

## QUICK REFERENCE and FAQs

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### GENERAL OVERVIEW

**What is HUSLink?** HUSLink is Hamline’s program designed to make networking, mentoring, and professional development available in a flexible, timely, and customized manner. It is an internet-based database through which mentors choose and list the types of experiences – from “quick questions,” to mock interviews, to shadow opportunities, to ongoing mentoring, and more - they would be comfortable and qualified to offer or discuss with protégés. Protégés then may search these different mentors, depending on circumstances and needs, and contact them for mentoring and professional development. The HUSLink program is flexible in terms of format; following initial contact via email, it allows mentors and protégés to determine how to best proceed. The Hamline Career Services Office will also work with HUSLink mentors in resource building, as well as informational and networking events.

**What is Symplicity?** Symplicity is the name of the greater system through which HUSLink is run. (Hamline’s Symplicity system additionally houses the school’s job bank, on-campus interview program, calendar of events, and more.)

**What are the eligibility requirements of mentors?** Mentors must: (1) have graduated from an accredited law school at least one year before registering; (2) be employed (or retired); and (3) be members of good standing of a state bar (or have been at the time of retirement, if retired). Mentors will be asked to verify good standing and employment status on an annual basis and are expected to contact the Career Services Office immediately should standing change in the interim.

**Can I be a mentor even if I did not attend Hamline University School of Law?** Absolutely! We welcome all “adopted alums” and legal professionals.

**What if I am not currently licensed?** Prospective mentors not currently licensed or authorized to practice (i.e., those in nonpracticing careers) but who would otherwise be eligible for “good standing” status should contact Career Services at [cs@hamline.edu](mailto:cs@hamline.edu) to discuss registration.

**What if I am between jobs?** Prospective or current mentors in career transition should contact Stachia Ullmann at Career Services at [cs@hamline.edu](mailto:cs@hamline.edu) to discuss registration or continuing eligibility. Why? Because the system organizes all contacts under the umbrella of employer. Therefore, to register in our system - whether on behalf of your employer to recruit law students and attorneys, or personally to be a mentor - we require some basic information about, and must “file you under” your current employer.

**What are the general expectations of mentors?** Mentors are expected to: keep their profiles current at all times; read and respond to email requests for mentoring in a timely manner; provide mentoring or opportunities – as represented in the mentor’s profile – with professionalism; set and communicate to protégés parameters on the extent and duration of mentoring on a case-by-case basis; and communicate with the Career Services Office (respond to check-in inquiries, voice concerns if they arise, etc.).

Mentors are additionally expected to be reflective and mindful of specifying when they are sharing their personal experience and opinion (as opposed to a universal truth or rule), and *why* they hold that opinion (as their life circumstance, personality, goals, and preferences may be different than those of the protégé or other mentors).

Mentors are encouraged to be supportive of Hamline University School of Law when advising their protégés and also to refer protégés to the Career Services Office at [cso@hamline.edu](mailto:cso@hamline.edu) for further information on any topic. Mentors are also welcome and encouraged to at any time contact Career Services Office directly for information, guidance, or brainstorming on any issues.

**Is this program limited to student protégés?** No, Hamline University School of Law alumni may also be protégés (as well as mentors, if they wish). The primary goal of the program is to facilitate connections among the entire Hamline community, as well as between Hamline students and alumni and the larger legal community.

**What is the time commitment?** The time commitment is determined by you. You will remain active in our system as long as you would like, you can temporarily put your account on hold during busy times, you determine the type of contact you invite, and you can specify the number of contacts you invite at one time. There is an expectation that if you are active in the system, you will follow through “as advertised” when contacted. Should exigent circumstances arise, however, please contact us immediately so we can help.

**Will I get paid?** No, this is a volunteer program and we very much appreciate your participation!

**Will I be matched with a protégé?** No, not in the traditional sense. The goal of this program is to leave control in the hands of the protégé and mentor by facilitating self-directed connections between the two parties involved. Your profile will be listed in a database searchable by Hamline students and alumni, and those interested in connecting will reach out to you via email (initially). Depending on the activities in which you have indicated an interest, and the protégé’s needs, you may have a one-time meeting with a protégé, you may connect only by email or telephone, or you may have an ongoing mentoring relationship.

**Can I mentor more than one protégé at a time?** It’s 100% up to you; depending on your stated preference, you may be in contact with one or more protégés at any given time.

**How does HUSLink display my information to protégés?** Once a mentor’s profile is approved, all protégés registered in the program can view it within the HUSLink password-protected database, along with those of all other mentors. At first glance, the protégé sees all mentors currently available in the system and then can narrow down options by desired search criteria pulled from mentor profiles.

**How does an interested protégé contact a potential mentor?** Via email. If the protégé would like to connect with the mentor, the protégé clicks a button within the HUSLink program labeled “Please Notify Mentor of My Interest,” which automatically generates an email (to which the protégé can add a message) to the mentor (from the email address: [law-hamline-csm@symplicity.com](mailto:law-hamline-csm@symplicity.com)). For privacy and to ensure contact is legitimately through HUSLink, protégés do not see the mentor’s email address prior to making initial contact. Mentors and protégés should feel free to share any contact information they wish, and make arrangements to carry out the desired contact in any suitable manner, after making the initial contact via automated email.

**Can I see other mentors' profiles?** Yes, but only *if* you are a Hamline University School of Law graduate *and* separately and additionally register as a protégé in the system.

**What if no one contacts me?** The Career Services Office will reach out to all protégés and mentors in the system periodically to solicit feedback and/or offer opportunities. In the meantime, if you do not receive email contact through the system from protégés and are concerned, please contact us so we can ensure your profile is live. We hope all of our protégés and mentors fully and frequently utilize the system. That said, we anticipate that contact will ebb and flow, depending on protégé “questions of the day” and interests.

**Who runs this program?** The program is administered and overseen through the Hamline University School of Law Career Services Office (CSO). Nancy Lochner, Director of Career Services, and Stachia Ullmann, Career Services Program Administrator, are both available at [cso@hamline.edu](mailto:cso@hamline.edu) or 651.523.2470, will reach out to mentors periodically, and are available to field any and all concerns, questions, or compliments.

### MENTOR REGISTRATION

**How do I register as a new “contact” for purposes of mentoring?** Go to: <https://law-hamline-csm.symplicity.com/mentors/> While some form fields are required, many are optional. You can choose and control the topics and experiences you are able to comfortably, professionally, and intelligently discuss. (If after you fill out your email – the first step to get to the form - it bumps you to a login screen, contact Stachia Ullmann at [cso@hamline.edu](mailto:cso@hamline.edu). This occurs because the system recognizes you as an existing contact; Stachia will add HUSLink Mentor Program access to your account at which point you may complete your mentor profile.)

**What if I’m already a “contact” in Symplicity (the system in which HUSLink is housed) because I have posted jobs or otherwise?** In that case, skip the URL mentioned above and instead email Stachia Ullmann at [cso@hamline.edu](mailto:cso@hamline.edu) or call 651.523.2470 to have mentor registration access added to your already-existing account

**What if I’m already a “student/alum” in the Symplicity system?** If you used Symplicity as a student, you still have an account as a graduate. That account remains, and you register for a separate “contact” side account to become a mentor. In other words, you will have 2 Symplicity accounts.

**How long does the registration process take?** It will take approximately 5-10 minutes to fill out the registration form. Thereafter, the Career Services Office will be notified and will review and approve each request as soon as possible during normal business hours. (As part of this process the Career Services Office will verify standing with the Bar(s) listed and may contact prospective mentors with any questions.) Therefore, approval of the submitted registration will not be automatic/immediate. We anticipate approval in most cases will take place within one business day or less.

**How do I register as a protégé?** Current HUSL students and alumni can become proteges in the Mentor Program by watching the orientation webinar and reading the Protege Handbook available on the HUSLink Mentor Program website ([http://law.hamline.edu/career\\_services/huslink.html](http://law.hamline.edu/career_services/huslink.html)) and following the registration instructions contained therein.

**How will I receive my log-in information?** Once approved, mentors will receive a “Welcome to Symplicity” email from “law-hamline-csm@symplicity.com.” Mentors should note this address and ensure it is “allowed” for spam filter purposes as correspondence through HUSLink will come from this address. Mentors should save this email, which contains the login URL, username, and password to the Symplicity system within which the HUSLink mentor program operates.

**What is the login URL once I'm registered?** <https://law-hamline-csm.symlicity.com/employers/>

**Can I change my password?** Mentors are free to change their originally assigned password at any time by logging in at <https://law-hamline-csm.symlicity.com/employers/> and navigating to Account|Password Preferences.

**Who can help with trouble I'm having logging in, or other technical difficulties or questions?** Contact Stachia Ullmann in Career Services at [cso@hamline.edu](mailto:cso@hamline.edu) or 651-523-2470. Troubleshooting ideas: Your email is your username, so if you're not positive which email you used try likely options. Do you remember getting correspondence about the program to a certain account? After changing your password you may need to completely close and reopen your browser. If you have logged in as a student or employer before, cookies may be driving you to the wrong log-in page.

**Where can I direct concerns, complaints, or compliments?** Contact Nancy Lochner, Director of Career Services, at [nlochner@hamline.edu](mailto:nlochner@hamline.edu) or 651.523.2470

### **NOW I'M A MENTOR...NUTS and BOLTS**

**I registered and was accepted; what do I do now?** After your registration is approved, unless you want to review or update your profile, you do not need to do anything but respond to protégé requests for contact, which will arrive via email from the address: [law-hamline-csm@symlicity.com](mailto:law-hamline-csm@symlicity.com).

**How do I review or update my mentor profile or contact information?** Go to <https://law-hamline-csm.symlicity.com/employers/> and use the email you registered in the system as your username and the password sent to you (or reset by you after initial login) as the password. After logging in, go to Account and then Personal Profile or HUSLink (or take the "shortcut" to the mentor profile). You should keep your contact information current at all times through Account|Personal Profile. If you update your email address, the updated address will become your new username to login to the system, and all correspondence will be sent to the new email address. After making updates, remember to click "save changes."

**What happens if my email address changes?** You must update your profile immediately by logging into <https://law-hamline-csm.symlicity.com/employers/>, and navigating to Account|Personal Profile, as all communication is automated and tied to the email on file. Your login will also then change to the new email on file.

**If I am a Hamline graduate and update my contact information with the Alumni Office, will that update my HUSLink profile?** Unfortunately, no. Updates made to the Alumni Office will not be automatically fed into the HUSLink system and vice versa.

**How can I change the number of protégés that can express interest in me?** Your mentor profile (originally filled out at registration) includes this choice and is maintained and can be updated after logging into the system <https://law-hamline-csm.symlicity.com/employers/> and navigating to Account|HUSLink. You may always reduce or increase the number of protégés you are willing to receive contact from at any one time. Please note the minimum number of protégés must be 1, however. The system does not recognize "0" as a valid choice and instead reads that as allowing unlimited protégé contacts. Remember to "save changes." If you want to go to 0 temporarily, choose to go "inactive" instead of reducing the number of contacts. If you want to permanently discontinue current and future participation in the program, contact the Career Services Office at [cso@hamline.edu](mailto:cso@hamline.edu) for assistance.

**How do I temporarily make my account inactive?** As long as you do not currently have a protégé with expressed interest, you may log in at <https://law-hamline-csm.symplicity.com/employers/>, navigate to Account|HUSLink, and temporarily change to “inactive” status during busy personal or professional times. By doing so, your profile will be saved “behind the scenes” in the system but will not appear to prospective protégés. When available again, simply log in and switch back to active status on the same form, and click “save changes,” at which time your profile again becomes visible to prospective protégés.

If you have current protégés but want to go inactive, on a temporary and/or emergency basis, contact the CSO for assistance. (Simply clicking “inactive” will not work in this instance because if the protégé subsequently clicks “mentoring complete” the system will automatically make your profile active again.)

**How do I permanently withdraw from the program?** Please contact Nancy Lochner or Stachia Ullmann at the Career Services Office at [cso@hamline.edu](mailto:cso@hamline.edu) or 651.523.2470 for assistance.

**How will I be notified of a protégé’s interest in me?** You will receive an email from [law-hamline-csm@symplicity.com](mailto:law-hamline-csm@symplicity.com).

**What do I do after I receive an email from a protégé?** Simply put, you email the student back (or call, if the student left a phone number), and the two of you pursue the professional development opportunity offered and requested. DO NOT hit “reply” to the email, however, as the original email was from a system address (rather than the protégé’s address) and will email the Career Services Office. Instead, hyperlink to the student email included in the body of the message.

If desired and practical, you may choose to meet in person. If a tag-along opportunity is the subject of the contact, you may agree to meet at the registration table of a specific event. If more practical, and so desired, you may choose to communicate by phone or email. If longer-term mentoring is the subject of the inquiry, you should communicate with one another to define the scope, duration, and goals of the contact. In any event, based on the circumstances, you should take the lead in clarifying the format, scope, and duration of the professional development opportunity.

**Do I need to email my protégé through HUSLink?** No. You may, but need not, email through HUSLink. If you prefer to email directly from your email account, that’s fine. If you would prefer to manage all communication through HUSLink, log in to the system at <https://law-hamline-csm.symplicity.com/employers/> and navigate to Account|HUSLink. Then under “Interested Students” on the right, “check” the box to the left of the protégé’s name, and click “mail to checked.” A template will appear in which you will insert your message. When done inputting the desired information, click “next” at the bottom of the page. You may choose to send a copy to yourself, and/or you can also later view emails you sent through the HUSLink system under the Activity Summary tab within the Account page.

**How and where can I manage my protégés?** You can also see a list of all (current) interested protégés within your HUSLink account from <https://law-hamline-csm.symplicity.com/employers/>. This information will remain for the duration of the contact. Once the two of you agree that mentoring is complete – and the protégé so indicates in the system – the protégé’s name and contact information will disappear.

**What if I feel I am not qualified or comfortable fielding a protégé's question?** At the heart of the HUSLink program is the acknowledgement that mentors are not expected to be authorities on all matters. As specific situations arise, mentors should feel comfortable being (and are expected to be) upfront with protégés when they cannot in good faith answer a question or provide an opportunity. Mentors are also welcome and encouraged to at any time contact Career Services directly for information, guidance, or brainstorming on any issues.

**Will our communication be confidential?** In short, no. It *is* absolutely expected that communication between mentors and protégés through the HUSLink program will be handled with professionalism and discretion, particularly if so requested by either party (for example, when sharing salary expectations or legitimately discussing - for purposes of mentoring - experiences with difficult employers), but it is not presumed or guaranteed confidential. To ensure the integrity of the program, Hamline wants protégés and mentors to feel welcome and encouraged to share concerns or questions arising from the mentoring or advising relationship initiated through HUSLink with Career Services staff, including Nancy Lochner, Director of Career Services ([nlochner@hamline.edu](mailto:nlochner@hamline.edu)).

**Are any issues or topics off-limits?** It is expected that both you and protégés will be mindful of attorney-client privilege, confidentiality, and other ethical duties; that neither is representing the other's clients in any manner; and that with respect to all advice given and knowledge shared, the protégé will exercise his or her own independent professional judgment going forward and will not rely solely on that of the mentor.

**What happens when the maximum number of protégés who may contact me has been reached?** When you have been contacted by the maximum number of protégés desired (per your profile), your profile will automatically (temporarily) disappear from the list of mentors visible to all prospective protégés.

**How do I make my profile visible to protégés once I'm back under the limit of protégés that I set?** For the mentor to become available to subsequent protégés, the protégé (not you) must log in to his or her account and indicate "Mentoring Completed" at which time your profile will again become visible to all prospective protégés until the maximum number has again been reached.

**How do we know when our mentoring is complete, and what happens then?** In short, it is up to you – the mentor – to determine and communicate the duration of the mentoring experience. When it is complete, you should direct the protégé to so indicate in his or her HUSLink account.

In some instances, it will be clear that mentoring is complete (if your protégé requested a mock interview and it occurred, for example). YOU should then initiate closure of the contact by requesting that your protégé indicate in his or her HUSLink account that mentoring is complete for the purposes requested. In other instances (regardless of the nature of the initial contact), the two of you may "hit it off" and mutually wish to continue on with mentoring of indefinite duration, even though the original request was "complete." In that instance, the mentoring should be kept open in the system. (In contrast, when the two of you are open to the idea of future contact but do not have immediate plans to continue contact, the protégé should indicate that mentoring is complete but should be encouraged to seek you out again through the system in the future.) You should make this decision and communicate it to the protégé.

After your protégé then indicates in HUSLink that the mentoring is complete, an email will be generated to you confirming the closure. You can also view the list of “Interested Students” within the Symplicity account; any protégé listed has an “open” contact. If a student is listed whose mentoring should be complete, you may contact the Career Services Office at [cso@hamline.edu](mailto:cso@hamline.edu) for assistance in closing the contact (if the student has not). This will make your profile available for other prospective protégés.

**Can I offer my student an employment or volunteer opportunity?** Of course you can! That said, the focus of the HUSLink program is on networking and professional development rather than specific legal issues, matters, or employment opportunities. If from the outset your goal is to mentor in more of a hands-on manner, or to hire a law clerk or attorney - rather than to offer more general professional development guidance or information - you may prefer to instead (or in addition) work with students through Hamline’s Practicum program: <http://law.hamline.edu/practicums/practicum-program.html> or post employment openings in the school’s job bank (contact [cso@hamline.edu](mailto:cso@hamline.edu) to have job posting rights added to your Symplicity account.)