

Student Success Pre-Match Messaging

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Mentor Messaging

#1 - Email

Subject: Welcome to Uplift University Mentor Collective!



This email contains important details about your program and its inner workings. We recommend that you star/flag/bookmark it now for easy reference later.

Hi Daphne,

Thank you for signing up as a mentor for Uplift University Mentor Collective! We're excited to have you with us, and hope you're feeling the same.

Today's email will set expectations for the road ahead.

We have two Mentorship Checklist tasks for you to complete before you officially get started:

- Complete your Matching Survey to tell us what you want from your mentorship, and
- Complete the Mentor Training. This training helps you learn how to be a mentor in our program and must be completed within two weeks of your registration date.

Both of these tasks must be completed before we can match you.

[Take Me to My Tasks](#)

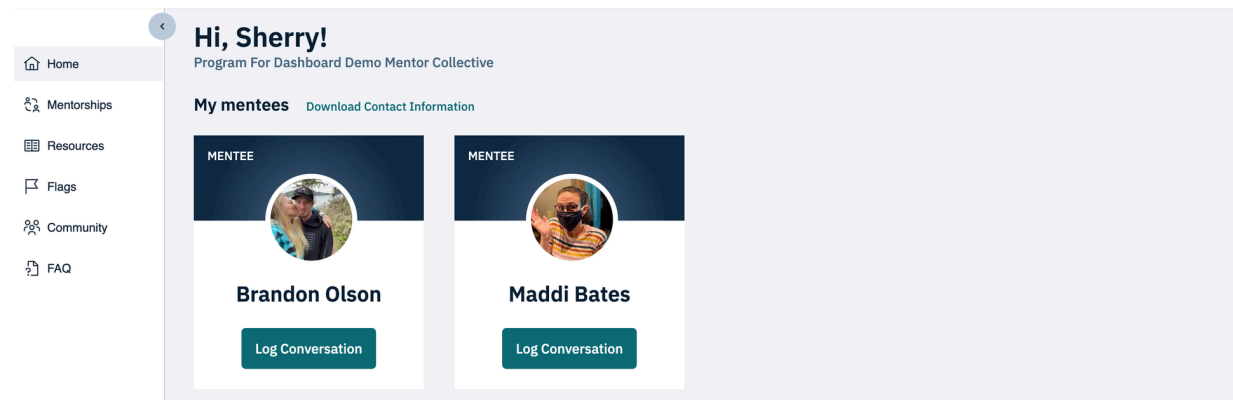
Once you're done with those, here's what you can expect:

- We use your matching survey to connect you with mentees, which can happen at any point during the academic year. Need to update your mentee capacity? Email us.
- As the mentor, you'll reach out to your mentees first and check in with them regularly afterwards.
- We recommend monthly, but talk to your mentees to determine what frequency and method works best.
- You'll log each conversation, noting how Mentor Collective can better support their students.

- You can do this on app.mentorcollective.org or through the monthly texts/emails we'll be sending.

Speaking of app.mentorcollective.org: we encourage you to spend some time on the Dashboard *before* you're matched! This page is where you'll:

- Be able to access details about your mentees,
- Log each conversation you have with them, and
- Find resources to help guide your discussions with your mentees.



We're always happy to chat more, hear your feedback, and learn from your suggestions — feel free to drop us a note!

With that said, if you'd like to opt out of these messages, simply reply to this email with the word "STOP" in the subject line and we'll remove you.

#2 - SMS

If the mentor has not completed their matching survey....

Hi Sarah! To be matched with a mentee, take the matching survey and complete your training: [resume_sign_up_flow_url] OptOut:Text STOP

If the mentor has completed their matching survey....

Hi Sarah, you've still got one step left to complete before we can match you - your mentor training! Sign in to get started: [resume_sign_up_flow_url] OptOut:Text STOP

#3 - Email

Subject: When it's time to talk, we'll guide you.



This email contains important details about your program and its inner workings. We recommend that you star/flag/bookmark it now for easy reference later.

One of the most common questions we get from mentors and mentees alike is, “What do we talk about once we’re matched?” The team at Mentor Collective has worked hard to help you have meaningful conversations, and this email will point you toward some of those resources.

But first! If you haven’t completed your matching survey or mentor training, head to the Mentorship Checklist on your dashboard to complete them. ***Without both of these tasks completed, we can’t match you.***

Complete My Tasks

Now, to the question of conversations. Here are three resources we provide to make sure you are never at a loss for words with your mentees.

Jumpstart Questions

This list provides questions for you and your mentee to ask of one another for the length of your mentorship. The first section, titled “Setup,” is helpful at the start of your relationship. We also have a Discussion Guide titled 'Introductions and Expectation Setting' within the [Participant Dashboard](#), to get your first conversation with your mentee off to a strong start.



What do we talk about?

We get this question a lot. And we get it. Starting a new relationship can be challenging, nerve-wracking, or even scary sometimes. But the success stories we hear from the mentors and mentees every day prove to us that it's worth it. So we've created a collection of questions to spark new and important conversations within your pairing. They may not all apply to your mentorship; that's okay! Pick and choose the ones that work best. These questions are designed to guide you through the full cycle of your relationship, so feel free to bookmark this page and come back to it as your mentorship grows.

- **Setup:** use these questions to set the terms, logistics, and expectations of your mentorship
- **Stories:** use these questions to ground your relationship in trust, familiarity, and an understanding of each other
- **Situations:** use these questions as examples of scenarios your mentor might be able to help you through
- **Skill-Building:** use these questions to develop skills, behaviors, and abilities to move you toward your goals.
- **Self-Awareness:** use these questions to evaluate the progress and/or success of your mentorship.

Discussion Guides

Our library of Discussion Guides offers you prompts, role playing exercises, and reflection activities on topics like Developing Study Skills, Emotional and Mental Health, Having Difficult Conversations, and more. We also have Mentor Briefings, guides developed to bring a mentor up to speed on more urgent topics like Financial Aid, Title IX, and more. Find these guides in the Resources tab of the Dashboard.

Search Filter Resources < Prev Next > 42 resources total

Effective Interviews

By the end of the conversation, the mentee will be able to explain what makes an interview effective and identify strategies for effective i...

Career Success Professional Skills

Emotional and Mental Health

By the end of the conversation, the mentee will be able to Understand the concepts of mental health and stress Discuss the importance of mai...

Health and Wellness

Finances

By the end of the conversation, the mentee will be able to explain why it is important to manage money carefully during college and identify...

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By the end of the module, the mentee will be able to describe strategies of effective communication for particularly difficult social situat...

Mentorship Tips Professional Skills

Life On Campus vs. Life Off-Campus

After completing this conversation, the mentee will understand the different experiences students have when living on or offcampus at a univ...

Student Life

Living with Roommates

By the end of the conversation, the mentee will be able to describe the challenges and opportunities associated with living on campus as wel...

Student Life

Community

Want to know what other folks are talking about in their mentorships? Check out the Community tab on the Dashboard, where you can see what topics are coming up most often. And when you log your conversations, you're contributing to these stats - so make sure to play your part by letting us know when you chat!

What people are talking about



Best,

#4 - SMS

If the mentor has not completed their matching survey....

Reminder: Take a matching survey and complete training to be matched with a mentee from the Uplift University Mentor Collective program. [resume_sign_up_flow_url] OptOut:Text STOP

If the mentor has completed their matching survey....

Reminder: Your mentor training awaits - and so does your eager mentee! Sign in to get started: [resume_sign_up_flow_url] OptOut:Text STOP

#5 - Email

Subject: Emails, Texts, Mini-Surveys: How You'll Hear from Us



This email contains important details about your program and its inner workings. We recommend that you star/flag/bookmark it now for easy reference later.

Today, we want to let you know how *we'll* be keeping in touch - as well as how you can get in touch with us.

First, a reminder: are we still waiting on your Matching Survey? How about the confirmation that you've finished your mentor training? If you haven't completed them yet, the "Complete My Tasks" button will take you to your dashboard where you can finish.

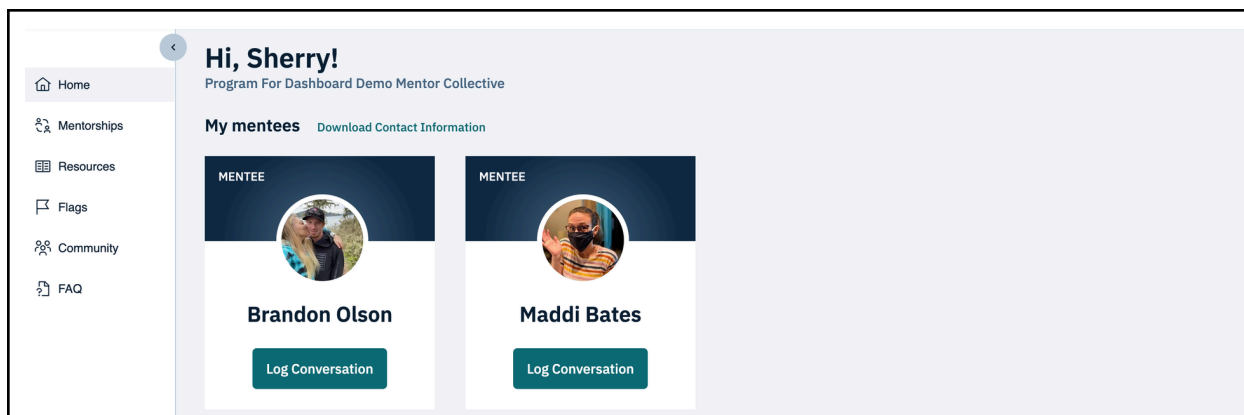
[Complete My Tasks](#)



Conversation Logs

Conversation logs help us learn how you're doing, share any concerns you may have with your program, and track trends across relationships. Each month, you'll receive a series of messages asking how many times you and each of your mentees spoke, what about, and how it's going! (This means if you have three mentees, you'll get this set of messages once for *each* mentee).

You can log your conversations by directly responding to those messages, or [on your Dashboard](#) by clicking the "Log Conversation" link:



Flags

If, in the course of your conversation with your mentee, you find yourself wanting help, you can raise a Flag. This allows you to let program administrators know that more support is needed. You can use these flags to report things like mental health concerns, financial aid problems, academic challenges, and more.

Microsurveys

From time to time, your program might have specific questions for you to answer, time-sensitive information to share, or links to new resources. These will appear in a banner, called a microsurvey, on your Dashboard - and disappear once you interact with them.

And how can you reach us with questions or feedback?

- Reply to any of these emails
- Email help@mentorcollective.org
- Text us at 617-340-3014

All the best,

#6 - SMS

If the mentor has not completed their matching survey....

Reminder: Take a matching survey and complete training to be matched with a mentee from the Uplift University Mentor Collective program [resume_sign_up_flow_url] OptOut:Text STOP

If the mentor has completed their matching survey....

There's still time to complete your mentor training and to be matched with a mentee - head to your dashboard to finish up! [resume_sign_up_flow_url] OptOut:Text STOP

#7 - Email

Subject: How You'll Learn to Love Conversation Logs



This email contains important details about your program and its inner workings. We recommend that you star/flag/bookmark it now for easy reference later.

Still haven't completed your matching survey or mentor training? You can do that [at this link](#).

We track the progress of your mentorship through your conversation logs. Today, we want to go into more of what that means in regards to your privacy and the safety of your information - and help guide you if you're *not* having conversations with your mentees.

What Conversation Logs ask about:

- What methods of communication you use to talk
- What general topics you talk about
- How satisfied you are with your experience
- Any concerns that program administrators should be aware of

This information helps your program offer support to the wider community. For example, if large numbers of participants are saying they're stressed, programs can consider large-scale efforts to help students manage these feelings.

* Which of the following have you been using to communicate with your mentee since your last session report?

- ☐ Videochat (Skype, Facetime, etc)
- ☐ Email
- ☐ Talking on the phone
- ☐ Texting
- ☐ Social media (Instagram, Facebook, Snapchat, LinkedIn)
- ☐ Meeting in person
- ☐ Other

* What general topics did you talk about?

- ☐ Getting to know each other
- ☐ Career (jobs, internships, what to do after graduation)
- ☐ Activities (sports, clubs, being a leader on campus)
- ☐ School life (eating, weather, culture)
- ☐ Staying balanced (wellness, anxiety, stress, self-care)
- ☐ Academics (classes, instructors, grades, studying)
- ☐ Other

If there are things in your conversations that you *do* want your program to know about, you can do so with **Flags**.

Flags are part of an alert system that allow you to tell us if a mentee is struggling in a way that needs more support. These flags allow us to help others get involved in the solution. Previous examples have included problems with financial aid, mental health concerns, or academic issues.

* Did your mentee express concerns about any of the following?

Select as many as apply.

- ☐ None
- ☐ Academic struggles
- ☐ Considering switching majors
- ☐ Depression
- ☐ Dropping out
- ☐ Family conflict
- ☐ Financial concerns
- ☐ Homesickness
- ☐ Housing or food insecurity
- ☐ Immigration status
- ☐ Other
- ☐ Roommate conflict
- ☐ Severe anxiety
- ☐ Transferring schools

While you're not required to get a mentee's permission to raise a Flag, we encourage mentors to let their mentees know - [to keep your relationship open and guided by trust.](#)

What Conversation Logs Don't Ask About:

- The dates, times, and/or locations of your conversations
- Specific details of your conversations

Even for conversations that happen in the MC-provided text relay (the text thread you can use without sharing your phone number), program administrators cannot see the contents of your messages.

All the best,

#8 - SMS

If the mentor has not completed their matching survey....

Reminder: Take a matching survey and complete training to be matched with a mentee from the Uplift University Mentor Collective program. [resume_sign_up_flow_url] OptOut:Text STOP

If the mentor has completed their matching survey....

We want to match you with a mentee, but you need to finish your on-demand mentor training first. Log in to get started: [resume_sign_up_flow_url] OptOut:Text STOP

#9 - Email

Subject: You made it! We can't wait to see you in action.



This email contains important details about your program and its inner workings. We recommend that you star/flag/bookmark it now for easy reference later.

Still haven't completed your matching survey or mentor training? You can do that [at this link](#). Please note that you will not be matched until both are completed.

Well, we've reached the end - your email orientation with us is done. But that doesn't mean there isn't more to learn! We encourage you to continue exploring the [Dashboard](#), revisit the training modules you've already completed, look through the Discussion Guide Library, and review other resources that will prepare you to be a mentor.

If you have questions in the meantime, here's how you can get them to us (if they're not already addressed [in our Mentor FAQ](#)):

- Reply to this email; it will go directly to our helpdesk team
- Contact our helpdesk via email at help@mentorcollective.org
- Or text our helpdesk at 617-340-3014

We'll leave you with a quote from a mentor in one of our programs, Nikki P., who shared:

"Mentors can be more than just information sources. They can be someone [who is] there, rooting for you when you need it the most."

We've given you the tools to be information sources. But it's your heart and willingness to help that will carry you the rest of the way. Thank you for being that person for your future mentees.

Best,

Mentee Messaging

#1 - Email

Subject: Welcome to Uplift University Mentor Collective!



This email contains important details about your program and its inner workings. We recommend that you star/flag/bookmark it now for easy reference later.

Hi Auxiliadora,

Thank you for signing up as a mentee for Uplift University Mentor Collective! We're excited to have you with us, and hope you're feeling the same.

Today's email will set expectations for the road ahead.

We have two Mentorship Checklist tasks for you to complete before you officially get started:

- Complete your Matching Survey to tell us what you want from your mentorship, and
- Consider completing the Expectations for Mentees Course. This optional learning experience will teach you how our program works, and share tips on how to make the most of your time with your mentor.

The Matching Survey is required before we match you; the Expectations course is highly recommended.

[Take Me to My Tasks](#)

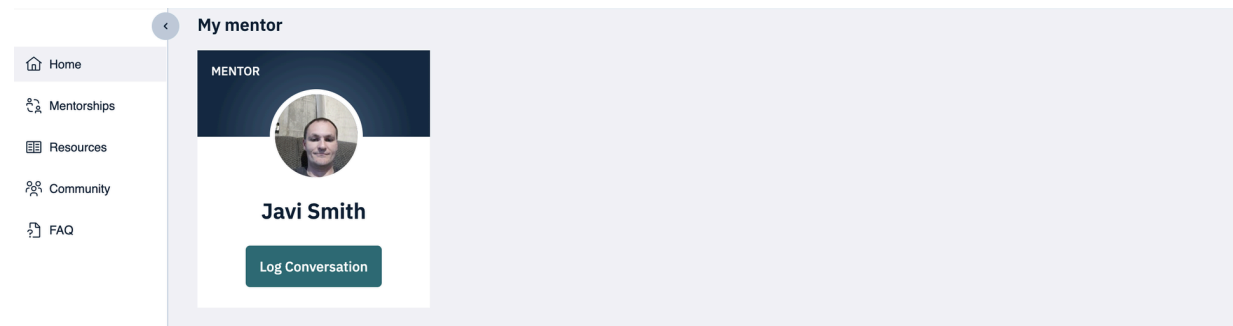
Once you're done with those, here's what you can expect:

- We use your matching survey to connect you with a mentor, which can happen at any point during the academic year.
- As the mentee, you should feel empowered to reach out to your mentor.
- We recommend monthly, but talk to your mentor to determine what frequency and method works best.

- You'll log each conversation, noting how Mentor Collective can better support you.
 - You can do this on app.mentorcollective.org or through the monthly texts/emails we'll be sending.

Speaking of app.mentorcollective.org: we encourage you to spend some time on the Dashboard before you're matched! This page is where you'll:

- Be able to access details about your mentor,
- Log each conversation you have with them, and
- Find resources to help guide your discussions with your mentor.



We're always happy to chat more, hear your feedback, and learn from your suggestions — feel free to drop us a note!

With that said, if you'd like to opt out of these messages, simply reply to this email with the word "STOP" in the subject line and we'll remove you.

Take care,

#2 - SMS

What do you want to see in a mentor? Similar interests? Same major? Same sort of upbringing? Let us know in your matching survey, available on your dashboard now: [resume_sign_up_flow_url] OptOut:TextSTOP

#3 - Email

Subject: When it's time to talk, we'll guide you.



This email contains important details about your program and its inner workings. We recommend that you star/flag/bookmark it now for easy reference later.

One of the most common questions we get from mentors and mentees alike is, “*What do we talk about once we’re matched?*” The team at Mentor Collective has worked hard to help you have meaningful conversations, and this email will point you toward some of those resources.

But first! If you haven’t completed your matching survey or Expectations for Mentees course, head to the Mentorship Checklist on your dashboard to complete them. ***Remember: the matching survey is required, or else we can’t match you.***

Complete My Tasks

Now, to the question of conversations. Here are three resources we provide to make sure you are never at a loss for words with your mentor.

Jumpstart Questions

This list provides questions for you and your mentor to ask of one another for the length of your mentorship. The first section, titled “Setup,” is helpful at the start of your relationship. We also have a Discussion Guide titled 'Introductions and Expectation Setting' within the [Participant Dashboard](#), to get your first conversation with your mentor off to a strong start.



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- 🧘 **Self-Awareness:** use these questions to evaluate the progress and/or success of your mentorship.

Discussion Guides

Our library of Discussion Guides offers you prompts, role playing exercises, and reflection activities on topics like Developing Study Skills, Emotional and Mental Health, Having Difficult Conversations, and more. If you know you'll want to talk about something, but are unsure of how to bring it up, these guides can help you get started.

Search

Filter Resources

< Prev Next > 42 resources total

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By the end of the conversation, the mentee will be able to explain what makes an interview effective and identify strategies for effective i...

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What people are talking about



Best,

#4 - SMS

There's still a task on your Mentorship Checklist that we need before we can match you with a mentor: fill out your matching survey! Check it out on the Dashboard now! [[resume_sign_up_flow_url](#)] OptOut:Text STOP

#5 - Email

Subject: Emails, Texts, Mini-Surveys: How You'll Hear from Us



This email contains important details about your program and its inner workings. We recommend that you star/flag/bookmark it now for easy reference later.

Today, we want to let you know how we'll be keeping in touch - as well as how you can get in touch with us.

First, a reminder: are we still waiting on your Matching Survey? If you haven't completed it yet, the button below will take you to your dashboard where you can finish.

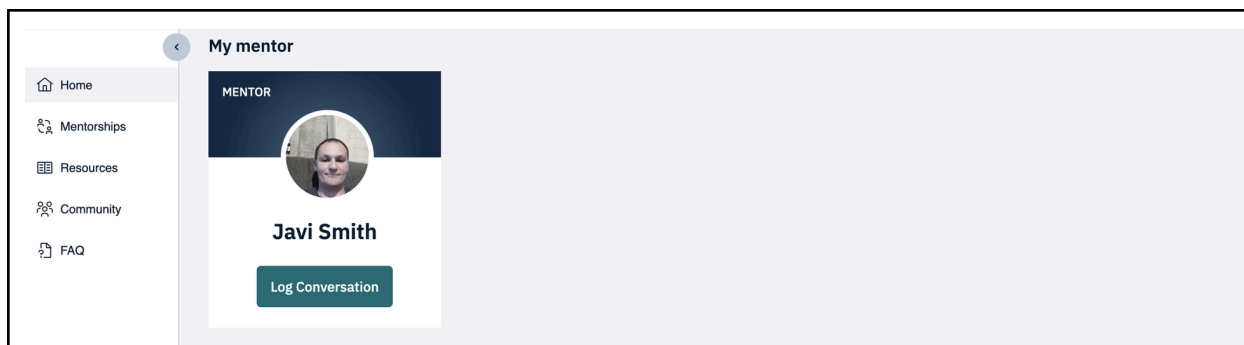
[Take Me to my Welcome Tasks](#)



Conversation Logs

Conversation logs help us learn how you're doing, share any concerns you may have with your program, and track trends across relationships. Each month, you'll receive a series of messages asking how many times you and your mentor spoke, what about, and how it's going!

You can log your conversations by directly responding to those messages, or on your [dashboard](#) by clicking the "Log Conversation" link:



Flags

If, in the course of your conversation with your mentor, you find yourself needing more help than they can provide alone, they can raise a Flag. This allows your mentor to let program administrators know you need more support. They can use these flags to report things like mental health concerns, financial aid problems, academic challenges, and more.

Microsurveys

From time to time, your program might have specific questions for you to answer, time-sensitive information to share, or links to new resources. These will appear in a banner, called a microsurvey, on your Dashboard - and disappear once you interact with them.

And how can you reach us with questions or feedback?

- Reply to any of these emails
- Email help@mentorcollective.org
- Text us at 617-340-3014

All the best,

#6 - SMS

We care deeply about making sure we match our mentees with a mentor they can work well with - with the help of our matching survey. Have you completed yours yet? [resume_sign_up_flow_url] OptOut:Text STOP

#7 - Email

Subject: How You'll Learn to Love Conversation Logs



This email contains important details about your program and its inner workings. We recommend that you star/flag/bookmark it now for easy reference later.

Still haven't completed your matching survey? Want to check out the Student Success mentee expectations course? You can do that [at this link](#).

Today, we want to go into more of what that means in regards to your privacy and the safety of your information - and help guide you if you're *not* having conversations with your mentor.

What Conversation Logs Ask About:

- What methods of communication you use to talk
- What general topics you talk about
- How satisfied you are with your experience

This information helps your program offer support to the wider community. For example, if large numbers of participants are saying they're stressed, programs can consider large-scale efforts to help students manage these feelings.

* Which of the following have you been using to communicate with your mentor?

- ☐ Videochat (Skype, Facetime, etc)
- ☐ Email
- ☐ Talking on the phone
- ☐ Texting
- ☐ Social media (Instagram, Facebook, Snapchat, LinkedIn)
- ☐ Meeting in person
- ☐ Other

* What general topics did you talk about?

- ☐ Getting to know each other
- ☐ Career (jobs, internships, what to do after graduation)
- ☐ Activities (sports, clubs, being a leader on campus)
- ☐ School life (eating, weather, culture)
- ☐ Staying balanced (wellness, anxiety, stress, self-care)
- ☐ Academics (classes, instructors, grades, studying)
- ☐ Other

As you chat with your mentor about hard things or if there are things in your conversations that you *do* want your program to know about, your mentor may do so with **Flags**.

Flags are alert systems that allow mentors to tell us if their mentee is struggling in a way that needs more support. These flags allow us to help others get involved in the solution. Previous examples have included problems with financial aid, mental health concerns, or academic issues.

Be sure to [talk through this process with them, to maintain a sense of trust.](#)

What Conversation Logs Don't Ask About:

- The dates, times, and/or locations of your conversations
- Specific details of your conversations

Even for conversations that happen in the MC-provided text relay (the text thread you can use without sharing your phone number), program administrators cannot see the contents of your messages.

All the best,

#8 - SMS

There's still time to be matched with a mentor, but we need your matching survey so we can find the best one for you! Complete it here: [resume_sign_up_flow_url] OptOut:Text STOP

#9 - Email

Subject: You made it! Now here's what comes next.



This email contains important details about your program and its inner workings. We recommend that you star/flag/bookmark it now for easy reference later.

Still haven't completed your matching survey? Want to check out the mentee expectations course? You can do that [at this link](#). Please note that you will not be matched until your matching survey is complete.

Well, we've reached the end - your email orientation with us is done. But that doesn't mean there isn't more to learn! We encourage you to continue exploring the [Dashboard](#), revisit the expectations course modules, look through the Discussion Guide Library, and review other resources that will prepare you to be a mentee.

If you have questions in the meantime, here's how you can get them to us (if they're not already addressed [in our Mentee FAQ](#)):

- Reply to this email; it will go directly to our helpdesk team
- Contact our helpdesk via email at help@mentorcollective.org
- Or text our helpdesk at 617-340-3014

We'll leave you with a quote from a mentee in one of our programs, Jacob, who shared:

"A year's experience can be a month's journey with your guide, your mentor. When you go alone, you may stress out and give up. [But] when your mentor is there to guide you, you will achieve a lot in a short time."

Best,