Strengthening Virtual Programs

Voces Vitales Costa Rica | WPI

OUR TEAM

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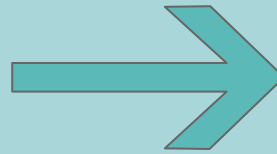**Madison Kroncke**
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OUR SPONSOR | VVCR

Focuses on supporting women so that they are capable of improving their quality of life and their families so that they can become agents of change in their communities.
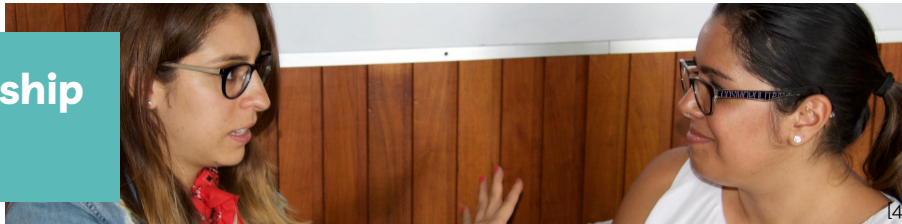
PROJECT GOAL

OBJECTIVES

[3]

Identify & determine best practices for online mentoring

Optimize VVCR's online mentorship certification programs

[4]

[5]

Create a guide & recommendations for virtual mentoring

Evaluate new virtual opportunities for the VVCR network

[6]

DATA COLLECTION

Survey WPI students and faculty.

Survey and interview VVCR mentors and mentees.

Interview WPI SDCC counselors and directors.

Interview other nonprofit organizations.

FINDINGS & ANALYSIS

MENTORING PROGRAM EVALUATION

VVCR MENTEES

Comparison to In-Person Sessions

Personal Connection

Overall Satisfaction

MENTORING PROGRAM

➤ **What is going well?**

VVCR MENTORS

Mentees are grateful for any type of mentoring

Increased Flexibility

Increased Accessibility

More Openness to Virtual Programs

MENTORING PROGRAM
➤ **What has been challenging?**

VVCR MENTORS

Lack of Non-verbal Communication

Easy to be Distracted

Learning new technology/software

Connectivity Issues

Finding a Quiet Place to Sit

Harder to Develop Personal Connection

MENTORING PROGRAM
➤ **What tools/techniques are helpful?**

VVCR MENTORS

Active Listening

Video-Calling

Use of Empathy

Calm Mind and Body Prior to Session

Begin Session with a Relaxing Exercise

Use Home Environment to their Advantage

VIRTUAL COUNSELING
➤ **What tools/techniques are helpful?**

WPI SDCC COUNSELORS

Reassure Confidentiality

Urge Students to Find a Quiet and Private Space

Embrace the Awkwardness

Focus on Values of Student

HOSTING VIRTUAL EVENTS

➤ **What events have been successful?**

LOCAL NONPROFIT

Coffee Hours

Large (Convention-like) Virtual Events

VIRTUAL LEARNING & ONLINE COURSES
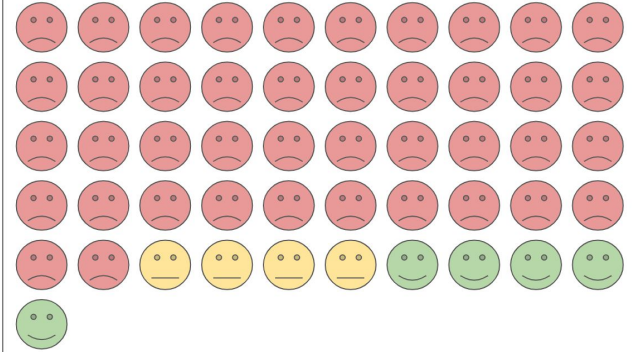
Overall Opinions → **WPI Students**

Hard time focusing and retaining information

Lack of connection and interaction with peers

More flexibility and time for yourself

Easy access to course materials

WPI Students Ability to Retain Information During Online Classes

It is **harder** to retain info during virtual classes than in person
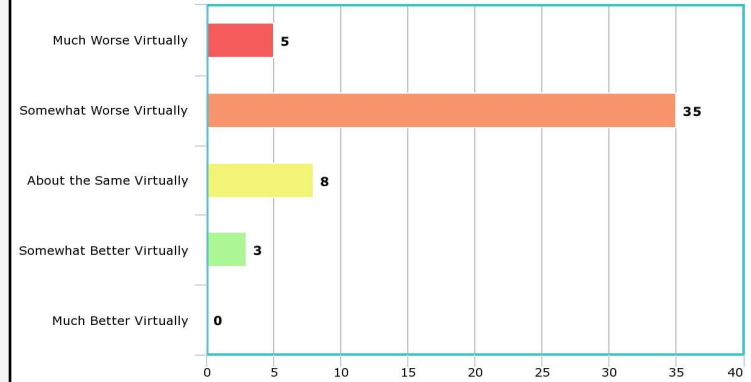
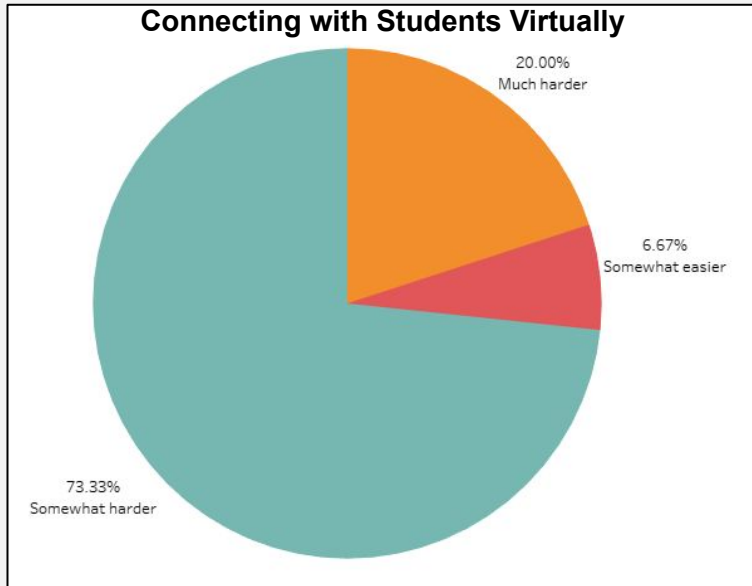There is no difference in retaining info between virtual and in person classes

It is **easier** to retain info during virtual classes than in person

Experience with Virtual Classes Compared to In Person Classes

	Value
Much Worse Virtually	5
Somewhat Worse Virtually	35
About the Same Virtually	8
Somewhat Better Virtually	3
Much Better Virtually	0

VIRTUAL LEARNING & ONLINE COURSES

Overall Opinions → **WPI Instructors**

Connecting with Students Virtually

20.00%
Much harder

6.67%
Somewhat easier

73.33%
Somewhat harder

Difficulty learning new technology and software

Disconnect from students and not able to provide them with enough support

Students can collaborate through chat features & breakout rooms

VIRTUAL LEARNING &
ONLINE COURSES

Proficient, accessible, and convenient

Attendees from all around the Globe

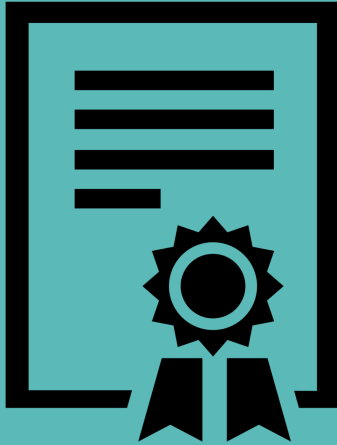No networking and face-to-face interaction

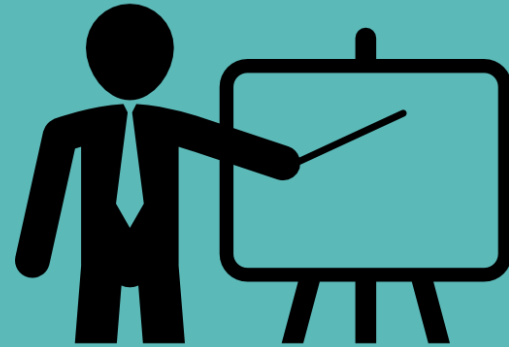# VIRTUAL LEARNING & ONLINE COURSES

Course Structure

➢ **Multiple Short Lecture Videos**

➢ **Interactive Activities**

➢ **High Energy Facilitator or Presenter**

➢ **Live Question and Chat Feature**

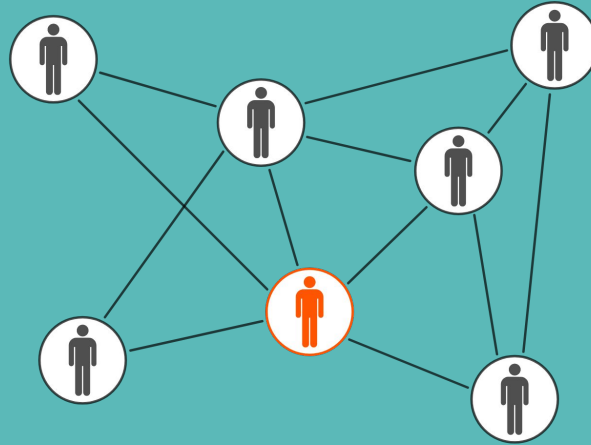➢ **Group page Where Students can Interact**

NEW VIRTUAL OPPORTUNITIES

Current Mentor Certification Process

Inside and Outside Webinars/Courses

Mentor Networking

NEW VIRTUAL OPPORTUNITIES

Informal Monthly Newsletter

DELIVERABLES

RECOMMENDATIONS

Recommendations for improving their virtual mentorship certification program and potential new virtual opportunities.

Guide with techniques and best practices to distribute to mentors.

MENTOR GUIDE

RECOMMENDATIONS & CONCLUSION

➤ **Create more virtual spaces for mentor interaction**

➤ **Implement a version of CWE's "Coffee Hours"**

➤ **Reestablish a VVCR newsletter**

[8]

RECOMMENDATIONS & CONCLUSION

➤ **Share information about relevant courses and training programs outside of VVCR**

➤ **Mentor-Led information sessions**

➤ **Implement a Mentor History Dashboard**

[9]

MENTORSHIP GUIDE

- ➤ Objectives of the mentoring process
- ➤ How to conduct the first session
- ➤ How to begin the following sessions
- ➤ How to finish the program
- ➤ Technical tips for virtual mentoring
- ➤ Soft skill tips for virtual mentoring
- ➤ Best practices for virtual mentoring
- ➤ Documentation process needed for VVCR

Voces Vitales
VIRTUAL MENTORSHIP

OBJECTIVO DEL PROCESO DE MENTORÍA
(PARA LAS 5 SESIONES)

Establecer objetivo *SMART del proceso*
1. ¿Qué desea trabajar?
2. ¿Para qué?
3. ¿Qué es lo que no sabe?
4. ¿Ha realizado algunas acciones respecto a esto antes?
5. ¿Qué le gustaría lograr?

ENCUADRE PRIMERA SESIÓN DE TODO EL PROCESO
- Agradecimiento
- Explicar de qué se trata este proceso
- Es un espacio de una hora, confidencial y seguro
- Se harán preguntas
- No se dan consejos
- Retroalimentación
- Se puede parar el proceso en ambas vías (si alguien siente indisposición)
- Verificamos la comprensión

¿CÓMO INICIO LAS PRÓXIMAS SESIONES?
1. Retomar lo trabajado en la sesión anterior sin profundizar
2. Revisar tarea, retos y aprendizajes.
3. ¿Qué queres conversar hoy?
4. ¿Cómo se relaciona esto con el objetivo del proceso de mentoría?
5. ¿Qué te queres llevar al finalizar esta sesión?

¿CÓMO CIERRO CADA SESIONES?
- 5 minutos antes
- ¿Cómo te sentís?
- ¿Qué te llevás?

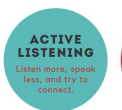### TIPS FOR CONDUCTING VIRTUAL SESSIONS
From VVCR Mentors

TECHNICAL TIPS
- Upgrade your software & technology
- If possible, use video-calling with cameras
- Practice meditation before beginning a session such as Heartmath
- Request feedback from your mentee

SOFT TIPS
- Be in a good clear headspace
- Be an active listener and use empathy
- Be aware of the timing of your session
- Engage in small talk conversation to get to know your mentee
- Ask about your mentee's environment to get to know the situation better

CONNECT Find commonalities. Use empathy.

BE PRESENT Be ready and have confidence in yourself.

ACTIVE LISTENING Listen more, speak less, and try to connect.

TRUST THE PROCESS All will turn out well. This is the new normal.

71% The majority of VVCR mentees still feel as though the human connection and engagement is present through their virtual mentorship sessions.

DOCUMENTACIÓN
Semana 1:
Hoja de Acuerdos
Test de liderazgo 1
Bitácora 1
Semana 2: Bitácora 2
Semana 3: Bitácora 3
Semana 4: Bitácora 4
Semana 5: Bitácora 5
Semana 6: Bitácora 6
Semana 7: Bitácora 7
Final:
Bitácora 8 (formulario diferente)
Test de liderazgo 2

"BE READY. BE PRESENT. HAVE CONFIDENCE IN THE PROCESS AND THE TOOLS YOU LEARN WITH VOCES VITALES COSTA RICA. CONNECT WITH OTHER MENTORS FOR ADVICE."

ACKNOWLEDGEMENTS

➢ **Eugenia Gamboa**

➢ **Professor Chiarelli and Professor Rao**

➢ **VVCR Staff, Mentors, and Mentees, WPI Students and Faculty, WPI SDCC, Center for Women and Enterprise, and Pathways for Change**

REFERENCES

IMAGES:

[1] https://vocesvitalescr.org/?q=galeria

[2] https://vocesvitalescr.org/?q=galeria

[3] https://vocesvitalescr.org/?q=galeria

[4] https://vocesvitalescr.org/?q=galeria

[5] https://www.4sitestudios.com/blog/how-run-successful-online-meeting

[6] https://vocesvitalescr.org/?q=galeria

[7] https://vocesvitalescr.org/?q=galeria

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[9] https://vocesvitalescr.org/?q=galeria

[10] https://vocesvitalescr.org/?q=galeria

[11] https://vocesvitalescr.org/?q=galeria

[10]

THANK YOU

Does anyone have any questions?

Contact us at:
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