Mentoring Connector
Program Administrator Manual

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*Highlighted sections represent new enhancements to the Mentoring Connector!

Need Help? Email connector@mentoring.org
Congratulations, You’re Connected!

Thank you for registering your program in MENTOR: The National Mentoring Partnership’s (MENTOR) Mentoring Connector, the only national database of mentoring programs. By adding your program to our database, you’re helping your program more effectively reach out to prospective volunteer mentors, and broadening public awareness of mentoring programs in your area.

Several hundred prospective volunteers use the Mentoring Connector each month to find mentoring programs in their community. Through this referral system, your program information will be made available to those searching for programs within your service area, and you will be notified by email when prospective volunteers express an interest in your program. Remember to allow email from mentoring.org in your email application so you will not miss these notices!

This manual will explore the following:

1. How to respond to volunteers through the Mentoring Connector
2. How to edit and customize email templates
3. How to access volunteers’ contact information
4. How to use Mentoring Connector features
5. Standard policies and procedures related to your listing

Thank you again for registering your program in the Mentoring Connector! We appreciate your dedication to the mentoring movement and wish you the best of luck in your efforts to recruit mentors!

*Some programs use the Mentoring Connector for purposes other than volunteer recruitment, including a quality self-assessment called the National Quality Mentoring System. To learn more about NQMS, please click here.
Policies

In order to maintain a reliable and responsive database, we can only retain programs that continually respond to volunteers. To remain in the Mentoring Connector, programs must respond to volunteers within ten days of the initial request. If a program has not responded to two volunteers for ten days, MENTOR or MENTOR’s Affiliate will reach out to the Program Administrator and request that the program responds to the volunteers.

If the program still doesn’t respond, the MENTOR team will “deny” the program in the Mentoring Connector. The program will no longer be publically searchable, but will remain in the system so it can be reactivated should the program demonstrate its responsiveness.

Please note that the Mentoring Connector may not work on tablets, iPads or other small mobile devices.

Mentoring Connector Roles

Program Administrator

Program Administrators have logins to the Mentoring Connector and are able to receive and respond to volunteer inquiries. The Program Administrator receives notifications about prospective volunteers, emails volunteers through the Mentoring Connector, is able to customize email templates, and can edit the program’s profile. The Program Administrator is the person who manages the Mentoring Connector account and keeps program information up-to-date.

Volunteer Contact

The Volunteer Contact should be the first point-of-contact for volunteers within your organization. When a mentor expresses interest in your program, he or she will receive an email providing the name and contact information of the volunteer contact so the mentor can reach out to that person directly. The Volunteer Contact does not have a separate Mentoring Connector account.

Website Access

The Mentoring Connector website is best accessed from a desktop or laptop computer via most website browsers such as Google Chrome, Mozilla Firefox and Internet Explorer. If you are using a MacBook laptop, Safari should just as well as other browsers. However, tablets, iPads and mobile devices will not have the full functionalities needed to support your role in the Mentoring Connector. We do not recommend using such devices as a primary source to utilize this website as you may experience issues clicking buttons and using other functions.
Responding to Prospective Volunteers

When a volunteer sends an inquiry to your program, the Program Administrator you’ve identified will receive an email notification that someone has expressed interest in becoming a mentor. We ask that Program Administrators log in to the Mentoring Connector within two business days to respond to the volunteer.

Steps for Responding to Inquiries:

1. Go to the Mentoring Connector login page and enter the Program Administrator’s email address and password. If you’ve forgotten your password, click on the gray “Forgot password?” link in the login box. This will send you an email from connector@mentoring.org with a link to reset your password.
2. Click on your program’s name, then on the “Volunteers” tab on the gray bar
3. Click the “Email Volunteer” button to the right of the volunteer’s name
4. If you have created a custom “Response to Volunteer” template (instructions on how to customize the template appear on page 11 of this document), your custom text will appear in the email editor window; if you have not customized a response, and default text will appear. In either case, you can make edits to the email text before sending
5. To send the message, click the “Send” button
6. We ask that you initially respond to volunteers through the Mentoring Connector so that MENTOR and your state’s Affiliate can track responses. The volunteer’s phone number and email address will appear on the Volunteers page after your initial email is sent through the Mentoring Connector. If the volunteer doesn’t respond, we encourage you to use the phone number and email address to follow up outside of this system.
Locating Previous Volunteer Inquiries

To see a full list of all volunteers who have inquired into your program:

1. Sign in to your account and click on your program’s name
2. This will bring you to the “Program Overview” page
3. Four tabs down, you will see a tab that says “Volunteers.” Clicking this will bring you to a full list of volunteers who have inquired into your program.

Currently Not Accepting Volunteers

Many programs only recruit mentors at specific times in the year, and other programs may reach volunteer capacity. If you would like your program to appear in the Mentoring Connector, but you are temporarily not accepting volunteers, you may indicate this on your profile. Your program will still appear when someone searches the database, but a red banner will display that states “Currently Not Accepting Volunteers.” Volunteers will not be able to contact your program through the Mentoring Connector while this is selected.

To select this option:

1. Sign in to your account and click “Edit” beside your program’s name
2. Check the box that says “Currently not accepting volunteers” under “Admin Info”
3. Click “Submit”

The program will still appear when a volunteer searches his or her service area, but it will indicate that the program is not currently accepting volunteers where the “Contact Program” button formerly appeared.
Tracking Follow-Up Contacts

Programs will now be able to track follow-up contacts with potential volunteers. The “Track follow-up” button allows you to write and save notes about additional contact attempts, such as phone calls, emails and in-person interactions. To log notes about your contacts with volunteers:

1. **Sign in** to your account and click on your program’s name
2. This will bring you to the “Program Overview” page
3. Four tabs down, you will see a tab that says “Volunteers”. Clicking this will bring you to a full list of volunteers who have inquired into your program.
4. Click “Track follow-up” to the right of the volunteer’s name

rough the Mentoring Connector, the volunteer’s phone number and email address will appear so you can follow up directly.

5. Click the “Add entry” button shown in the screenshot below. You may add multiple entries.
Marking a Match

This feature appears under the Volunteers tab, where you can click “mark a match” beside a volunteer’s name to indicate that he or she has been matched with a mentee. To mark a match:

1. Sign in to your account and click on your program’s name
2. This will bring you to the “Program Overview” page
3. Four tabs down, you will see a tab that says “Volunteers.” Clicking this will bring you to a full list of volunteers who have inquired into your program
4. Click “Matched” beside the volunteer’s name to indicate that he or she has been successfully matched
5. Select the date the volunteer was matched
6. Click “Save”
Service Areas

The Mentoring Connector is now searching all the program service areas (zip codes) listed in your account instead of just the headquarters zip code. Your program will now appear when a potential mentor types in any of the service areas listed in your account.

We’ve noticed that some programs have indicated more zip codes than they serve, and we ask that all Program Administrators review your service areas by doing the following:

1. Sign in to your account
2. Click “Manage Program Service Areas” beside your program’s name
3. Add or remove zip codes

Please make sure that you’ve only included zip codes in which your program has a site or serves directly. This will ensure that you only receive inquiries from volunteers in your area.

National Organizations

If your program is an affiliate of a national mentoring organization, please indicate that on your profile.

1. Sign in to your account and click on your program’s name
2. Click the “Edit” button in the upper right hand corner
3. Scroll down to the Parent Organization section
4. Unselect “No Parent Organization” and search for your Parent Organization. If you don’t see the Parent Organization, you may write it in below.

National organizations’ headquarters may have their own National Accounts, which allows them to view affiliates’ accounts and follow up with unresponsive programs.
Editing Your Program Information

If there are changes to your program’s information, don’t forget to edit your profile in the Mentoring Connector so volunteers can access up-to-date information. To edit your profile:

1. Sign in to your account and click on your program’s name
2. Click the “Edit” button in the upper right hand corner
3. Once you’ve finished editing your profile, click “Submit” to save the changes

Please note that the Volunteer Contact listed in your profile will be listed in your default email response to volunteers. Make sure to update the Volunteer Contact field should there be a staffing change within your organization.

Editing Your Program Administrator Contact Information

Should you need to change your Program Administrator information, you may do so by following these steps:

1. Sign in to your account
2. Click on “Your Contact Info” in the blue bar
3. Click “Edit”

From here, you are now able to edit your information including your name, email and password. Click the “Submit” button to save changes.
Email Response to Volunteers

When a prospective volunteer sends an inquiry to your program, the Program Administrator receives an email notification prompting them to log in and respond to the volunteer. You have the option of customizing the email message that you send to volunteers. If you choose not to customize the email and you email volunteers through the Mentoring Connector, they will receive the following message:

Dear (Volunteer’s first name):

Thank you for expressing interest in becoming a mentor through (your program name as it appears in the Mentoring Connector)

We would love to connect with you to provide you with more information on volunteering with our program. Here's how you can reach us to find out next steps:

Contact: (name of the volunteer coordinator on your program listing)
Email: (email of the volunteer coordinator on your program listing)
Phone: (phone # of the volunteer coordinator on your program listing)
Web site: (your program’s web site as provided on your program listing)

Do not reply to this email -- use the email address shown above to contact the program!

Thank you!
(your program name as it appears in the Mentoring Connector)

Customizing your template is optional, but we recommend that you replace the second paragraph (“We would love to connect with you…”) with specific next steps the volunteer can take, rather than asking them to take another step to making a connection.
Customize your “Response to Prospective Volunteers” template

- Go to https://connect.mentoring.org/admin and log in
- Click on your program’s name on the Programs screen
- Click Email Templates in the gray bar near the top of the screen

You can now edit the standard message and save your new version to use as the default message. You can edit the subject line of the email, as well as the body copy, and you have the option of including an attachment to send to prospective volunteers.

The standard email includes a number of merge fields (enclosed in ^ marks and underlined on the screenshot below) that will automatically be replaced with information from your program listing or the volunteer’s submitted info (see next page for a screenshot with the merge fields underlined in blue).
Take care when editing your customized template not to remove the ^ marks, or change anything in between them in any way, unless you plan to remove the merge fields entirely and replace them with hard-coded text.
Once you've finished editing your customized template, click “Save”. Your customized version will become the default template used when you respond to a prospective volunteer.

You are able to edit your email responses to volunteers on an individual basis before sending them.

Closing

Thank you again for your dedication to the field of youth mentoring and for ensuring the Mentoring Connector provides a positive experience for programs and volunteers alike!

Please contact connector@mentoring.org or call 617-303-4600 for any questions about the Mentoring Connector.