

# Uncovering the Matching Process



# 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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Customer Education Manager  
Mentor Collective

**What do you already know about matching?  
What do you want to know about matching?**



# During this event, you'll learn:

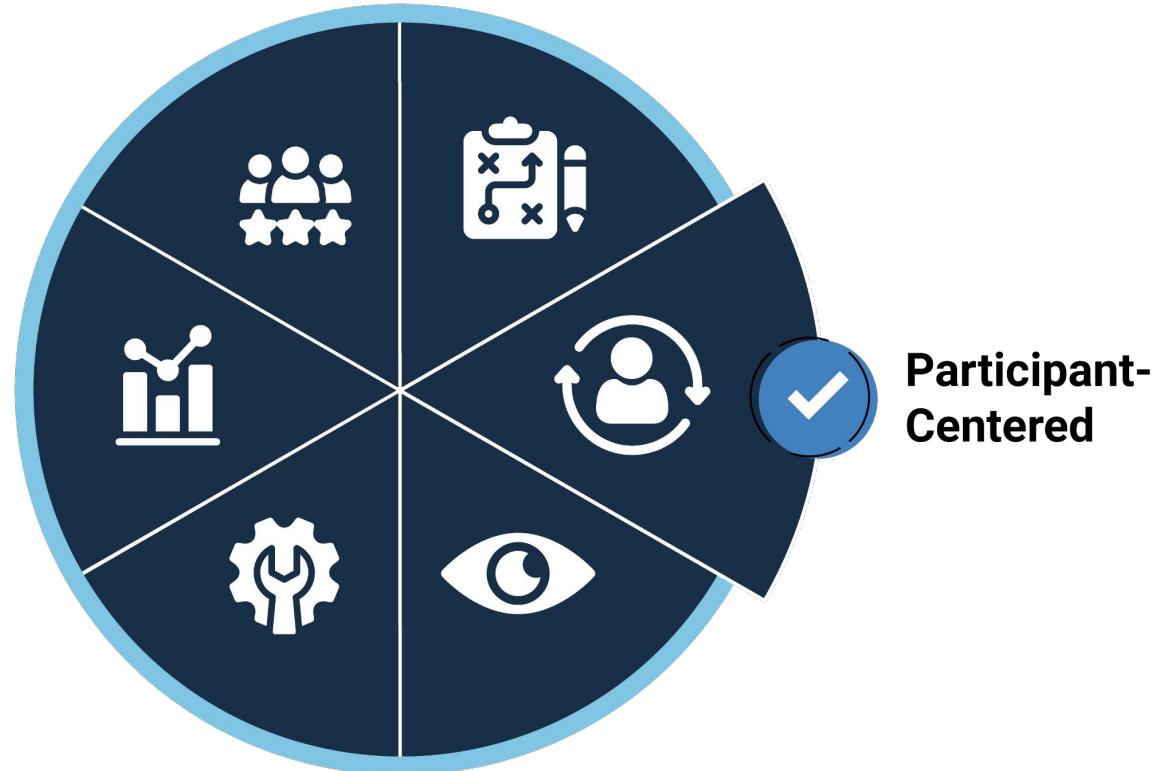
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- An overview of a participant-centered approach to matching
- Mentor Collective's matching philosophy
- How our matching process works
- The participant's experience of matching
- A partner's view of matching



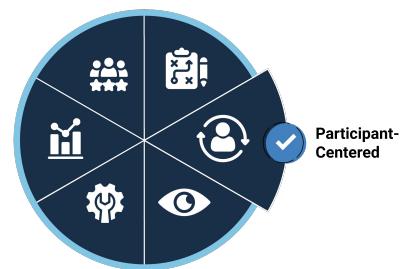
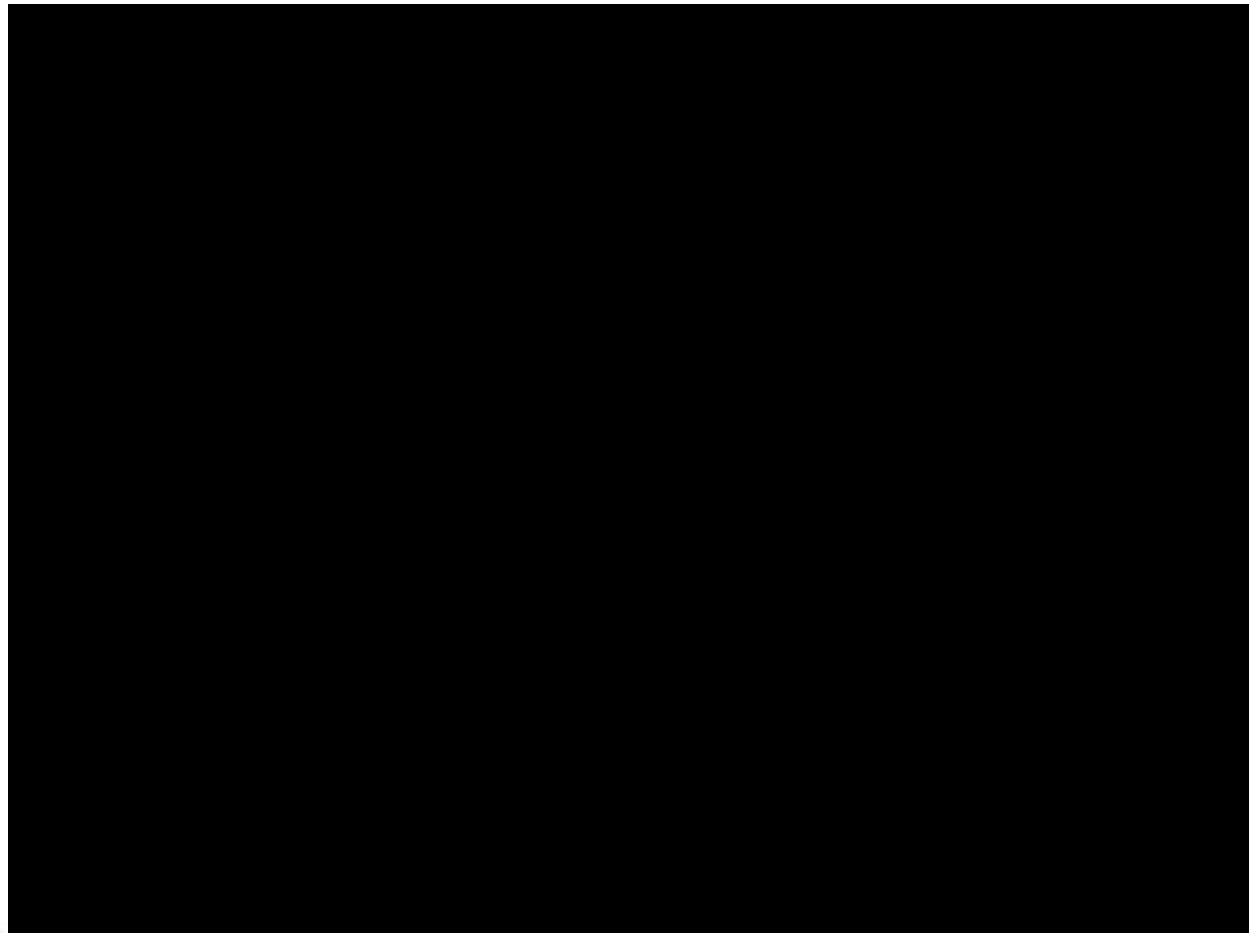
# A Participant-Centered Approach

- Identity-conscious and inclusive
- Accessible
- Goal-oriented
- Mutually beneficial



# Lehigh College

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# MC's Matching Philosophy

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1. Mentees have agency in their match
2. Mentors control their commitment level
3. Mentorship looks different for everyone



# Mentees Have Agency in their Match

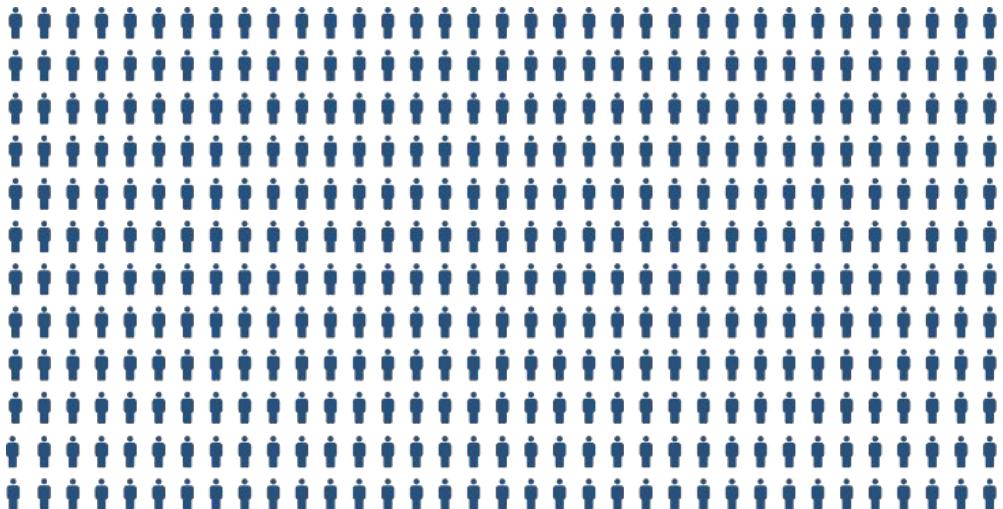


Which is most important to you?



# Matching at Scale

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MENTEE



MENTOR



# Requirements & Customizations

## Hard Requirements

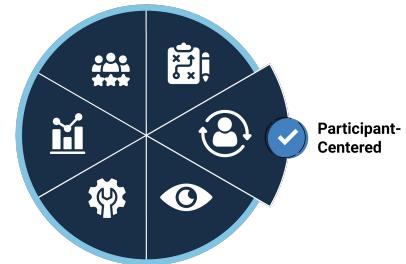
- Matching survey responses **must** be shared
- **Excluded** from weighting

## Soft Requirements

- “Nice to have”

## Other Customizations

- Remove standard question or response option
- Add question or response option
- Customize the standard major question



# Mentors Control their Commitment Level

## We're Sorry You Can't Get in Touch with Daphne

We understand it may be frustrating to reach out to your mentor and to not receive any response. We hope we're able to help you resolve this.

How can we help you?

- Unmatch me from Daphne and find me a new mentor
- I don't know how to reach out
- I need help getting in touch with Daphne from someone at School Name
- Remove me from this program

[Go Back to Home](#)

maximum number of mentees we can match you with?

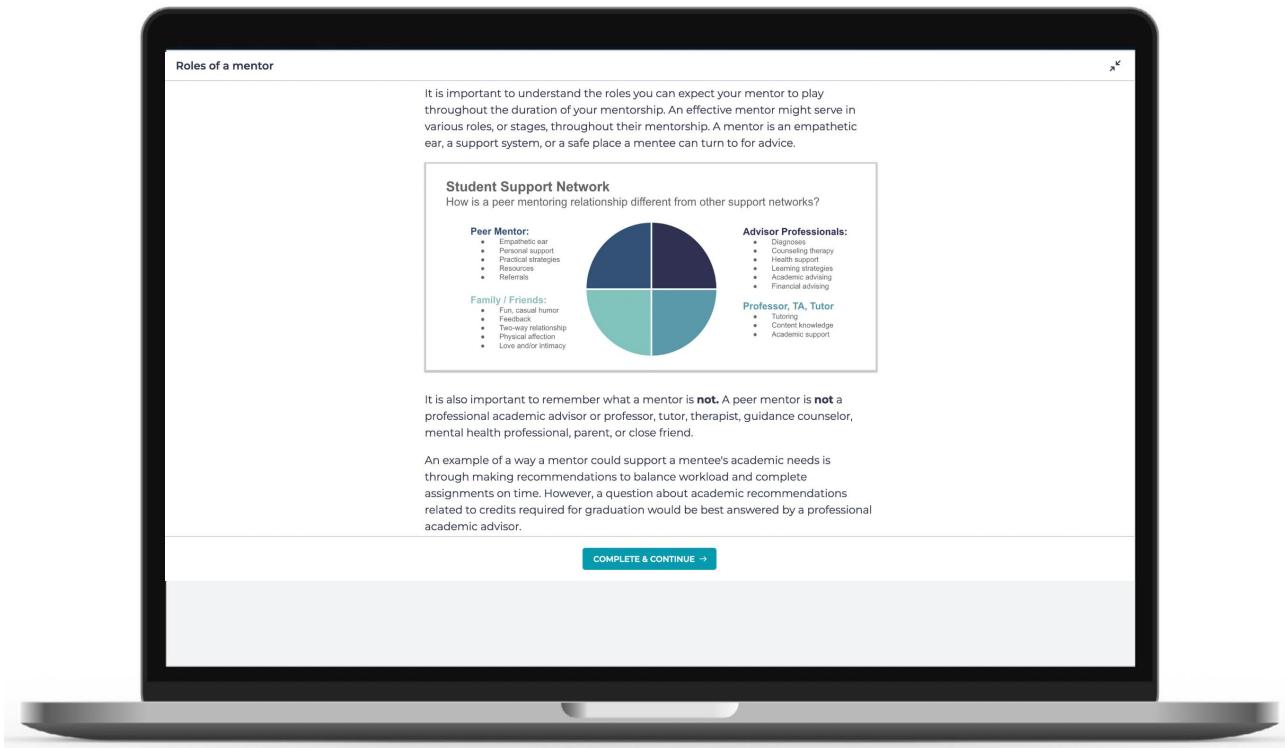
to any mentees you may be currently supporting.

becomes available.

- Yes
- No
- Maybe; I want to know more



# Mentorship Looks Different for Everyone



The monitor screen shows a webpage with the following content:

**Roles of a mentor**

It is important to understand the roles you can expect your mentor to play throughout the duration of your mentorship. An effective mentor might serve in various roles, or stages, throughout their mentorship. A mentor is an empathetic ear, a support system, or a safe place a mentee can turn to for advice.

**Student Support Network**

How is a peer mentoring relationship different from other support networks?

**Peer Mentor:**

- Empathetic ear
- Personal support
- Practical strategies
- Referrals
- Referrals

**Family / Friends:**

- Fun, casual humor
- Feedback
- Trust-based relationship
- Physical affection
- Love and/or intimacy

**Advisor Professionals:**

- Diagnosis
- Counseling therapy
- Health support
- Financial strategies
- Academic advising
- Financial advising

**Professor, TA, Tutor**

- Tutoring
- Content knowledge
- Academic support

It is also important to remember what a mentor is **not**. A peer mentor is **not** a professional academic advisor or professor, tutor, therapist, guidance counselor, mental health professional, parent, or close friend.

An example of a way a mentor could support a mentee's academic needs is through making recommendations to balance workload and complete assignments on time. However, a question about academic recommendations related to credits required for graduation would be best answered by a professional academic advisor.

[COMPLETE & CONTINUE →](#)



# The Participant's Experience



MENTOR  
COLLECTIVE



**Sign Up to Get a Mentor**

Welcome! Please sign up to join the **PSO Sandbox Mentor Collective** at PSO Onboarding Academy.

Email

First Name

Last Name

# Partner's View



Dashboard

Activities

Flags

Conversations

Mentorships

Participants

Resources

Community

## Dashboard

PSO PRACTICEPROGRAM

Date Range

01/09/2024 – 09/30/2024

Weekly

Mentee    Mentor

Data point

Registered

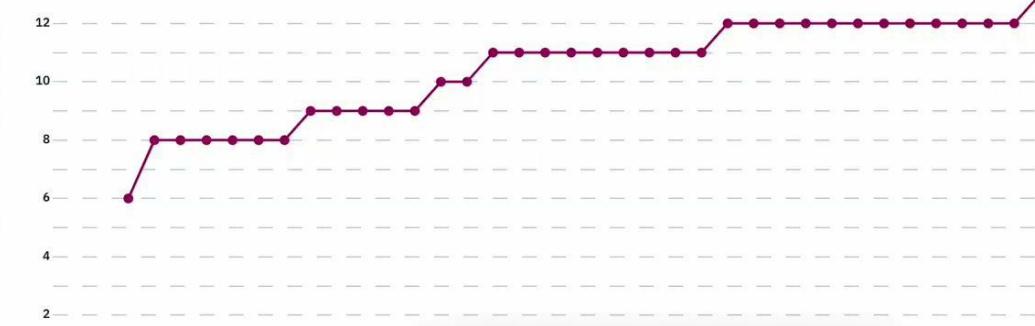
Population i

All

Metric

Numbers

Export to CSV



### At a glance

#### Engagement

Mentees Ever Matched i

**10**

No change vs last week

10% toward goal

Conversations Logged i

**20**

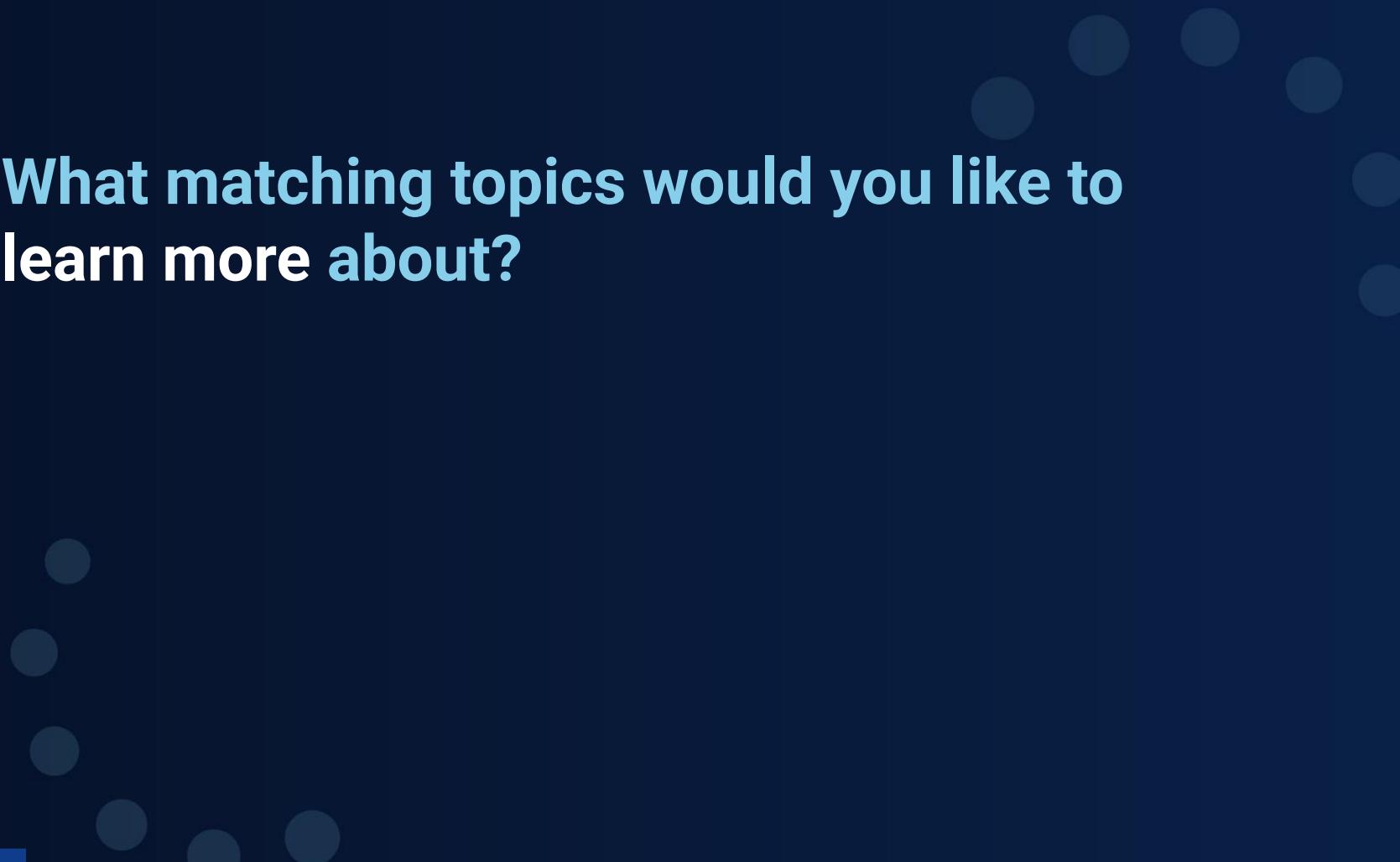
No change vs last week

Priority Flags Reported i

**10**

No change vs last week

Help



What matching topics would you like to learn more about?



# What's next?

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- **Upcoming virtual events**
  - November 20: *Ensuring Graduate Student Success Through Mentorship*
  - November 25: *Ask the Expert*
- **Check your inbox for:**
  - Event invitations
  - Monthly Digest with timely resources
  - Related video content
  - Follow-up from this webinar



# Q&A



Thank you!

