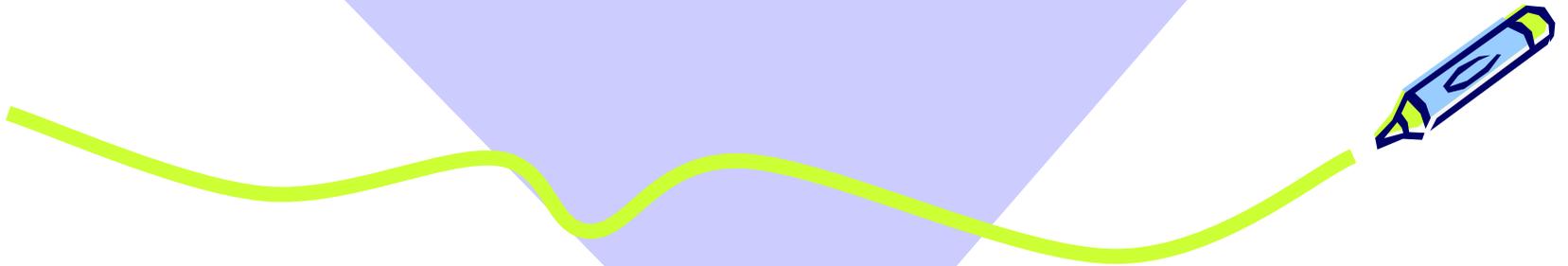


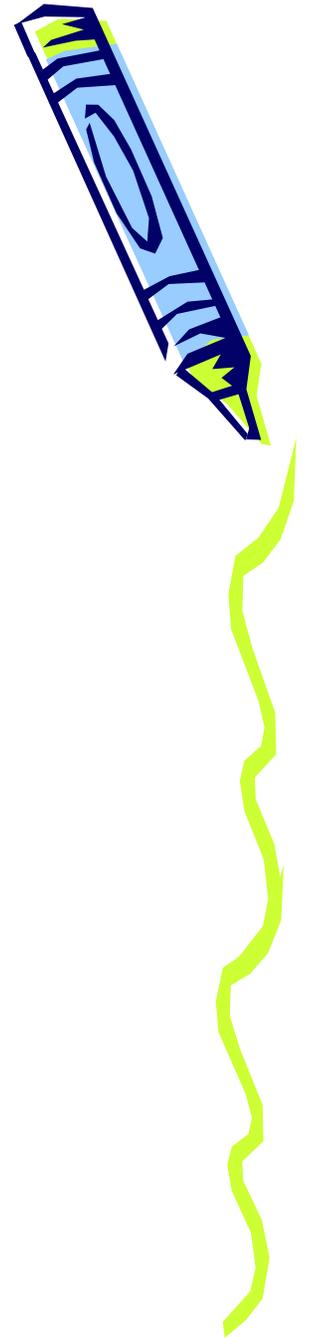
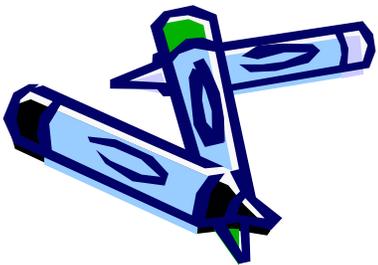
mentor **PRO**

The Basics



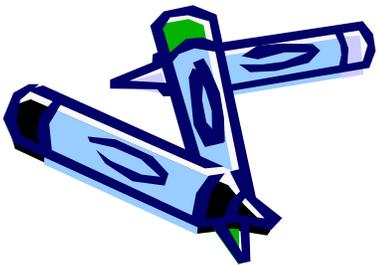
# Today we are going to talk about:

- Updating your profile
- Adding and updating users
- Adding and updating news
- Managing mentees
- Managing mentors
- Managing matches
- Assigning matches
- Creating reports
- Reminders
- The amazing help button!

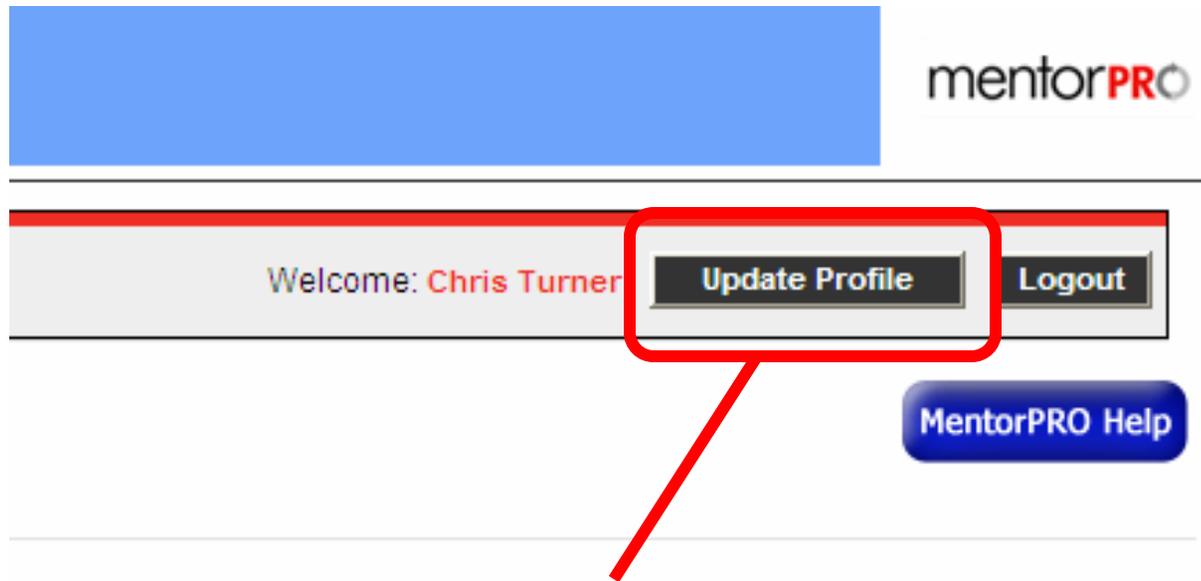
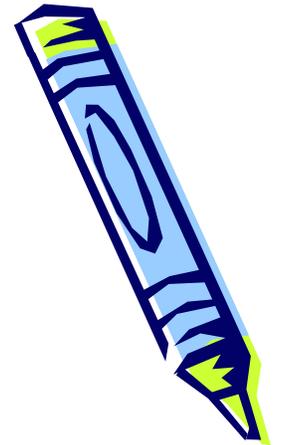


# To learn today we will

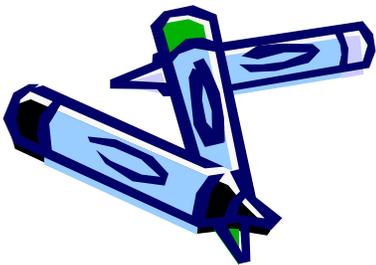
- Be using the MentorPRO dummy site
- Be looking at both the administrator and coordinator sites
- Be using dummy data...or making real data dummy data =)



# Updating Your Profile



Click here to view and change your personal profile



# Updating Profile

[Profile Information](#)

Update User Profile

First / Middle / Last Name:  \*   \*

Login Email:

[Change Password](#)

Address:

City:

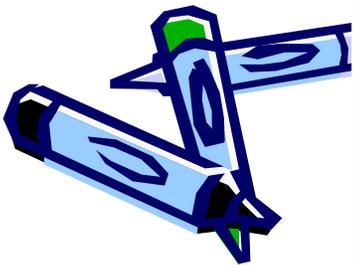
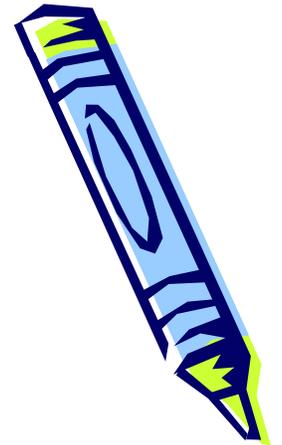
State:  ▼

Zip code:

Home Phone:  Example: 555-123-4567

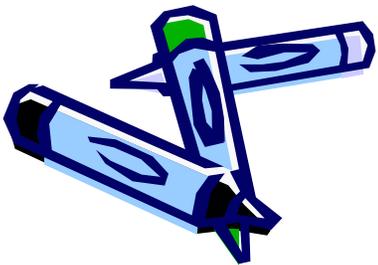
Work Phone:  Example: 555-123-4567

Cell Phone:  Example: 555-123-4567



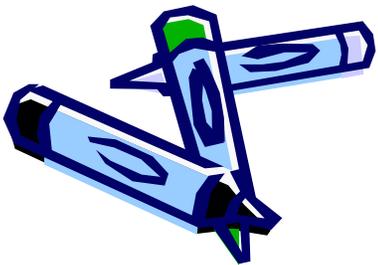
# Saving Your Data

Always remember to hit to save  
button!!!



# Who can see this information?

- Mentor Michigan can see the profile information of both the program administrator and program coordinator
- The program administrator can see the profile information for other program coordinators
- Program coordinators can see only their own information

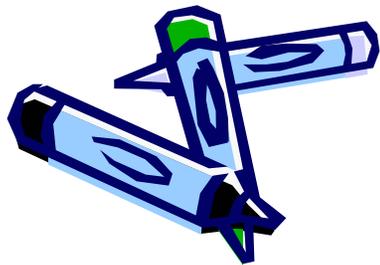


# Adding/Updating Users

*Only the  
program  
administrator  
and Mentor  
Michigan can  
do this*

Click here to:

- Add new user
- Update existing user
- Run user report



Alexandria Community Center

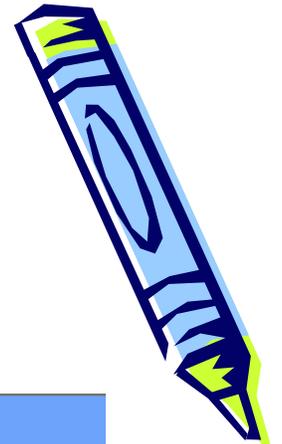
Current Program: Mentoring Alexandria Youth

- Add/Update Users**
- Add/Update News
- Add/Update Mentoring Programs
- Manage Mentee
- Manage Mentor
- Manage Match
- Assign Match
- Run Reports
- Bulk Upload

You're Here > Me

Welcome Ment

The screenshot shows a web application interface for the Alexandria Community Center. At the top is a blue header with the text 'Alexandria Community Center'. Below this is a dropdown menu for 'Current Program' set to 'Mentoring Alexandria Youth'. A sidebar menu on the left contains several options, with 'Add/Update Users' highlighted by a red box and a red arrow pointing to it. Other menu items include 'Add/Update News', 'Add/Update Mentoring Programs', 'Manage Mentee', 'Manage Mentor', 'Manage Match', 'Assign Match', 'Run Reports', and 'Bulk Upload'. On the right side of the page, there is a breadcrumb trail 'You're Here > Me' and a red text link 'Welcome Ment'. A green wavy line is drawn on the right side of the page.



User Information

Comments

User Information

Fields marked b

Organization Type: Mentoring Organization

Organization Name: Alexandria Community Center \*

User Type: -Select One- \*

First/Middle/Last Name: \* \* \*

Title:

Login (email address): \*

Password: \* (Minimum of 8 characters and Maximum of 10 characters)

Check if the address is same as Organization address

Address:

City:

State: -Select One-

Zip code:

Home Phone: Example: 555-123-4567

Work Phone: Example: 555-123-4567

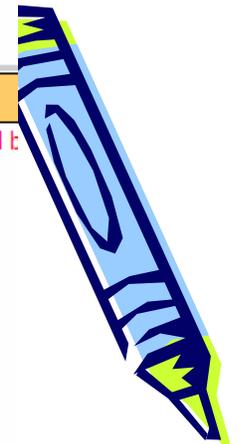
Cell Phone: Example: 555-123-4567

Advocacy Network Member:

Reset

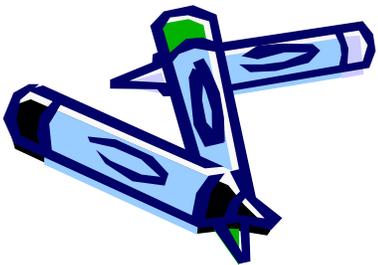
Save And Continue

Power



# Saving Your Data

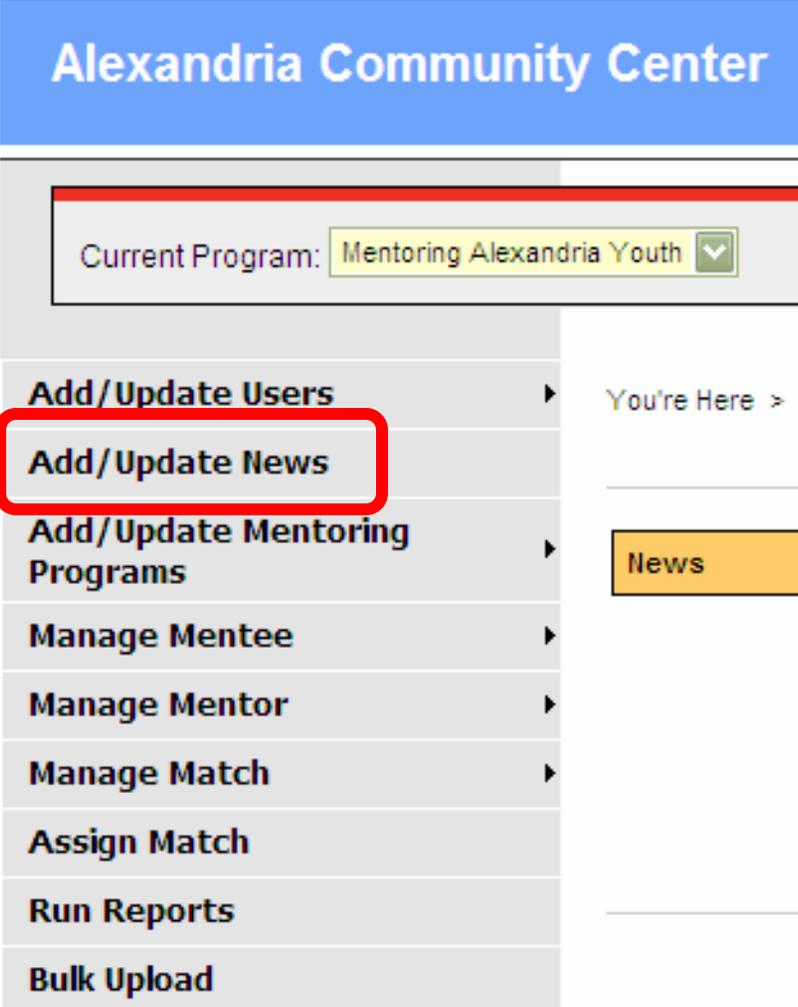
Always remember to hit to save  
button!!!



# Adding and Updating News

*Only the program administrator and Mentor Michigan can do this*

Click here to add or update program/organization news



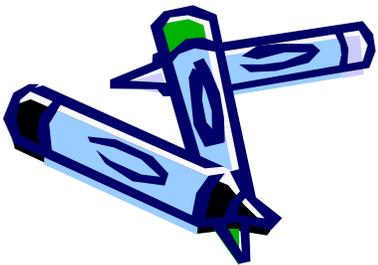
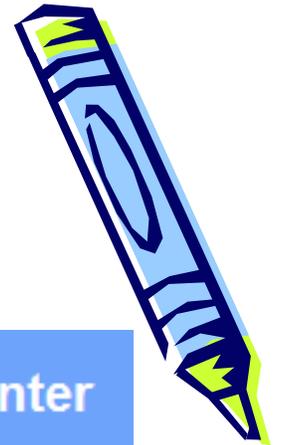
Alexandria Community Center

Current Program: Mentoring Alexandria Youth

- Add/Update Users
- Add/Update News**
- Add/Update Mentoring Programs
- Manage Mentee
- Manage Mentor
- Manage Match
- Assign Match
- Run Reports
- Bulk Upload

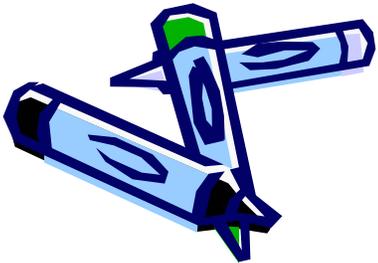
You're Here > /

News

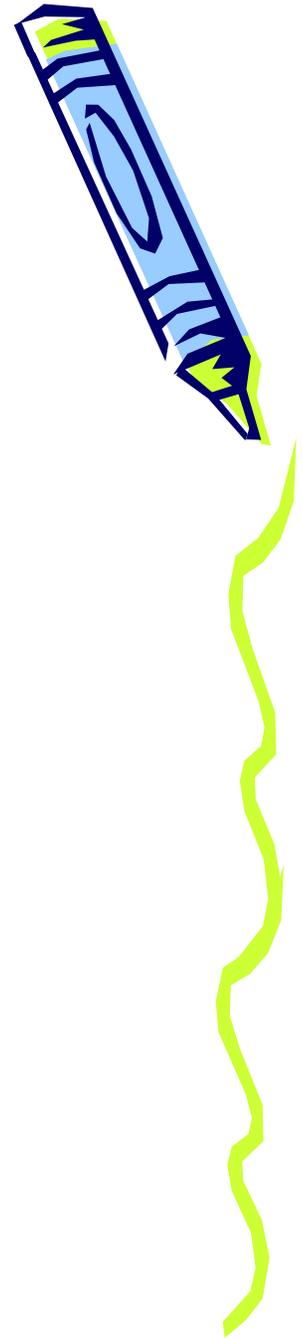


# What is News for?

- A program administrator can publish news that they want to share with their program coordinators
- Mentor Michigan can publish news that they want to share with programs using MentorPRO
- MENTOR can publish information that they want to share with Mentor Michigan and programs that are using MentorPRO



# News Continued...



News

Fields marked by \* are required

Start Date: May 19 2008 \*

End Date: May 19 2008 \*

Title: \*

Brief Description: \*

Full Description:

Publish:

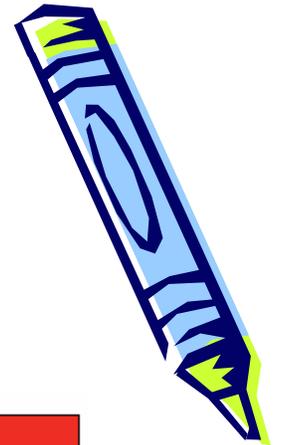
Add More

Reset

Cancel

Save

# News



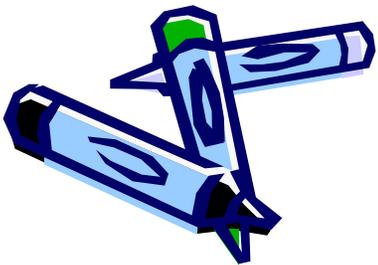
## News from MENTOR

May 15, 2008

MentorPRO's Enhanced Functions  
Matching Criteria and Education Fields Updated

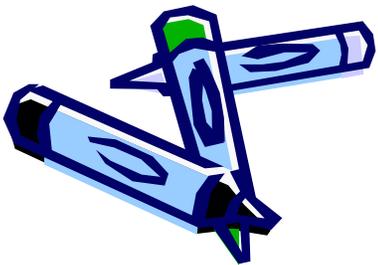
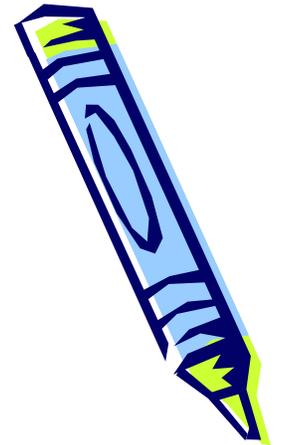
[Click Here](#) for more information.

When you log onto your account, this is what a news update will look like. It will appear on your home page.



# Saving Your Data

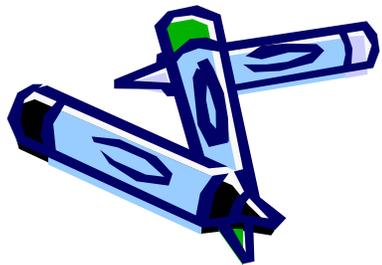
Always remember to hit to save  
button!!!



# Adding and Updating Programs

*Only the program administrator and Mentor Michigan can do this*

Click here to add/update a mentoring program...this is a very important section!



Alexandria Community Center

Current Program: Mentoring Alexandria Youth

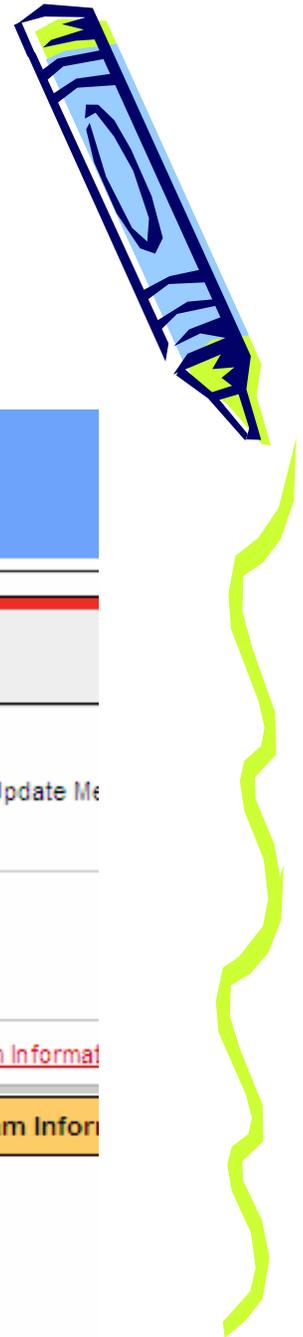
- Add/Update Users
- Add/Update News
- Add/Update Mentoring Programs**
- Manage Mentee
- Manage Mentor
- Manage Match
- Assign Match
- Run Reports
- Bulk Upload

You're Here > Add/Update Me

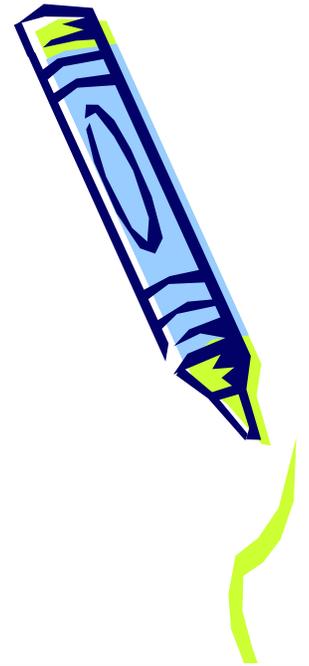
**Add Program**

[Mentoring Program Informat](#)

**Mentoring Program Infor**

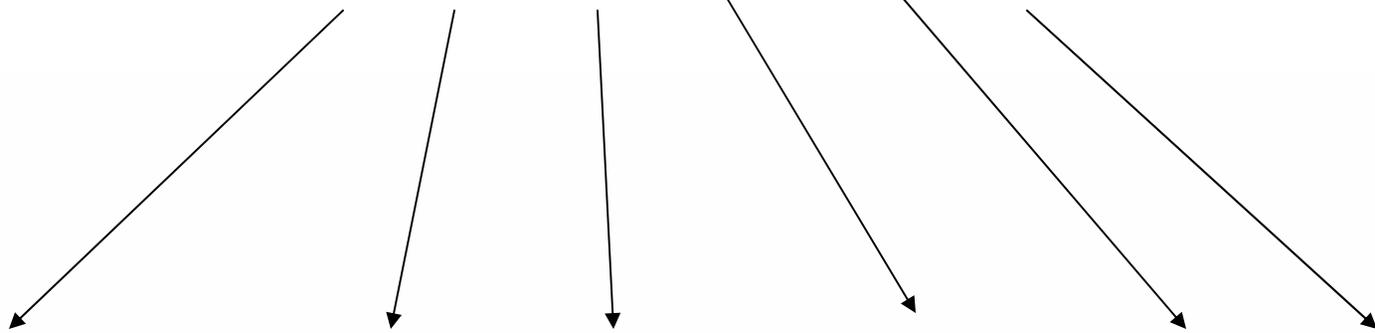


# Adding/Updating Programs - The Nitty Gritty



These are very important to your set up

Add Program



Mentoring Program Information

Mentoring Program Structure

Matching Criteria

Contact Requirements

Comments

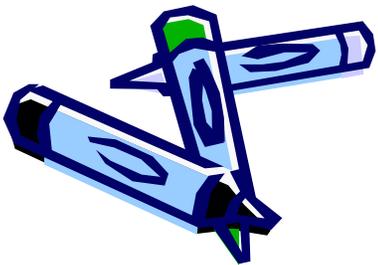
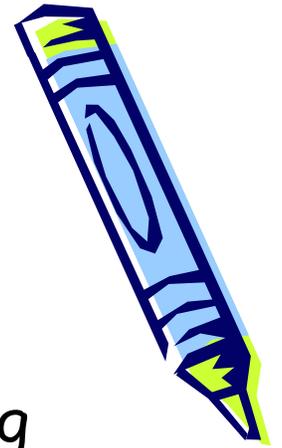
Surveys

Mentoring Program Information

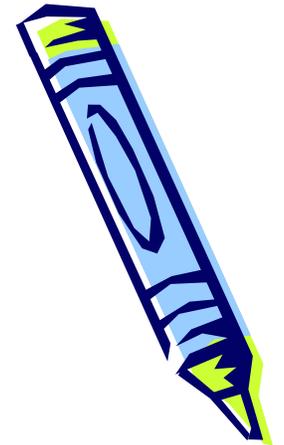
Fields marked by \* are required

# Why the Program Section is Important

1. This is where you define what your screening process is  
ex. In terms of types of background checks, training required, etc
2. This is where you define your matching criteria
3. This is where you define your contact requirements for your program coordinators

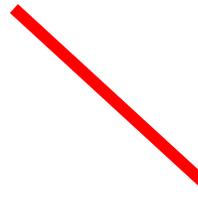


# Managing Your Mentees



Click here to do any of the following:

- Add mentee
- Update mentee
- View Screening Process of mentees
- Update mentee only activities
- Run mentee reports



Alexandria Community Center

Current Program: Mentoring Alexandria Youth

- Add/Update Users
- Add/Update News
- Add/Update Mentoring Programs
- Manage Mentee**
- Manage Mentor
- Manage Match
- Assign Match
- Run Reports
- Bulk Upload

You're Here > Add/Upc

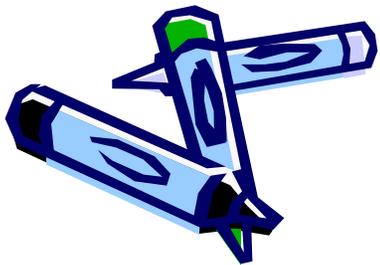
**Update Program**

Program Name: Men

Mentoring Program In

Contact Requiremen

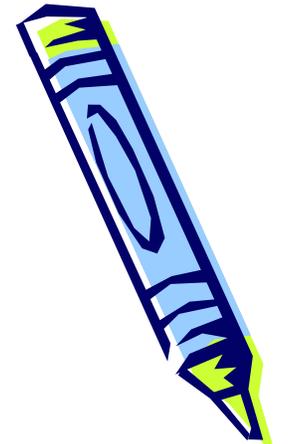
Time Requirements



Add Mentee

Application Started:  
Month  Day  Year  \*

Pay very close attention to what you enter here!!! VERY CLOSE ATTENTION



- Contact Info
- Profile
- Parent/Guardian
- Goals
- Interests
- Education
- Referral
- Prior Mentoring
- Job
- Comments
- Attachments
- Screening

Contact Information

Fields marked by \* are required

First/Middle/Last Name:  \*   \*

Email:

Address:  \*

City:  \*

State:  -Select One- \*

Zip code:  \*

Home Phone:  Example: 555-123-4567

Cell Phone:  Example: 555-123-4567

Primary Emergency Contact:  \*

Relationship:  -Select One-

Home Phone:  Example: 555-123-4567

Work Phone:  Example: 555-123-4567

Cell Phone:  Example: 555-123-4567

Secondary Emergency Contact:

Relationship:  -Select One-

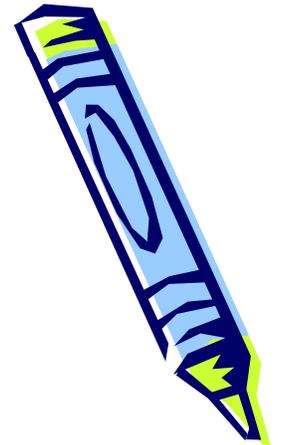
Home Phone:  Example: 555-123-4567

Work Phone:  Example: 555-123-4567

Cell Phone:  Example: 555-123-4567

Once you enter and save the application start date, you cannot change the information. If you enter the wrong date, you must contact MENTOR and they will have to change it for you

# Mentee Information Cont.



These are the most important sections...after contact information of course!

Add Mentee

Application Started:

Month  Day  Year  \*

[Contact Info](#)

Profile

Parent/Guardian

Goals

Interests

Education

Referral

Prior Mentoring

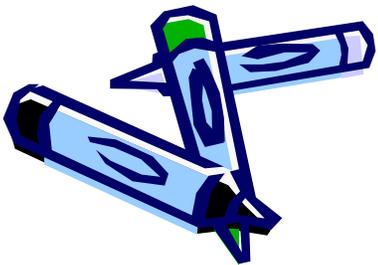
Job

Comments

Attachments

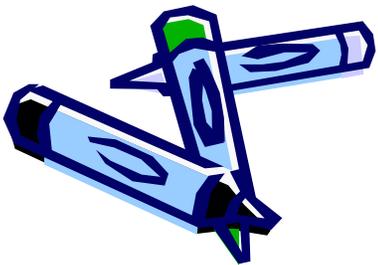
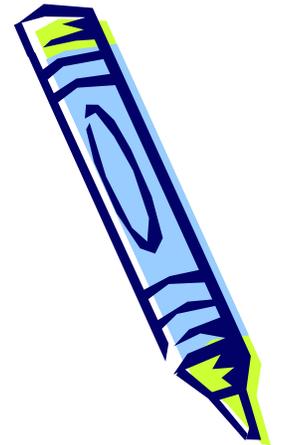
Screening

Contact Information

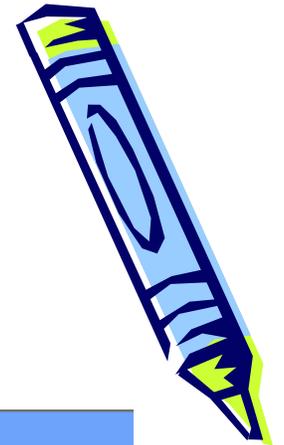


# Saving Your Data

Always remember to hit to save  
button!!!

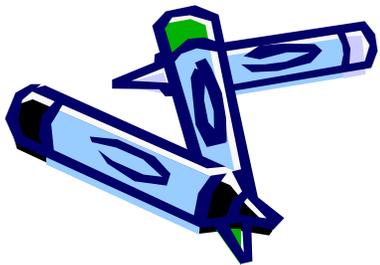


# Managing Your Mentors



Click here to do any of the following:

- Add mentor
- Update mentor
- View Screening Process of mentor
- Update mentor only activities
- Run mentor reports



Alexandria Community Center

Current Program: Mentoring Alexandria Youth

- Add/Update Users
- Add/Update News
- Add/Update Mentoring Programs
- Manage Mentee
- Manage Mentor**
- Manage Match
- Assign Match
- Run Reports
- Bulk Upload

You're Here >

Add Mentee

Application S

Month

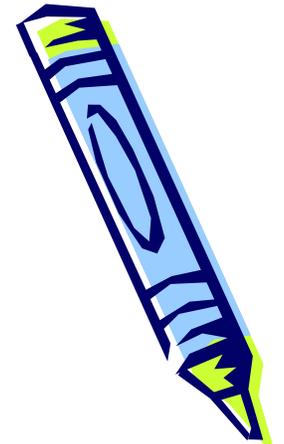
Di



Add Mentor

Application Started:  
Month  Day  Year

Pay very close attention to what you enter here!!! VERY CLOSE ATTENTION



Contact Info Profile Goals Interests Education

Job Referral Prior Mentoring Comments Attachments Screening

Contact Information

Fields marked by \* are required

Prefix:

First/Middle/Last Name:  \*  \*  \*

Email:  \*

Password:  \* (Minimum of 8 characters and Maximum of 10 characters)

Address:  \*

City:  \*

State:  \*

Zip code:  \*

Home Phone:  \* Example: 555-123-4567

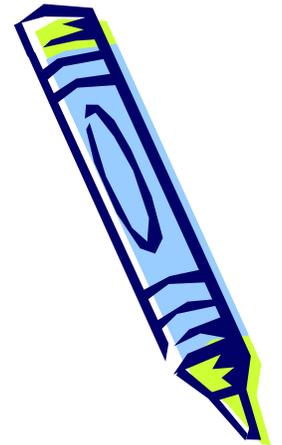
Cell Phone:  Example: 555-123-4567

Work Phone:  Example: 555-123-4567

Preferred method of Communication:  
 Email  
 Home Phone  
 Cell Phone  
 Work Phone

Once you enter and save the application start date, you cannot change the information. If you enter the wrong date, you must contact MENTOR and they will have to change it for you

# Mentor Information Cont.



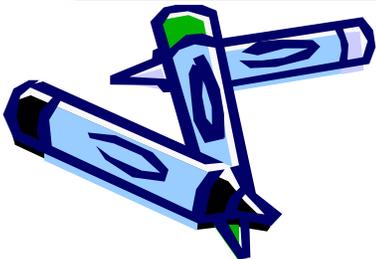
These are the most important sections...after contact information of course!

Add Mentor

Application Started:

Month  Day  Year

	<a href="#">Contact Info</a>	Profile	Goals	Interests	Education
Job	Referral	Prior Mentoring	Comments	Attachments	Screening

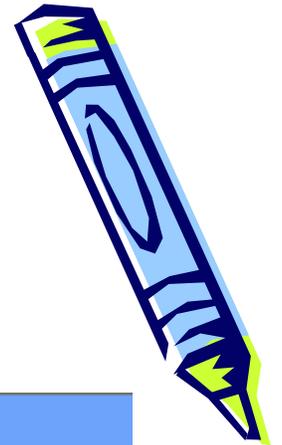


# Saving Your Data

Always remember to hit to save  
button!!!



# Managing Matches



Click here to do the following:

- Make a match
- Manage a match
- Run match reports

Alexandria Community Center

Current Program: Mentoring Alexandria Youth

Add/Update Users

Add/Update News

Add/Update Mentoring Programs

Manage Mentee

Manage Mentor

**Manage Match**

Assign Match

Run Reports

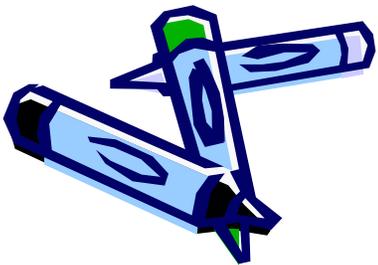
Bulk Upload

You're Here > |

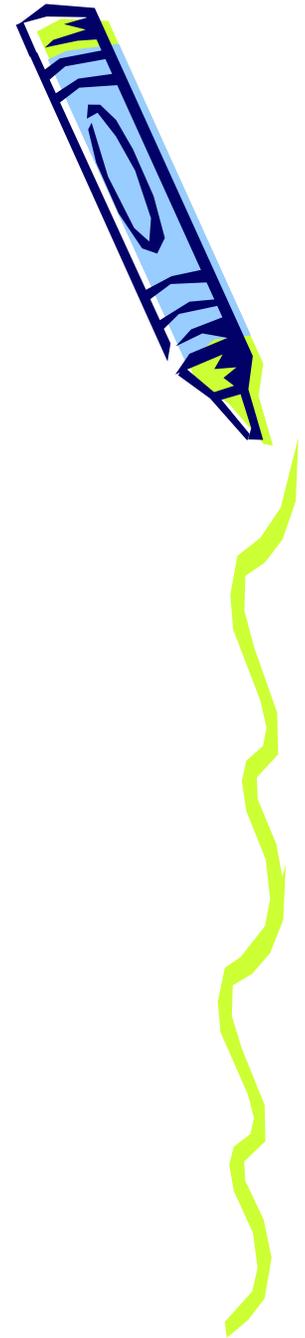
**Add Mentee**

Application St

Month Da



# Managing a Match



## Manage Match

Match Start Date: 04/25/2008

Match Condition: N/A

Mentor Name(s): Cheddar Cheesemaker

Mentee Name(s): John Gates

Program Type: One-to-One

Program Name: Mentoring Alexandria Youth

[Match Overview](#)

[Match Supervision](#)

[Match Activities/Meetings](#)

[Match Closure](#)

[Attachments](#)

### Status

#### Mentor Details



Name: Cheddar Cheesemaker  
Email: [cheesy@cheddar.com](mailto:cheesy@cheddar.com)  
City: Pittsburgh  
State: Pennsylvania  
Zip code: 15212  
Cell Phone: 555-786-1264  
**Date Matched:** 04/25/2008

#### Mentee Details



Name: John G. Gates  
Parent/Guardian: Jane Huff  
Email:  
City: Pittsburgh  
State: Pennsylvania  
Zip code: 15212  
Home Phone: 412-323-0152  
**Date Matched:** 04/25/2008

Fields marked by:

Date: May 20 2008

Person(s) Contacted:  Mentee  
 Mentor  
 Match  
 Parent/Guardian  
 Program Staff  
 Other

Type: -Select One-

Issues and Concerns:  None

**Contacts**

- Calls not returned
- Incorrect contact information
- Difficulty contacting mentee/parent before meetings
- Difficult for program staff to reach

**Meetings**

- Late or no show
- Managing school or work schedule
- Scheduling/coordinating consistent meetings
- Selecting appropriate activities

**Personal**

- Expectations
- Managing personal stress

**Relationship**

- Poor Communication
- Listening
- Shyness
- Personality conflict
- Boundaries/setting limits
- Mentor-focused/driven relationship
- Forming a close connection
- Trust

**Safety**

- Within match meetings/activities
- Home/family
- Peers
- School

Comments about Safety:

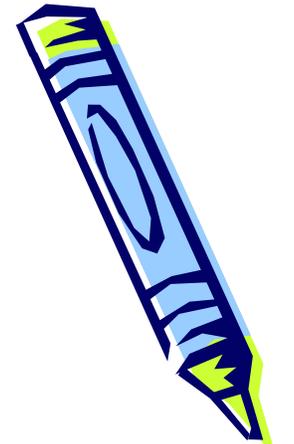
Agency/Program

- Lack of support
- Responsiveness of program staff

Other

Comments:

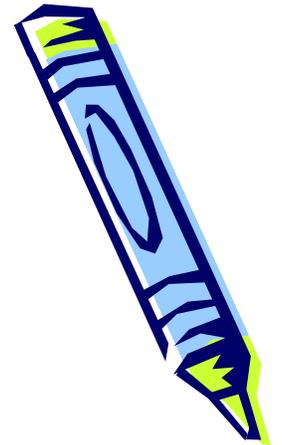
Match Condition:  Green (Relationship progressing well)  
 Yellow (Minor issues, relationship not threatened)  
 Red (Major issues, relationship threatened)



This is one of the best parts of managing a match...right now is a good time to listen carefully



# Match Supervision Cont.



## Follow-Up Action

Follow-Up Action:  No Follow-Up Action Required

Action Required:

- Email
- Phone Call
- In-Person Meeting
- Pair Coaching/Mediation
- Group discussion - mentees
- Group discussion - mentors
- Ongoing training - mentees
- Ongoing training - mentors
- Other

Participants:

- Mentee
- Mentor
- Match (mentor and mentee together)
- Parent/Guardian
- Other

Date of Next Contact:

Status of Issue:

Comments:

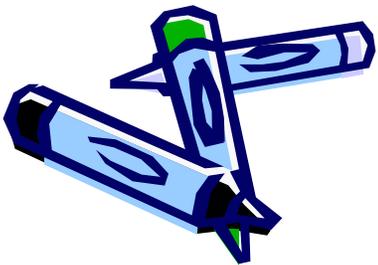
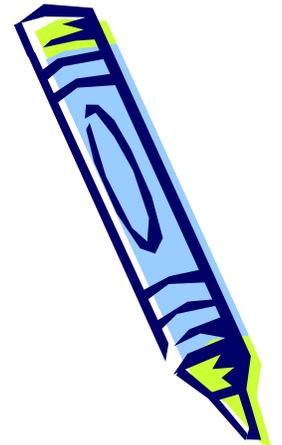
Add More

This is also a great feature! When you enter the date of next contact, it will pop up in your reminders section.

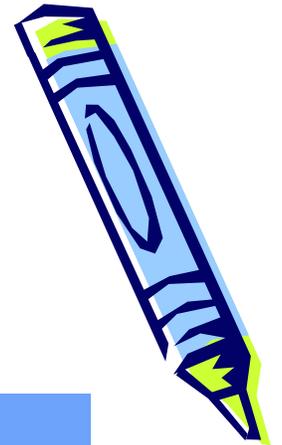
We will talk about reminders in a minute

# Saving Your Data

Always remember to hit to save  
button!!!



# Assigning a Match

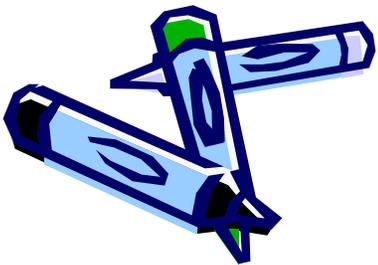


Click here to  
assign a match  
to a program  
coordinator

Alexandria Community Center

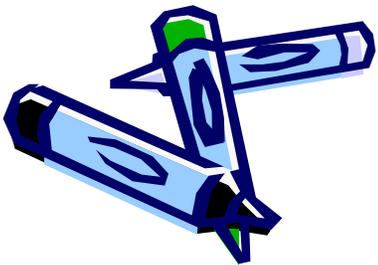
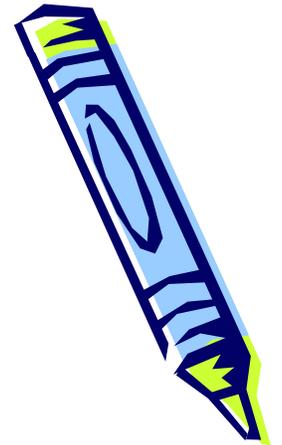
Current Program: Medical program

- Add/Update Users ▶ You're Here >
- Add/Update News
- Add/Update Mentoring Programs ▶ Search for l
- Manage Mentee ▶
- Manage Mentor ▶
- Manage Match ▶
- Assign Match**
- Run Reports
- Bulk Upload

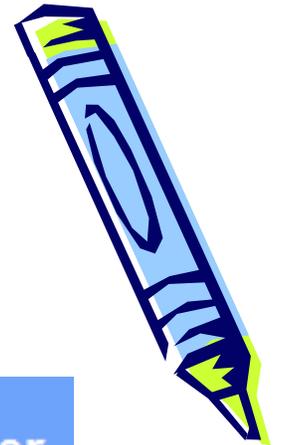


# Important Facts About Assigning Matches

- Matches can only be assigned to program coordinators who have access to the program
- Both the administrator and coordinator can assign matches
- An administrator cannot be assigned a match but they can see all the data for all program and matches as well as enter data for matches



# Running Reports



Click here to run pre-designed reports

Alexandria Community Center

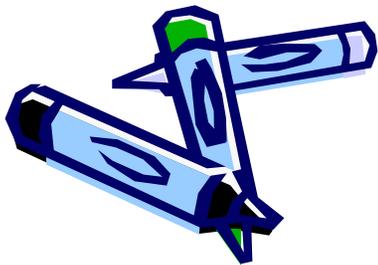
Current Program:

- Add/Update Users
- Add/Update News
- Add/Update Mentoring Programs
- Manage Mentee
- Manage Mentor
- Manage Match
- Assign Match
- Run Reports**
- Bulk Upload

You're Here >

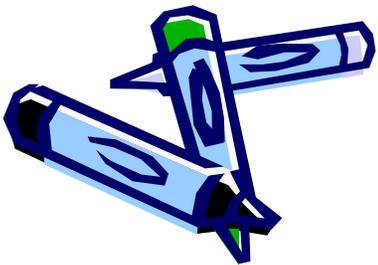
**Mentoring C**

- [Current Ma](#)
- [Match Activ](#)
- [Mentor and](#)
- [Mentor Ref](#)
- [Program St](#)
- [Program an](#)
- [Time Elapse](#)



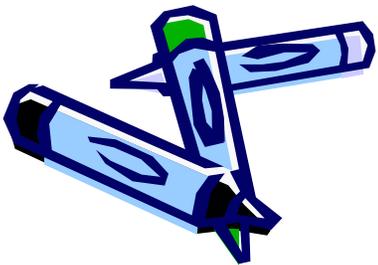
# Running Reports Cont.

- To see all the reports you can run, you must log onto your account...the dummy account is lacking in this area
- You can also run ad hoc reports in which you choose what information you want to see reported on
- Always remember, the more information that you enter, the more comprehensive your reports will be



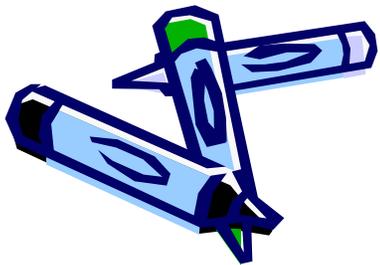
# Bulk Uploads

Do you need to use this feature? If the answer is yes, I will put you in contact with Kim Jessop from MENTOR and she can run you through this process



# Reminders!!!

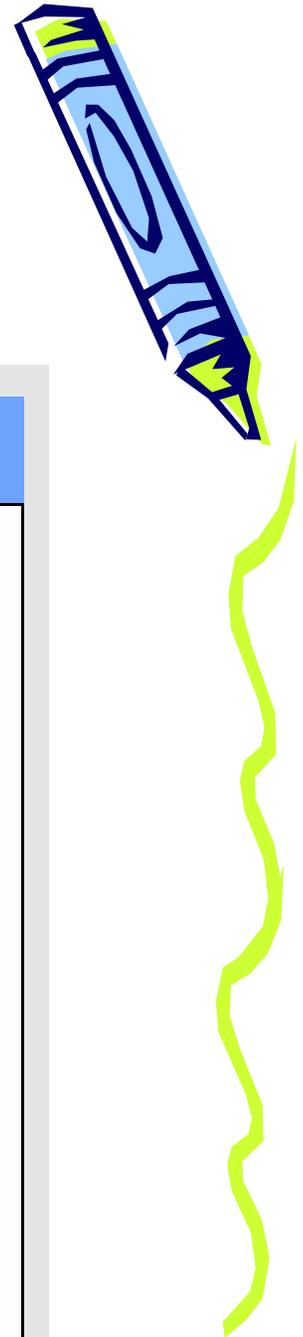
This is the reminders box that the program administrator will see



### Reminders

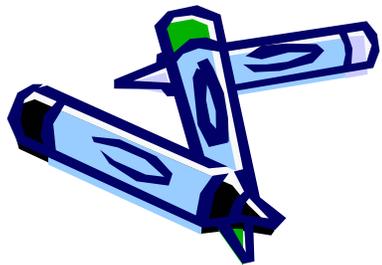
Today: Tue, May 20, 2008

- ▶ Mentor Referral (0)
- ▶ Mentor Referrals Accepted (0)
- ▶ Mentor Referrals Not Accepted (0)



# Reminders Cont.

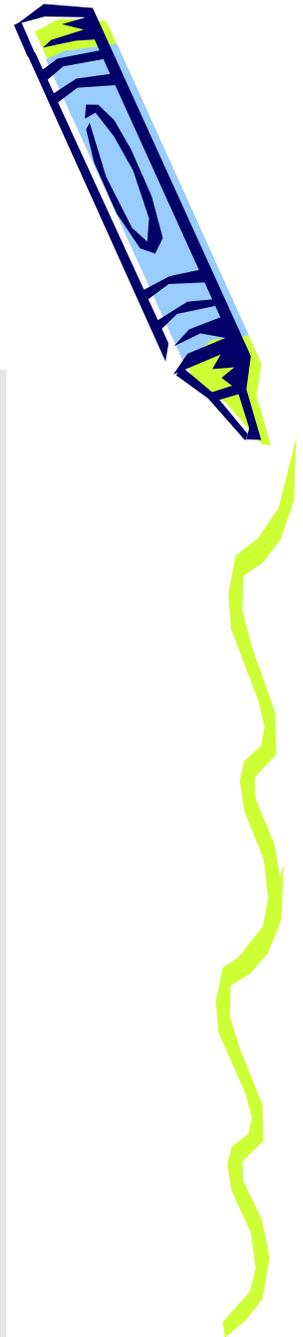
This is the reminders box that the program coordinators will see



## Reminders

Today: Tue, May 20, 2008

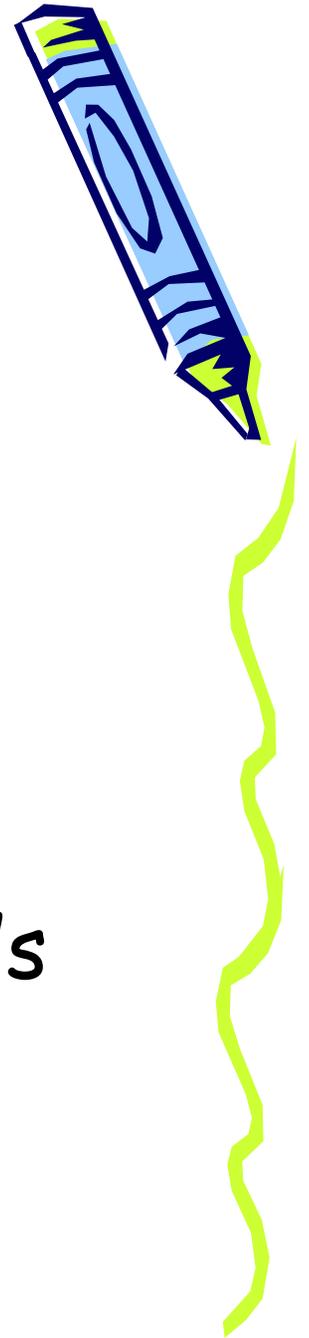
- ▶ Mentor Referral (0)
- ▶ Match Follow Up (0)
- ▶ Mentors Pending Approval (104)
- ▶ Mentors Screening Re-check (0)
- ▶ Match Surveys Due (1)
- ▶ Match Anniversary (0)
- ▶ Mentee Birthdays (0)
- ▶ Mentor Birthdays (2)



# The Help Button

MentorPRO Help

This is your best friend...let's  
give it a try



When You Are Done...

