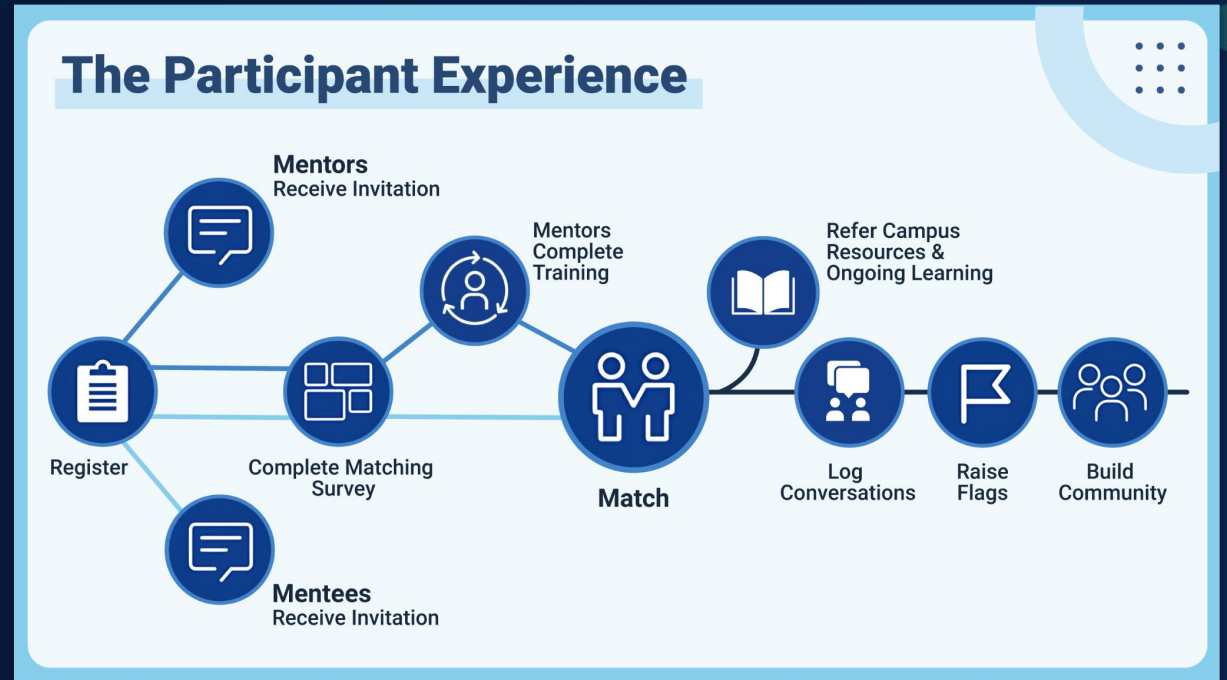




# The Participant Experience: Deeper Insights

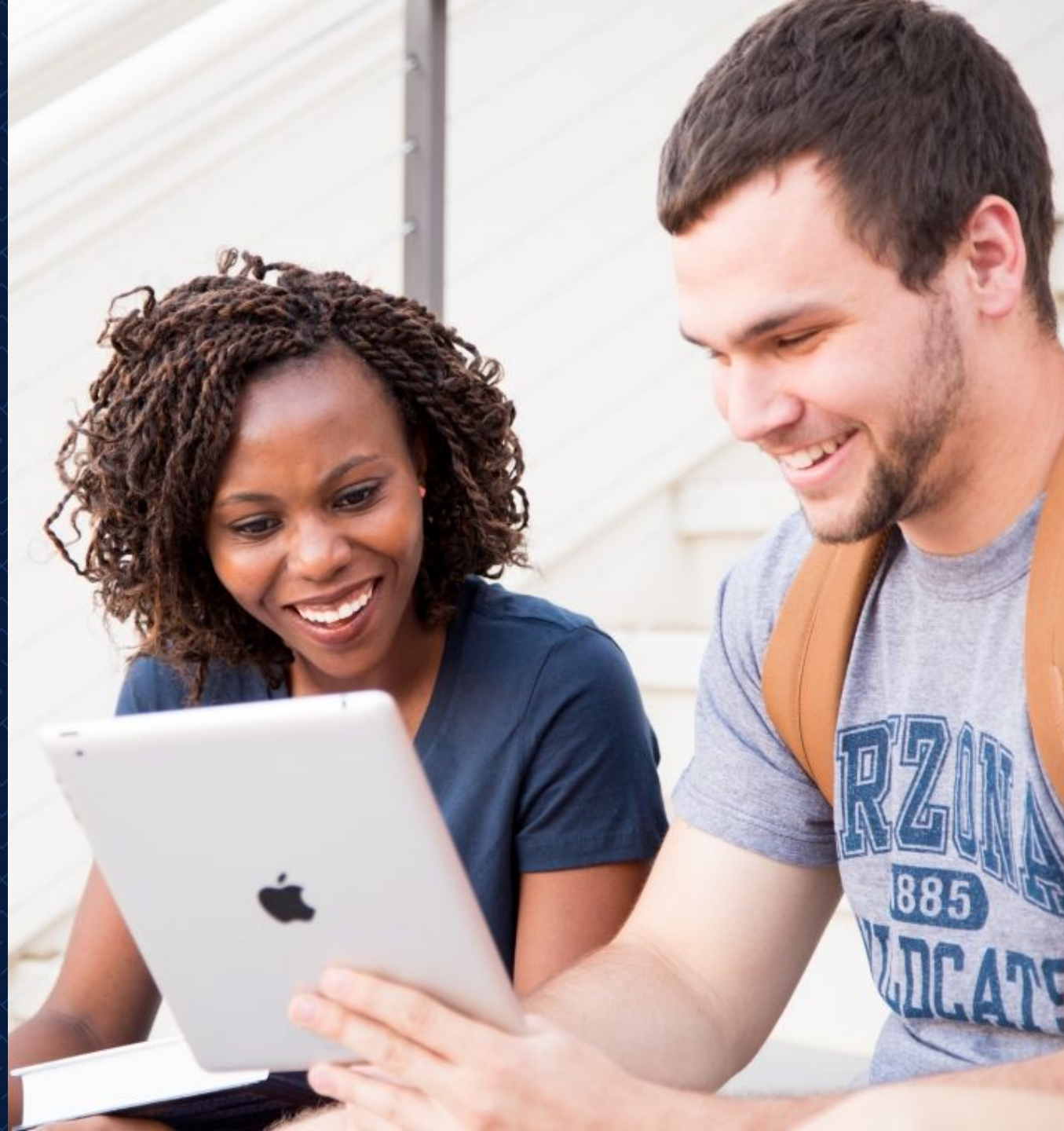
April 23, 2025



# 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](https://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



**Jennifer Kiious, Ed.M.**  
Customer Education Manager  
Mentor Collective



**Alissa Zink**  
Partner Success Manager  
Mentor Collective



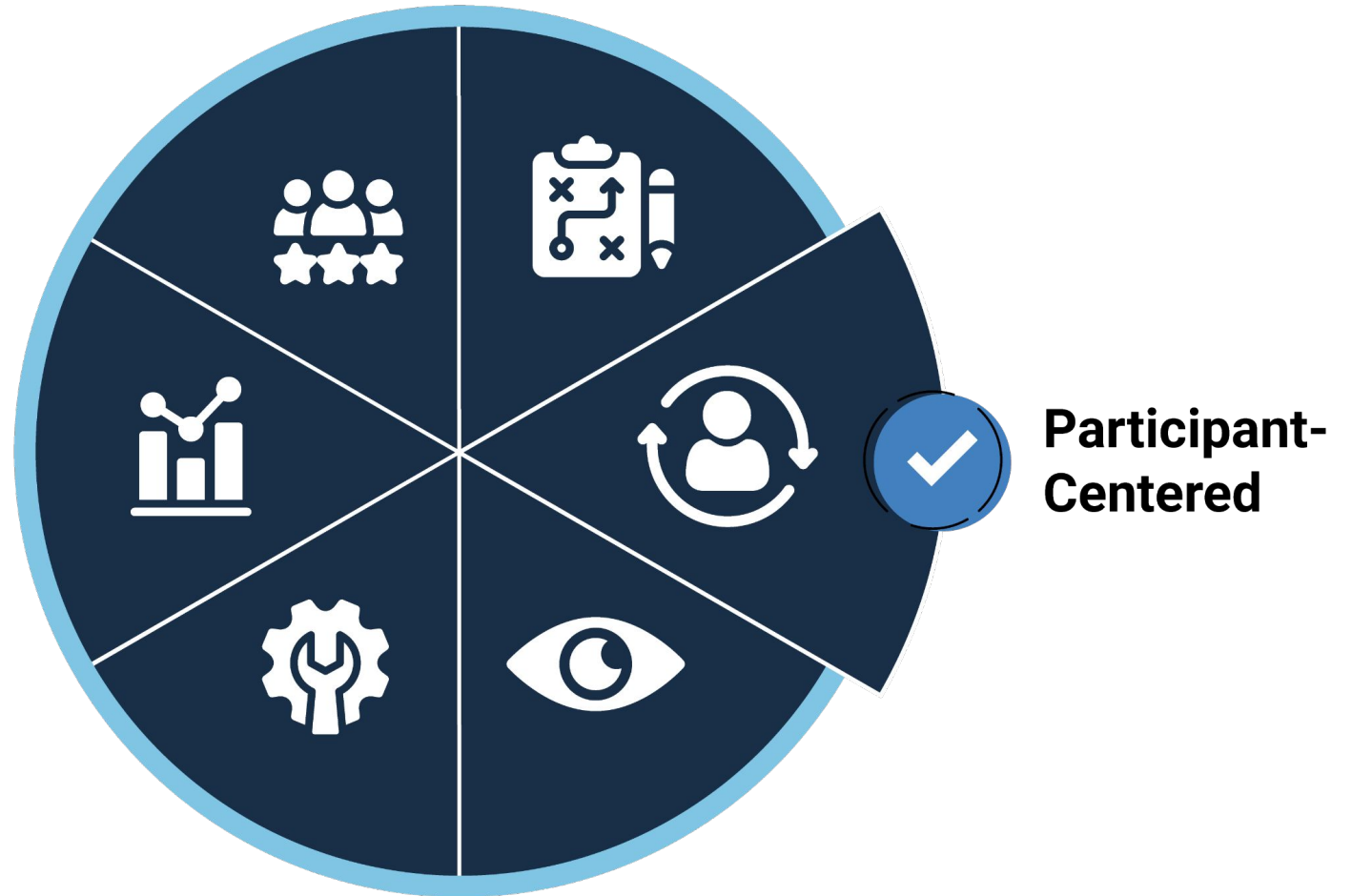


# A Participant-Centered Approach



# A Participant-Centered Approach

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



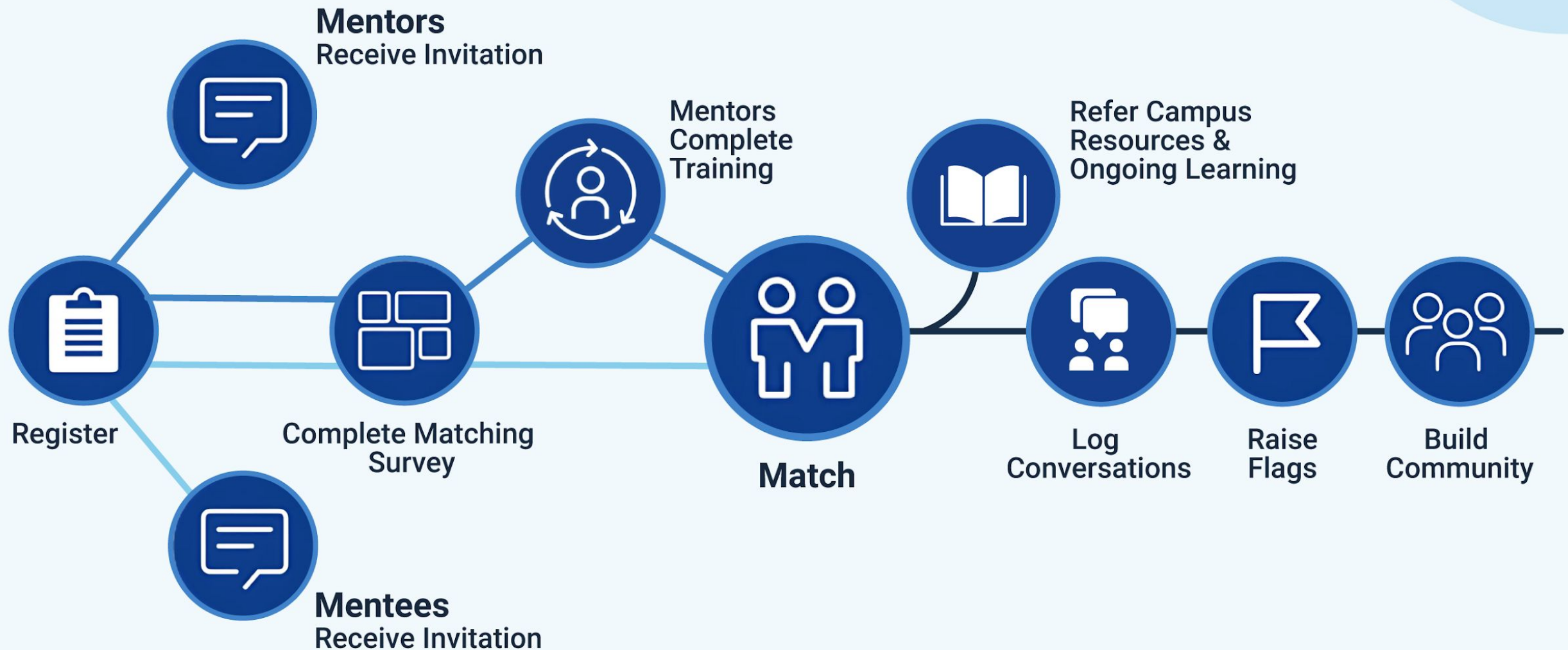


# Participant Experience Overview





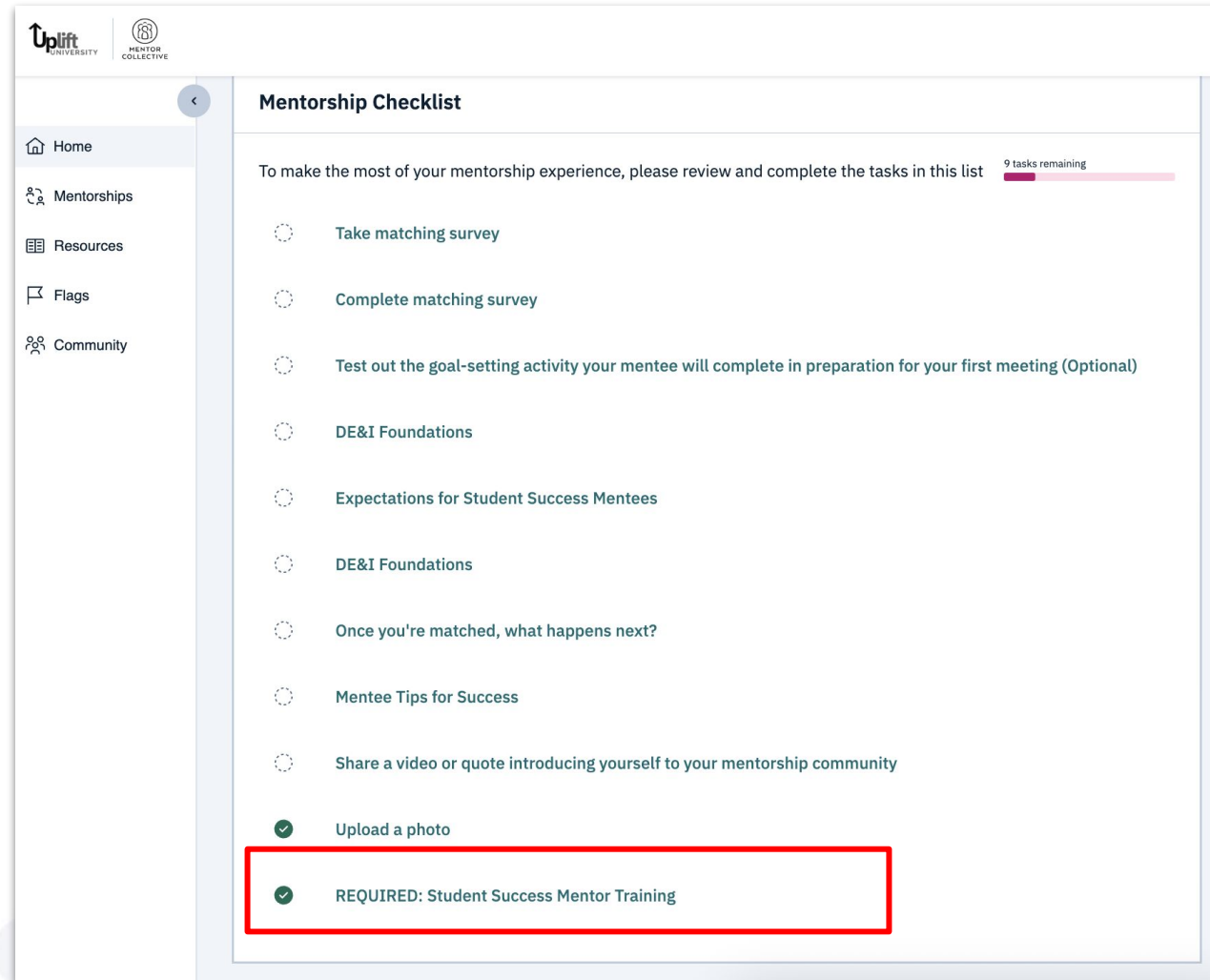
# The Participant Experience



# Training



# Mentor Training



The screenshot shows a web application interface for a mentorship program. At the top left, there are logos for 'Uplift UNIVERSITY' and 'MENTOR COLLECTIVE'. Below these is a navigation sidebar with a back arrow and five menu items: 'Home' (house icon), 'Mentorships' (magnifying glass icon), 'Resources' (document icon), 'Flags' (flag icon), and 'Community' (group of people icon). The main content area is titled 'Mentorship Checklist'. It begins with a subtitle: 'To make the most of your mentorship experience, please review and complete the tasks in this list'. To the right of this text is a progress bar labeled '9 tasks remaining'. The checklist contains ten items, each preceded by a circular icon. The first nine items have empty dashed circles, while the last two have green checkmarks. The final item, 'REQUIRED: Student Success Mentor Training', is highlighted with a red rectangular border.

**Mentorship Checklist**

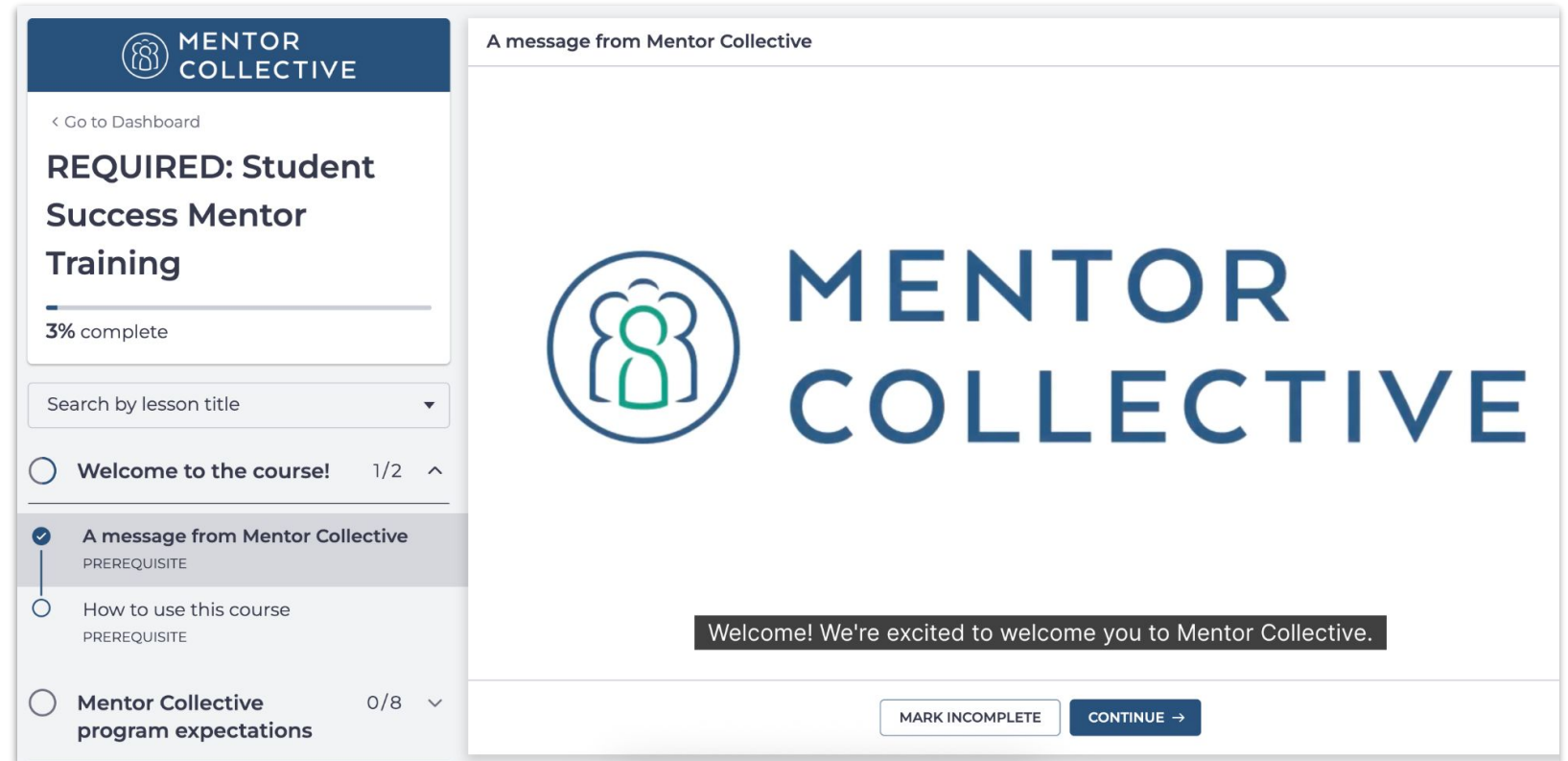
To make the most of your mentorship experience, please review and complete the tasks in this list 9 tasks remaining

- ☐ 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**



# Mentor Training

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



The screenshot displays the Mentor Collective training interface. On the left is a sidebar with the Mentor Collective logo and navigation options. The main content area shows a welcome message and the Mentor Collective logo.

**MENTOR COLLECTIVE**

< Go to Dashboard

**REQUIRED: Student Success Mentor Training**

3% complete

Search by lesson title

- ☐ Welcome to the course! 1/2 ^
- ☒ **A message from Mentor Collective** PREREQUISITE
- ☐ How to use this course PREREQUISITE
- ☐ Mentor Collective program expectations 0/8 v

A message from Mentor Collective

**MENTOR COLLECTIVE**

Welcome! We're excited to welcome you to Mentor Collective.

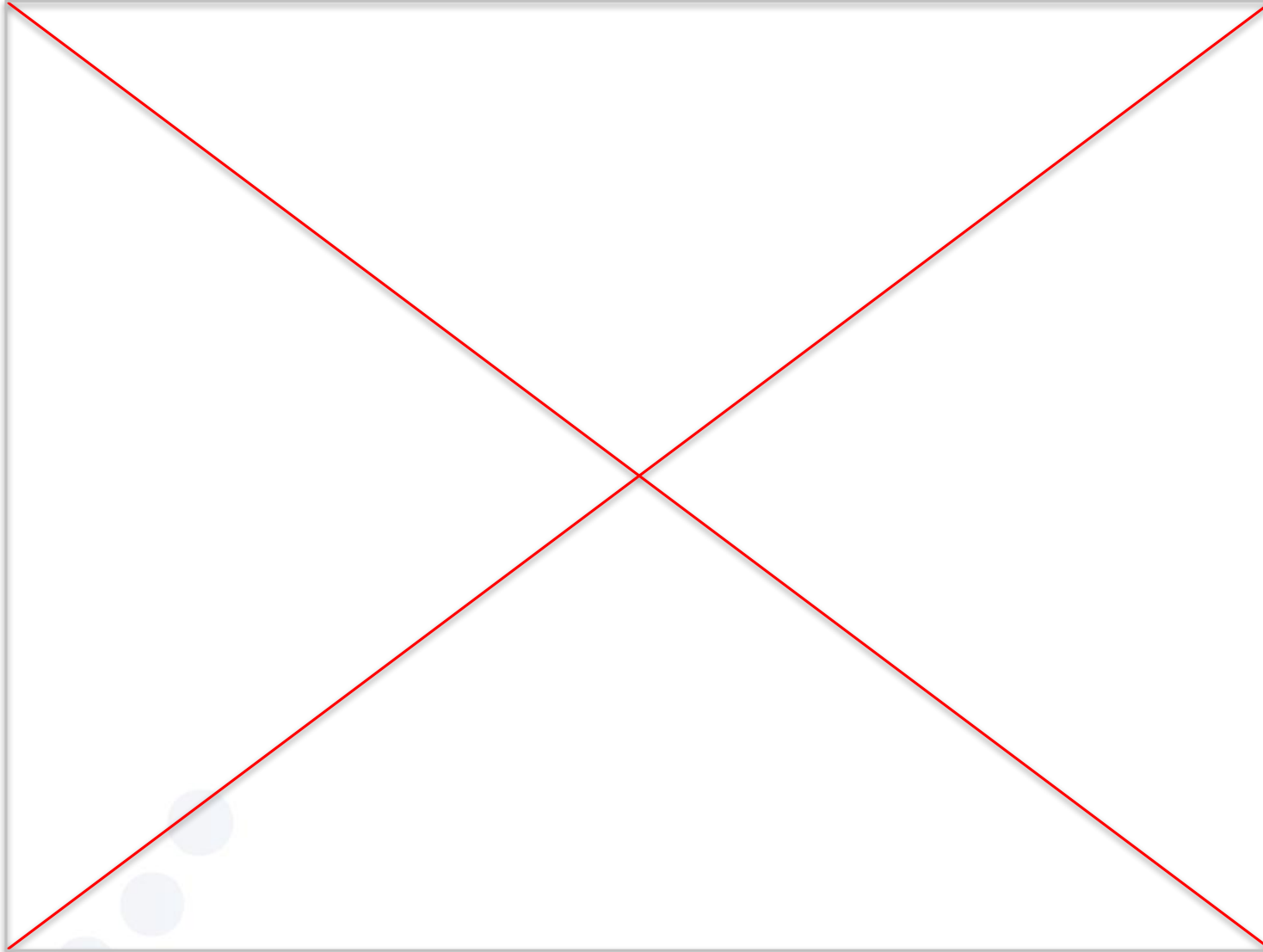
MARK INCOMPLETE CONTINUE →





# Mentor Training

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# 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

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## 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

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“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:

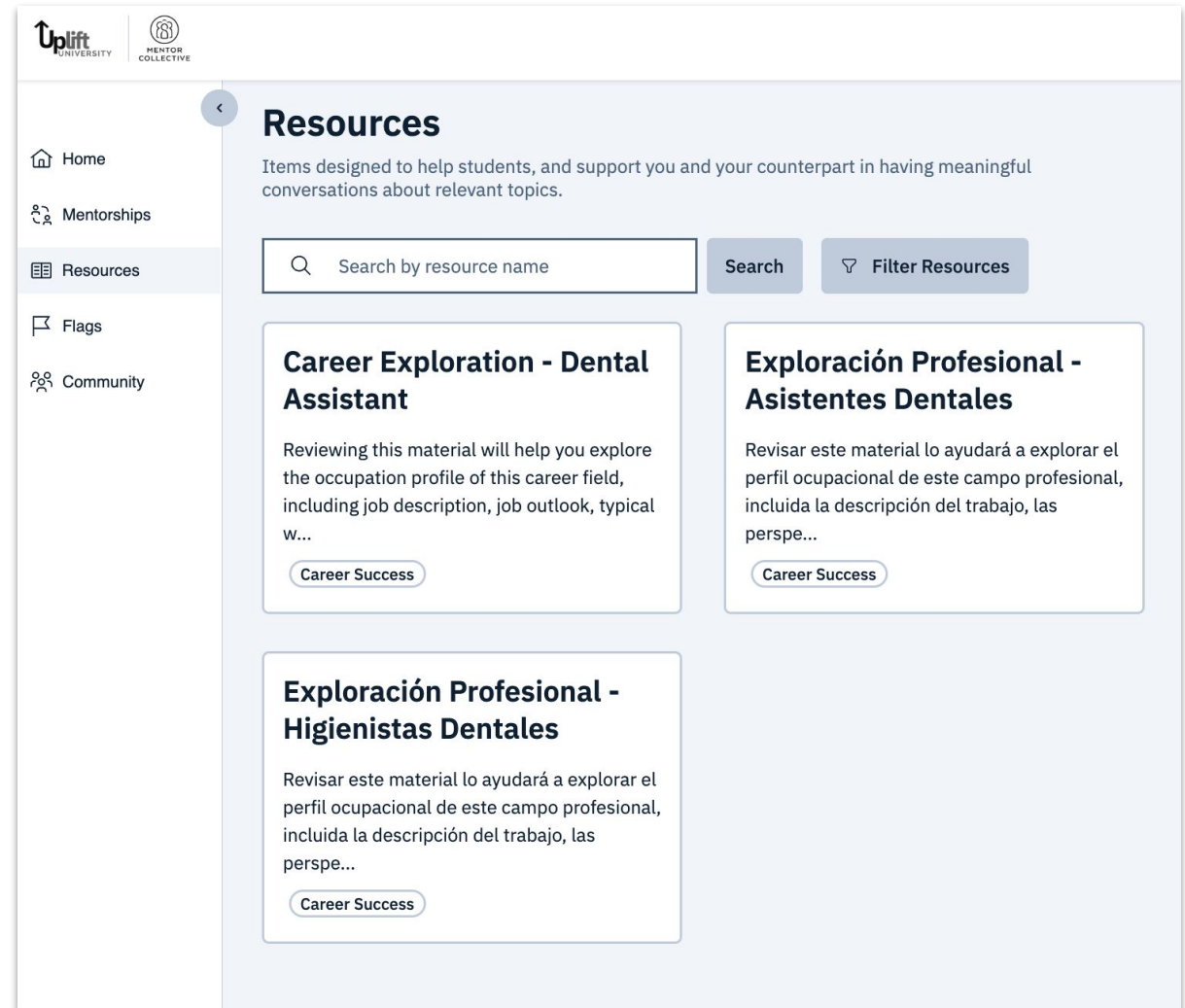
- [The Jed Foundation](#) has an email newsletter with information on mental health and related resources, as well as a comprehensive website you can browse for further resources.
- [Centerstone](#) is the nation's largest not-for-profit provider of community-based behavioral healthcare, offering a full 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 displays the 'Resources' section of the Uplift University Mentor Collective platform. The interface includes a sidebar with navigation links: Home, Mentorships, Resources (selected), Flags, and Community. The main content area is titled 'Resources' and features a search bar with the placeholder text 'Search by resource name', a 'Search' button, and a 'Filter Resources' button. Below the search bar, there are three resource cards. The first card is titled 'Career Exploration - Dental Assistant' and contains the text: 'Reviewing this material will help you explore the occupation profile of this career field, including job description, job outlook, typical w...'. The second card is titled 'Exploración Profesional - Asistentes Dentales' and contains the text: 'Revisar este material lo ayudará a explorar el perfil ocupacional de este campo profesional, incluida la descripción del trabajo, las perspe...'. The third card is titled 'Exploración Profesional - Higienistas Dentales' and contains the text: 'Revisar este material lo ayudará a explorar el perfil ocupacional de este campo profesional, incluida la descripción del trabajo, las perspe...'. Each card has a 'Career Success' button at the bottom.





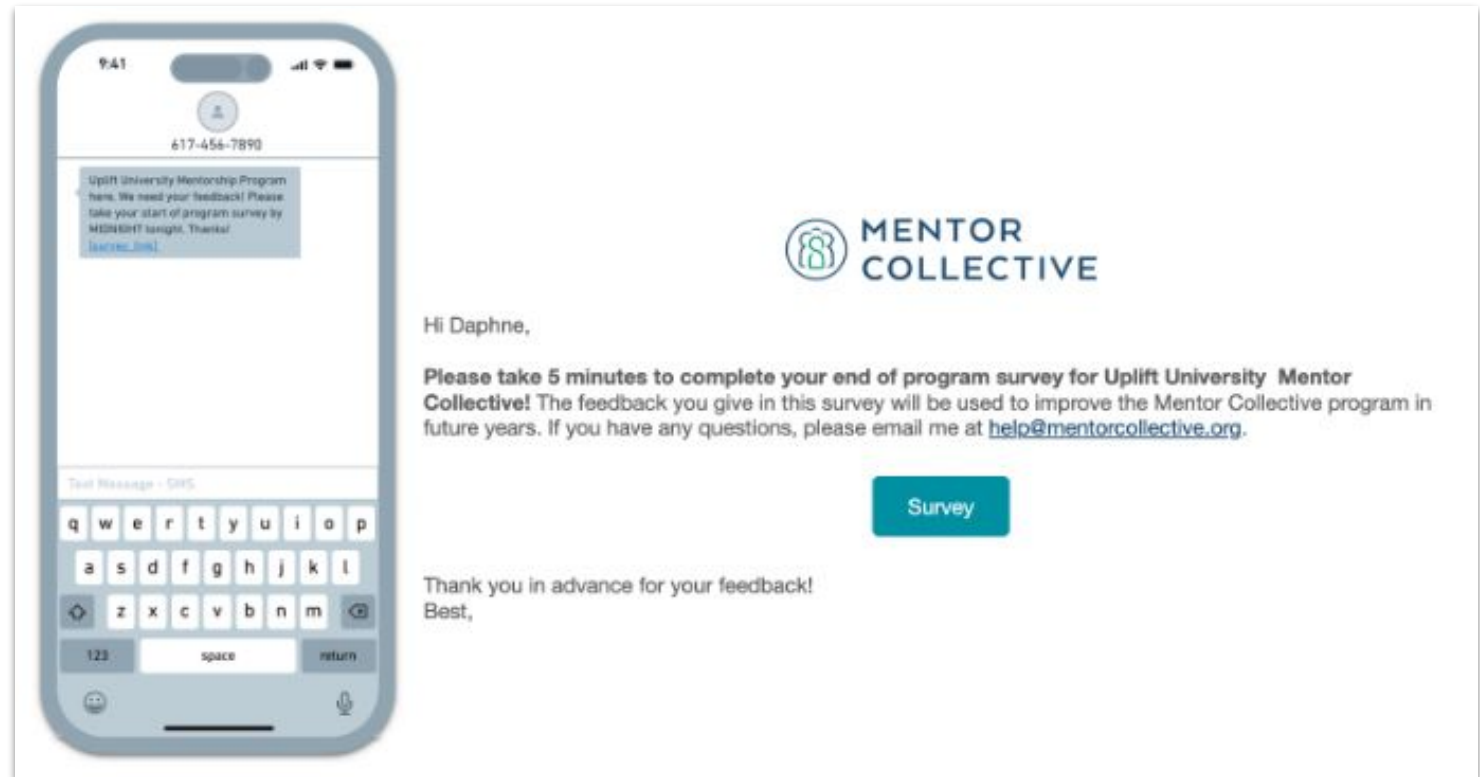


# Assessment



# 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

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

The screenshot shows a web interface for a mentorship program. On the left is a sidebar with navigation links: Home, Mentorships, Resources, and Community. The main content area has a light blue header with the Mentor Collective logo and a user profile icon labeled 'LF'. Below the header, a survey question asks, 'How happy are you with the support you are receiving from your mentor so far?' with a scale from 1 (Low) to 5 (High). The scale consists of five radio buttons, with the fourth button (labeled '4') selected. A 'Submit' button is located at the bottom right of the survey area.

MENTOR COLLECTIVE MENTOR COLLECTIVE LF

Home Mentorships Resources Community

How happy are you with the support you are receiving from your mentor so far?  
1=Low 5=High

1 2 3 4 5

Submit

The screenshot shows a task list interface. At the top, it says 'To make the most of your mentorship experience, please review and complete the tasks in this list' followed by a progress bar indicating '6 tasks remaining'. Below this is a list of tasks, each preceded by a circular icon with a dot. The tasks are: 'Take matching survey', 'DE&I Foundations', 'Expectations for Student Success Mentees', 'Once you're matched, what happens next?', 'Mentee Tips for Success', and 'Share a video or quote introducing yourself to your mentorship community'.

To make the most of your mentorship experience, please review and complete the tasks in this list 6 tasks remaining

- 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

The screenshot shows a feedback survey interface. It has a light blue header with the Mentor Collective logo and a user profile icon labeled 'LF'. Below the header, a survey question asks, 'Do you have any feedback to share about your experience in the mentorship program?' with two radio button options: 'Yes' (selected) and 'No'. Below this, there is a text input field for 'What feedback would you like to share? (Optional)' with a character count of '0 / 50'. A 'Submit' button is located at the bottom right of the survey area. At the bottom of the page, there is a 'Help' button with a question mark icon.

MENTOR COLLECTIVE MENTOR COLLECTIVE LF

Do you have any feedback to share about your experience in the mentorship program?

☒ Yes ☐ No

What feedback would you like to share? (Optional) 0 / 50

Submit

Help







# Next Steps



# What's next?

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- **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!**

