

## What Is Your Role as a Career Coach?

Online career coaches play a vital and unique role in helping young people understand the occupations that they are studying or thinking about in their academic and career planning exercises. Without leaving the school building or home, students can ask the questions they are curious about and get answers from people who have experience. Your role is to provide accurate and easy-to-understand answers to their questions - without needing to leave your office or home either.

## Best Practices for Responding to Student Questions

- 1. Please answer questions within 24-48 hours of receiving them.** That way, you'll keep student's attention and keep our education partners happy. You'll get a notification around 10 PM letting you know you have an unanswered question on your message board(s) until they are answered. Or, you can make a habit of logging into your Career Cruising account every couple days to check. If you need help logging in, please contact your regional network admin for help.
- 2. Remember that you'll receive questions from students in grades 6-14.** That means that the quality of questions will vary. Please be patient with questions that perhaps are lacking information or are not well thought out. Sometimes you may have to use your intuition for a question that doesn't provide quite enough information. Many of the questions that come through are excellent too!
- 3. Be as thorough as possible in your answers.** Still, don't feel like you need to provide extra lengthy answers. Concise answers with easy-to-understand language is better than long-winded answers that don't get to the point. Sometimes, of course, a lengthier answer is appropriate.
- 4. Create a FAQ section for questions that come up a lot. First, log-in to Career Cruising:**
  - Click "Message Boards" - you'll see a list of the message boards you joined.
  - Click "Frequently Asked Questions" in any of your message boards.
  - Click the "Add Post" button, fill out the topic and message in the form that appears.
  - Click "Preview" and once you've reviewed your FAQ, click "Send".
  - When you receive a question you'd like to refer to the FAQ, click on the question, scroll down to where it says "Refer to FAQ" under Option 1 of the answer form. You may include an additional message as well.
  - Click "Preview" to review your message and then "Send" to make it complete.

# WHAT INSPIRES YOU?

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**5. Delete off topic questions.** If you receive a question that doesn't make sense, is off-topic or is a duplicate from the same person, you may delete the question.

**6. Flag abusive posts.** If you receive an abusive, inappropriate or concerning post, please flag the post with a message. This will be sent to the appropriate school personnel as well as Inspire staff.

Please visit [www.inspirewisconsin.org](http://www.inspirewisconsin.org) for your region's admin contact information and more.