

Otago Mentor Match

Website Use and Administration Manual

Table of Contents

Overview.....	2
Functionality Pipeline.....	2
Feature Requests.....	2
Glossary.....	2
Student (Mentee) Users.....	3
Registration and Profile Management.....	3
Mentor Viewing.....	3
Match Requesting.....	3
Alumni (Mentor) Users.....	3
Registration and Profile Management.....	3
Match Approval.....	3
Administrator (Admin) Users.....	3
Admin Security Permissions.....	3
User Management.....	3
Match Approval and Management.....	3
Matching Process.....	4
Contact.....	5
Jayden Prakash David Currier.....	5
Jessie Rongen Thirza Smith.....	5
Kieran McAuley.....	5

Otago Mentor Match

Website Use and Administration Manual

Overview

Welcome to the Otago Mentor Match user guide. This resource provides an overview of the system functionalities for different user types. Please contact your system administrator with further questions.

The Otago Mentor Match website application provides Otago University students and alumni with a platform on which to connect, or 'match', in a mentorship programme. This manual covers the functionalities which are currently implemented on the site.

Functionality Pipeline

Additional features to be added to the site include:

- Ability for Matches to set up online meetings through the site
- Ability to take meeting notes/minutes through the site
- LinkedIn integration to maximise registration efficiency
- Ability to add multiple work experiences and postgraduate/undergraduate qualifications
- Ability to export analytics data to CSV format
- Bulk-import of users
- Ability to filter Mentor searches by additional fields (work experience, role, skills, and more)
- Email notifications for users (triggered by match requests, match acceptances, and other events)
- Ability for users to provide a rating and feedback on their Match
- Ability for existing admin users to assign admin permissions to other users
- Ability for Mentees to request a Match termination through the site
- Improved interface scalability across difference device sizes
- Additional skills & interests to select/add to profile
- Additional reporting and analytics features
- Ability for students to filter the list of available Mentors by various profile attributes
- Auto-random matching for Mentees who have been in the system for a certain period of time with no matches.
- Inability for Mentees to request to match with a Mentor when their mentoring capacity is reached

Feature Requests

If you would like to request additional or updated site functionalities or information, please contact your system administrator.

Glossary

System Administrator	- The website's backend administrator who has access to the database.
Admin User	- A site user who is an Otago Mentor Match programme coordinator or supervisor and requires access to restricted site features including user management and analytics.
Mentee	- A site user who is a current University of Otago student.
Mentor	- A site user who is a University of Otago Alumni member.
Match	- A pairing of one Mentor and one Mentee on the site, who have mutually agreed to take part in the Otago Mentor Match programme together.

Otago Mentor Match

Website Use and Administration Manual

Student (Mentee) Users

Registration and Profile Management

Mentees have the ability to register their own account through the site. Once registered, they will be able to log in with their specific credentials.

Mentor Viewing

Mentees can view a list of the active mentors within the system.

Match Requesting

Mentees can request to match with any of the available mentors. The match must be approved by both the mentor and an admin user before it is confirmed. Mentees may only match with one mentor at any given time. To terminate a match, the student must get in contact with the programme coordinator.

Alumni (Mentor) Users

Registration and Profile Management

Mentors have the ability to register their own account through the site. Once registered, they will be able to log in with their specific credentials.

Match Approval

Mentors can view their match requests once logged in. They have the option to either decline or accept match requests.

Administrator (Admin) Users

Admin Security Permissions

The administration security permissions currently must be granted by the system administrator through the database. To be granted admin access to the site, a user must first have an existing Mentor account. Once granted administrator access, admin users will have access to both Mentor and admin-specific site pages. Please contact your system administrator for assistance with granting admin access to additional Mentor users.

User Management

Admin users have the ability to delete users from the system.

Match Approval and Management

Admin users must approve requested/pending Mentee-Mentor matches before they are live and confirmed. Match requests can be either approved or declined. Admin users can also view current active Matches, and terminated them if required. These features are available via the Admin Dashboard:

Otago Mentor Match Website Use and Administration Manual



Admin Dashboard

As an Otago Mentor Match administrator, you can approve matches, import user data, export user data, and access analytics.

Pending Matches

User and Match Management

Matching Process

The below process map provides a high-level overview of the current Mentor-Mentee matching process:



Otago Mentor Match Website Use and Administration Manual

Contact

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