

iMentor Core Metrics Benchmarks

This article outlines iMentor's Core Metrics measures, metrics and benchmarks for our program execution elements, short-term outcomes and long-term outcomes. For a Microsoft Excel version of this table, click [here](https://imentor.box.com/s/19yj8pkqrk5m4frig403rnjq8bfyo1ab) (https://imentor.box.com/s/19yj8pkqrk5m4frig403rnjq8bfyo1ab) .

Click on the link below to jump to the specific section.

Program Execution Elements

- High Quality Mentors
- High Quality Pair Support
- Engagement in the Program

Short-term Outcomes

- Develop strong personal relationships between mentor-mentee pairs
- Develop the non-cognitive skills necessary for college success
- Develop each mentee's college aspirations
- Develop college knowledge and effectively navigate the post-secondary process

Long-term Outcomes

- High School Graduation
- College Enrollment
- College Persistence
- College Completion

Program Execution Elements

High Quality Mentors		
MEASURES	METRICS	PROGRAM BENCHMARK
Mentors adhere to iMentor's philosophy and structure, effectively utilizing iMentor's curriculum and case management support	Mentor takes a strengths-based stance regarding his/her mentee	80% of mentors meet or exceed expectations in 3 of 4 rubric categories
	Mentor supports mentees to use resources, when appropriate	
	Mentor responds to Program Manager in a timely manner	
	Mentor models effective use of the canvas prompt curriculum	

High Quality Pair Support		
MEASURES	METRICS	PROGRAM BENCHMARK
	Mentee satisfaction with the quality of support from his/her Program Manager	75% of mentees feel they are receiving a high level of support from their Program Manager

Pair satisfaction with the quality of support from Program Manager	Mentor satisfaction with the quality of support from his/her Program Manager	75% of mentors feel they are receiving a high level of support from their Program Manager
Program Managers meet quality standards for pair support through regular and consistent Program Director assessment	Program Manager's ability to effectively manage his/her focus list (list of pairs that manager and Program Manager identifies for follow-up)	90% or more of Program Managers meet or exceed expectations in 4 out of 4 rubric categories
	Program Manager's ability to effectively provide reactive pair support	
	Program Manager's quality of coaching toward healthy relationships	
	Program Manager's utilization of all available information to structure support	

Engagement in the Program

MEASURES	METRICS	PROGRAM BENCHMARK
Frequency and consistency of online communication	Pair's online communication % (YTD)	65% or more of pairs have a YTD online communication percentage of 65 or more
Frequency and consistency of in-person meetings	Pair's in-person meetings YTD	65% or more of pairs have attended 2 in-person meetings per quarter/6 per year
Pairs meeting expectations for both online communication and in-person meetings	Pair's YTD online communication % and in-person meetings	50% or more of pairs meet both the online communication and in-person meeting benchmarks

Short-term Outcomes

Develop strong personal relationships between mentor-mentee pa		
MEASURES	METRICS	PROGRAM BENCHMARK
Mentees demonstrate trust in their mentors	Mentee reports trust in mentor	80% of mentees report they trust their mentor

Mentees seek out their mentors when they need additional support	Mentee asks mentor for support when he or she needs it	70% of mentees report they seek out their me when they need additional support
	Mentee reports his or her mentor has good ideas about solving problems	
Mentees are satisfied with the mentoring relationship	Mentee reports mentoring relationship is important to him/her	70% of mentees report they are satisfied with mentoring relationship
	Mentee reports mentor is a good match	

Develop the non-cognitive skills necessary for college success

MEASURES	METRICS	PROGRAM BENCHMARK
Mentees demonstrate growth in core non-cognitive skills	Mentees show growth in growth mindset	On average, mentees demonstrate growth on 2 or more non-cognitive skills each year
	Mentees show growth in optimism and excitement about the future	
	Mentees show growth in resiliency and perseverance	
	Mentees show growth in help-seeking and self-advocacy skills	
	Mentees show growth in social capital skills	
	Mentees show growth in critical thinking skills	

Develop each mentee's college aspiration

MEASURES	METRICS	PROGRAM BENCHMARK
Mentees understand the value of a college education	Mentee reports that he/she needs to go to college in order to live the life he/she wants to live	85% of mentees report they need to go to college in order to live the life they want to live
Mentees want to go to college	Mentee wants to go to college	85% of mentees want to go

		to college
Mentees expect to earn a college degree	Mentee expects to earn a college degree	80% of mentees expect to earn a college degree

Develop college knowledge and effectively navigate the post-second process

MEASURES	METRICS	PROGRAM BENCHMARK
Mentees complete on-time college applications by February 1st	Mentee submits college application by February 1st	80% of mentees submit at least one college application by February 1st
Mentees are accepted to college	Mentee is accepted to college	80% of mentees who apply are accepted
Mentees inform a college that they plan to attend	Mentee informs a college that they plan to attend	80% of mentees who are accepted to college inform a college that they plan to attend
Mentees not going to college have clear, individualized postsecondary plans	Mentee not going to college has a clear, individualized postsecondary plan	40% of mentees not going to college have individualized postsecondary plans

Long-term Outcomes

High School Graduation		
MEASURES	METRICS	PROGRAM BENCHMARK
Mentees graduate high school in 4 years	Mentee graduates high school in 4 years	75% of mentees graduate high school in 4 years / iMentor 4-year graduation rate is higher than comparable schools
Mentees graduate high school in 6 years	Mentee graduates high school in 6 years	80% of mentees graduate high school in 6 years / iMentor 6-year graduation rate is higher than comparable schools

College Enrollment		
MEASURES	METRICS	PROGRAM BENCHMARK
Mentees enroll in college within one year of	Mentee enrolls in college within one year	80% of mentees enroll in

high school graduation	of high school graduation	college within one year of high school graduation
Mentees enroll in college at any point after high school graduation	Mentee enrolls in college at any point after high school graduation	85% of mentees enroll in college at any point after high school graduation

College Persistence		
MEASURES	METRICS	PROGRAM BENCHMARK
Mentees persist year-over-year in college	Mentee persists year-over-year in college	85% persist into second year of college
		75% of mentees persist into the third year of college
		65% of mentees persist into the 4th year of college
Mentees complete FAFSA application each year	Mentee completes FAFSA application each year	75% of mentees complete FAFSA application each year

College Completion		
MEASURES	METRICS	PROGRAM BENCHMARK
Mentees graduate with a college degree	Mentee graduates with a college degree in 6 years	45% of mentees graduate from a degree program in 6 years
	Mentee graduates with a college degree ever	50% of mentees graduate from a degree program ever