

Messages to mentors to follow up on their event RSVPs

Below are templates you can use as guides to send follow up emails to mentors based on their and their mentees' monthly event RSVPs on the platform. The templates are designed so that you can send emails to groups of mentors based on how they fall into the ten categories below. If you have questions about how to edit these messages to fit your program, please discuss with your manager.

1. Mentor "NO" to Kick-Off Event

Subject: [Program Name] Rescheduling for the Kick-Off Event

Dear (selected) mentors of [Partner Site],

You are receiving this email because you are unable to attend [Partner Site]'s Kick-off event on [date]. Because it is extremely important that you start the year off right, I'm writing to confirm that you can attend the second and third events, on [2nd Event Date] at [Location] and then [3rd Event Date] at [Partner Site].

Furthermore, we require mentors who are unable to attend an event to schedule a make-up meeting with their mentee. Please let me know which of the 2 or 3 options below you will be able to attend:

[Program Name] session>

<[Program Name] session after that>

[Program Name] office days for next 2 weeks>

Please let me know at least two options that work for you and be sure to follow-up with your mentee by phone or email. I can give you your mentee's phone number if you do not have it on file.

Please also remember that failure to meet your mentee within the first four weeks will lead to a probationary status or being unmatched. Let me know how best I can support you in kicking-off the year right with your mentee.

Best,

[Staff Name]

2. Mentee RSVP "NO," Mentor RSVP "NO"

Subject: [Program Name]: You & your mentee need to reschedule!

Hello (selected) mentors of [Partner Site],

You are receiving this email because neither you nor your mentee can attend the upcoming event on [DAY OF EVENT].

It is still your responsibility as the mentor to schedule an alternate meeting with your mentee to fulfill your [month] meeting requirement.

Here are your alternate meeting options for this event:

[Program Name] session>

<[Program Name] session after that>

[Program Name] office days for next 2 weeks>

Please let me know at least two options that work for you before class on [SESSION DATE] and please keep me posted once you have solidified a date with your mentee to meet up this month!

Thanks,

[Staff Name]

3. Mentee RSVP "YES," Mentor RSVP "?"

Subject: [Program Name]: Your mentee is coming—are you?

Hello (selected) mentors of [Partner Site],

You are receiving this email because your mentee has RSVP'd "YES" for [day]'s event, but I do not know whether you will be able to attend.

Please RSVP on our website for the [Event Name] event on [day] from [time] at [location].

[I will escort the students from the school/see your mentee in class]so if you tell me you will be there I can double-check that your mentee is coming as well.

Thanks and I hope to see you [day]!

Best,

[Staff Name]

4. Mentee RSVP "YES," Mentor RSVP "YES"

Subject: [Program Name]: You & your mentee RSVP'ed "YES" for [day]!

Hello (selected) mentors of [Partner Site],

You're receiving this email because both you and your mentee have RSVP'd "YES" for [day]'s [event location/name] event from [time].

We plan on seeing you at [meeting place and time]. Feel free to call my cell phone if you have any questions the day of the event (or are lost!): [PC Cell].

Let me know if you have any questions or concerns and I look forward to seeing you [day]!

Best,

[Staff Name]

5. Mentee RSVP "YES," Mentor RSVP "NO"

Subject: Unable to make [day]'s event — need to reschedule

Hello (selected) mentors of [Partner Site],

You're receiving this email because you are unable to attend [day]'s [event location/name] event —your mentee, however, was planning to attend! Please notify your mentee that you will be unable to attend the event and schedule a make-up meeting.

It is still your responsibility as the mentor to schedule an alternate meeting with your mentee to fulfill your [month] meeting requirement.

Here are your alternate meeting options for this event:

[Program Name] session>

<[Program Name] session after that>

[Program Name] office days for next 2 weeks>

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Please let me know at least two options that work for you before class on [SESSION DATE] and please keep me posted once you have solidified a date with your mentee to meet up this month!

Thanks,

[Staff Name]

6. Mentee RSVP "?," Mentor RSVP "Yes"

Subject: You're coming on [DAY of Event] —is your mentee?

Hello (selected) mentors of [Partner Site],

Thank you for RSVP'ing "YES" for the [Event Name] on [Event Date]. I'm writing because I'm not sure if your mentee will be able to attend.

Could you give your mentee a call after school to see if they'll be able to come?

If your mentee can't come, please solidify an alternative date and keep me posted. I'm also happy to send along your mentee's phone number if you don't have it on file.

Thanks and let me know if you have any questions!

Best,

[Staff Name]

7. Mentee RSVP "?," Mentor RSVP "?"

Subject: [Program Name]: Are you & your mentee coming on [EVENT DATE]?

Hello (selected) mentors of [Partner Site],

You are receiving this email because I don't know if you and your mentee are coming to the [EVENT NAME] on [EVENT DATE].

Step one: Please RSVP on our website for the event on [day] from [time] at [location].

Step two: Please call your mentee after school to confirm their attendance. If your mentee can't attend, it is still your responsibility as the mentor to schedule an alternate meeting with your mentee to fulfill your [month] meeting requirement.

Here are your alternate meeting options for this event:

[Program Name] session>

<[Program Name] session after that>

[Program Name] office days for next 2 weeks>

Please let me know at least two options that work for you before class on [SESSION DATE] and please keep me posted once you have solidified a date with your mentee to meet up this month!

Thanks,

[Staff Name]

8. Mentee RSVP "?," Mentor RSVP "NO"

Subject: [Program Name]: You & your mentee need to reschedule!

Hello (selected) mentors of [Partner Site],

You are receiving this email because you are unable to attend the upcoming event on [DAY OF EVENT].

It is still your responsibility as the mentor to schedule an alternate meeting with your mentee to fulfill your [month] meeting requirement.

Here are your alternate meeting options for this event:

[Program Name] session>

<[Program Name] session after that>

[Program Name] office days for next 2 weeks>

Please let me know at least two options that work for you before class on [SESSION DATE] and please keep me posted once you have solidified a date with your mentee to meet up this month!

Thanks,

[Staff Name]

9. Mentee RSVP "NO," Mentor RSVP "YES"

Subject: Mentee unable to make [event] — need to reschedule

Hello (selected) mentors of [Partner Site],

I just checked in with your mentees at school today and they are unable to attend [day]'s [location/event name] event. That said, it is still your responsibility as the mentor to schedule an alternate meeting with your mentee to fulfill your [month] meeting requirement.

Here are your alternate meeting options for this event:

[Program Name] session>

<[Program Name] session after that>

[Program Name] office days for next 2 weeks>

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Please let me know at least two options that work for you before class on [SESSION DATE] and please keep me posted once you have solidified a date with your mentee to meet up this month!

Thanks,

[Staff Name]

10. Mentee RSVP "NO," Mentor RSVP "?"

Subject: Mentee unable to make [event] — need to reschedule

Hello (selected) mentors of [Partner Site],

I just checked in with your mentees at school today and they are unable to attend [day]'s [location/event name] event. That said, it is still your responsibility as the mentor to schedule an alternate meeting with your mentee to fulfill your [month] meeting requirement.

Here are your alternate meeting options for this event:

[Program Name] session>

<[Program Name] session after that>

[Program Name] office days for next 2 weeks>

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Please let me know at least two options that work for you before class on [SESSION DATE] and please keep me posted once you have solidified a date with your mentee to meet up this month!

Thanks,

[Staff Name]

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