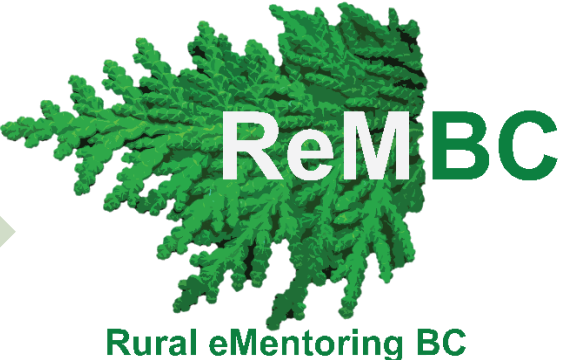
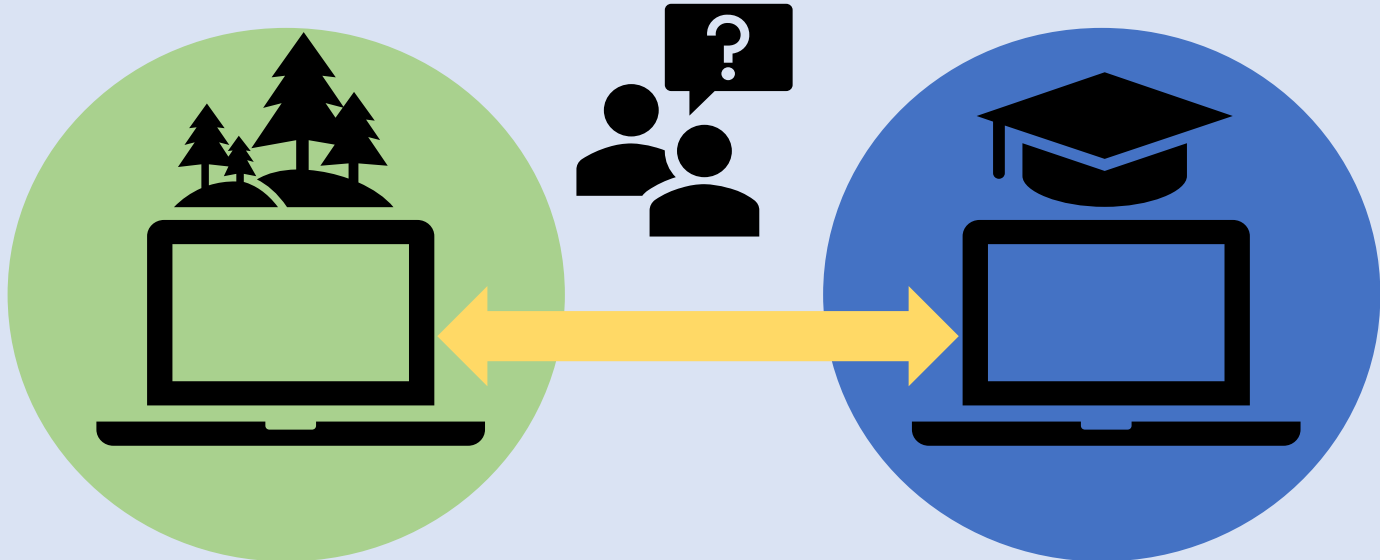


Rural eMentoring BC



One-on-One Program Information



Brought to you by:



Rural eMentoring BC acknowledges that our offices are located on traditional, ancestral and unceded *x^wməθk^wəyəm* (Musqueam) Territory.

At a glance...

About us: Rural eMentoring BC matches rural high school student mentees with their own mentor who is a BC college or university student. The program was created, and is now funded, through a partnership between an association of rural doctors (the Rural Education Action Plan) and UBC health professions programs, who were looking to address shortages of rural healthcare workers through outreach to rural students. They decided that online mentoring was the best way to support students, as it is an innovative way of getting college and university students – who are great sources of information about pursuing post-secondary education – out into rural communities to share their knowledge.

We've come a long way since we first began with one pilot class out in the Kootenays in 2016. Now, the program supports hundreds of students across the province who have diverse needs and goals, ranging from support with communication skills, exposure to new people and perspectives, reducing social isolation, and educational and career pathway support. Basically, we have passionate and dedicated mentors who want to connect with your students in any way you can dream of!

How it works:

The eMentoring staff hand matches each student to their own, personal mentor based on profiles they create, detailing their interests and preferences. Matching is one-to-one so most mentors only have one mentee at a time, which means they are eager to chat and are dedicated to their mentee's success.

[Learn more about matching.](#)

Pairs communicate through an online mentoring platform called MentorCity. MentorCity allows pairs to exchange text, voice or video messages asynchronously (i.e., not instant messaging or video calls) without exchanging contact information or identifying information, like last names, email addresses, social media, etc. Students and mentors remain completely anonymous to each other so that everyone stays safe. [Learn more about communication and MentorCity.](#)

The program has an optional set of activities that students can work through with their mentors. You can choose to require certain activities, or let students choose. Activities were designed by a rural teacher to help give students something to talk about with their mentors, and to support teachers using this program – especially those working with careers classes. [Learn more about activities.](#)

The program can last for as long as you want it to. It is also completely self-contained, meaning that you do not have to prepare lessons or instructions yourself; program tutorials, supports and activities are all easily accessed through MentorCity. The eMentoring staff handles most of the logistic, including ensuring students' safety and privacy. [Learn more about program timing and length, help and support available, and safety and privacy.](#)

It's easy to sign up your class or group of students: decide how you will be using the program, fill out our intake form, send us your students' names and emails and we do the rest! [Learn more about signing up.](#)

Contact us

If you would like assistance in setting up the program with your class, please reach out. We are happy to consult with you, free of charge, via email or by booking a virtual or phone meeting.

Email: e.mentoring@ubc.ca

Phone: 604-827-4197

What to expect from one-on-one mentoring

Matching

Each student will submit an intake form, where they are asked to fill out a profile. We ask them about their educational and career goals, hobbies, experiences, preferences for their mentor, and what they want to gain from having a mentor. Mentors fill out similar profiles, and the eMentoring staff matches each mentee-mentor pair based on their profiles.

We make the matches by hand and we like to take our time to ensure that each pair will be compatible, so please allow up to a week for us to make the matches.

We cannot always guarantee a perfect match, but the more information students provide, the more compatible their mentors will be.

If any students are unhappy with their mentors, let us know and we are happy to rematch them.

Mentee-Mentor Communication and MentorCity

Students communicate with their mentors through an online platform called MentorCity, a messaging platform specifically designed for one-on-one mentoring

Each student will need to create a free account with MentorCity. Once students are matched to their mentors, they will receive an email from the program that will guide them through creating their accounts.

Through their accounts on MentorCity, students can:

- Send messages to their mentor whenever they want.
 - Since our mentors and mentees are mostly students, we do not expect this to be like instant messaging or live meetings. Mentors must respond to mentees within 3 days.
 - Users can write text messages, or record and attach video or voice messages.
 - MentorCity allows users to attach files, like pictures, documents, and videos.
- Communicate with their mentor without sharing personal or contact information.
 - By default, pairs can only communicate through the platform.
 - With parent/guardian permission, pairs can move the conversation outside the MentorCity platform, for example, to a Zoom meeting. This must be set up ahead of time with the eMentoring staff to ensure this happens safely and with everyone's consent.
- Communicate exclusively with their mentor. Users can only contact the person they are matched to and cannot contact other users.

Students can access their MentorCity account by logging into MentorCity's website on a browser, or by using the MentorCity app (available for free on iOS and Android).

- If students are accessing the program on a tablet or phone, we recommend downloading using the app rather than accessing the program through the website.
 - We highly recommend the MentorCity app, because it lets users easily share videos and pictures.

Check out the platform yourself!

View our demo account:

- Visit to Mentorcity.com: https://www.mentorcity.com/en/sign_in
- Use the following login credentials:
 - Login: ruralmentee@mentorcity.com
 - Password: ruralementoring2019

This will take you to the demo account's dashboard. Click on "Welcome" under the Courses heading to learn how to navigate MentorCity and view all of our supports and resources.

Optional Activities

Our program offers a series of activities for students to work through with their mentors. Activities are accessed through MentorCity and are an optional resource to support students and educators.

Why? While we were developing this mentoring program, the educators, students, parents and other mentoring programs we consulted with suggested we provide activities. We thought this was a great idea because:

- It helps students know what to talk to a mentor about – this can be really difficult for mentees of all ages!
- It provides a way to share relevant information and resources. Our activities were developed by a rural teacher-turned PhD candidate who designed the activities to be informative and applicable.
 - We designed the activities with careers classes in mind. They can supplement, or even replace, some of the content in these courses.
- Research shows that providing activities in mentoring programs helps participants get more out of the program and increases their enjoyment of the program.

Activity content

Activities are organized into 13 units, each with a different topic, designed to provide students with skills, tools and knowledge for succeeding in high school and beyond.

Each unit provides background information about the topic, usually through an article or video, and then asks students to learn about how to apply this information to their lives and demonstrate their learning.

Students have agency over how they engage with the activities. Most units allow them to choose:

- How they want to gather and apply information and knowledge about a topic. They can do research on the topic, in collaboration with their mentor, or ask their mentor questions.
- How they demonstrate their learning. Students can produce a deliverable in the format of their choice; for example, a written or spoken reflection, a photovoice project, story, or infographic.

Students can also complete a portfolio project, where they save their completed, polished products for each deliverable in one place. Their portfolio allows them to reflect on what they have learned and can be a resource that they reference for years to come.

[Read our educator guide to activities on our website](#)

Logistics

Timing: Program length and message frequency

Please set aside time **at least once per week** for students to access an internet-connected device and message their mentors.

Why?

- In our experience, students will not message their mentors unless they are provided time at school. Therefore, please do not expect students to message their mentors on their own time.
- Our mentors are eager to work with students and have set aside time in their schedules for this program, so they are expecting regular communication with your students.
- Research has shown that the more often students communicate with their mentors, the better their experience.

There is no minimum or maximum length for how long students can participate. If you are using the program in a class, we will support any students who wish to remain in contact with their mentors after the class ends.

Program length and activities: If you are including the activities, here's how much time you should plan for:

- 1 hour for students to complete the intake form (short course and profiles).
- 1 week for the eMentoring staff to make the matches.
- 1 week for the students to meet their mentor and learn how to use the program.
- 1 week for the pairs to say goodbye at the end of the program.
- **One unit takes around 2-4 hours to complete** or around 2 weeks if students are working on it once a week. You can choose the number of units to complete based on your course's timeline, or use the following as examples:
 - 2 – 3 units per academic "Quarter" (10 weeks)
 - 4 – 6 units per academic semester (18 weeks)
 - One school year for the entire curriculum

Help and Support

All instructions for using the program and navigating MentorCity are provided. You, as the instructor, do not need to provide separate instructions unless you wish to. We **do** expect you have a solid understanding of how the program works and how to use MentorCity so that you can help your students. You may also wish to [view some of our lesson plan templates or ideas for delivery options on our website.](#)

Tutorials

- Self-guided tutorials how to use MentorCity and work through the program are provided to students when they sign up, and are available on MentorCity and our website. Please ensure your students complete these tutorials before they attempt to communicate with their mentor.
- We provide tutorials on a variety of other topics as well, also available on MentorCity.
 - Computer skills: teaches students how to perform a variety of tasks on their computers (or devices) that are required for this program (and in real life!).
 - Reading, writing and hearing resources: We want students to communicate and learn in a way that works for them, whether they're better at listening than reading, or speaking

than writing, or vice-versa. We have tutorials on how to access free resources like speech to text, screen readers, closed captioning, and more.

- [Login to our demo account](#) to view these tutorials.

Troubleshooting and account issues

Our troubleshooting MentorCity guide, available on MentorCity and our website, helps students solve their own technical issues, so you don't have to. You and your students can also reach out to the eMentoring staff at any time for technical support.

Guides and Resources

We have guides and resources on a variety of topics including communicating effectively online, Equity, Diversity, Inclusion and Indigeneity, and links to mentoring resources. We also have resources and information about post-secondary education and careers curated specifically for rural students. These are available on MentorCity and our website.

Support from the eMentoring staff

The eMentoring staff is here to resolve any issues, both technical and within relationships, and answer your questions. Just send us an email: e.mentoring@ubc.ca

Teacher access

You will have access to your students' accounts on MentorCity. This will allow you to:

- See all the messages the students and their mentors send, including attachments
- Write messages to the pairs if intervention is needed,
- Manage student account information (e.g., reset passwords and usernames).

You will also receive progress reports every two weeks from the eMentoring staff that includes which units your students have completed (if applicable), the last date they wrote, comments from the mentors, and anything else you wish to hear about.

Policies, privacy and safety

Student Safety

- The eMentoring staff regularly monitors all messages to ensure they are appropriate and that all participants are staying safe.
 - You must designate a point-of-contact person for emergencies (e.g., a phone number where we can reach you, or a school counsellor after hours).
- All mentors have passed a Criminal Record Check and are trained in how to support youth, handle difficult situations, and in cultural competency and safety. We will handle any issues with the mentors, including if any students would like to be rematched.
- All mentors and mentees must abide by our program policies.

eMentoring program policies: violation of these policies is grounds for dismissal from the program.

- Respect your eMentoring match's opinions and experiences.
 - This includes respecting your match's background, experiences, culture, religion, ethnicity, gender and sexual orientation.
 - Though we encourage you to share your opinions, it is not appropriate to push your political, religious, or other agenda on your match – for example: feel free to share how

your religion adds meaning to your life, but it is inappropriate to try to convert your match.

- Do not create or share any content that is rude, discriminatory or inappropriate.
 - This includes using inappropriate language, such as swearing or using racial/ethnic slurs or terms that demean or target certain groups.
 - Do not share media (images, videos, music) with inappropriate content, such as violence/gore, nudity, drug use, etc.
 - This program does not tolerate discrimination of any kind. Please do not share negative views or stereotypes that harm specific groups or individuals.
- Do not communicate with your eMentoring match outside the MentorCity platform without first speaking to the eMentoring staff. This includes finding them on social media, gaming platforms, online communities/forums, etc.
- Do not provide identifying information including, but not limited to, last names, phone number, email addresses, online platform usernames, and social media handles.
- Respect your match's privacy. All information that you and your match create or share on the platform is confidential and should not be shared with anyone beyond the eMentoring staff or, if applicable, the mentee's teacher.
- Respond to your eMentoring match within 3 days (72 hours). If you are unable to do so due to sickness, vacation, business, etc. Please let your match know!
- Commit to participating in eMentoring until you and your eMentoring match complete the program. Stopping the program without informing your match is unacceptable – and rude!
- Contact the ReMBC staff with issues or concerns about the program, including technical issues, violations of program policies, or if you have any questions: e.mentoring@ubc.ca

Privacy and personal information

ReMBC collects personal information for the purposes of contacting students during the program, matching mentors and mentees, program evaluation, and academic research. Personal, identifying information is only accessible by the eMentoring staff and MentorCity.

To comply with FIPPA standards, data are stored in Canada on Canadian servers. Personal information will never be shared with anyone beyond the eMentoring staff and MentorCity, including advertisers. [Read MentorCity's privacy policy.](#)

Parents/guardians consent to the following when their child participates in this program:

- **Consent to providing personal information**, first and last name and email address, to Rural eMentoring BC and MentorCity (our online platform).
- **Consent to contact**, through MentorCity, with an adult mentor and with the eMentoring staff.
- **Consent to answering survey questions** for program evaluation and research purposes that ask about students' future goals and experiences in the program. Their anonymous answers will be used in a research project, called "Rural eMentoring BC: Evaluation of Program Phase 1", that studies how programs like this impact youth. There are no risks to participating, as all answers will remain anonymous. Questions can be directed to the primary researcher, Juliet Oshiro, at juliet.oshiro@ubc.ca. Concerns or complaints about students' rights as research participants and/or their experiences while participating in this study can be directed to the Research Participant Complaint Line in the UBC Office of Research Ethics at 604-822-8598 or if long distance e-mail RSIL@ors.ubc.ca or call toll free 1-877-822-8598. **Students can opt out of the survey questions and still participate in the program.**

Sign up your class

Register your class in 5 easy steps:

1. Decide how you will be using the program – we ask this so that we can communicate your expectations to the mentors. Contact us at e.mentoring@ubc.ca for a free consultation, or to chat about your options or just brainstorm. Our program is flexible and we are happy to adapt to meet your needs and wildest dreams!
2. Fill out [our intake form](#) to tell us how and when you will be participating in the program.
3. We will contact you to confirm your details and help you adjust your plan as needed.
4. Get consent from the students' parent/guardians. Consent will need to include:
 - o **Consent to providing personal information**, first and last name and email address, to Rural eMentoring BC and MentorCity (our online platform).
 - o **Consent to contact**, through MentorCity, with an adult mentor ([learn about our mentor screening process](#)), and with the eMentoring staff.
 - o **Consent to answering survey questions** for program evaluation and research purposes that ask about students' future goals and experiences in the program. Students can opt out of the survey questions and still participate in the program.

[Learn more about our policies and user privacy.](#)
You may also use and/or modify the consent form that we created ([download on our website](#))
5. Provide your students' names and email addresses and we will email them our mentee sign-up form. Each student must complete a sign-up form.

What's in the student sign-up form?

- **Intro to mentoring short course:** Students begin by taking a short course (20 minutes) that introduces them to mentoring and our program.
 - o **Why?** Unfortunately, many students don't see the value of mentoring, so the point of the short course is to *try* to get students excited about the program and what it can offer them.
- **Matching profile:** Students will answer questions about their career and educational interests, hobbies, life experiences, personal preferences and what they hope to gain/learn from their mentor (20-30 minutes). The eMentoring staff will use this information to match each student to their own mentor.
- **Survey questions:** Students will have the option to answer a few questions that we use in our program evaluation and research.

You may [view the sign-up form here](#), but please don't share it with the students.

Thank you for your interest in connecting your students to mentors. By taking an active part in facilitating valuable mentoring experiences for youth, you are setting them up for success in their future relationships, education and careers. It is educators like you that make a real difference!

Visit the Educators section of our website for more information about all of our other offerings.