



The Participant Experience: Deeper Insights

April 23, 2025



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!

help.mentorcollective.org



Audience Engagement



Submit your questions throughout the event via the Chat feature in Zoom

Like what you hear? Let us know with reactions!



During this event, you'll:

- Explore training and supplemental resources
- Learn how these resources empower participants
- Walk through assessment tools that measure impact and improve engagement



SPEAKERS



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Customer Education Manager
Mentor Collective



Alissa Zink
Partner Success Manager
Mentor Collective

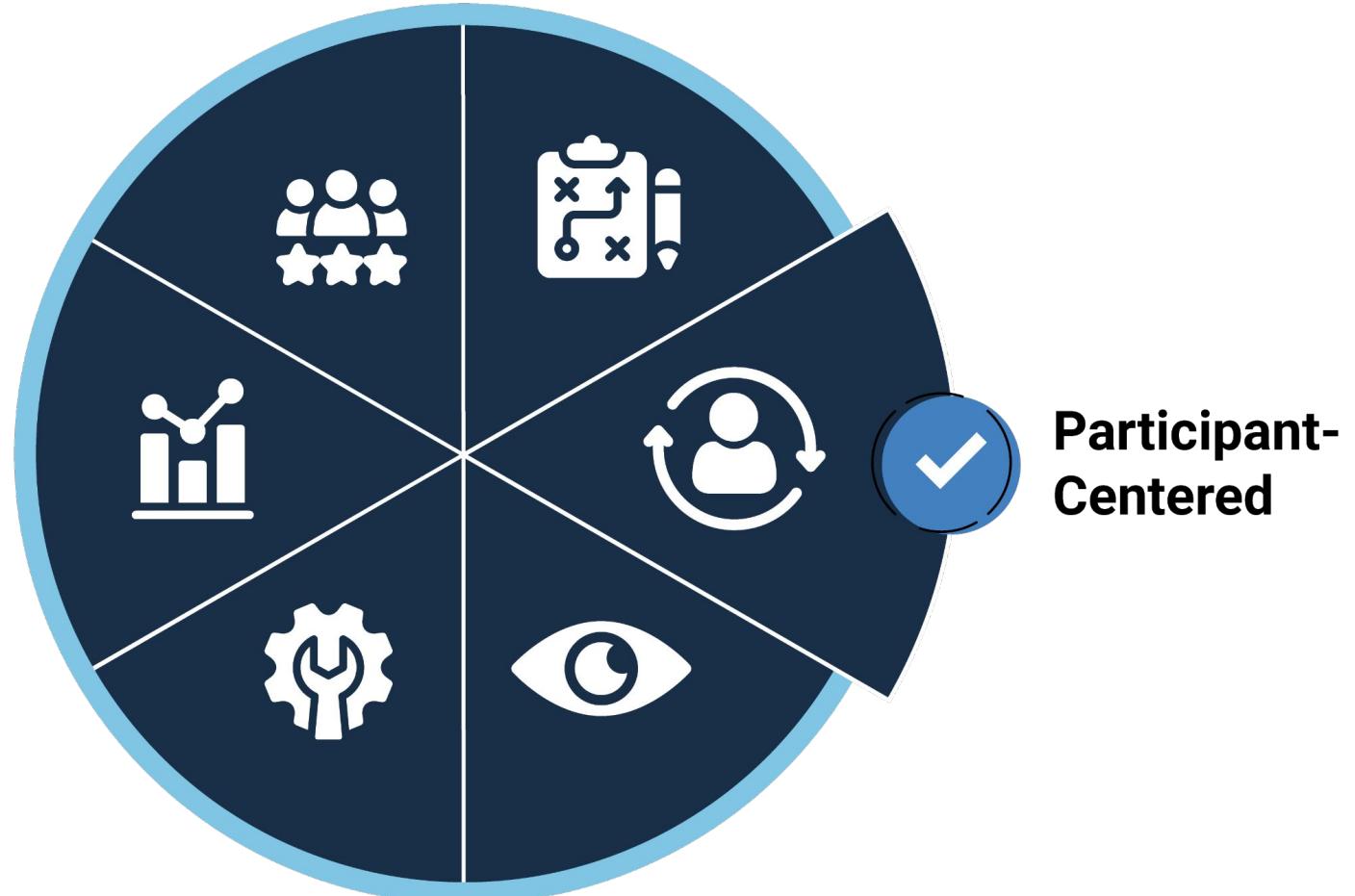


A Participant-Centered Approach



A Participant-Centered Approach

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

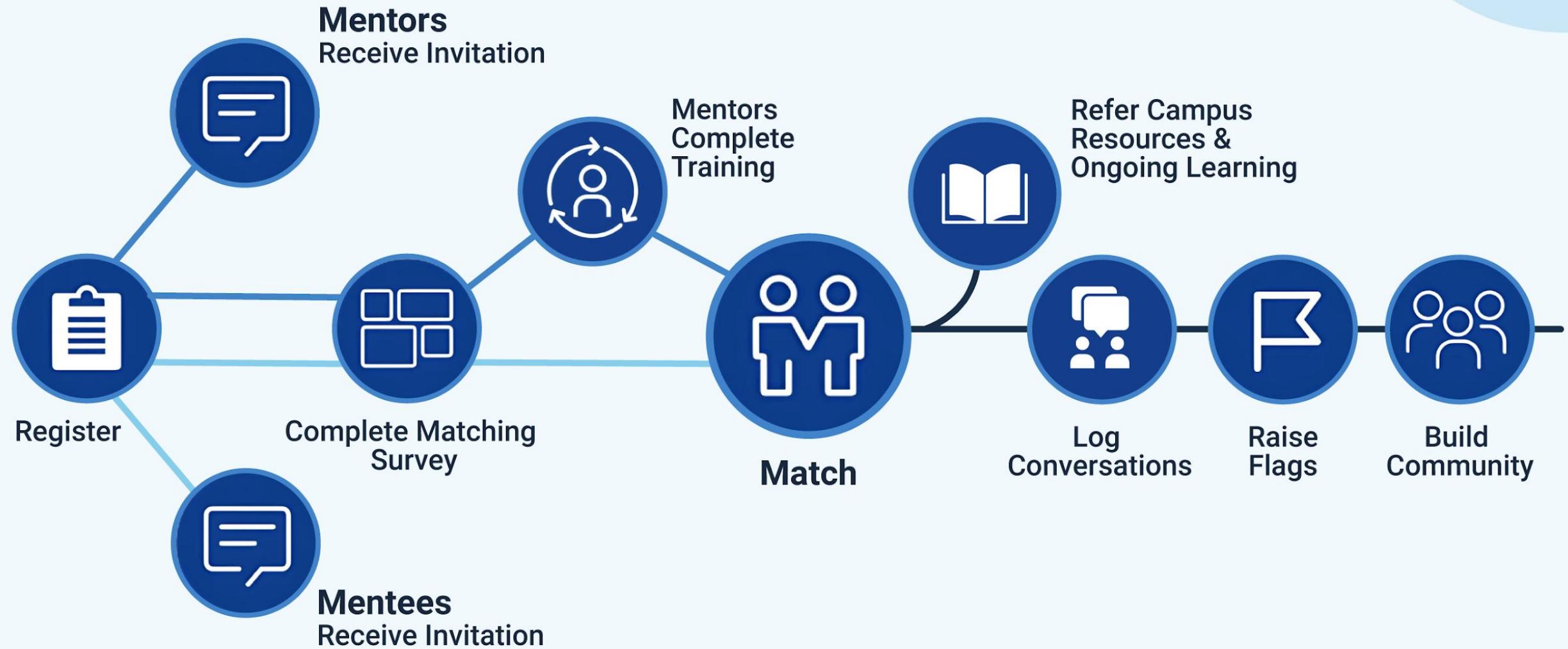




Participant Experience Overview



The Participant Experience

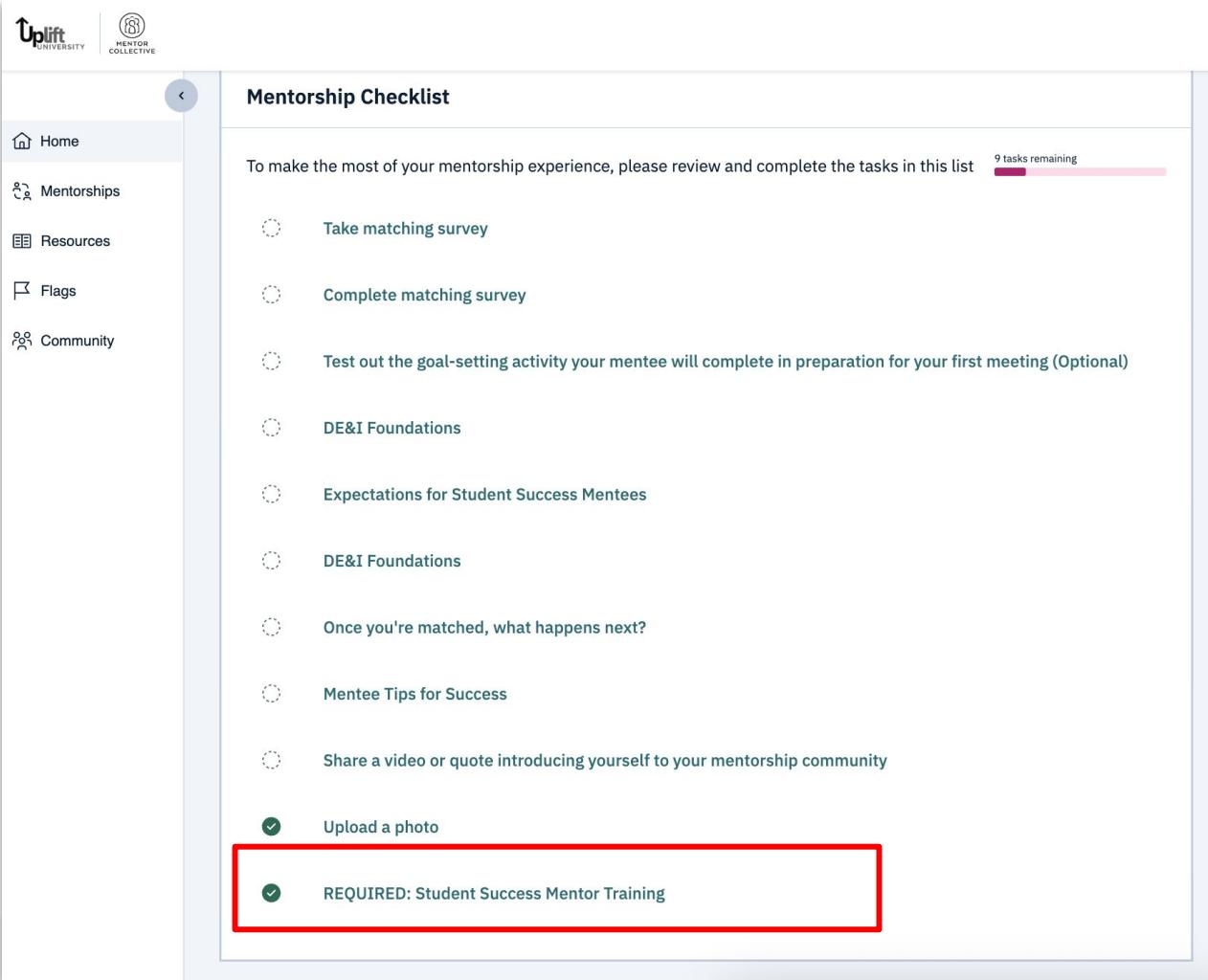




Training



Mentor Training



The image shows a screenshot of a web application interface for 'Uplift UNIVERSITY MENTOR COLLECTIVE'. The left sidebar contains navigation links: 'Home' (selected), 'Mentorships', 'Resources', 'Flags', and 'Community'. The main content area is titled 'Mentorship Checklist' and contains a list of tasks. A progress bar at the top right indicates '9 tasks remaining'. The tasks are:

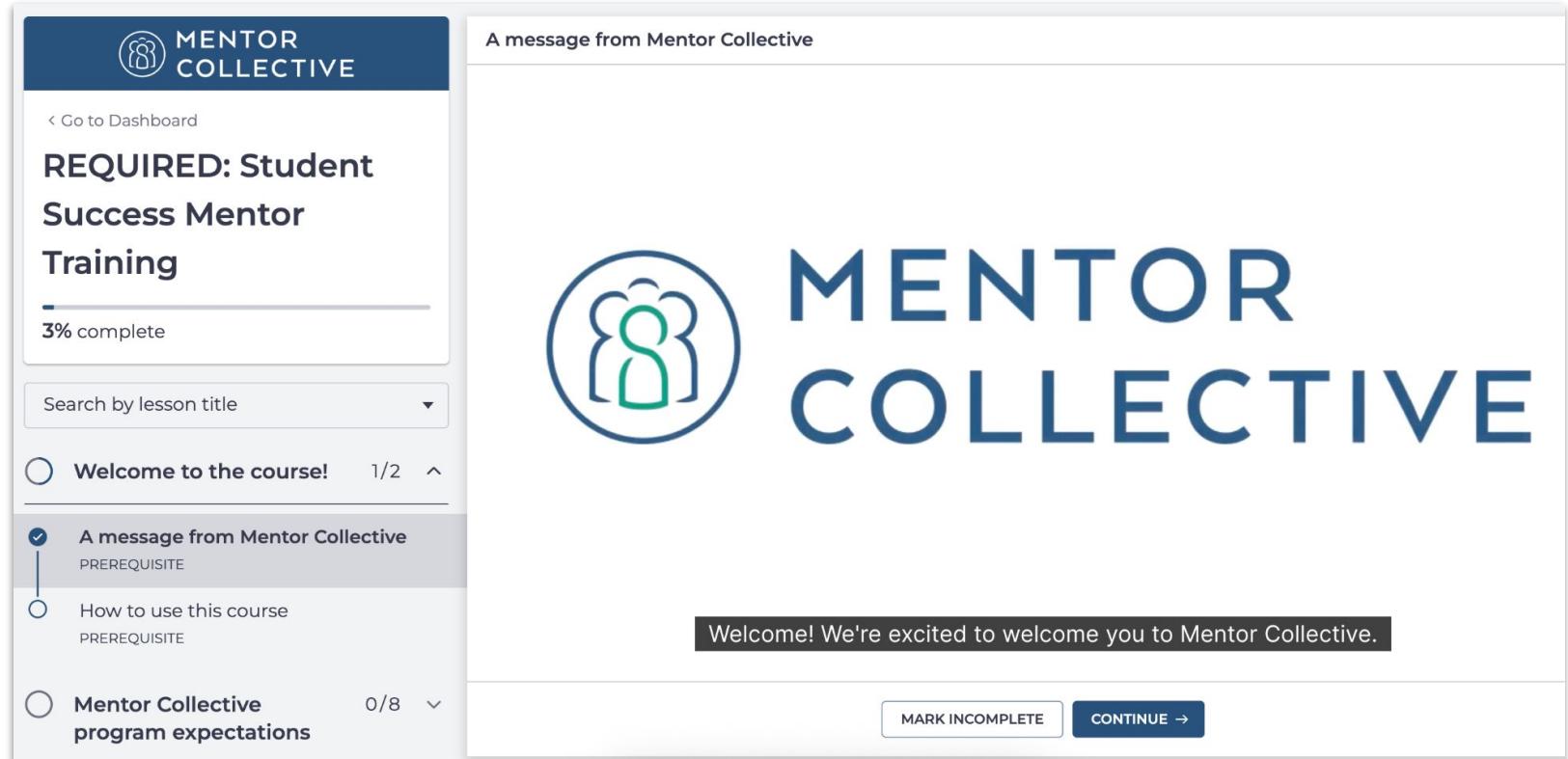
- Take matching survey
- Complete matching survey
- Test out the goal-setting activity your mentee will complete in preparation for your first meeting (Optional)
- DE&I Foundations
- Expectations for Student Success Mentees
- DE&I Foundations
- Once you're matched, what happens next?
- Mentee Tips for Success
- Share a video or quote introducing yourself to your mentorship community
- Upload a photo
- REQUIRED: Student Success Mentor Training

A red box highlights the last two tasks: 'Upload a photo' and 'REQUIRED: Student Success Mentor Training'.



Mentor Training

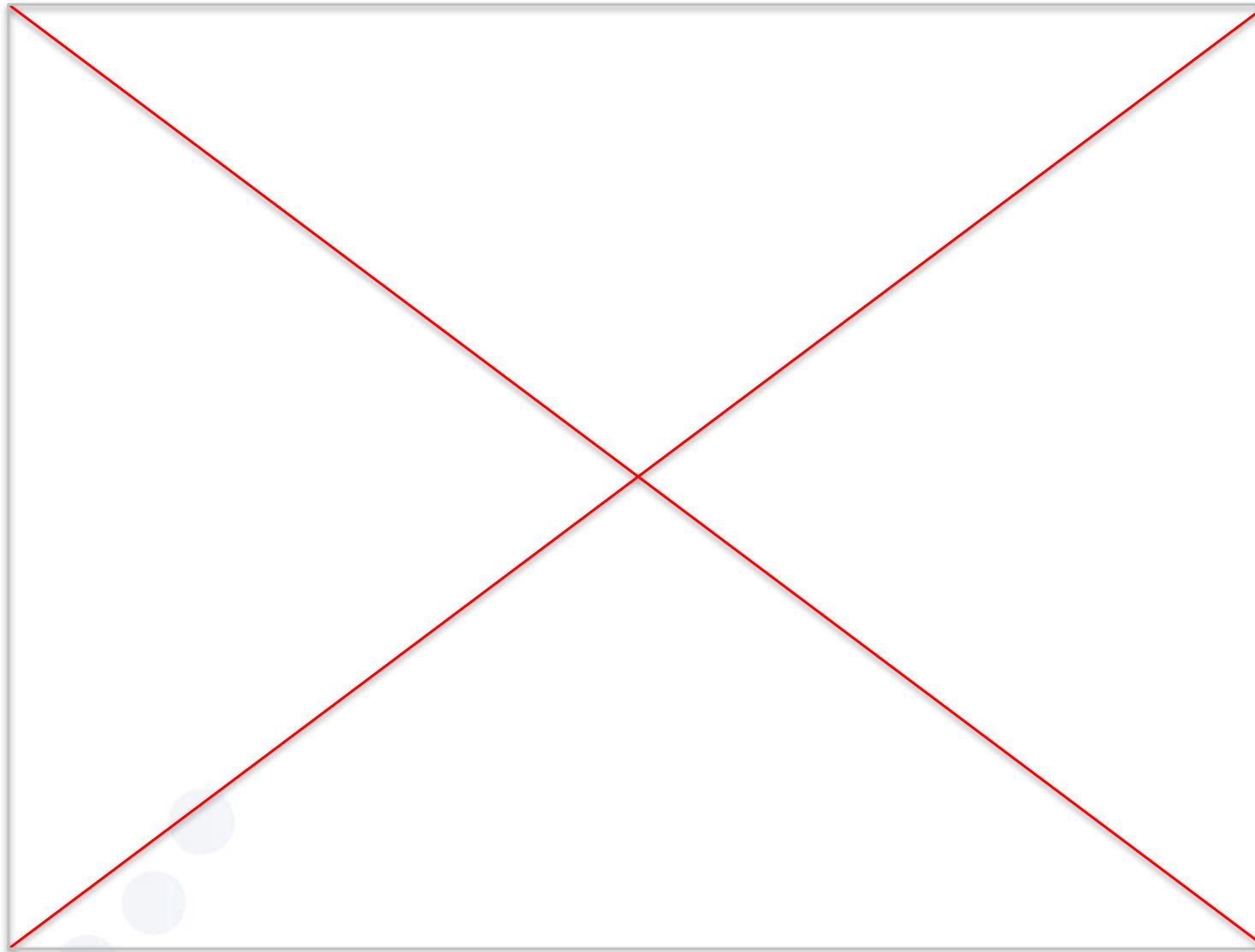
- On-demand
- Platform and mentorship basics
- Embedded checks for understanding



The image shows a screenshot of the Mentor Collective platform. On the left, a course dashboard for "REQUIRED: Student Success Mentor Training" is displayed, showing a 3% completion rate. The course structure includes sections: "Welcome to the course!" (1/2), "A message from Mentor Collective" (PREREQUISITE, checked), "How to use this course" (PREREQUISITE), and "Mentor Collective program expectations" (0/8). On the right, a "Welcome" message from Mentor Collective is shown, featuring the platform's logo (a stylized person icon inside a circle) and the text "MENTOR COLLECTIVE". Below the message are buttons for "MARK INCOMPLETE" and "CONTINUE →".



Mentor Training



Final Assessment

Search by lesson title

- Welcome to the course! 1/2 ▾
- Mentor Collective program expectations 0/8 ▾
- Roles of a mentor 0/6 ▾
- Introducing yourself 0/4 ▾
- Communication strategies 0/6 ▾
- Final assessment 0/2 ▾

Instructions
PREREQUISITE

Final assessment
PREREQUISITE

Final assessment

QUESTION 1 OF 10

At minimum, mentors are expected to be in touch with their mentees:

Choose only ONE best answer.

A At least once a week.

B At least once a semester.

C At least once a month.

CONFIRM



Learning Objectives

Student Success Mentors

- Practice an appropriate way to introduce oneself as a mentor to a mentee
- Understand the importance of communication to mentorship
- Practice active listening skills that build trust and empathy

Both

- Describe Mentor Collective program expectations for mentors
- Differentiate a mentor from other student support forms
- Distinguish between different stages of the mentoring life cycle
- Evaluate the efficacy of setting healthy boundaries

Career Readiness Mentors

- Explore why career readiness mentorship matters
- Explore impactful ways to support career readiness mentees



Participant Feedback



“This training was essential as a guideline for me on what to expect and what is expected from me in my role as a mentor.”

- Thomas, Berklee Career Readiness Mentor

“Very easy to navigate, and I feel prepared to mentor. It was also very convenient to take this on my own time.”

- Andrea, UDel Student Success Mentor

“Really well designed and I appreciate the topics that were brought up, it helps me feel more confident in my ability to mentor a student which is important to me.”

- Desi, Cal Tech Career Readiness Mentor

Certification

- Additional resources
- Certification shareable to social media
- PDF download
- Other courses





Resources



Resources

- 40+ discussion guides and mentor briefings
- Ties back to goals and topics
- Links to other resources outside of the platform
- Tailored based on program type

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 maintaining emotional and mental wellbeing Describe some reasons why people might not seek help Identify resources available to people who want additional support

Mentee Prework

Peruse the resources in the below and see if any of these may be useful for you.

Mental Health Resource Toolkit

If you need immediate assistance, call 911 immediately.

[National Suicide Prevention Hotline, 1-800-273-8255](#)

These are just a few of the resources you or someone you know can use:

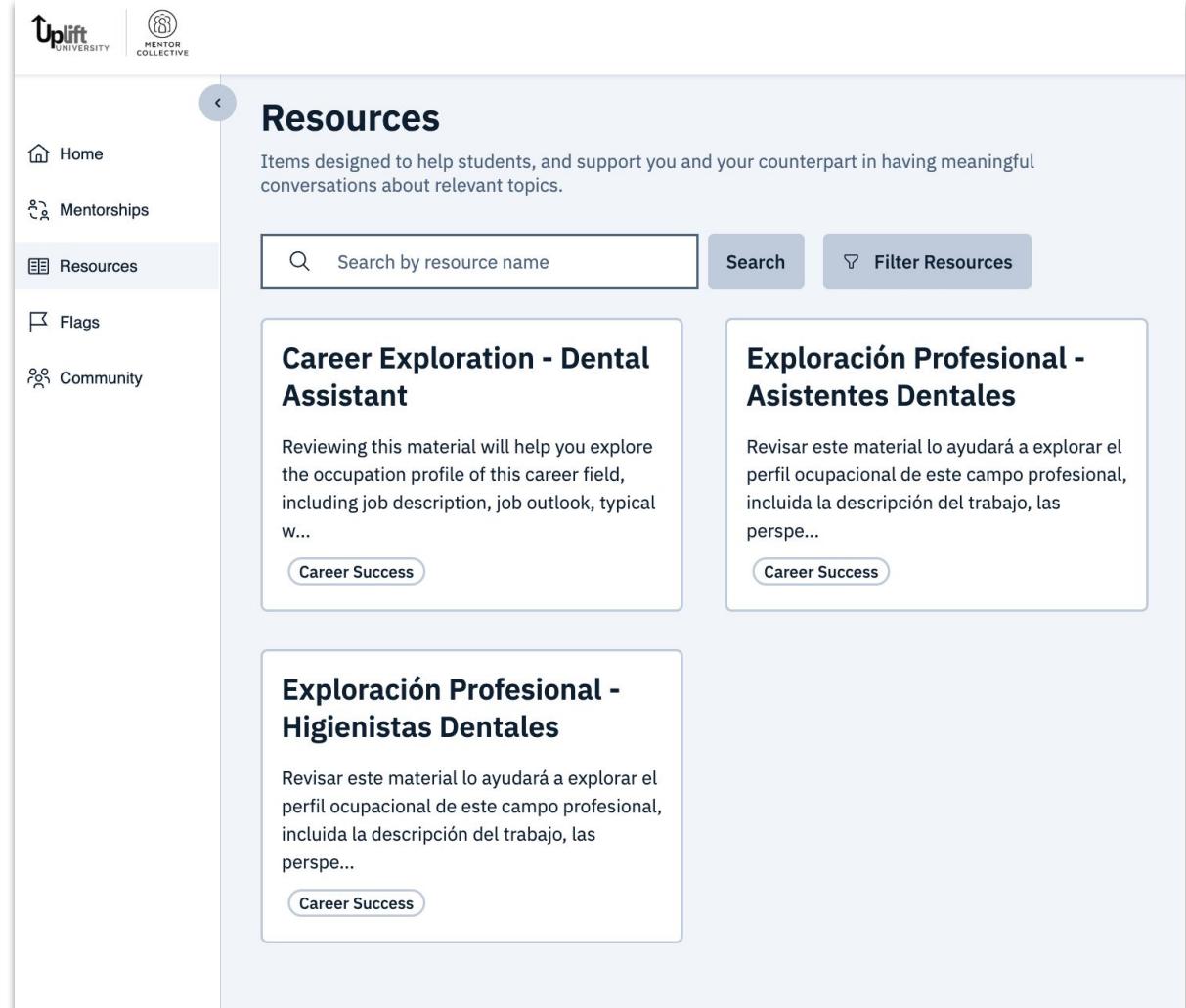
- [The Jed Foundation](#) has an email newsletter with information on mental health and related resources, as well as a comprehensive website you can browse for further resources.
- [Centerstone](#) is the nation's largest not-for-profit provider of community-based behavioral healthcare, offering a full range of mental health services, substance abuse treatment and educational services. Based in Florida, Kentucky, Illinois, Indiana and Tennessee - website has a lot of resources as well.
- [Alcoholics Anonymous](#)
- [The National Domestic Violence hotline](#)
- [Psychology Today's therapist finding tool](#)
- [Innopsych: Changing the feel of therapy for people of color](#)
- [The Loveland Foundation: Therapy Fund for Black Women](#)
- [Therapy in Color: The Mental Health Directory for People of Color](#)

Here are a few recommended articles to check out:



Custom Resources

- Can be uploaded just for mentors/mentees
- Different languages
- Embed links and videos if desired
- Assign topics and goals to the resources



The screenshot shows the 'Resources' section of the Uplift University Mentor Collective platform. The left sidebar includes links for Home, Mentorships, Resources (which is the active tab), Flags, and Community. The main content area is titled 'Resources' and describes items designed to help students and mentors have meaningful conversations about relevant topics. It features a search bar, a 'Search' button, and a 'Filter Resources' button. Three resource cards are displayed: 'Career Exploration - Dental Assistant' (English) and 'Exploración Profesional - Asistentes Dentales' (Spanish), both under the 'Career Success' category; and 'Exploración Profesional - Higienistas Dentales' (Spanish), also under 'Career Success'.

Resources
Items designed to help students, and support you and your counterpart in having meaningful conversations about relevant topics.

Search by resource name Search Filter Resources

Career Exploration - Dental Assistant
Reviewing this material will help you explore the occupation profile of this career field, including job description, job outlook, typical w... [Career Success](#)

Exploración Profesional - Asistentes Dentales
Revisar este material lo ayudará a explorar el perfil ocupacional de este campo profesional, incluida la descripción del trabajo, las perspe... [Career Success](#)

Exploración Profesional - Higienistas Dentales
Revisar este material lo ayudará a explorar el perfil ocupacional de este campo profesional, incluida la descripción del trabajo, las perspe... [Career Success](#)



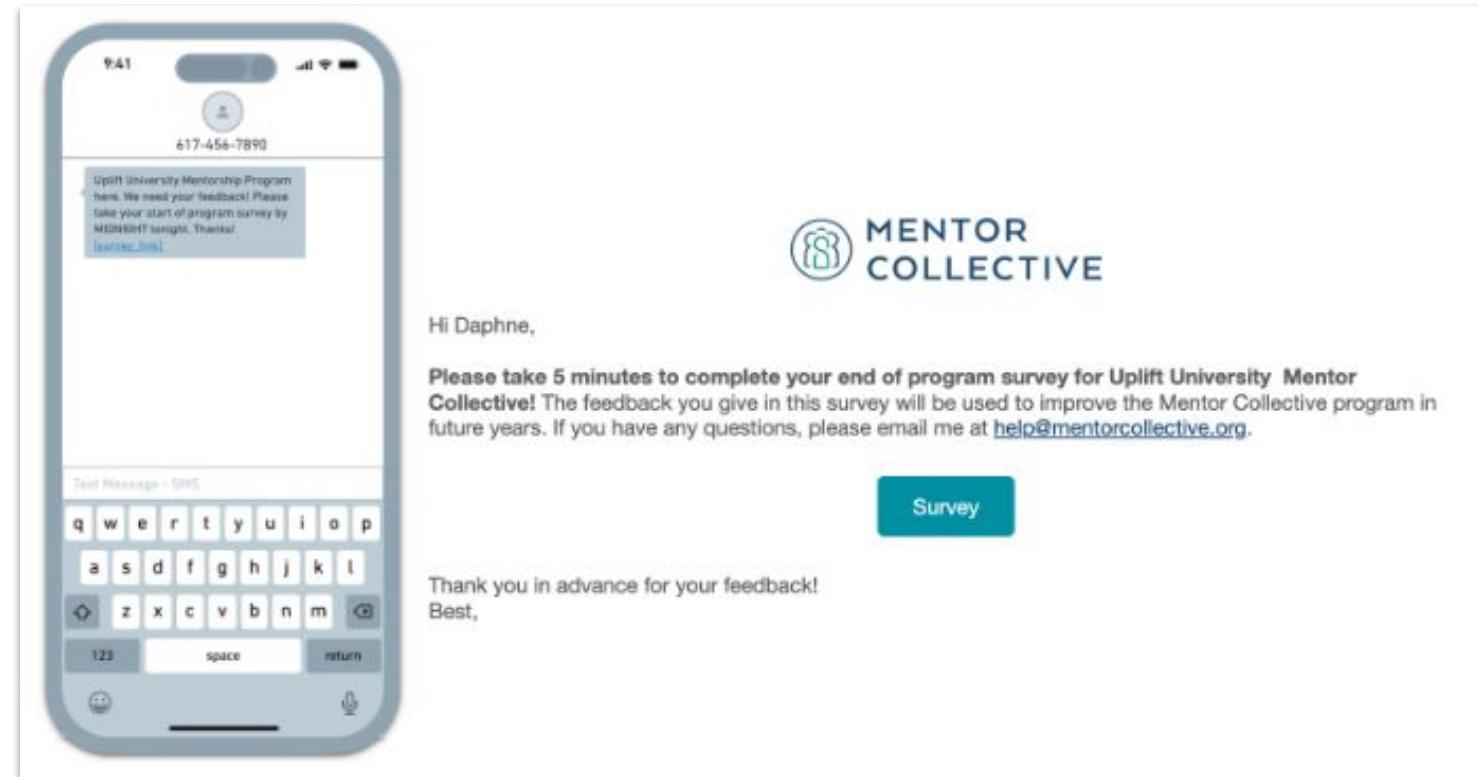


Assessment



Assessments

- Created intentionally to assess success factors connected to positive outcomes
- Key times in the program cycle
- Configured to target populations based on desired outcomes



Assessments



For the following questions, please check one response that best describes you. Be honest - this information will be used to help your school and this mentoring program be as effective as possible. There are no right or wrong answers!

I feel comfortable at my school.

1=Not very like me 5=Very like me

1 2 3 4 5

I feel like I am an important member of my school.

1=Not very like me 5=Very like me

1 2 3 4 5

I talk with my mentor as often as I like.

1=Strongly disagree 5=Strongly agree

1 2 3 4 5

I've had more conversations with my mentor than I've logged.

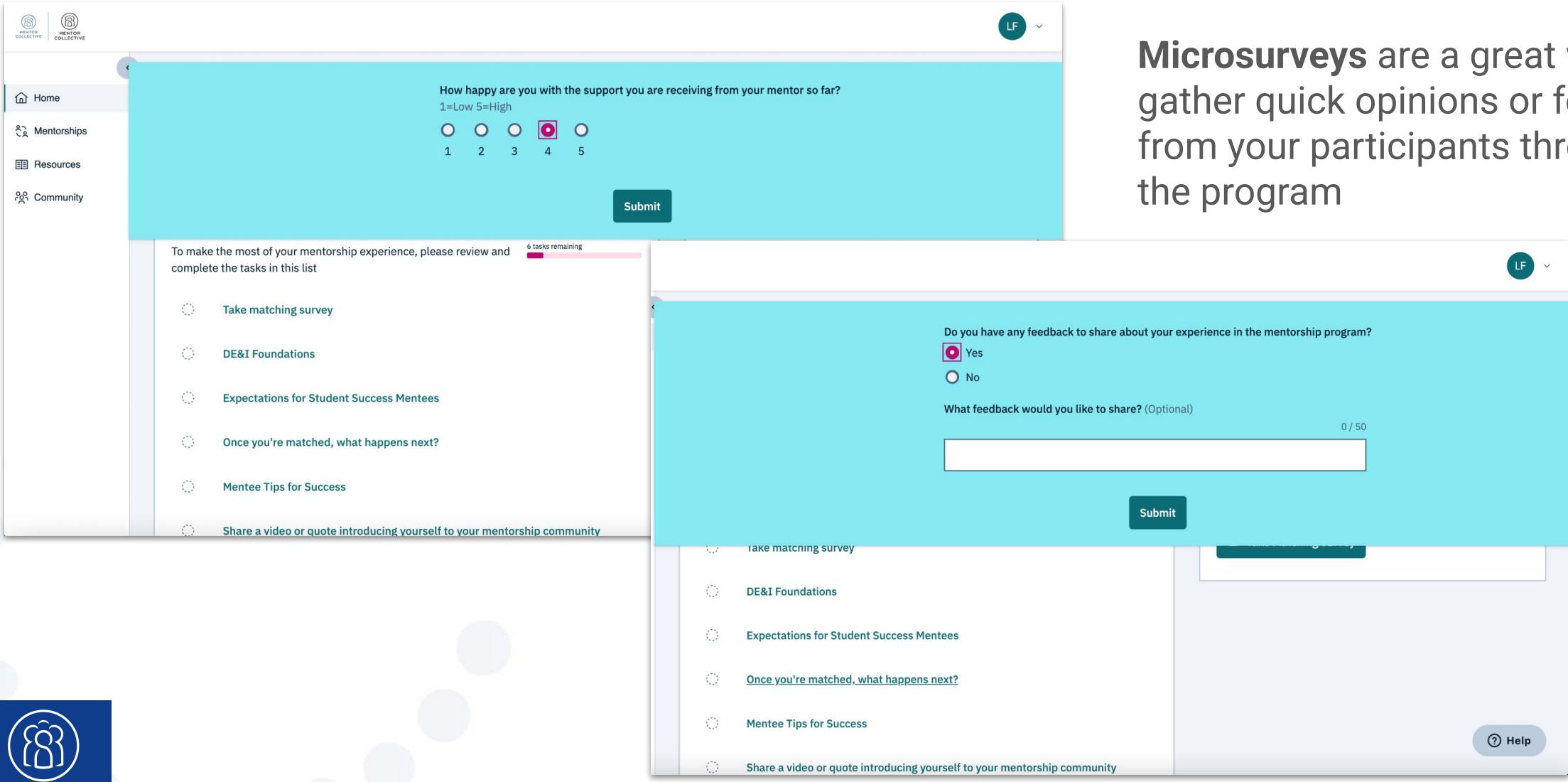
- Yes
- No

Any feedback for us as we plan for future programs?



- Sense of Belonging
- Career Decision Self-Efficacy
- Academic Self-Efficacy
- Academic Help Seeking
- Strength of Relationship

Assessments



The image shows a screenshot of a mentorship platform interface. On the left, a sidebar menu includes 'Home', 'Mentorships', 'Resources', and 'Community'. Two circular icons at the top represent 'MENTEE COLLECTIVE' and 'MENTOR COLLECTIVE'. The main content area displays two overlapping pop-up windows and a task list.

Top Pop-up Window:

- Question: "How happy are you with the support you are receiving from your mentor so far?"
- Scale: "1=Low 5=High"
- Rating: 4 (radio button selected)
- Buttons: "Submit" (dark teal)

Task List:

- To make the most of your mentorship experience, please review and complete the tasks in this list (6 tasks remaining)
- Tasks (each with a radio button):
 - Take matching survey
 - DE&I Foundations
 - Expectations for Student Success Mentees
 - Once you're matched, what happens next?
 - Mentee Tips for Success
 - Share a video or quote introducing yourself to your mentorship community

Bottom Pop-up Window:

- Question: "Do you have any feedback to share about your experience in the mentorship program?"
- Options: "Yes" (radio button selected), "No"
- Text Input: "What feedback would you like to share? (Optional)" (0 / 50)
- Buttons: "Submit" (dark teal)

Task List (Continued):

- Tasks (each with a radio button):
 - Take matching survey
 - DE&I Foundations
 - Expectations for Student Success Mentees
 - Once you're matched, what happens next?
 - Mentee Tips for Success
 - Share a video or quote introducing yourself to your mentorship community

Bottom Right Corner:

- Help button (light blue)

Microsurveys are a great way to gather quick opinions or feedback from your participants throughout the program



Next Steps



What's next?

- **Upcoming virtual events**
 - April 29 - Leveraging IPD to Strengthen Your Mentorship Initiative
 - May 14 - Ask the Expert
 - May 21 - Celebrate Mentorship!
- **Messaging**





Poll





Thank you!

