The Secret Diaries of the Mentorship Network

Building a Coordinated Mentorship Strategy from the Group Up

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Introductions

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SEO
Student Experience Office,
430 Tory Building
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 though 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.
Your Journey

- What have you done in the past?
- When did you decide it was time to make a change?
- Why is now a good time to implement?
- What are your options?
- Have there been any leadership changes?
- How long have you been in the role?
- What partnerships are already built?
- Where do you want the program to be in 3 years?
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." - Mentree 2017-2018
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.
Secret #2: The Mentorship Network partners with other offices on campus to provide a broader framework of support and to provide access to 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

Meet Our Mentors

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

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

After review of applications, we invite candidates to the group interview based on capacity
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: -- Please select --
- Age: -- Please select an age --
- Student Number
- I am a (Please check all that apply to you):
  - Transfer Student
  - International Student
  - Spratt Student
  - English Student
  - History Student
  - Art History Student
  - Psychology Student
  - Engineering Student
  - None of the above
Matching Process

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

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.
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.
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.
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

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<th>Year 2</th>
<th>Year 3</th>
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<td>Online Training Score Average</td>
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<td>367</td>
<td>568</td>
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💡 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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References


