Special Instructions for Over-the-phone (OTP) Appointments

1. **Make sure you have scheduled the correct appointment type(s).**

   For an OTP appointment you should have selected an over-the-phone appointment type, rather than a regular appointment type. Selecting the correct OTP appointment type will notify the mentor that s/he needs to call you at the designated appointment time, rather than wait for you to show up in person. This is important because if you do not show up and the mentor does not know to call you, then you will be charged for being a no-show.

   If you have selected the wrong appointment type, be sure to cancel your appointment(s) using the “Manage Appointments” tab in the Career Prep Mentor Scheduler and set up the correct appointment type(s).

2. **Make sure you complete and submit the appropriate Know Your Audience (KYA) guide.**

   Conduct research on your audience and then complete the KYA guide for over-the-phone (OTP) appointments. You can download this guide at:
   http://www.byui.edu/CareerServices/documents/student/resources/careerprep/KYA_Guide.docx
   If the link does not work, you can find the document on our website at:
   http://www.byui.edu/CareerServices/Student_Resources.htm under the ‘Career Prep’ tab.

3. **E-mail all necessary documents for your appointment by the deadline.**

   All documents required for your appointment(s) should be e-mailed to cpmentors@byui.edu by 5 p.m. on the day before your scheduled appointment(s). Required documents are as follows:

   The subject of the e-mail should read:

   ‘[Student name]’s OTP mentoring appointment with [mentor’s name] on [date of appointment].’

   Ex: “Larry Cucumber’s online mentoring appointment with Paul Newman on 9/10/09”

4. **Be ready to go at your designated appointment time with a copy of your documents ready.**

   Your mentor will call you on the day and time of your appointment, at the phone number you provided in the KYA guide. Have a copy of your completed KYA guide ready and your résumé and/or cover letter (if applicable). After the appointment has been completed, the mentor will e-mail you, and copy it to your professor, to indicate that your appointment was successfully completed. You can submit this e-mail to your instructor as proof that your assignment has been completed.