# Transcript: IT Podcast - Ep 21 - New Student Series - Building a Relationship With your PM

*The following transcript is a verbatim account of the video or audio file accompanying this transcript.*

Speaker #1 (Narrator):

WGU's IT audio series. Flexible, portable, profound.

Speaker #2 (Juliana Cook):

Hello and welcome to the IT Audio Series. Today we wanted to chat with you about some topics specifically for new students, although this information can certainly be helpful for anybody. Before we get started, we wanted to introduce ourselves. I'm Juliane Cook and I have been a program mentor in the IT college since 2012.

Speaker #3 (Jessica Galterio):

I'm Jessica Galterio, and I've been a program mentor and the IT college since 2015. In our experience, we've seen a lot of different strategies for success as a student at WGU, and we wanted to share with you some of the best tips and tricks that we've seen for your first term.

Speaker #2 (Juliana Cook):

Your relationship with your program mentor can make or break your experience at WGU. The best way to develop that relationship with your mentor is communication. Here are a few tips on how you can make the most out of your relationship with your mentor.

Number 1, like I said, communicate. We already said it, we're going to say it again, communication is key. Your mentor cannot help you with things they don't know about, they cannot offer you anything if you never talk with them, and they definitely can't answer questions they don't know you have. You're not going to bother them if you ask another question. So feel free to get in touch. There's no reason to wait until your next scheduled appointment either. Their calendar is available to you for a reason.

Speaker #3 (Jessica Galterio):

Number 2, be honest with them and yourself. Listen, everyone has bad weeks. There are times when things don't go according to plan, there are times when things are very chaotic, but part of what your mentor is there for is to help you get back on track when that happens. But they can't help you with things that they don't know about. So the first step is to recognize yourself when you didn't meet your goals and be honest with your mentor about what happened and why. They are there to help you find a way to be successful in spite of those setbacks. So let them know when you've had a rough week and you might be surprised with their responses, aren't going to disappoint them.

Speaker #2 (Juliana Cook):

Number 3, be open to their suggestions. Your mentor knows what it's like to be a student. Many of them have actually been students at WGU and know firsthand how difficult it is to manage time, work, and other obligation. I certainly do. They've seen strategies that work well and strategies that fall flat. When your mentor is talking to you about ideas for how you can be successful, be open to trying new things.

Speaker #3 (Jessica Galterio):

Number 4, revisit your goals, and often. You should be communicating with your mentor frequently, so it's a good idea to consider what your goals are pretty often. Have your long-term goals changed? Do you need to finish a class sooner so that you can work on a project for your job? Things happen and our priorities shift over time, so it's a good idea to chat with your mentor pretty frequently about what you want out of the courses that you're taking and your degree.

Speaker #2 (Juliana Cook):

Finally, don't be afraid to ask questions. This comes back to being honest with your PM. If you aren't sure about something, if you need help with something, or you just want to know who to contact with your question, don't hesitate to reach out to your mentor. Their job is to answer your questions and to do everything they can to help you succeed.

Speaker #3 (Jessica Galterio):

If you're looking to start a new relationship with your mentor or looking for advice on how you can improve your relationship with your mentor, just remember, communication is key let them know what is going on, be open to their advice and discuss your goals often, and do not be afraid to ask questions.

Speaker #2 (Juliana Cook):

Ultimately, your mentor is there to help you succeed and you can get a lot out of that relationship if you want to. We hope you got something out of this conversation and encourage you to reach out to your program mentor today.

Speaker #3 (Jessica Galterio):

Thank you for listening to this episode. We hope you found some great tips and be sure to check out the rest of the episodes and the IT Audio Series. Good luck with your education.

Speaker #1 (Narrator):

Schedule time with your program mentor to explore more deeply. WGU, a new kind of you.