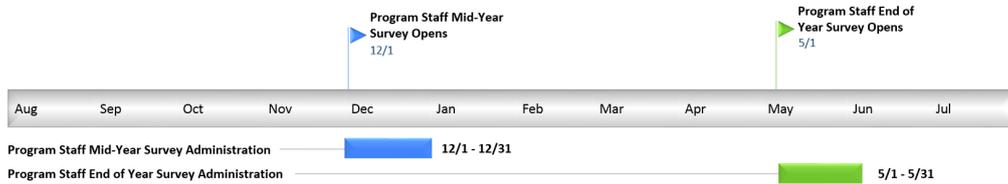


Program Staff Surveys

Program staff are directly responsible for implementing the iMentor model and their on-boarding, training and the resources available for supporting their work dictate how well positioned they are to do so. Program staff surveys are designed to gather feedback regarding the management and delivery of programming to mentees and mentors in an effort to enhance and/or improve the experience.

Survey Administrations

Two surveys are administered to program staff at all levels each program year. The schedule below shows approximate dates that surveys are open.



Survey Content

The major topics on school partner surveys are presented in the table below. To see the survey and the exact questions, click [here](mailto:re@immentor.org?subject=Request%20for%20Most%20Recent%20Program%20Staff%20Survey%20Content&body=Please%20send%20a%20copy%20of%20the%20most%20recent%20survey%20content) (mailto:re@immentor.org?subject=Request%20for%20Most%20Recent%20Program%20Staff%20Survey%20Content&body=Please%20send%20a%20copy%20of%20the%20most%20recent%20survey%20content) to request a .pdf copy of the most recent survey content.

Survey Topic	Purpose
Satisfaction with Training and Support	<ul style="list-style-type: none"> ✓ Collect baseline and comparison data to measure effectiveness of training and support ✓ Determine proficiency in program staff specific knowledge/tasks
Satisfaction with iMentor Platform and Reporting Tools	<ul style="list-style-type: none"> ✓ Elicit targeted suggestions for improvement on each element of the iMentor platform and embedded reporting tools
Satisfaction with Resource Provision	<ul style="list-style-type: none"> ✓ Elicit targeted feedback regarding existing implementation resources (i.e., Learning Center content, Office Hours, etc.) ✓ Obtain suggestions for enhancement of existing resources or creation of additional resources

Survey Completion

Response Rate Targets

While it is aspirational, iMentor sets a 100% response rate target for program staff surveys.

It is important to ensure that feedback is obtained from all program staff to be truly representative of the experience implementing the iMentor model at all levels. If staff fail to complete the survey, their perspective on how to best on-board, train and support staff is lost. Additionally, implementation of programming has such varied stakeholders (i.e., leadership, management, direct service, etc.), it is important to gather as much information as possible across all implementation contexts.

Completion Time

The amount of time it takes program staff to complete the survey differs substantially depending on the respondent and the level of detail they share in open-ended questions. Typically, staff complete the survey in less than 5 minutes.

