

# **Adult Online Pre-Match Messaging**

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# Mentor Messaging

## #1 - Email

**Subject:** What did you just sign up for?

Hi Kelley,

This email contains a rundown of what to expect as a mentor for Uplift University Mentor Collective program.

But first, there are **two steps left** before we can match you:

- Complete the short **matching survey (5 min.)**
- Complete the on-demand mentor training (**~45 mins.**)

[COMPLETE TASKS](#)

### Here's what to expect:

- We'll use your matching survey to match you with a group of mentees. Need to update that number? Email us.
- You will check in with your mentees
  - We recommend monthly, but talk to your mentee to determine what frequency and method works best.
- You'll **log each conversation**, shedding critical light on how UpliftU can better support their students.

Do you have any feedback on the mentoring program so far?

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

Take care,

## #2 - SMS

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

Hi Bai! ! It's the Uplift University Mentor Collective. To be matched w/ a mentee, take the

matching survey [ resume\_sign\_up\_flow\_url ] OptOut:Text STOP

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

Hi Bair! It's the Uplift University Mentor Collective. Don't forget your pre-match mentor training: [ resume\_sign\_up\_flow\_url ] OptOut:Text STOP

**#3 - Email**

**Subject:** Have mentorship questions?

Dear Daphne,

Some of your fellow mentors asked us: **When will my mentorship start? Why did you need us to sign up at this time?**

You are currently in the mentor-matching stage, and you should expect to be connected with your mentees within the next two months.

**Why now?** Your mentees may be in the midst of their academic experience at UpliftU, or perhaps they are wondering how to network and grow their career opportunities. Having your guidance will greatly increase their chances of success for the future.

Have other questions? Get in touch with us or log onto [app.mentorcollective.org](http://app.mentorcollective.org) for more resources.

Best,

**#4 - SMS**

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

Reminder: Take a matching survey 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

Hi Sandra! It's the Uplift University Mentor Collective. We can match you w/ mentee(s) once you finish training: [ resume\_sign\_up\_flow\_url ] OptOut:Text STOP

**#5 - SMS**

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

Hi Jesus! ! It's the Uplift University Mentor Collective. To be matched w/ a mentee, take the matching survey [ resume\_sign\_up\_flow\_url ] OptOut:Text STOP

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

Hi Paula! It's the Uplift University Mentor Collective. Don't forget your pre-match mentor training: [ resume\_sign\_up\_flow\_url ] OptOut:Text STOP

## #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....***

Hi Clarence! It's the Uplift University Mentor Collective. We can match you w/ mentee(s) once you're done with training: [ resume\_sign\_up\_flow\_url ] OptOut:Text STOP

## #7 - Email

**Subject:** Not sure what to talk to your mentee about?

Dear Annemieke,

Some mentors have asked us: "**What do mentors and mentees talk about?**"

Keep reading for real-life examples from mentors and mentees.

But first, there are **two steps left** before we can match you:

- Complete the short **matching survey (5 min.)**
- Complete your online mentor training (**~45 mins.**)

**COMPLETE TASKS**

*I have really enjoyed having a mentor. I feel confident that if I had a question [my mentor] would be able to help me in any way possible. I asked her if I would have to take different licensing tests if I want to move out of state. She told me her personal experience as well as helped me understand what I would have to do.*

—Alexis K., Mentee

*I'm always eager to share my personal experiences as an adult student and share some insights and tips to help someone keep organized while managing school/family and work.*

**—MJ G., Mentor**

*I think [my mentee] is an incredibly motivated individual with so much potential and it is great to help her navigate all of her activities, help with classes, and answer any academic or personal questions. She tends to want to take on a lot, so we discuss what she would like to prioritize more and what would the long term look like.*

**—Emma O., Mentor**

Ultimately, what you and your mentees speak about is up to **you**. What are you hoping to accomplish?

Have questions? Feedback? Please email us or text us at (617) 340-3014.

All the best,

## **#8 - SMS**

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

Hi Angel! ! It's the Uplift University Mentor Collective. To be matched w/ a mentee, take the matching survey [ resume\_sign\_up\_flow\_url ] OptOut:Text STOP

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

Hi Lamar! It's the Uplift University Mentor Collective. Don't forget your mentor training: [ resume\_sign\_up\_flow\_url ] OptOut:Text STOP

## **#9 - SMS**

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

Another reminder from the Uplift University mentor program: To become a mentor, complete a matching survey [ resume\_sign\_up\_flow\_url ] OptOut:Text STOP

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

Another reminder from Uplift University: To become a mentor, complete your online training: [ resume\_sign\_up\_flow\_url ] OptOut:Text STOP

## #10 - Email

**Subject:** What do you hope for in your mentorship?

Hi Andrew,

If you have not finished completing your onboarding steps - your matching survey or mentor training - please do so by clicking the button below:

**COMPLETE TASKS**

What are you hoping to get out of your mentorship?

If you haven't asked yourself that yet, now is a great time.

**Some examples:**

- I hope that my mentee can see me as a helpful resource for their questions about their future.
- I hope that I can serve as a sounding board for their ideas.
- I hope to help my mentee balance their work, school, and life.

Once you're matched, we encourage you to share what you've considered with your mentee as an ice-breaker - don't forget to ask what they're looking to get out of mentorship!

Best,

## #11 - Email

**Subject:** Here's what's happening with your mentee match

Hi Jackie,

We are in the process of finding you a mentee.

**Why it may be taking longer to find you a match:**

- Have you finished your onboarding tasks on [app.mentorcollective.org](http://app.mentorcollective.org)? You may still need to **complete your matching survey** and finish your online training.

- We haven't found a strong match yet - mentees sign up on a rolling basis, so this can take some time.

If you have any questions, feel free to reach out.

Best,

# Mentee Messaging

## #1 - Email

**Subject:** What did you just sign up for?

Hi Tanya,

This email contains a rundown of what to expect as part of Uplift University Mentor Collective.

If you have not finished completing your welcome tasks, please do so here:

[COMPLETE TASKS](#)

Wondering what will happen once you complete your steps and get matched?

- You'll decide how you prefer to connect with your mentor.
  - We recommend meeting once a month, but you should let your mentor know what frequency and method works best for you.
  - **Remember:** as the mentee, it's your job to reach out first!
- You'll decide what you talk about.
  - There are optional **Conversation Guides** on <app.mentorcollective.org> that you can use to guide each meeting.
- You'll **log each conversation** on <app.mentorcollective.org> or through texts we send you, giving us essential insights on how to better support you and your peers.

[Click here for more on what to expect.](#)

Let us know if you have any questions or feedback. We're always happy to chat more.

## #2 - SMS

Hi Aniyah, it's the Uplift University Mentor Collective. What do you want your mentor to be like? Tell us at [ resume\_sign\_up\_flow\_url ] so we can match you! OptOut:Text STOP

## #3 - Email

**Subject:** Not sure what to talk to your mentor about?

Dear Sarah,

Some of your peers have asked us: "**What do mentors and mentees talk about?**"

Keep reading for real-life examples from mentors and mentees.

But first, if you have not finished completing your onboarding steps, please do so here:

**COMPLETE TASKS**

*I have really enjoyed having a mentor. I feel confident that if I had a question [my mentor] would be able to help me in any way possible. I asked her if I would have to take different licensing tests if I want to move out of state. She told me her personal experience as well as helped me understand what I would have to do.*

**—Alexis K.**

*My main goal in this mentorship program is to focus on my career development skills. [My mentor] helped me answer the general question of what to do after [receiving my degree]. She answered it by giving her own personal story of how it took some time before she settled down and found a more permanent career.*

**—Jordan L.**

*It's been really helpful having someone to chat with about anything that comes up. Most of my noteworthy experiences so far at [my school] aren't based on textbook reading or exercises, but the random messages that resonate with me. [My mentor] has been a great person to ask deep questions to and he gives really impactful insight on all topics of life, school, and music.*

**—Anthony J.**

Ultimately, what you and your mentor speak about is up to **you**. What are you hoping to accomplish?

Have questions? Feedback? Please email us or text us at (617) 340-3014.

Best,

#### #4 - SMS

Hey Malik, it's the Uplift University Mentor Collective. We're ready to match you w/ a mentor - will you join us? [ resume\_sign\_up\_flow\_url ]

#### #5 - SMS

Hi Abdul, it's the Uplift University Mentor Collective.. What do you want your mentor to be like? Tell us at [ resume\_sign\_up\_flow\_url ] so we can match you! OptOut:Text STOP

#### #6 - Email

**Subject:** What to expect when you're matched with your mentor

Hi Erick,

If you have not finished completing your onboarding steps, please do so here:

[TAKE YOUR MATCHING SURVEY](#)

When we find you a mentor, here's what will happen next:

- You'll receive an email and text message\* telling you your mentor's name
- You can respond to the text message to begin communicating with your mentor right away
- You can also log on to [app.mentorcollective.org](http://app.mentorcollective.org) to learn more about your mentor and access more of their contact info



\*Note that you'll only receive the text message if you added your phone number when you signed up on [app.mentorcollective.org](http://app.mentorcollective.org). If you didn't do that, you can still add it now.

If you have any questions or feedback/suggestions, feel free to reach out!

Best,

#### #7 - Email

**Subject:** We're still searching for your mentor

Hi Maria,

If you have not finished completing your onboarding steps, please do so here:

[TAKE MATCHING SURVEY](#)

We are in the process of finding you a mentor.

**Why it may be taking longer to find you a match:**

- We haven't received matching data from a strong match yet
- Mentors from Uplift University are still in the training process

If you have any questions or feedback/suggestions, feel free to reach out!

Best,

**#8 - Email**

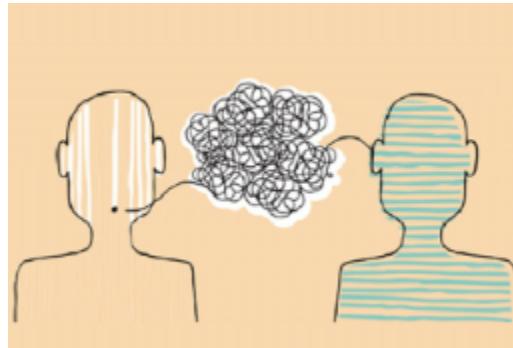
**Subject:** What are your goals for mentorship?

Hi Ali,

If you have not finished completing your onboarding steps, please do so here:

[TAKE MATCHING SURVEY](#)

While you're waiting to be matched, it's important to consider what you want to achieve in your mentorship.



What you talk about is up to you, but here are a few examples:

- Balancing work, family life, and classes
- Understanding the job market in your field and getting hired
- Boosting your current career
- Financing your Uplift University education
- Achieving academic milestones on time

What questions do you have for your mentor?

Remember, we are always here to support you. Don't hesitate to get in touch!

Best,