The Challenges

• COVID-19 environment where it is hard to for students to connect, especially those new to campus, i.e., freshman and transfer students
  • UCR top reported issue by students in spring was social isolation

• Students want less time on Zoom/computer
  • 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
Program Goals

1. **Foster a sense of belonging, feeling of community** for those who have never been on campus
2. Recreate informal **information communication**, i.e. hallway conversations, and **develop a campus social support network**
3. Create a **sense of enthusiasm** about UCR and promote a more **fluid college adjustment period**
4. **Reduce fears** and provide **campus navigation resources** for first year students
5. **Reduce student screen time (computer)** and **provide both accessible and timely connections**

• **Goal of 30% engagement** (1,440 Freshman) and **800 mentors**
The Campus Collective Program

• 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 can send text referrals for mentee support (Insight Flags)
      • Escalation also includes emergency notifications to campus officials.
        System includes notes and tracking for all escalation situations.
Our Progress

*All data gathered reflects the real-time data at 8am, on February 2, 2021
Participation

• **Mentees**
  - **1,795 freshman** (36.1%)
    - Goal: 1,500 (30.0%)
  - **626 transfer** (27.7%)
    - Goal: 451 (20%)

• **Mentor (Continuing UG)**
  - **1,615** (10.5% of continuing)
    - Target: 800 (5.2% of UG)
    - 2x more mentors than needed

*Percentage based on 4,980 freshman, 2,255 transfer, and 15,330 continuing (fall 2019 official headcount).


Data presented from February 2, 2021 at 8am.
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, struggled with debt, chronic illness, parents/student not born in US, LGBTQ+, changed majors, changed schools
Interactions

• Peer-to-Peer Text Messages
  • 39,166 text messages
  • Each matched pair has exchanged an average of 18.54 texts

*All data gathered reflects the real-time data at 8am, on February 2, 2021*
Top Conversations

1. Academics
   • #'s increased around/after midterms
2. Getting to know each other
3. School Life
4. Staying Balanced
5. Career
   • Major, post-graduation careers
6. Activities
7. Other

*All data gathered reflects the real-time data at 8am, on February 2, 2021
**Insight Flags**

- **Mentors 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. **Academic Struggles**
     - Feel overwhelmed, post-graduation fears, undeclared, trouble studying, mid-term fears, time management
  2. **Other**
     - Holds on accounts, Advising issues, Tech issues
  3. **Covid-19 (social isolation)**
  4. **Financial**
  5. **Transferring Schools**
     - Majority are change of major, not leaving UCR
  6. **Depression**
  7. **Dropping Out**

*All data gathered reflects the real-time data at 8am, on February 2, 2021*
“I wouldn’t have discussed my financial situation with a staff member or my professor. I wouldn’t have been comfortable with that.”

Student alerted mentor > Insight Flag added > UE staff directed resources to mentor > mentor sent to mentee > mentee connected with Financial Aid
How has your mentor helped you?

• “We talked about midterms and studying. We are getting the hang of it and I'd say she's a really good mentor. She is very chill. In the last meeting she sent me the whole low down for college and things to know and I'm glad that I can use this advice for all of college.” -- Odalys, Mentee, November 2020

• “One goal that I have set with my mentor is to have a plan to get involved in school as well as keeping in contact with academic advisors during school. I am doing well with what I've learned and how I have applied it outside of school as I know I have someone I can turn to and ask for advice. It also is much easier to get going once you have gotten help getting started.” --- David, Mentee, October 2020

• “[My mentor] gave me a wide range of tips including utilizing a planner, campus resources, and opportunities for more hands on programs that would definitely work as a source of motivation.” --- Andre, Mentee, October 2020
Next Steps
Next Steps

• Engagement
  • Mentor Newsletter (every other week with deadlines, resources, and mentee engagement tips)
  • Mentor Resource Website
  • Mentor Flash Text Messages
    • Pre-built 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
Contacts

Dr. Thomas Dickson
Assistant Vice Provost, Undergraduate Education
Thomas.Dickson@ucr.edu

Lisa Des Jardins
Engaged Learning Programs Coordinator
Lisa.DesJardins@ucr.edu