CCRI
Coaching for Success
Mentor Orientation

CCRI's Mission

The primary mission is to offer recent high school graduates and returning adults the opportunity to acquire the knowledge and skills necessary for intellectual, professional and personal growth through an array of academic, career and lifelong learning programs.

Commencement 2024, President Rosemary Costigan

CCRI's first Alumni President, giving opening remarks.

Orientation Framework

📰	Introduction/Overview	This is CCRI
👥	CCRI Resources	Student Support Services
🖥️	Mentoring Essentials	Definitions Expectations
✓	**Next Steps**	Matching Length of Commitment Starting

Introduction

Let's talk about CCRI!

- 15,000 students
  - Recent HS graduates
  - Adult learners

- 4 campuses and 2 satellite campuses
  - Warwick
  - Lincoln
  - Providence
  - Newport

  Woonsocket Education Center
  Westerly Education Center

Academics

- CCRI has 52 majors, plus certificate and workforce programs
  - There are seven academic and career paths that will lead students to their career or prepare them to transfer to a four-year baccalaureate program
  - *0*

- Each course has a written course description.
  - Some require a prerequisite to be completed prior.
  - *Example: in Accounting, you'd need ACCT 1010 before taking ACCT 1020*

- Academic Credits*:
  - 1-11 credits = part time
  - 12+ credits = full time

Credits usually align with the amount of hours needed to study; 1 credit = 1 hour.

Pathways and Career Services

Self-Exploration Tools for Students

MyMajors

- Students can take a self-assessment through the Career Services website.

- Results show the student their perceived interests and the related programs at CCRI, URI, and RIC

RESULTS

Below are your top 3 Academic and Career Paths at CCRI to consider based on your responses.

1		Education, Government, and Human Services
2		Health and Health Administration
3		Business, Economics, and Data Analytics

Take the full assessment to learn how your interests align with majors at CCRI and transfer programs at URI and RIC.

Academic and Career PATHS

Student's may use the self-exploration tool and guidance from their advisors to help them choose their Path based on their goals.

- **Arts and Humanities**
- **Business, Economics, and Data Analytics**
- **Communications, Media, and Film**
- **Education, Government, and Human Services**
- **Environmental Science**
- **Health and Health Administration**
- **Science, Technology, Engineering, and Math**

Planning Ahead – Enrolling in a Baccalaureate Program

## Joint Admissions Agreement (JAA)

- CCRI students may plan to transfer to RIC or URI and receive conditional acceptance

- To be eligible prospective students must have less than 30 credits, and not attended a college before

- To enroll, visit www.ccri.edu/jaa

Transfer to Other 4-Year Colleges/Universities

- Although RIC and URI are the only schools that CCRI has a joint admissions agreement with, that doesn't mean other colleges/universities aren't possibilities for your mentee!

Planning Ahead – Career Services

Career services empowers students to make well-informed career decisions through professional readiness and exploration and work-based learning opportunities leading to academic, personal, and career success.
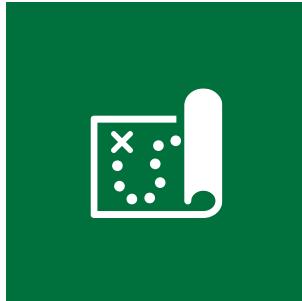
Self-exploration

- Personality and interest assessments
- TypeFocus and MyMajors results align with CCRI, URI, RIC studies and careers

Professional readiness

- Handshake (job database)
- Workshops and classroom presentations
- Resumes, LinkedIn
- Job Fairs
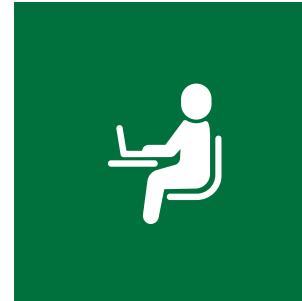
Work-Based Learning

- Experiential education to increase career competencies
- Internships, clinicals, industry projects, and more

Work-Based Learning (WBL)

Below are ways the Work-Based Learning team can support your mentees.

Types of WBL

- Internships
- Part-time or full-time jobs
- Clinical rotations and practicums
- Industry projects
- Shadowing
- Case studies with businesses
- Apprenticeship
- Performances
- Capstones that include employer/industry engagement

Connect academic and career interests

- Utilize foundational skills to complete meaningful workplace tasks
- Apply classroom learning to real-world scenarios
- Develop personal, academic, and career goals

Gain professional experience

- Connect with industry professionals and increase employability
- Participate in experiences to strengthen resume and highlight in interviews
- Meet mentors or recruiters to help with securing a job
- Understand industries in Rhode Island and the job market

A Robust College Experience

Below are some engagement opportunities you can share with your mentee. These are excellent ways for students to feel integrated in their college experience.

- Student Groups

- Student Lounges

- Student Leadership Opportunities

- Campus Events
  1. Theatre Productions
  2. Fall Festivals
  3. Recreational Activities
  4. Engagement Fairs
  5. And so much more!

- Off-Campus Trips

CCRI Resources

You are an incredible resource! And CCRI is here to help you... help them. Next, you'll learn about the amazing resources that you can direct your mentee to!

Academic Wellbeing

At CCRI we're committed to supporting our students!

- Advising Center: https://www.ccri.edu/advising/

- Tutoring Center: https://ccri.edu/tutoring/

- Financial Aid Office: https://www.ccri.edu/onestop/fa/

- Disability Accessibility for Students (DAS): https://www.ccri.edu/das/

- Career Services https://ccri.edu/careerservices/index.htm

Health and Wellbeing

The Personal Counseling & Wellness Center

- Students may schedule an appointment, via email: COUNSELING@CCRI.EDU or by using the referral form on the CCRI website.

- Students have access to a list of mental health resources and outside providers if they prefer. This information can be found at: www.ccri.edu/counseling

- Students have access to TELUS Health and their extensive mental health services. TELUS Health is a free service for students and available 24/7 via a downloadable app or phone at 866-743-7732.

- On-campus emergencies: Go to campus police or call them at (401) 825-2000.

- Off-campus emergencies: Dial 911.

Meet the Team: CCRI Clinical Counselors

- **Heidi Josephson, LMHC**

- Springfield College, M.Ed., RIC – CAGS, Lehigh Univ, BA

- Prior to CCRI, I worked as a Sr. Clinical Therapist for Lifespan/Gateway

- Specializes in working with trauma, depression and anxiety

- **Sylvain Loize, LMHC**

- Lesley University, M.A - Northeastern Univ, BA

- Prior to CCRI, I worked at Child and Family Srvs as a Clinician

- Specializes in anxiety, depression, EMRD certified.

The Benefits Hub

The Benefits Hub connects students to resources at CCRI and in the community. They can help you connect your mentee with services related to:

- Housing and Homelessness
- Food Insecurity
- Childcare
- Transportation
- Utilities Assistance Programs
- Healthcare Referrals and HealthSource RI Application Assistance
- Scholarship & Grant Opportunities

Meet the Team: CCRI Benefits Hub Counselor

- **Shanna Wells, Director**

- **Monday – Friday 8 AM – 4 PM**

Civil Rights and Title IX

Kara DiPaola Title IX Coordinator
Knight Campus in Warwick, room 3118
401-825-1126, 401-895-1095

Resources

Campus Police
- Non-emergencies: 401-825-2109; emergencies: 401-825-2000
- Can report a crime or make a confidential report

Title IX Coordinator
- Kara DiPaola
- Knight Campus in Warwick, room 3118
- 401-825-1126, 401-895-1095
- Investigation, non-criminal discipline

Faculty/Staff
- Must report to the Title IX Coordinator and/or Campus Police

Counseling Center
- Email: counseling@ccri.edu. Phone number: The Warwick- 825-2021 and Lincoln-333-7053
- Telus Health 24/7 mental health and well-being support to students, including real-time and scheduled access to professional counselors. Confidential and free. TELUS Mental Health number 1-866-743-7732, for free 24/7

Dean of Students
- Taiwo Adefiyiju
- Deanofstudents@ccri.edu
- 401-825-2367; 401-871-3400

Protections and Prohibited Behavior

Discrimination	Sex Discrimination	Harassment	Sex-based harassment
Treating someone differently because of their membership in a protected class	Discrimination on the basis of sex, gender, sexual orientation, sex characteristics/stereotypes, and pregnancy or related conditions	Conduct directed towards someone because of their membership in a protected class Interferes with their education/work Creates an intimidating, hostile or offensive environment	Quid pro quo Hostile environment "Specific Offenses"

Protections and Prohibited Behavior

Quid Pro Quo	Hostile Environment	Specific Offenses
Employee conditions aid, benefit or service in exchange for unwelcome sexual conduct	Unwelcome sex-based conduct that is offensive, severe or pervasive and limits someone's ability to participate in our work/academic program	Assault Dating/Domestic Violence Stalking Non-consensual sexual contact Sexual exploitation

Hostile Environment Harassment

Consent

- Consent: an affirmative and willing agreement to engage in specific forms of sexual contact with another person
  - Requires an outward demonstration, through mutually understandable words, conduct or action, indicating a person has freely chosen to engage in sexual activity or contact
  - Consent cannot be gained through:
    - Use of coercion or force
    - By taking advantage of an incapacitated individual
    - 'Yes' means nothing if 'no' isn't an option
  - Silence, passivity, or absence of resistance does not mean you have consent.
  - Consent can be withdrawn at any time. When withdrawn, sexual action must stop.
  - Prior consent does not imply current or future consent.
    - Even in an ongoing relationship, consent must be sought and freely given

Intervention

- When it is safe to do so, you can intervene if you witness an instance of harassment or discrimination.
  - Direct
    - Directly address this conduct in the moment. Saying something like, "That's enough." or "That isn't funny."
  - Delegate
    - If you don't feel comfortable engaging, you can 'delegate' to an authority figure, like a professor.
    - Employees must report to the Title IX Coordinator
  - Distract
    - Changing the subject or help remove the target of the harassment/discrimination from the situation.
  - Delay
    - Sometimes you're not able to do something in the moment. You can follow up with the targeted person later to share that you witnessed the situation and thought it was wrong, You can offer to accompany them to tell a professor or the Title IX Coordinator.

Additional Protections

Pregnancy Modifications

- Protections & support for pregnant individuals
  - Protection from discrimination
  - Support in continuing their education/work

- Entitled to medically necessary modifications
  - Excused absence/breaks
  - Leave of absence
  - Academic modifications
    - Rescheduling course work, tests, exams, homework

- Lactation Rooms on each campus

Gender Equity & Support

- Chosen names & pronouns
- Facilities, locker room access

Resolution

- What are the best ways of handling these types of situation after they occur?

- What are our jobs? Who is best situated to handle which aspect of the situation?

Campus Safety

CLERY ACT

- Daily Crime Log and Annual Security Reports
- Campus Security Authorities (CSA's) – designated persons with significant responsibility for student/campus activities with responsibility to report crimes
- Confidential Reporting – when in doubt report it

RESOURCES

Emergency Response Guide

CCRI > Campus Police > Emergency Preparedness > Emergency Response Guide

Emergency Response Guide

This is a Reference Tool Designed to Aid and Assist You to Respond Calmly, Effectively and Safely to a CCRI Campus Emergency

Introductory Note

This Emergency Response Guide is part of a comprehensive CCRI Emergency Response Program recently developed and modeled after the program used by Northern Essex Community College (NECC). In addition, the program includes a detailed Emergency Response Plan derived from the plan standard promoted by the Federal Emergency Management Agency (FEMA) and the Rhode Island Emergency Management Agency (RIEMA). This "Standardized Emergency Management System" (SEMS) plan includes a CCRI Emergency Response Team Organizational Chart, Role descriptions, Duty checklists and Comprehensive Team Action plans. Emergency Response binders will be maintained in all division offices and at the offices designated as Response Management Team members.

Please read this Emergency Response On-line Guide or the hard copy booklet, and use it when an emergency situation arises. To learn more about CCRI's Full Emergency Response Plan, you are encouraged to contact the Security and Safety Department of the Campus Police Department.

Table of Contents

- EMERGENCY NOTIFICATION PROCEDURES
- COMMUNITY DISASTERS
- FIRE OR EXPLOSION
- BOMB THREATS
- GUNFIRE/ACTIVE SHOOTER RESPONSE PLAN
- POWER OUTAGES
- HAZARDOUS MATERIALS INCIDENTS

CCRI > Campus Police > Forms
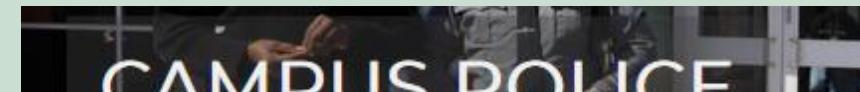
Campus Police Forms

- QUICK LINKS
  - Silent Witness Form
  - Threat Assessment Incident Reporting Form
  - Officer Commendation/Complaint Form
  - "Campus Security Authority" Crime Reporting
  - Anonymous Crime Reporting Form
  - Sexual Assault Data Collection Form

Mentoring Essentials

Your Role as a Mentor

- Guide your mentee on their journey at CCRI.

- Maintain confidentiality, following FERPA regulations.

- Be available to meet in-person or virtually at mutually agreed upon days and times.

- Respond to their questions and concerns in a timely manner. Flag matters which require follow-up from CCRI.

- Establish an authentic and supportive relationship.

- Assist them with developing an action plan if they're struggling with a course, balancing life matters, or managing interpersonal relationships.

- Maintain appropriate boundaries.

- Shephard mentees to available college and community resources.

Raising Flags as a Means of Support

What are Flags?

A flag is a challenge or an issue that a mentee is facing in your program. Flags can be tagged with one or more "flag topics" to give you an idea of what the mentee is struggling with (e.g. Academic Struggles, Financial Concerns, etc.).

Flags are most often reported by a mentee's mentor, but they may occasionally be reported by a member of the Mentor Collective team if a mentor or mentee raises a concern directly through our helpdesk.*

***Lauren Ficker – Mentor Collective**

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Flag Topics

Flag topics vary slightly by program design, in order to best suit each specific program's population and goals. Here are standard flag topics* across institutions/organizations.

*Lauren Ficker – Mentor Collective

Student Success	Career Readiness	Adult / Online	Corporate
• Academic struggles	• Academic struggles	• Academic struggles	• Company/ Role/ Department Fit
• Considering switching majors	• Considering switching majors	• Balancing work, family, and school	• Company Policy /Procedures
• Depression	• Depression	• Considering switching majors	• Harassment /Bias/ Discrimination
• Dropping out	• Difficulty finding a job or internship	• Depression	• Other
• Family conflict	• Dropping out	• Dropping out	• Physical/ Mental Health Well-being
• Financial concerns	• Family conflict	• Family conflict	• Professional Development
• Homesickness	• Financial concerns	• Financial concerns	• Work/ Life Balance
• Housing or food insecurity	• Homesickness	• Health issues	
• Immigration status	• Housing or food insecurity	• Housing or food insecurity	
• Other	• Immigration status	• Immigration status	
• Roommate conflict	• Other	• Other	
• Severe anxiety	• Roommate conflict	• Severe anxiety	
• Transferring schools	• Severe anxiety	• Transferring schools	
	• Transferring schools		

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How Do Mentors Report Flags?

Mentors can submit flags in two ways:

Post-Session Surveys. Mentors can login to their [Participant Dashboard](#) and report conversations, *including flags,* through a short post-session survey. Regarding flags specifically, the survey will ask for the flag topic, additional information or context, and whether immediate support is necessary.

Flag Check-Ins. If mentors haven't completed a post-session survey in a while, Mentor Collective's automated messaging will [periodically send a check in via email and text message](#). Mentors can but may not always provide additional context, beyond the flag topic.

*Lauren Ficker – Mentor Collective

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Identifying Flag Priority Status

When flags are reported through the post-session survey, mentors will be asked:

"Could your mentee benefit from immediate support from CCRI on this topic?

    Yes – send this information to CCRI
    No – immediate support not needed
.
- If **"Yes"** is selected –the flag will be marked with a Support Priority, "Immediate."
- If **"No"** is selected – the flag will be marked with a Support Priority, "Not needed."

Ex of immediate support (red) – safety issues (i.e. violence)
Ex of imminent support (yellow) – housing insecurity
Ex of no support needed (green) – changing area of study

What Happens After a Flag is Reported?

When a flag is reported, all predetermined flag recipients in CCRI will be alerted via email.

From there action steps appropriate and relevant to the student and their situation will be taken.

Mentoring Tips

To successfully engage with your mentee, remember -

o **Set clear goals and expectations** – know the "why"

o **Get to know your mentee** – authentically connect on shared affinities and interests

o **Encourage open and honest communication** – this requires engendering trust on both ends

o **Be a good listener** – receive information without judgement and ask "what do you need from me?" before rushing to offer solutions i.e. be a savior

o **Make mentoring fun** – all should look forward to taking this journey together

[Mentors For Youth](#)

Connecting with your Mentee

Maintain consistent email communication via Mentor Collective's SMS

Review the CCRI website (ccri.edu) and knowledge library to encourage involvement in CCRI events/activities.

Schedule regular check-ins and adhere to that schedule as much as possible. Remember to log contact in the portal.

Ask about their classes/pathways and relate to back to stated job/career goals.

Discuss relevant trainings and professional development opportunities.

Encourage participation in broader RI community events/with community partners.

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Remember: CCRI is here to support you, as a mentor! And we are grateful for you, your time, and your partnership to support our students.