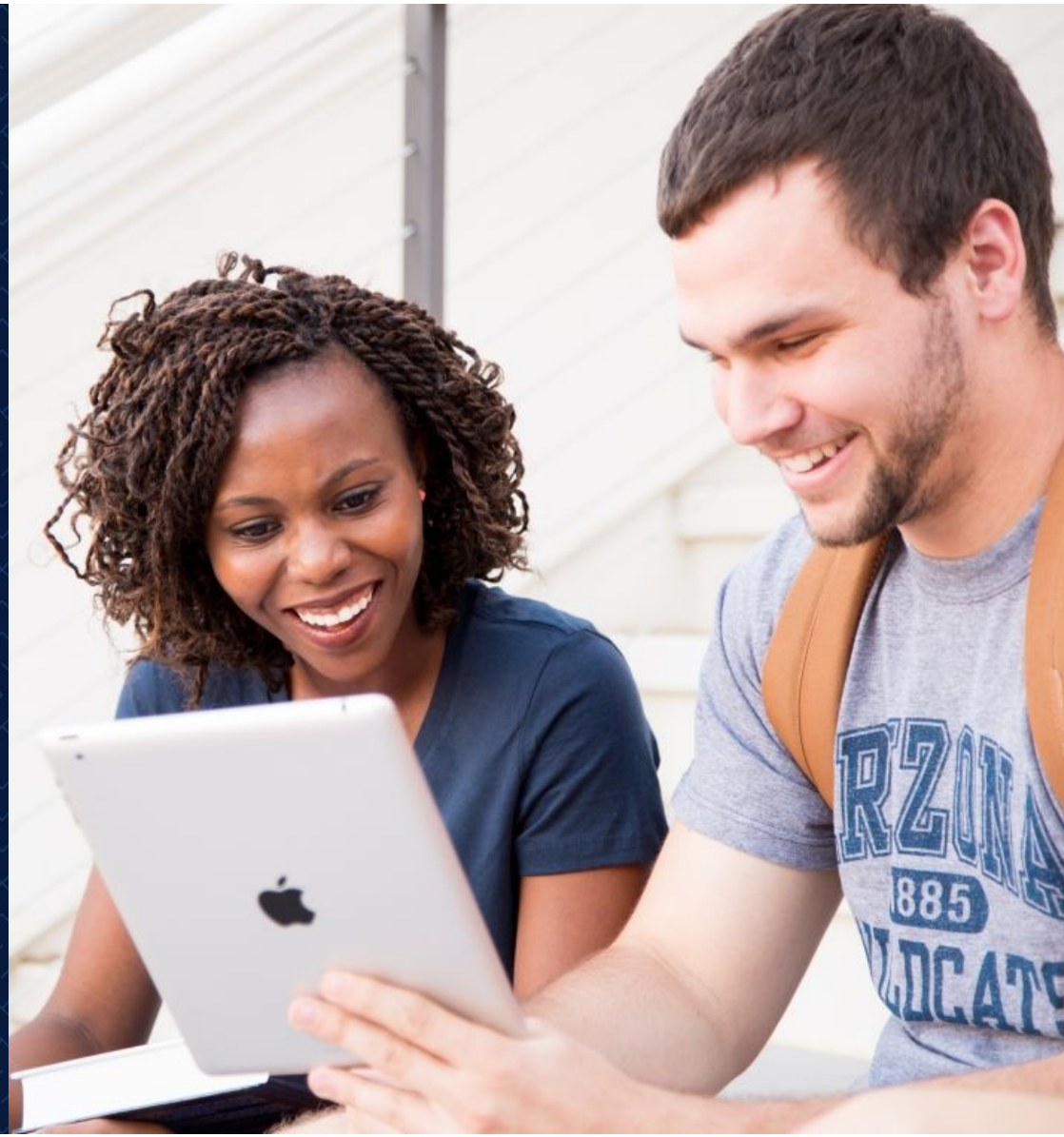
MENTOR COLLECTIVE

Leveraging Flag Data to Drive Student Success

July 24, 2024 | 1:00 PM ET

A guide to best practices and tips to make your virtual experience seamless

- Upon entry, audio is on mute
- Ensure your camera is on
- Adjust your video layout to speaker view
- Chat your name and institution!
- Q&A at the end



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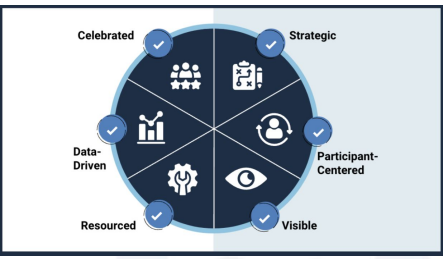
During this event, you'll learn

- The automatic features of flags
- How to set-up flag filters and exports
- How flag exports can impact your success strategy
- How to automate exports for use in other systems



Placeholder for demo of mentor logging a conversation

A quick review…

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Conversations: Collective Action

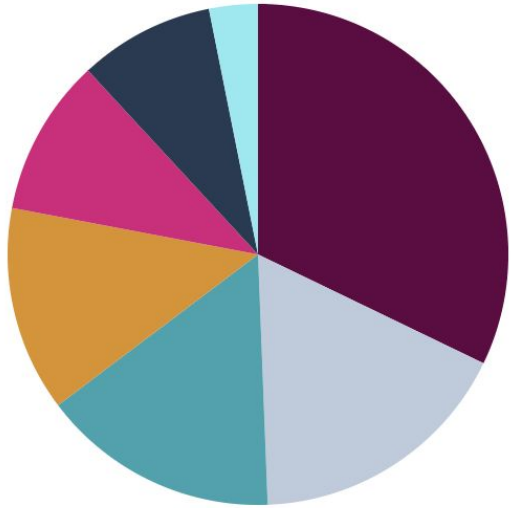
1 GETTING TO KNOW EACH OTHER
Add an in- person or virtual event at a key point in the program

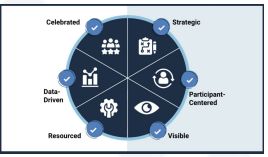
2 STAYING BALANCED
Review the curriculum of your first year seminar

3 OTHER
Review notes for trends of common issues e.g. Parking!

Distribution of Conversation Topics

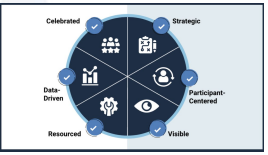
Mentor Collective Dashboard





Student Success

- Financial concerns
- Academic struggles
- Considering switching majors
- Dropping out
- Transferring schools
- Roommate conflict
- Family conflict
- Homesickness
- Housing or food insecurity
- Immigration status
- Depression
- Severe anxiety
- Other



Flags: Individual Action

Note when the flags peak

Mentors

- Thank them
- Encourage them to have conversations about the processes involved in switching majors

Advisors

- Give them dashboard access
- Provide a list

Mentees

- Act on basic needs flags as immediately and directly as possible

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Actions taken in response to flags

- ★ **Personally** reach out to mentees
- ★ **Share** flag with another office
- ★ **Personally** reach out to the mentor
- **Enter** flags into another system
- **Export** for analysis

★ More than half of respondents

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Stakeholders with whom flags are shared

- **Recruitment** partners and external relations
- **Supervisor**
- **Registrars**
- **Institutional Research**
- **Leadership: Deans, Provost, Chancellor**
- **Department Chair**
- **Dean of Students**
- **Academic Advisors**
- **Tutoring team**

Sharing Options

Dashboard Access
Email Recipient
Filtered Exports
Automation

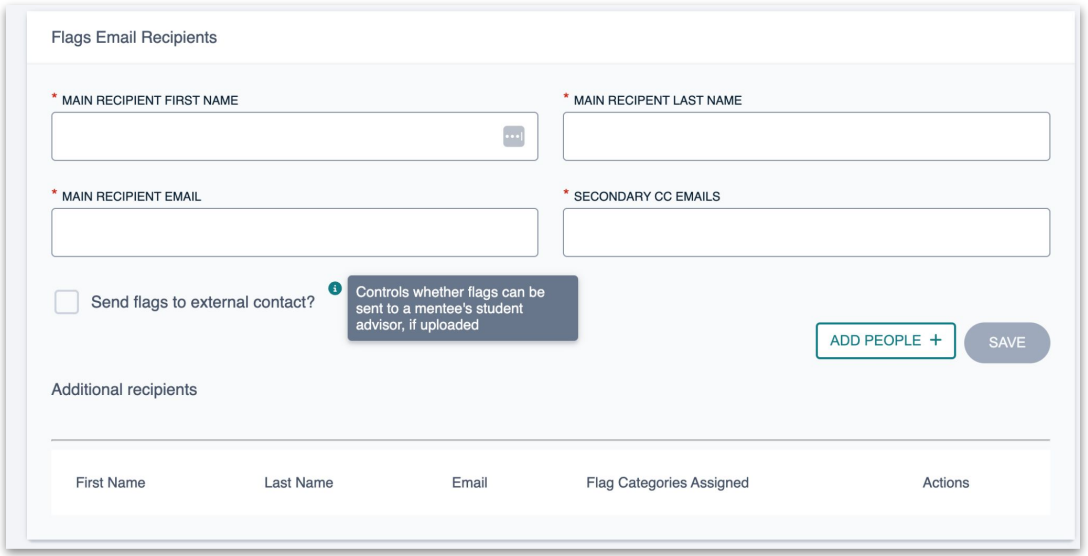
Configurations

TOPICS
Re-label
Hide **Flag Topics**

RECIPIENTS
Primary
Receive any flag

Assigned Advisors
Receive flags for specific recipients

Recipient by Topic
Receive flags for a single topic



MENTOR COLLECTIVE **Partner Knowledge Center**

[Configuring Flag Topics and Recipients]

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A quick demo…

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Status Report to Supervisors

100%

Immediate priority flags were resolved

25

Direct connections to Counseling

17

Direct referrals to Tutoring

Target Population Analysis

26 **Flags reported for adult students**

Most frequent topics

Academic Struggles
Switching Majors
Financial Concerns
Other

MENTOR COLLECTIVE Partner Knowledge Center

Do More With Your Data

Automate with SFTP

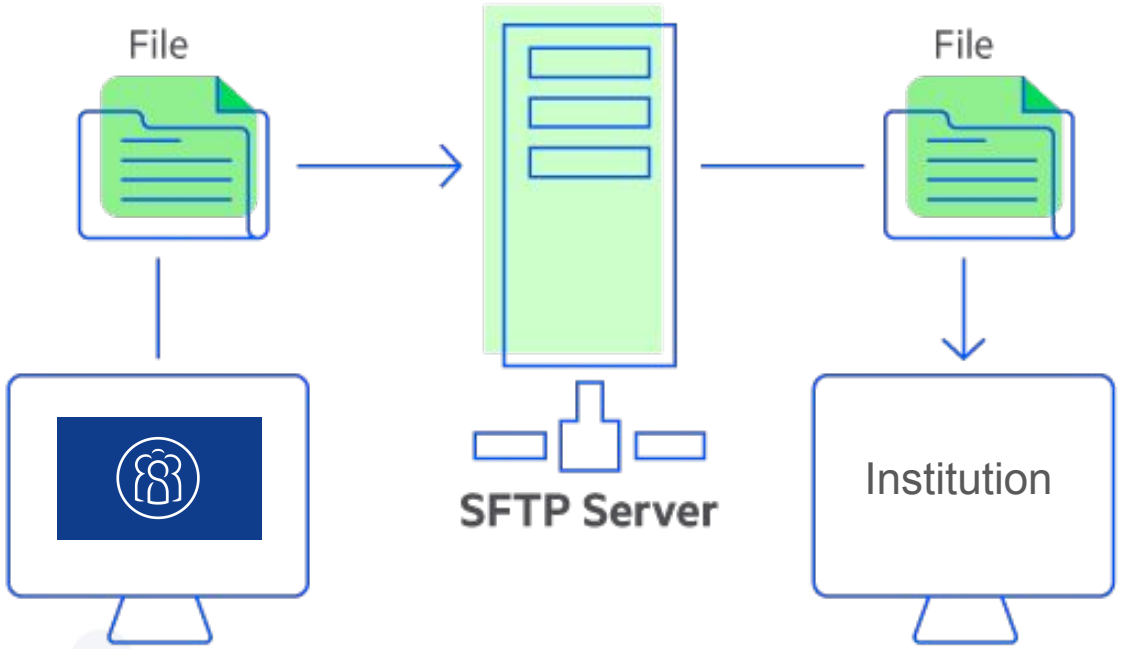

Image Source

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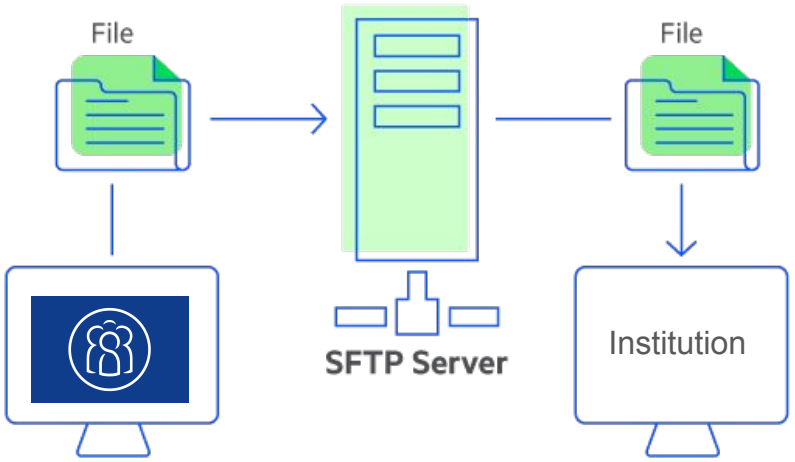
Input into other systems



Early Alert

Student Conduct

Student Success

Image Source

Automated SFTP Outbound: FLAGS		
Column Name	**Data Type**	**Description**
Conversation ID	Integer	Mentor Collective database identifier for the conversation
Flag ID	Integer	Mentor Collective database identifier for the Flag.
Mentor: Mentor Collective User ID	Integer	Mentor Collective database identifier for the User. A User is a single person that our platform needs to k about.
Mentor First Name	String	First name of the mentor
Mentor: Last Name	String	Last name of the mentor
Mentor: Email	String	Email address of the mentor
Mentor: Phone	String (includes +[country code])	Phone number of the mentor
Mentor: School Provided School Id	String	Institution-provided identifier for the mentor, such as a student number.
Mentor: Mentor Provided School Id	String	User (mentor)-provided identifier for the mentor, such as student number.
Date Reported	Date (YYYY-MM-DD hh:mm:ss UTC)	Date and time the flag was first submitted
Modified At	Date (YYYY-MM-DD hh:mm:ss UTC)	Date and time the flag was modified
Topic(s) Flagged	String	Concatenated string of topic(s) selected, separated by comma
Submitter Comment	String	Open text created by participant
Support Priority	String (immediate|not_needed)	Indicates of immediacy of support for participant
Flag Status	String (pending_action|is_actionable|is_not_actionable|is_resolved)	Indicates activity status of the flag
School Notes	String	Institution notes submitted about the flag
Confidence Score	Integer	Likert scale response to the Confidence question
Confidence Notes	String	Additional notes to the Confidence question
Submitted By	String (Mentor|Mentee|Admin)	Indicates role of user who submitted the flag
Mentee: Mentor Collective User ID	Integer	Mentor Collective database identifier for the User. A User is a single person that our platform needs to k about.
Mentee: First Name	String	First name of the mentee
Mentee: Last Name	String	Last name of the mentee
Mentee: Email	String	Email address of the mentee
Mentee: User Provided Phone	String (includes +[country code])	User (mentee)-provided phone number.
Mentee: Institution Provided Phone	String (includes +[country code])	Institution-provided phone number for the mentee.
Mentee: School Provided School Id	String	Institution-provided identifier for the mentee, such as a student number.
Mentee: Mentee Provided School Id	String	User (mentee)-provided identifier for the student, such as a student number.
Mentorship: Date Matched	Date (YYYY-MM-DD hh:mm:ss UTC)	Date the mentee was matched with their mentor
Mentorship: Date of last conversation logged	Date (YYYY-MM-DD hh:mm:ss UTC)	Date the last conversation between the mentorship pair was logged
Mentorship: Number Of Conversations Reported In Mentorship	Integer	Number of logged conversations between the mentorship pair
Mentorship: Number of Priority Flags In Mentorship	Integer	Number of flags submitted throughout the mentorship pairing

SUMMARY

- **Flag data are available throughout the platform**
- **Share whenever meaningful**
  - Dashboard access
  - Email recipient
  - Export recipient
  - Automation
- **Act as quickly as possible**
- **Recognize mentors and yourselves**

Q&A

Partner Resources

- **Partner Knowledge Center**
  - Full suite of articles and video content
  - Learn how to navigate the Dashboard
  - Download templates for designing, promoting, and managing your program
  - Explore research-based recommendations for growing mentorship and see examples from other institutions
- **Email the Partner Support Team**
  - **partnersupport@mentorcollective.org**
  - Quick response to product-related questions and technical requests such as Dashboard support, participant communication, microsurvey launching, and data gathering

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What's next?

- **August Events**
  - Impact Analysis 3-part series starts with Sense of Belonging
  - Making Your Mentorship Initiative Visible
  - "Ask the Expert" - Flag Exports
- **Check your inbox for:**
  - Events invitations
  - Monthly Digest with tips and tricks and timely resources
  - Related video content
  - Follow-up from this webinar

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Thank you!