are the requirements to participate in the Official HS Mentoring Program?

- For **mentees**, you must be a HSPAC officer in good standing.
- For **mentors**, you must be a HSPAC senior officer (Rank of O5 or higher) in good standing.

3. How are mentees matched to a mentor? Specifically, what factors are considered in determining a compatible mentee-mentor match?

When matches are made, all attempts are made to match a mentee to a senior-level officer (rank of O5 or higher) that shares similar characters with the mentee. Specifically, the following factors are considered when making a match: discipline, agency, city, and state. The more factors that match, the more likely that it will be a compatible match. If for some reason a match cannot be made on the above factors the officer will be contacted to ask if they would be open to being matched on other factors or if they prefer to wait until a match can be made according to their preference.

4. How do I request a specific mentee or mentor?

- Login to your profile by going to the [Official HS Mentoring Program Database](#).
- Scroll to the bottom of your profile and add your requested mentor or mentee name in the "Requested Mentor/Mentee" field.
- After submitting updates to the profile, the officer will receive an automated email to notify them that their update was submitted.
- Lastly, please email the [HS Mentoring Subcommittee Matching Team](#) and copy the [HS Mentoring Subcommittee](#) inbox for these specific kinds of requests.
- Please note that for **mentees**, a match with the requested mentor is not always guaranteed. A match with your requested mentor depends on a number of factors, such as the current number of mentees of the requested mentor. In an instance where a match cannot be made with your requested mentor, all attempts will be made to match you to a compatible mentor.

5. How long does it take to get matched with a mentee or mentor?

It can take up to 45 days to get matched with a mentor however it may take longer for some mentors to get matched with a mentee.

- For **mentees**, you should be notified of your match within 45 days depending on when you registered. Matches are made at the end of each month. If you register by the 25th of a month,

then you will be matched that month. If you register after the 25th, then you'll be matched the following month.

- For **mentors**, it can take longer than 45 days to be matched with a mentee as it largely depends on how frequently new mentees are joining the program. Mentees are matched with mentors based on certain factors such as: discipline, agency, city, and state. More mentees are joining the program requesting specific mentors that fit their criteria.
 - You will be matched as soon as a junior officer joins the program and matches with your criteria. Alternatively, if you know of a junior officer that is in need of mentoring you can always encourage them to join the program and request to be matched.
 - Quarterly emails will also be sent to mentors who remain unmatched for more than 45 days.

6. How will I know when I've been matched?

You will receive an email and introductory letter from a member of the HS Mentoring Subcommittee Matching Team. The letter will consist of the contact information of the officer you've been matched to and instructions on the mentoring process. You can also [login](#) to your mentoring database profile to see who you were matched with.

7. Where do I upload the introductory letter once I've been matched?

Your introductory letter will contain instructions on documenting your match in your electronic Official Personal File (eOPF). After blocking out all the contact information of your mentor or mentee, you can upload your introductory letter to the Letter of Appreciation section of your eOPF.

8. How long is enrollment in the HSPAC Mentoring?

Matches are intended for one year, however you can decide to continue with your current match beyond one year if you and your mentor/mentee agree. If you have concerns about your current match or just would prefer to be rematched with a new mentor/mentee please email the [HS Mentoring Subcommittee Matching Team](#) and copy the [HS Mentoring Subcommittee](#) inbox.

9. How are updates and notifications to the Official HS Mentoring Program participants disseminated?

- *Any communication updates to the Mentoring Program participants will be sent to the email addresses included in the officer's Mentoring Database Profile.*
- *Updates are also shared through the Mentoring Program Listserv, therefore you are highly encouraged to sign up for the Listserv and ensure that your profile includes updated contact information (see question 11 for more details).*
- *Quarterly emails will be sent to participants to remind them of benchmarks in the program – this communication is in development.*

10. Why should I join the HSPAC Mentoring Listserv as a member of the Official HS Mentoring Program?

Officers should join the Mentoring Listserv to receive important information on the program, mentoring related resources, and opportunities not necessarily provided through category wide announcements.

11. How do I join the HSPAC Mentoring Listserv?

To JOIN, LEAVE or UPDATE your subscription to the HS-L List:

- To JOIN: Send an email to the LISTSERV@LIST.NIH.GOV containing the text: **SUBSCRIBE HS-MENTORING** in the body of the message.
- To LEAVE: Send an email to LISTSERV@LIST.NIH.GOV containing the text: **UNSUBSCRIBE HS-MENTORING** in the body of the message.
- To UPDATE your subscription: Visit <http://list.nih.gov/>

12. How do I update my information in my profile?

Officers need to [login to their profile](#) to make updates to their personal information. Once updates are made, you will receive an auto-receipt confirming that your update was made. This notification is not related to you mentor-mentee match.

13. What do I do if I am not satisfied with my mentor/mentee match or if the officer is unresponsive?

If your mentoring match is not meeting your needs or you are unable to reach your mentor/mentee, email the [HS Mentoring Subcommittee Matching Team](#) and the [HS Mentoring Subcommittee](#) inbox to request a change.

14. How and when are the Mentoring Program end of the year certificates disseminated?

The Mentoring Program end of the year certificates are automatically uploaded to each officer's profile in December of each year. An email is sent to all officers to notify them that the certificates are available and ready to download. Officers can then log into their profiles to download their certificate so they can upload them to their eOPF at the end of each year.

15. Who receives a Mentoring Program end of the year certificate?

All officers who have been matched with a mentor/mentee for a 12 month time period, ending in December of each year, will receive a certificate. For Example, if you were matched in October 2018 you will not receive your certificate until December of 2019. Certificates are uploaded automatically to each officers mentoring profile in December of each year so each officer can [login](#) to their personal profile and download their certificates to save them. It is strongly encouraged to save your certificate each year it is issued.

16. What do I need to do if I can no longer serve as a mentor or mentee?

Please email the [HS Mentoring Subcommittee Matching Team](#) and the [HS Mentoring Subcommittee](#) inbox to notify them of this change. Your profile will then be updated accordingly.

17. How do I give feedback and input to the Mentoring Subcommittee for improving the program?

Mentors and mentees will receive an annual survey in October where they can provide feedback and recommendations for consideration by the Mentoring Subcommittee. The Subcommittee uses this data to guide the development of new resources and events for program participants.

18. I have an informal mentor. Can I formalize that relationship within the Official HS Mentoring Program?

Yes, if you already have an informal mentor and she/he is a Health Services Officer, you can request to be matched with them. See question 4 for instructions on how to request a specific mentor/mentee.

19. May I request more than one mentor?

No, officers can only be matched with one official mentor in the HSPAC Mentoring Program.

20. May I be matched with an officer that is not in the Health Services Officer Category?

No, this program can only officially match you with one senior Health Services Officers. However, you can have as many unofficial mentors as you like.

21. What is the maximum number of mentees that can be assigned to a mentor?

The maximum number of assigned mentees to a mentor is three. If a mentor would like to officially mentor more than three mentees through the Official HS Mentoring Program, the mentor should email the [HS Mentoring Subcommittee Matching Team](#) and copy the [HS Mentoring Subcommittee](#) inbox to discuss the possibility of increasing the number of assigned mentees.

22. How can a mentor designate the number of mentees they wish to mentor?

- [Login](#) to the officer profile
- Update the "Max Mentee" field with the designated number of mentees.

**Please visit the [HSPAC Mentoring Subcommittee Training and Resource](#) webpage to find additional tools and resources that will aid you in having a productive mentor-mentee relationship.*