HyperionDev

Mentor Call Training Reflections Session 2

Name:

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Session 2

Notes

[Delete this and add any notes you've made on this session here.]

Reflect and Apply

Please answer the following questions below:

1. *In a mentor session, the student asks you if you can please help them find the lecture schedule and recordings. What is the course of action here?*
2. *What is the first step of a mentor session?*
3. *You have assisted the student with understanding a task that they are working on. There are still 20 minutes left in the session. What do you do?*
4. *When is a student considered and no-show and what process should you follow when a student is a no-show?*
5. *How should a mentor session be ended?*

Answers

1. Direct them to submit a query at www.hyperiondev.com/support (the Zendesk).
2. After Joining the GMeet Session, the mentor must start recording & present the housekeeping slides to the student.
3. Explore possibilities of enhancing the session
   a. Provide more "scaffolding" wherever possible
   b. "Spot Check" the student with questions about important concepts.
   c. Prepping them for the next task
   d. Provide as much value as possible to the student
   e. Revise the neatness of their code
4. When the student does not pitch up after **15 minutes**.
   Stop the recording, and fill out the "Student No-Show Form".
5. Do a Session Recap
   Remind them of Safeguarding & Wellness:
   a. Take regular breaks
   b. Stay hydrated
   c. Avoid prolonged screen time
   d. Practise good posture

e. Get regular exercise

Setup recordings folder

Create a Google Meet and make sure that you can record your sessions.
The following link will show you how to record and where to find recordings.
https://support.google.com/meet/answer/9308681?hl=en

Now follow the instructions in the following document to ensure that the correct team members have access to recordings i.e. managers and quality staff.

https://docs.google.com/document/d/1Ra8VOI9ivXWNTL4APEukSOjVTPEmmLzZh OClGv-gyPA/edit?usp=sharing

Once completed, please also share the link to the recordings folder below.

Add link below

👆 **Meet Recordings** 👆