

Encouraging Mentor Participation on the iMentor Platform

Mentors are busy professionals. While they are committed to their relationship with their mentee they sometimes need a reminder to log into the iMentor platform and communicate with their mentee in a timely manner. Generally, a gentle reminder will do but sometimes those behaviors become patterns and need to be addressed more formally.

You can navigate quickly to what you need by clicking the following links:

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Regularly scheduled mentor reminders

Mentors will receive two formal reminders to communicate with their mentee on the platform if they have not done so before their mentee's class. Operations Coordinators use the schedule below to encourage curricular engagement. The message may change depending on context but sample language is below. You can find editable versions of reminder templates [here](#).

EMAIL TO MENTORS (3 days after mentee's class occurs)

Sample language:

Hi <<Diana>>,

This is a friendly reminder to log into the [iMentor platform](#) and complete this week's activity before <<Katie>>'s next class on <<Wednesday>> at <<8:45 a.m.>>. <<She>> will read and respond then!

Thank you,

<<IAM '19>>

"<<>>" notes mail merged field

TEXT MESSAGE TO MENTORS (1 day before mentee's next class occurs)

Sample language:

Hello from iMentor! Your mentee has class tomorrow, please log into the iMentor Platform and complete this week's activity ASAP. Thanks!

What happens if a mentor misses a week?

If a mentor fails to complete a lesson on any given week their next reminder will be personalized to include that information along with a reminder for the current week. The timeline for messaging is the same but the language changes to reflect the circumstances. See the example below:

Dear <<Diana>>

It looks like you were unable to complete the iMentor activity last week. This is understandable-life happens- but we want to clarify that <<Katie >>'s class begins at <<11:00 a.m. >> on <<Wednesdays>>.

Please be sure to [log in](#) to the iMentor Platform and complete the activity for this week so you and <<Katie>> can continue your conversation! Thanks for your dedication.

Thanks,

<<IAM '19

Escalating and addressing mentor participation concerns

After a mentor has missed two emails in a row it generally begins to affect the pair's relationship and the Program Coordinator gets involved more formally. At that point the following happens:

- Operations Coordinator flags this for the Program Coordinator and their supervisor via email.
- PCs add these mentors to their Focus List. For more on the Focus List, a list of pairs that PCs and their supervisors discuss weekly.
- Program Coordinators should reach out and provide support as they and their supervisor deem appropriate (*Like with all mentor-facing communication, the Operations Coordinator should be blind-copied on these emails so they know when to begin regularly reminder this mentor again.*)