



How Mentorship Drives Community College Success

May 13, 2026

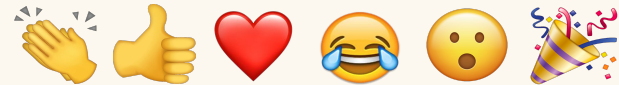


Audience Engagement



1. Upon entry, audio is on mute
2. Adjust your video layout to speaker view
3. Chat your **name** and **organization**
4. Submit your questions via the Chat or Q&A features in Zoom

Like what you hear? Let us know with reactions!



Moderator



Jennifer Kious, M.Ed.
Director of Marketing,
Mentor Collective

Today's Panelists



Glenda Morgan

Higher Education
Analyst, Morgan
EdTech Strategies



Michael Amick

Chief Online
Learning Officer,
Pima Community
College



Andre Bernal

Grant Program
Manager, Pima
Community College



Edward Kesler

Lead Peer Mentor,
Pima Community
College

Poll



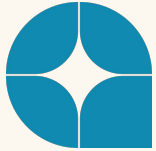
Agenda



**The Strategic Imperative:
Scaling the Connection**



**The ROI of the Lived
Experience**



**The "How" of
Large-Scale Mentorship**



**Sustainability and the
Future Vision**

Support by Design

- Over 60% of students are unaware of available resources.
- Students are 9x more likely to disclose life challenges to a peer than to an administrator.
- Proactive vs. Reactive → Support by Design



“I didn’t even know half of the support services on campus existed. I had to figure it out alone.”

Partner Spotlight

Pima Community College



Pima Community College

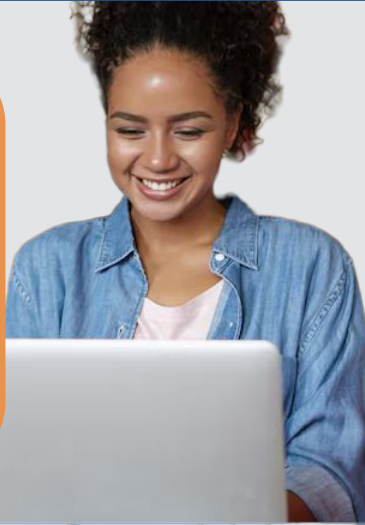
Pima Community College



Goals

- Expand access to peer support to foster academic success
- Collect actionable feedback to improve retention and increase engagement with campus resources
- Offer a convenient, personalized and supportive mentoring experience
- Empower students to connect with peers who share similar identities and challenges

"I'm volunteering as a mentor because I **like the idea of helping** another human being. It's fulfilling to me as a person if I can help answer some questions and **alleviate some stress** to a fellow student. My peers, staff, and professors at Pima have **helped me immensely** throughout my time at Pima." - *Pima Mentor*



Incoming 1st term online students matched with trained peer mentors who offer practical advice and connection in an online environment

Expanded Partnership

Increase number of invited students year-over-year, growing scope and access to program



The Strategic Imperative: Scaling the Connection



Scaling the Connection

*Why is it a **strategic** necessity to move mentorship towards a **model of scale**, even when resources are constrained?*

Scaling the Connection

*How did you frame **mentorship as the essential infrastructure** required to protect enrollment and drive credit completion?*

Scaling the Connection

*How did peer-led mentorship **bridge the gap** for students between institutional resources and lived experiences?*

The "How" of Large-Scale Mentorship



The “How” of Large-Scale Mentorship

How do you **manage the operational challenge** of supporting multiple mentees while ensuring **a participant-centered approach** for each mentee?

The “How” of Large-Scale Mentorship

*How do you design a mentorship program that satisfies **data-driven** mandates and is also **flexible** enough to feel **authentic** to each student?*

The “How” of Large-Scale Mentorship

Where does the *right technology* fit into the human-to-human *connection*?

The ROI of the Lived Experience



The ROI of the Lived Experience

*How do you elevate the **ROI of mentorship** to your institution's leadership?*

The ROI of the Lived Experience

How does **structured connection** serve as a **bridge** to the workforce and social capital students need for long-term mobility?

The ROI of the Lived Experience

What is the **one thing a peer mentor can provide** that a faculty member or an automated email cannot?

The ROI of the Lived Experience

*How has the **data from your mentorship initiatives** changed the way you look at student support?*

Sustainability and the Future Vision



Sustainability and the Future Vision

*How did you build a case strong enough to move **mentorship** into an institutional **pillar**?*

Sustainability and the Future Vision

*How did you **grow buy-in** with other participants?*

Sustainability and the Future Vision

*How can leaders consolidate their efforts into a **unified strategy** to create a **culture of mentorship**?*

Sustainability and the Future Vision

*Can you share a **mentorship moment** that impacted a Pima Community College student?*

Poll



Upcoming Events



Upcoming Events

Date	Event	Location
May 17–20	1890 Centers of Excellence: Student Success and Workforce Development (SSWD) Spring Symposium	University of Arkansas at Pine Bluff
June 4	Massachusetts SUCCESS Symposium	Greenfield Community College

Mentor
Collective

Thank You!
