Indspire

Challenge #1: Create a solution that enables Indspire to match mentors with mentees.

Currently, there are two programs that facilitate a mentor-mentee relationship:
- Students (Post-Secondary-to-High School and Professionals-to-Post-Secondary)
- Peer Support (educator-to-educator)

There are 500 participants annually combined for both programs. Matching is conducted monthly with continuous program intake for both programs.

The system is based on the below matching vectors (ranked by importance):
1) Grade/Field of Study
2) Province
3) Male/Female/Indigenous/non-Indigenous
4) Personality traits

Currently, across Canada, two Indspire staff members manually conduct the matching process and conduct intake phone calls with every participant to get to know the individual and ensure a suitable match. The program attracts more mentors than mentees and Indspire is looking to even out the ratio. The imbalance is caused by the fact that mentees are less likely to complete the program. A challenge is that some mentorship relationships are across different time zones and the relationship may be limited to Skype, phone or e-mail.

Indspire is looking to the matching process digitized with an option to incorporate physical paper forms to accommodate Indigenous communities with limited access to the internet.

Indspire

Indspire

Current Matchmaking Process (relevant for both Student and Peer mentor relationships):
1. Individual contracts are drafted for the mentor and mentee.
2. Contracts are emailed to mentor/mentee, returned to Indspire.
3. Indspire records the contracts in DonorPro.
4. 3 surveys are completed (via SurveyMonkey) and tracked in DonorPro.
5. Honourarium forms are individually sent to each participant upon completion of each survey.
6. Honourarium form details and cheque date is submitted to Indspire finance department, and manually recorded in DonorPro.
7. Competition certificates are created and mailed to each participant (pending completion).

If more digitalization occurred, program coordinators would have more time to enhance programming and materials to keep participants engaged throughout the year. These changes would improve the quality of the program.

Ideal Features:
• Scalable
• Retain the "personal touch"
• Participants given the option to choose a mentor/mentee
• Provide 3-5 possible "back-up" matches
• Digitize the process

Peer Support Registration Form
Peer Support Survey 1
Peer Support Survey 2
Peer Support Survey 3

Indspire