Campus Collective

Peer-to-peer text-based mentorship

APRIL 2, 2024

Powering Student Connections

- A Student Network that Works
  - Our student engagement platform cultivates community and gives you insight into students' needs at critical moments in their higher education journey.
  - Computer & Zoom Fatigue
- Students want a connection to campus in an organic, authentic way
  - Mentoring needs to be purposeful, connect them with those they would have sought out on their own
- Ensuring the program complements existing campus efforts

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The Campus Collective Program

Campus Collective

- Mentor Collective (system) provides:
  - Communication platform for peer to peer communication via text-messaging
  - Automated nudges for lower-engagement, conversation starters
- Reminders to engage with mentors, conversation updates, mentee feedback, etc.
- Scheduled text reminders sent by MC – UCR can customize content and schedule these

- Matching and Accountability
  - Mentor Training – review of basic supports, escalation, legal
  - Matching- intentional matching of mentors and mentees
  - Mentoring Notes- mentors can update staff on interactions
  - Escalation options- mentors cans end text referrals for mentee support (Insight Flags)
    - Escalation also includes emergency notifications to campus officials. System includes notes & tracking for all escalation situations.

Campus Collective

Our Progress

ALL DATA GATHERED REFLECTS THE REAL-TIME DATA AT 11 AM, ON APRIL 11TH , 2024

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Participation

Mentees

- **1,126 Freshman & Transfer students currently matched with a mentor**
  - Goal 1,200 students

Mentor (Continuing UG)
- **489 mentors currently matched**
  - Goal 650 students

Mentees ever registered

1391
No change vs last week

Mentors ever registered

1167
No change vs last week

Mentees ever matched

1126
No change vs last week

Mentors ever matched

489
No change vs last week

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Matching

- Matching is combination of automated and human matching
  - **Primary Matching (Mentee selection):** Self-identified top desired quality in a mentor – authentic connection
  - **Secondary Matching (automated):** College/major, academic interests, and career interests
  - **Tertiary Matching (Human Matching):**
    - Language(s) spoken
    - Race/Ethnicity
    - Extra-curricular Activities and Interests
    - Life Experiences/Challenges: low-income, single parent households, first-gen, substance abuse, if they are parents themselves, worked during school, struggles with debt, chronic illness, parents/student not born in US, LGBTQ+, changed majors, changed schools

Allyson Mendoza's Profile

UCR Campus Collective 2023-24 | 1691

Mentor

Allyson Mendoza

Program Status

Matched

Required Training Status

Trained

Show Detail ⌄

About

Gender: Female
Age: 19
Language: English, Spanish
Race: Asian or Asian-American
School ID: 862349665

Contact Info

LinkedIn: https://linkedin.com/in/allyson-mendoza-21b848288

Major

Pre-Business

Academic Interests

Business & Entrepreneurship

Career Interests

Campus Collective

Interactions

- Peer-to-Peer Text Messages

  - 28,662 text messages

  - Each matched pair has exchanged an average of 23.32 texts

* All data gathered reflects the real-time data at 11am on April 11, 2024

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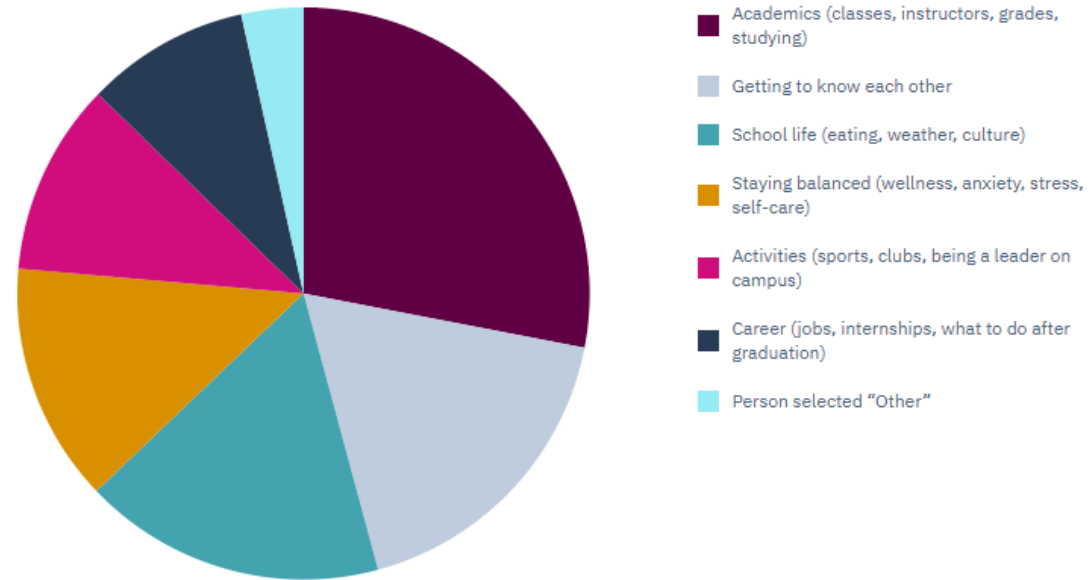
Top Conversations

1. Academics
2. Getting to know each other
3. School life (eating, weather culture)
4. Staying balanced (wellness, anxiety, stress, self-care)
5. Activities (sports, clubs, being a leader on campus)
6. Career (jobs, internships, what to do after graduation)
7. Person selected "Other"

* All data gathered reflects the real-time data at 11am on April 11, 2024

Engagement topic distribution

Data point

Conversation Topics ▾

Click on data point to see individual data information

Legend:
- Academics (classes, instructors, grades, studying)
- Getting to know each other
- School life (eating, weather, culture)
- Staying balanced (wellness, anxiety, stress, self-care)
- Activities (sports, clubs, being a leader on campus)
- Career (jobs, internships, what to do after graduation)
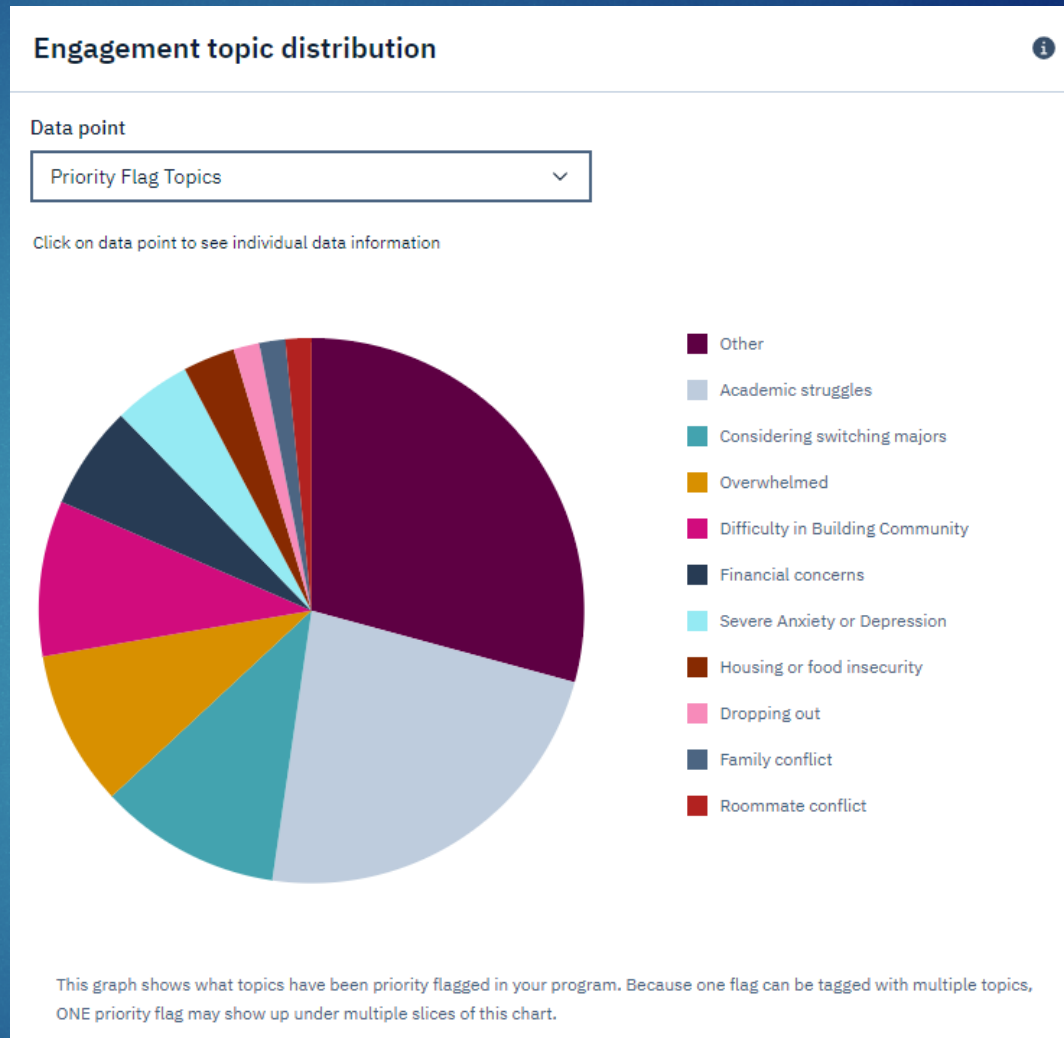- Person selected "Other"

This graph shows what topics mentees / mentors said they discussed when logging conversations with their counterpart. Because participants can select multiple topics for a single conversation, ONE conversation may show up under multiple slices of this chart.

Priority Flag Topics

- Mentor flag their mentee as being in need of support
  - Student Engagement office connect students to resources and supports & provides mentors with resources to help

- Top areas Flagged:
  1. Other
  2. Academic struggles
  3. Considering switching majors
  4. Overwhelmed
  5. Difficulty in Building Community
  6. Financial Concerns
  7. Severe anxiety or Depression
  8. Housing or food insecurity
  9. Dropping out
  10. Family conflict
  11. Roommate conflict

* All data gathered reflects the real-time data at 11am on April 11, 2024

Engagement topic distribution

Data point

Priority Flag Topics

Click on data point to see individual data information

- Other
- Academic struggles
- Considering switching majors
- Overwhelmed
- Difficulty in Building Community
- Financial concerns
- Severe Anxiety or Depression
- Housing or food insecurity
- Dropping out
- Family conflict
- Roommate conflict

This graph shows what topics have been priority flagged in your program. Because one flag can be tagged with multiple topics, ONE priority flag may show up under multiple slices of this chart.

Insight Flags

"In the beginning of the quarter she was struggling with how to find more information on her psychology research and was also very overwhelmed as she is a second year transfer student things were very stressful for her" – Mentor , 2023-2024 AY

Student alerted mentor > Priority Flag added > UE staff directed resources to mentor > mentor sent resources to mentor > mentee connected with psychology department staff/faculty

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Mentor Collective Community

- *"On my first meeting with Miriam, I learned that we're from the same major program, which was very awesome. She was very encouraging and inspiring due to her resilience in continuing her education. She gave me a boost of confidence while she and I were having a conversation. Her supportive attitude helped me be confident in continuing my education."* – John Irwin Royce, Mentee 2023-2024

- *"The reason for becoming a mentee is to have some type of guidance transitioning from college to a UC. It's very scary going further into my education being a first-generation student. I believe this program will encourage me to continue on."* – Noelia Castillon, Mentee 2023-2024

- *"I became a mentor to guide people who are looking for a support system or sense of guidance. College can be stressful and make you uncertain with all the choices presented in front of you, so I want to provide reassurance and guidance to my mentees. I hope for them to accomplish their goals and more!* – Jordan Gallegos, Mentor 2023-2024

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Next Steps

ALL DATA GATHERED REFLECTS THE REAL-TIME DATA AT 11 AM, ON APRIL 11TH , 2024

Next Steps

- Engagement

  - **Mentor Resource Website**

    - **Set up Single Sign-on Duo when registering with mentor collective (students will have to connect using their UCR credentials)**

  - **Connect with other campus departments to increase student engagement**

    - **Connect with CHASS to connect and match CHASS 1st year and CHASS transfer students with mentors who were also in CHASS**

    - **Create new cohorts begin matching students based on incoming English and math scores (ENGLISH 4)**

    - **Matching based on first generation-student identification**

  - **Mentor Flash Text Messages**

    - Prebuilt campaigns to send regular reminder text messages to mentors about campus-specific concerns: midterm supports, major campus events, support services, etc.

  - **Slack Engagement**

    - Create rooms & channels for additional socialization, host game nights & events

    - Create option for continuation of communication & relationships after initial year

  - **Professional Development Programming**

    - Mentors: "thank you" career prep, prestigious awards, etc.

    - Mentees: Preparedness, academic resources, campus resources

- Data Collection: Participation Surveys and Focus Groups

- Campus News Stories

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