

The Secret Diaries of the Mentorship Network

Building a Coordinated Mentorship
Strategy from the Group Up

NASPA - NOVEMBER 2017



Student Experience Office
CARLETON UNIVERSITY

Introductions

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Student Experience Office



Today's Agenda

1. History of our Program
2. First Drafts
3. Program Development & Training Approach
4. Measurables & Assessment
5. Conclusions - Where are we going next?


Learning Outcomes

NASPA Delegates who attend this session will be encouraged to:

- Understand our coordinated approach to mentoring
- Identify ways to use technology and training modules to enhance student learning and development
- Assess their current programs and implement change for the future
- Discuss how they can integrate a coordinated approach to mentorship in existing programs
- Evaluate how to optimize impact of current program through applying various theories such as the theory of transition and CAS standards for Learning Assistance Program

Environmental Scan

Current Peer Mentor Program? 

 Developing Peer Mentor Program?

Successful with Partners? 

 Challenges with Partners?

Students buy-in? 

 Students are resistant?

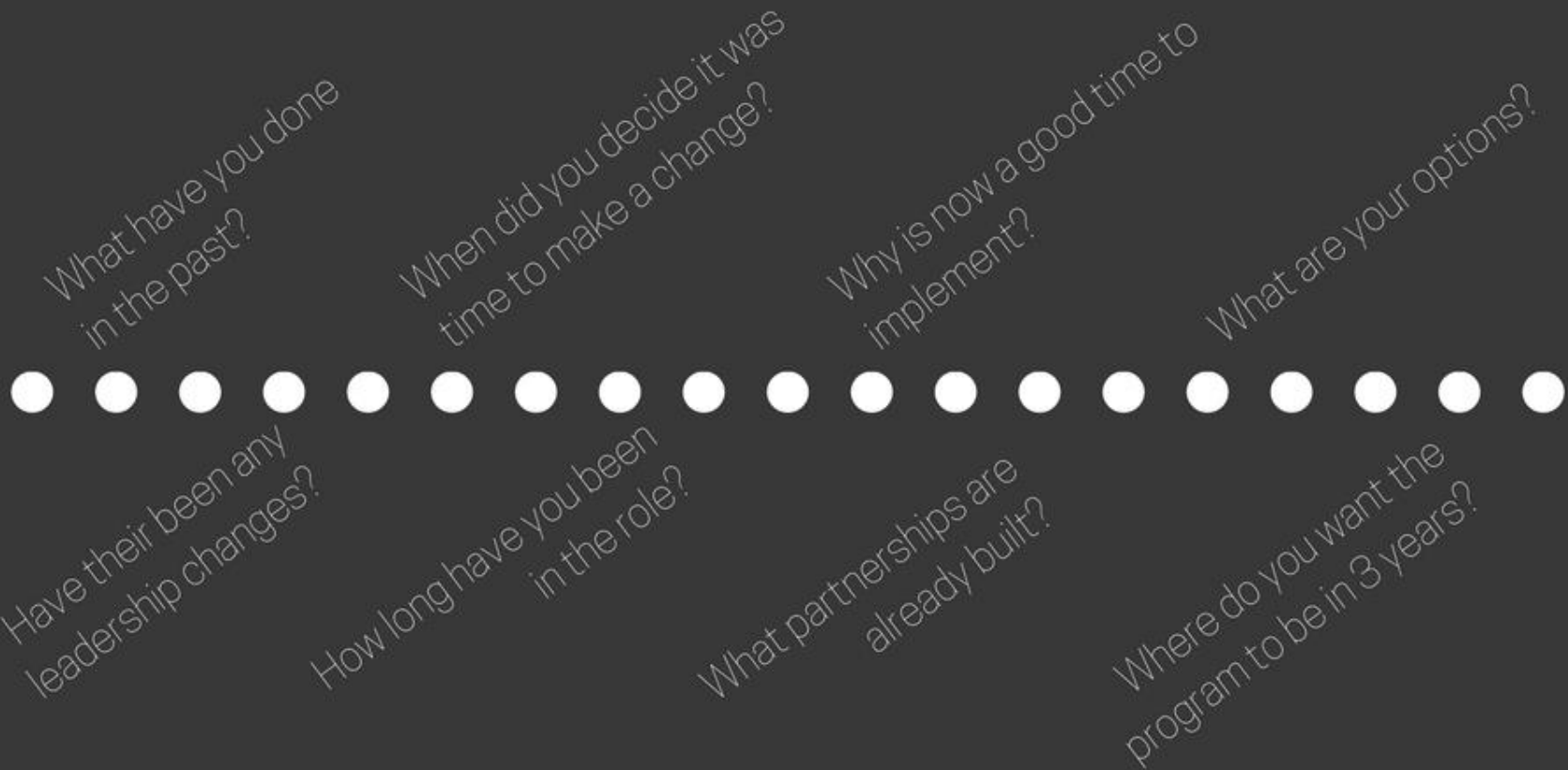


Secret: Doing a scan of your current programs and situations and help to reflect on where you are and where you want to go. We encourage our students to do this, we need to take our own advice.

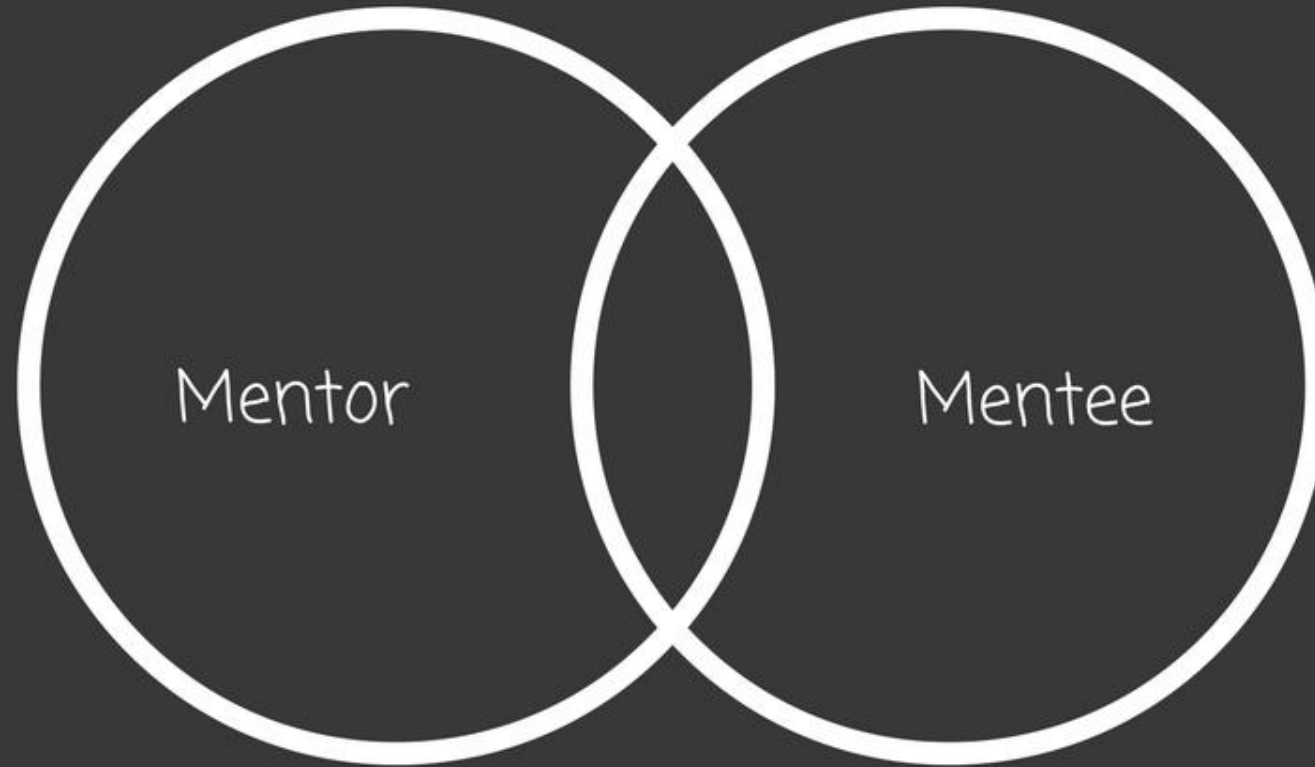
Our Program's Journey



Your Journey



Purpose of Mentoring



! "The relationship with my mentor made my transition into Carleton very smooth. Connecting with a mentor in the same program as me gave me inspiration and hope to be successful. The FYC program also inspired me to become involved and apply to be a mentor myself!

Why Mentoring?

- 1 Increases intentions to graduate
- 2 Promotes academic & social success
- 3 Helps with adjustment to post-secondary
- 4 Affirms beliefs that they can succeed
- 5 Increases awareness of campus resources
- 6 Provides safe allies for sharing concerns
- 7 Builds a support system

! "MY favorite thing about the First Year Connections program was my mentor's ability to connect with me, helping me get through the first couple weeks and all the issues that came with being a first-year student at Carleton. The most useful part of the program was having mentors that were friendly and knowledgeable, good students who knew what they were talking about and actually wanting you to succeed." - Mentee 2017-2018

Program Development

Timeline

Training Modules

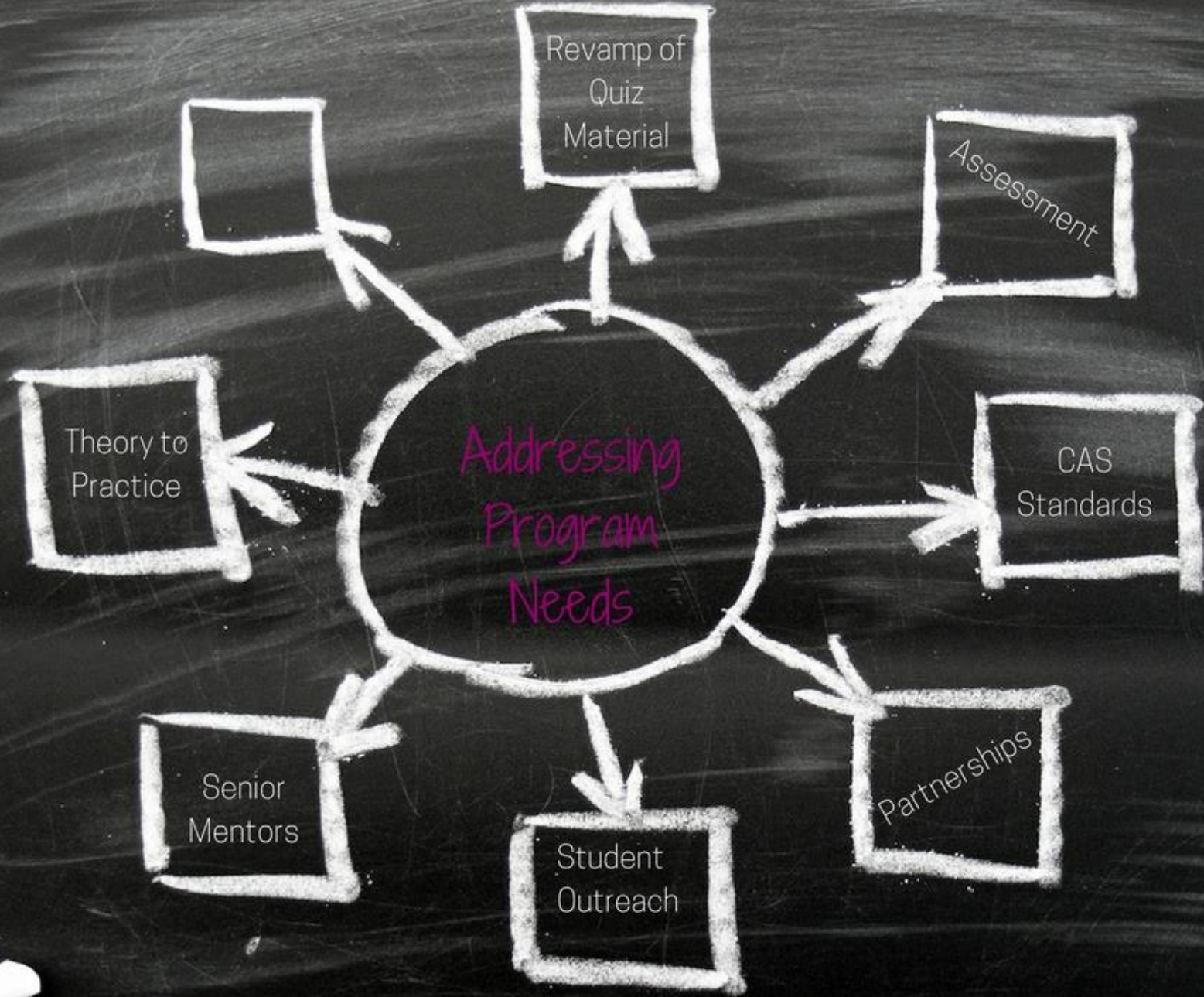
The Mentorship
Network

Learning Outcomes &
Learning Map

Mentoring
Strategy



Secret: Instead of only focusing on the mentee's learning outcomes, we put an equal focus on the mentor and their personal and professional development.



Mentorship Network Timeline



Secret #2: The Mentorship Network partners with other offices on campus to provide a broader framework of support and to provide access a larger network of tools and resources. This results in an increased standard of service for all campus mentoring programs. Our partnerships include involvement at all stages of the timeline.

Partner Outreach

Outreach occurs all year long, and all partners for our programs confirm by end of February for the following academic year. There are 2 partnership options we offer.

OPTION 1

Partner's program becomes integrated into our in-house mentoring program, FYC.

We take care of recruitment, hiring, training, matching, and overseeing program details.

Partners are as involved or as not involved as they wish to be within all these processes.

Ideal for partners with limited time and resources.

OPTION 2

Partner's program remains self managed and does not follow FYC timelines.

We take care of training the mentors but work with the partners to modify training materials for the position.

Partners oversee the day to day program operations, but can access assistance as required.

Ideal for partners who want to do a staged integration or take advantage of our training materials only.

Mentor Recruitment + Hiring

- Applications are developed in February
- Applications open March 1 & stay open all month
- Fully online process

Home /

Meet Our Mentors

THE MENTOR EXPERIENCE

- [MEET OUR MENTORS](#)
- PARTNER PROGRAMS
- FIRST YEAR CONNECTIONS +
- TRAINING OPPORTUNITIES +
- THE MENTORSHIP LOUNGE
- MENTOR RESOURCES +
- EVENTS +
- MENTORSHIP NEWSLETTER
- MENTORSHIP NETWORK LOGIN

Meet 2017's First Year Connections Mentors

Click on each mentor's photo to learn more about them.

		
Cassandra D Commerce Full Profile	Kayla D Biology & Humanities Full Profile	Morgan D Linguistics Full Profile

Mentor Recruitment + Hiring

- Mentorship Week acts as our largest tool for recruitment taking place the 2nd/ 3rd week of March

MONDAY

- Mentor Trivia in High Traffic Area
- Video Games Event
- Classroom Talks
- Mentor Nominations Contest Begins

TUESDAY

- Mentor Training - Open Session
- Mentor & Mentee Social
- Classroom Talks
- Video Launch Online

WEDNESDAY

- Mentor Appreciation Day
- EPIC BINGO Night
- Classroom talks

THURSDAY

- SafeTALK Workshop
- Mentor T-Shirt Promo Day
- Classroom talks

FRIDAY

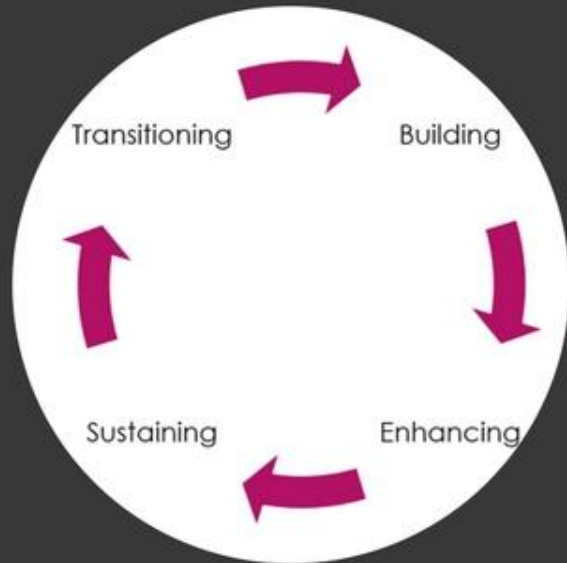
- Inspirational Movie Night
- Classroom Talks
- Mentor Nominations Launched online



Secret: We recruit past mentors and mentees to do our classroom talks as Mentorship Network Ambassadors. Having students hear from other students about their personal experience with the program has increased interest within targeted academic programs.

Mentor Recruitment + Hiring

After review of applications, we invite candidates to the group interview based on capacity



Activity #1: Case Study

- Assess Mentor's comfort level having 1 on 1 conversations in a supportive atmosphere
- Assess Mentor's understanding of campus resources
- Assess Mentor's ability to pick up on comments that may require more support

Activity #2: Mini-Interview

- Assess Mentor's comfort level in recognizing unique student needs
- Assess Mentor's ability to balance commitments
- Assess Mentor's active listening and critical thinking skills

Activity #3: Video & Discussion

- Assess Mentor's communication skills
- Assess Mentor's ability to reflect and participate in group discussion
- Assess Mentor's understanding of the role

Mentee Registration Process

- Any student can register for the program as a participant
- Registration opens early June and goes all summer

First Year Connections - Participant Registration Form

First Name

Last Name

Gender

Age

Student Number

I am a (Please check all that apply to you):

- Transfer Student
- International Student
- Sprott Student
- English Student
- History Student
- Art History Student
- Psychology Student
- Engineering Student
- None of the above

Matching Process

First Year Connections Facilitators

Registration Link: <https://studentapps.carleton.ca/fyc/facilitator/>

First Year Connections Facilitator

Jenny Trimble



Profile Participants Assign Participants

Personal Information

Name Jenny [redacted]
Student Number [redacted]
Gender f
Age 20-24
Program history
Phone Number [redacted]
Email Address [redacted]
First Language
First Year Living Status off-campus
Other Info

Save Edits

Personal Identifiers

Aboriginal Disability First Generation Francophone Mature Newcomer

Mentor Type History Mentor

Availability

	M	T	W	T	F
Morning			✓	✓	✓
Afternoon	✓	✓	✓	✓	✓
Evening	✓	✓			

Matching Process

Profile Participants Assign Participants

Jenny Trimble
[History Mentor] [history]

Participant 1
Participant 2
Participant 3
Participant 4
Participant 5

Participant 6
[Criminology and Criminal Justice - Faculty of Arts & Social Sciences]
11

35%

Assign a different participant:
+ Assign Other Participant

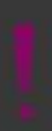


Secret: Our program allows us to match students based on the best % match in our algorithm. We can also manually match participants.

Learning Map

Our training follows guided learning outcomes, and outlines skills that students will work on through the course of the program.

A student can reference the learning map to see what skills they are working on and see where they want to improve for their own professional development.



"... is a unique opportunity for both mentor and mentee alike because of its peer-to-peer nature. Just because you are a mentor does not mean that you can't learn from your mentee, this made conversations interesting because it was a truly engaging two-way dialogue throughout the 6 weeks of FYC" - FYC Mentor 2017-2018

Mentor Training

Online Modules

- Theoretical Foundations of Mentorship
- Common Experiences & Transitions
- Identifying and Making Appropriate Referrals

3 hours in length

Includes online quiz

Includes online evaluation

In Person Modules

- The Purpose of Mentoring
- Engaging with your Mentees
- Addressing Signs of Distress

5 hours in length

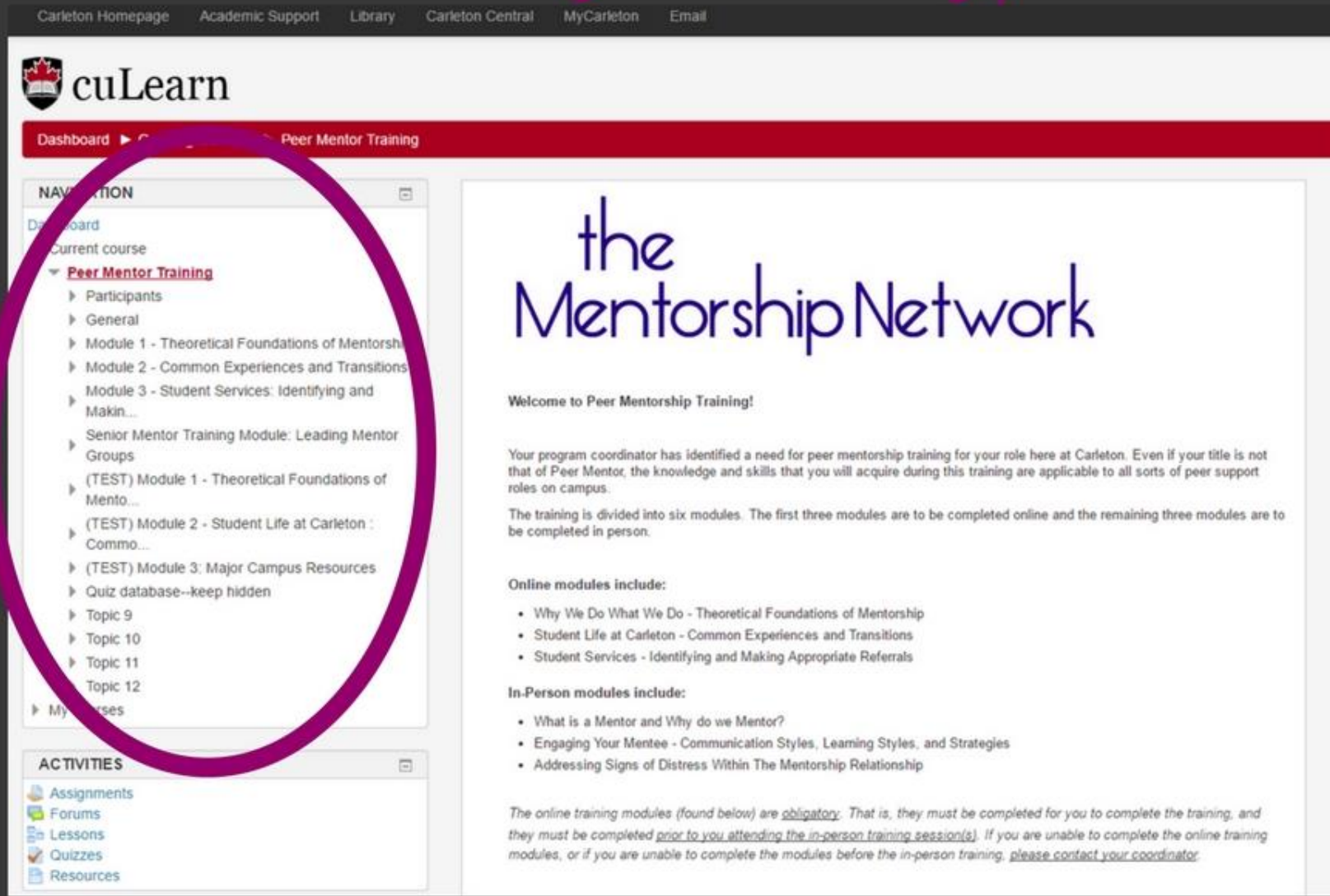
Includes interactive components

Includes paper evaluations

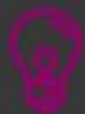


Secret: Our first three modules are completed online to ensure participants have a basic understanding of concepts prior to in person experiential training. Our in person training is experiential and allows participants to practice what they have learned.

Training Technology



The screenshot shows the cuLearn website interface. At the top, there is a navigation bar with links for Carleton Homepage, Academic Support, Library, Carleton Central, MyCarleton, and Email. Below this is the cuLearn logo. A red banner contains the text "Dashboard" and "Peer Mentor Training". On the left side, there is a "NAVIGATION" menu with a purple circle highlighting the "Peer Mentor Training" section and its sub-items: Participants, General, Module 1 - Theoretical Foundations of Mentorsh..., Module 2 - Common Experiences and Transitions, Module 3 - Student Services: Identifying and Makin..., Senior Mentor Training Module: Leading Mentor Groups, (TEST) Module 1 - Theoretical Foundations of Mento..., (TEST) Module 2 - Student Life at Carleton : Commo..., (TEST) Module 3: Major Campus Resources, Quiz database--keep hidden, Topic 9, Topic 10, Topic 11, Topic 12, and My courses. Below the navigation menu is an "ACTIVITIES" section with links for Assignments, Forums, Lessons, Quizzes, and Resources. The main content area on the right features the title "the Mentorship Network" in a large, blue, serif font. Below the title, there is a "Welcome to Peer Mentorship Training!" section. The text explains that the program coordinator has identified a need for peer mentorship training for the role at Carleton. It states that the training is divided into six modules, with the first three completed online and the remaining three in person. It lists the online modules: Why We Do What We Do - Theoretical Foundations of Mentorship, Student Life at Carleton - Common Experiences and Transitions, and Student Services - Identifying and Making Appropriate Referrals. It also lists the in-person modules: What is a Mentor and Why do we Mentor?, Engaging Your Mentee - Communication Styles, Learning Styles, and Strategies, and Addressing Signs of Distress Within The Mentorship Relationship. A final paragraph states that the online training modules are obligatory and must be completed before attending the in-person training session(s).



Secret: We use Carleton's online portal for classes to create our online mentor training modules. All students already have access to the portal and it is very user-friendly.

Training Technology

NAVIGATION

Dashboard

- ▼ Current course
 - ▼ **Peer Mentor Training**
 - ▶ Participants
 - ▶ General
 - ▼ Module 1 - Theoretical Foundations of Mentorship
 - 📖 Astin's Student Involvement Theory
 - 📖 Chickering's Theory
 - 📖 Howe & Strauss Characteristics of Millenials
 - 📖 Schlossberg's Theory of Transition
 - 📝 Reflection Assignment
 - 🗳️ Module 1 Evaluation
 - ▼ Module 2 - Common Experiences and Transitions
 - 📖 Common Experiences and Transitions Overview
 - 📖 First Year Adjustment Issues and Student Development
 - 📖 Boundaries and Confidentialtiy
 - 📺 Youtube Clip: Stories of First Generation Students
 - 📝 Reflection Assignment
 - 🗳️ Module 2 Evaluation
 - ▼ Module 3 - Student Services: Identifying and Makin...
 - 📖 Major Campus Resources Overview
 - 📖 Importance of Campus Resources
 - 📖 Campus Resources Chart
 - 📝 Reflection Assignment
 - 🗳️ Module 3 Evaluation

- ▼ Senior Mentor Training Module: Leading Mentor Groups
 - 📖 Servant Leadership
 - 📖 Leading Mentor Groups Effectively
 - 📖 Boundaries and Confidentiality
 - 📖 Am I Helpful?
 - 📝 Senior Mentor Training Reflection Assignment
 - 🗳️ Senior Mentor Module Feedback Form
 - ▼ Refresher Version - Modules 1, 2, 3
 - 📖 Module 1 Refresher Version
 - 📝 Module 1 Reflection Exercise
 - 🗳️ Module 1 Evaluation
 - 📖 Module 2 Refresher Version
 - 📖 Module 2 Boundaries and Confidentiality
 - 📝 Module 2 Reflection Exercise
 - 🗳️ Module 2 Evaluation
 - 📖 Module 3 Refresher Version
 - 📝 Module 3 Reflection Exercise
 - 🗳️ Module 3 Evaluation



Secret: Our evaluations and reflection activities are built in so that we aren't using multiple applications and external websites to evaluate our program. Everything happens in one place.

The Student Perspective



Secret: We aim for a holistic approach with our program, where encouraging mentees to become mentors is part of the program curriculum. This provides consistency and personal experiences to further student development and learning.

The Mentorship Site

Protected: Mentorship Network Login

THE MENTOR EXPERIENCE

MEET OUR MENTORS

PARTNER PROGRAMS

FIRST YEAR
CONNECTIONS +

TRAINING
OPPORTUNITIES +

THE MENTORSHIP LOUNGE

MENTOR RESOURCES +

EVENTS +

MENTORSHIP NEWSLETTER

**MENTORSHIP NETWORK
LOGIN**

Welcome

Welcome to the Mentor Website. This website is for you, the mentor, to use as a guide throughout the duration of the FYC program.

As you navigate the resources, it is important to keep the following in mind: While certain student issues trend during certain weeks (hence the structure of the website and of the FYC program in general), no two students will encounter the successes and challenges of university life at the exact same time, or in the exact same order.

As a mentor, it is important to meet students where they are at. You may find that the student issues and corresponding conversation prompts and resources that are allocated to "Week 2" are more relevant in week 6 of one of your mentoring relationships. This being the case, take a moment to familiarize yourself with the trending student issues and corresponding resources of each week. This way, you will know exactly where a resource is when you need it.

Finally, additional resources can be found in the **Mentor Resources** section of the main mentoring site.

The Mentorship Site

PARTNER PROGRAMS

FIRST YEAR CONNECTIONS +

TRAINING OPPORTUNITIES +

THE MENTORSHIP LOUNGE

MENTOR RESOURCES +

EVENTS +

MENTORSHIP NEWSLETTER

MENTORSHIP NETWORK LOGIN

STUDENT SERVICES

Please complete this form if you were a Mentor in the program.

Mentor Tools, Templates & More

Meeting Reports Form ▼

The Mentor Manual ▼

Mentor Group Assignments ▼

Meeting Resources ▼

Email Templates ▼

Weekly Prompts ▼

Dates & Deadlines ▼

Senior Mentor Resources ▼

Assessment Strategy

What THEY need to assess:

- Demographics
- Quantitative outcomes
- Increase in CGPA
- Retention rates
- Graduation Rates
- General Program narratives

What WE need to assess:

- Qualitative outcomes
- Mentor and Mentee experiences
- Increased sense of belonging
- Campus Partner satisfaction
- General Program narratives



Secret: Mentors and mentees all complete evaluations to ensure we have program feedback from all perspectives. Evaluations are conducted after each training session, at the beginning of the program and upon program completion.

Comparative Data

Year 1

MN Partner Programs

3

Online Training Score Average

89%

In Person Training Score Average

93%

Mentors in FYC Program

64

Mentees in FYC Program

367

Year 2

MN Partner Programs

9

Online Training Score Average

91%

In Person Training Score Average

92%

Mentors in FYC Program

117

Mentees in FYC Program

568

Year 3

MN Partner Programs

15

Online Training Score Average

91.4%

In Person Training Score Average

94.2%

Mentors in FYC Program

136

Mentees in FYC Program

700



Secret: Although we strive for the most amount of participation, we truly focus on the quality of the interactions that each mentor has with their mentee. We put this at the forefront of everything we do.



SUCCESSES

4-5

Average # of meetings a mentee had with their mentor during the 6 week program

84%

of participants felt they were better prepared and able to complete their academic year (4% increase from previous year)

84%

of mentees felt more confident in their decision to attend Carleton through participating in our program

86%

of participants felt like a strong member of the Carleton community due to the program

66%

of participants felt they would want to act as a mentor next year

90%

of participants would recommend the program to other students



Secret: Being passionate about mentoring and its impact on the student experience ourselves has helped us develop a program that is beneficial for everyone involved.



Challenges

With every project, there comes challenges. Some things that helped us so far include:

Invite partners to everything you do

Showcase your qualitative and quantitative data through Final Reports

Work with partners year round on different program aspects

Ensure your training is adaptable to various programs

Remember that it takes time



Secret: Being passionate about mentoring and its impact on the student experience ourselves has helped us develop a program that is beneficial for everyone involved.

Questions?

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Student Experience Office
CARLETON UNIVERSITY

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