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Organization: United Women Singapore
Website: https://www.uws.org.sg/

United Women Singapore (UWS) is a non-profit organization dedicated to advancing gender equality and empowering young women and girls. Through advocacy and community engagement, UWS focuses on promoting women's leadership, economic independence, and education, enabling participants to thrive both personally and professionally.

Context

Through its Girls2Pioneers STEMentorship program, UWS matches students aged 16 and above with STEM professionals for a 4- month mentorship journey focused on fostering self-discovery, career planning, skill development, and readiness for early workplace success. Currently, more than 600 students have been empowered through this mentorship program.

In the mentorship program, mentors and mentees are expected to coordinate and attend regular sessions. A key challenge for UWS currently is understanding and improving the effectiveness of these mentorship sessions. UWS faces challenges with sustaining mentor and mentee engagement over time, as interest often declines, leading to reduced interaction and participation. Additionally, low completion rates on mentorship log sheets hinder effective feedback collection and make it difficult to understand and track progress, and in turn monitor the overall impact of the program.

Stakeholder universe

Mentees
Students in Singapore, aged 16 and above, who are pursuing STEM courses and looking for guidance through mentorship. After graduation from the mentorship program, students join the alumni database, gaining access to UWS partner opportunities and the chance to contribute back to the mentoring community by becoming mentors themselves.

Mentors
STEM professionals from UWS corporate partners who volunteer their time and expertise to support, guide, and inspire mentees as they navigate personal and professional growth. They go through training and are provided with handbooks to help structure their sessions.

Program Coordinators
UWS has a team of program coordinators who manage and oversee the operations of STEMentorship program. They are also responsible for designing, matching, and overseeing the

mentorship program, supporting both mentors and mentees, and aiming to foster a thriving alumni network.

Challenge

How can technology be used to strengthen mentee-mentor engagement and more effectively track interactions – especially when mentors do not complete mentorship feedback forms regularly? How can session outcomes be accurately measured and the overall quality and impact of the mentorship program be enhanced?

Technology Baseline

UWS is currently reliant on the Google ecosystem such as Google Forms and Google Sheets to manage data / feedback collection. WhatsApp is used as the main communication tool to manage the multiple groups that are part of the STEMentorship program.