

Title: Mentor Session Structure Optimization for Scaler Programs

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Role Applied: Program Director Intern (AI & Operations)

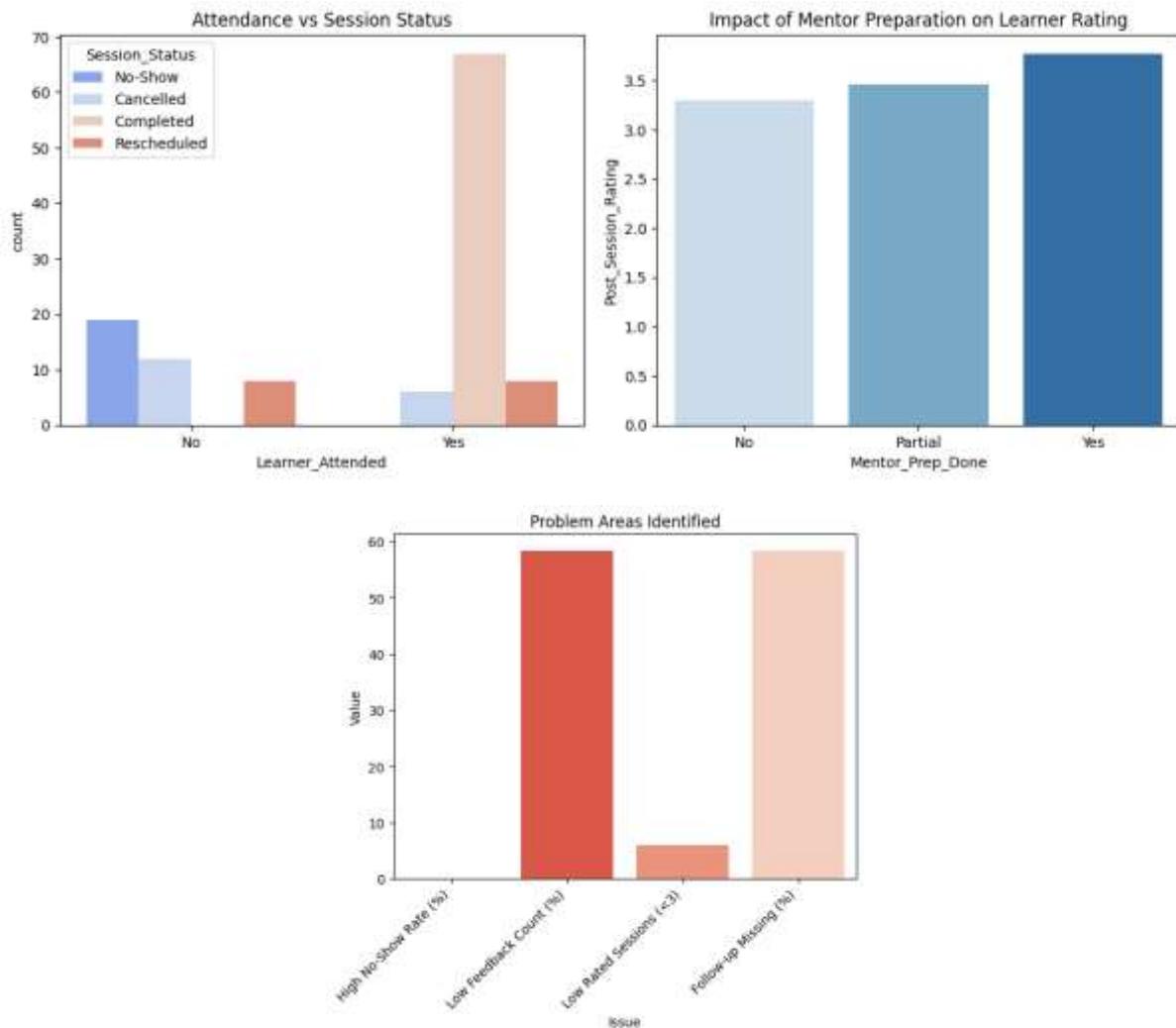
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1. Problem Diagnosis

An in-depth analysis of 120 mentorship sessions revealed that **unstructured session flow and low feedback documentation** are contributing to inconsistent learner outcomes.

Key Findings (from data):

- **Session Completion Rate:** **55.8%** — nearly half the sessions are incomplete or rescheduled.
- **Learner Attendance:** **67.5%**, indicating moderate engagement.
- **Average Rating:** **3.64/5** — shows learner satisfaction is decent but leaves room for improvement.
- **Mentor Preparation Impact:** Sessions where mentors marked **Yes** for preparation scored higher (avg. rating 3.77) compared to **Partial** (3.46) or **No** (3.3).
- **Low Feedback Capture:** **58.3%** of sessions are missing learner feedback, making performance evaluation difficult.
- **Follow-up Missing:** **58%** of sessions have no scheduled follow-up.
- **Correlation Insights:** Longer scheduled durations had weak negative correlation with learner ratings (-0.16), suggesting quality matters more than duration.



Business Impact:

- Missed learner touchpoints → reduced satisfaction and potential churn.
- Lack of follow-ups → poor accountability and continuity.
- Incomplete session documentation → weak data-driven decision-making for program teams.

2. Solution Design - Structured Mentorship Framework

In order to remedy the inconsistencies, it has found in the data and to further optimize mentor efficiency and learner experience, a **fixed 3-phase mentorship structure** is proposed: pre-session preparation, in-session engagement, and post-session continuity.

A. Pre-Session Stage (Preparation & Context Setting)

Objective: Ensure that mentors and learners have aligned goals and materials when sessions begin.

Key Actions:

- Automated agenda generation using prior learner data (projects, progress, ratings).
- Mentor checklist (review learner profile, session goals, prior feedback).
- Learner pre-input form (expectations, topics, blockers).
- AI tool integration: **Pre-session recommendation engine** that suggests topics based on prior feedback and learner's batch-level pain points.

Expected Impact:

- Mentor preparedness → higher ratings (as seen in data correlation).
- Learner clarity → reduced no-shows and cancellations.

B. During-Session Stage (Engagement & Interaction Quality)

Objective: Drive high-quality, engaging conversations aligned with defined learning outcomes.

Key Actions:

- Real-time session tracking tool to log engagement level (attendance, duration, sentiment).
- Automated note-taking assistant using speech-to-text + summarization models (e.g., Whisper + GPT).
- Structured session template: Introduction → Discussion → Action Planning.
- Dynamic feedback prompts at session end for immediate learner input.

Expected Impact:

- Session structure consistency → improved learner satisfaction.
- Better documentation → stronger insights for program analysis.

C. Post-Session Stage (Follow-up & Continuous Improvement)

Objective: Reinforce learning outcomes and ensure continuity.

Key Actions:

- AI auto-summary emailed to learner and mentor.
- Automatic scheduling of follow-up sessions based on unresolved topics or low sentiment.
- Sentiment-aware post-session rating system for proactive issue tracking.
- Dashboard integration with early-warning flags (from Python Section 3).

Expected Impact:

- Improved follow-up completion.
- Stronger accountability loop for mentors.
- Drop-in **Session No-Show** and **Cancelled** rates.

3. Stakeholder Management

The success of the structured mentorship framework relies on clear delineation of ownership and effective communication among the involved teams. Each stakeholder has a distinct function to promote consistency, learner satisfaction, and continued enhancement.

A. Key Stakeholders and Their Roles

Stakeholder	Role	Responsibilities
Mentors	Frontline facilitators	Lead sessions according to structure, reviewing learner profiles in advance, documenting key discussion points, and clarifying next steps.
Learners	Core participants	Share goals or blockers in advance, regularly attend the sessions, and give timely feedback.
Program Managers (PMs)	Process owners	Monitor mentor performance, track learner satisfaction, ensure structure adoption, and handle escalations.
Operations Team	Execution support	Manage scheduling and attendance, maintaining session data quality. Respond to learner concerns, manage reschedules, and follow up after sessions.
CX/Support Team	Issue resolution	Address learner concerns, handle reschedules, and ensure post-session follow-up.
Leadership Team	Oversight	Review progress reports, allocate resources, and set performance benchmarks.

B. Communication and Review Framework

1. Weekly Mentor-PM Check-ins:

Short syncs to review attendance, prep completion, and learner experience.

2. Bi-Weekly Summary Reports:

Consolidated insights on session quality, participation trends, and common learner pain points.

3. Monthly Review Meetings:

Discussion on recurring issues, feedback highlights, and best practices to standardize mentor performance.

4. Quarterly Leadership Reviews:

Evaluate the impact of structured sessions, set next-quarter targets, and approve process improvements.

C. Feedback and Escalation Loop

- **Immediate Feedback Collection:** End-of-session rating and comment forms shared with learners.
- **Mentor Feedback Summary:** Compiled data on session quality and learner sentiment shared with mentors during monthly reviews.
- **Escalation Protocol:** If a session receives repeated poor feedback or no-shows, PMs intervene within 48 hours for corrective action.

D. Governance and Accountability

- Each Program Manager oversees a specific mentor cluster to ensure closer monitoring.
- A shared session-tracking dashboard helps teams access attendance, ratings, and action-item completion.
- Continuous feedback from mentors and learners helps refine the structure based on real outcomes.

4. Implementation Roadmap

To facilitate the introduction of the new mentorship structure, the rollout must take place in phases beginning with a pilot of three programs, collect learnings from live session experiences, and then expand to all programs. The intention is for clarity, consistency, and improved mentor-learner outcomes in the various programs, therefore the system cannot be overwhelmed.

Phase 1: Pilot (Weeks 1–4)

We'll begin with a small test group with a few mentors and batches to try out the fixed session flow (pre, during, post).

- Train mentors on the new structure and give them ready-to-use templates.
- Track how learners respond to attendance, engagement, and feedback.
- Collect open feedback from mentors to understand what feels natural and what doesn't.

➔ **Outcome:** Early validation and quick improvements before wider adoption.

Phase 2: Scale-Up (Month 2–3)

Once the pilot is refined, we expand it across other batches.

- Run short onboarding sessions for mentors across programs.
- Add standard checklists and notes inside existing tools.
- Review weekly metrics and share success stories to build buy-in.

➔ **Outcome:** Consistent mentoring experience and better visibility for the operations team.

Phase 3: Continuous Improvement (Month 4 onwards)

After adoption, we move into long-term sustainability.

- Automate small tasks like session reminders and feedback prompts.
- Highlight top-performing mentors and share best practices.
- Keep dashboards and reports simple so that teams can act fast on insights.

➔ **Outcome:** A scalable, repeatable mentorship model that runs smoothly with minimal manual follow-up.

5. AI / Automation Integration - From Prototype to Scaler Tool

Two small, yet high-impact AI prototypes were developed in Python to lessen manual oversight and enable more data-driven mentor sessions. The focus was on automating repetitive tasks i.e. the analysis of session feedback and documentation of weekly sessions and each output can be robust enough to turn into production-level tools with creativity and minimal engineering.

Prototype 1: Feedback Sentiment Analyzer

Objective:

Help Program Managers automatically detect negative or concerning learner experiences without manually reading every feedback note.

How it works (Prototype):

- Built using the **TextBlob** library for quick sentiment classification.
- Each learner's feedback is classified as **Positive**, **Neutral**, or **Negative**.
- A visual dashboard (Seaborn bar chart) shows distribution and correlates average ratings with sentiment.

Results from dataset:

Sentiment	% of Feedback	Avg Session Rating
Neutral	65.8%	3.84
Positive	28.3%	3.59
Negative	5.8%	3.14

Insights:

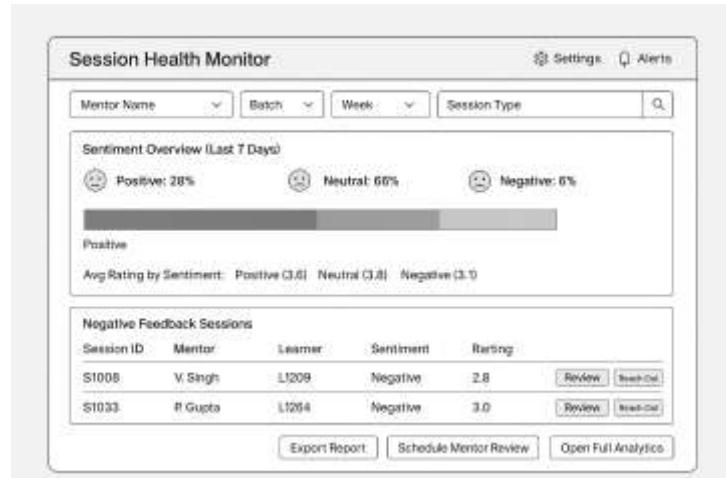
- Most learners leave neutral or brief feedback, showing limited qualitative data.
- Negative comments though few, align with low ratings confirming that sentiment can be used for **early warnings**.
- This can help PMs prioritize outreach, for example, contact learners from **Negative** sessions within 24 hours.

How to scale this into an automation:

1. Integrate with the session feedback form (Google Form / LMS API).
2. Run night sentiment classification using a cloud function (AWS Lambda / Python script).
3. Store sentiment tags in a shared dashboard (Power BI / internal CRM).
4. Send Slack/email alerts to Program Managers for any session marked "Negative".

Future Enhancements:

- Move from TextBlob to a fine-tuned transformer model (BERT) for more context-aware sentiment.
- Add multi-language support to handle Indian learner diversity.



Prototype 2: Smart Session Summary Generator

Objective:

Automate session documentation for mentors and PMs summarizing what the session covered and what actions were discussed.

How it works (Prototype):

- Uses KeyBERT to extract key terms from learner feedback.
- Combines them with session details (Mentor, Session Type, Duration) to generate a 1–2 line summary.
- Outputs stored in CSV file (mentor_session_ai_summary.csv), ready for dashboard use.

Sample Outputs:

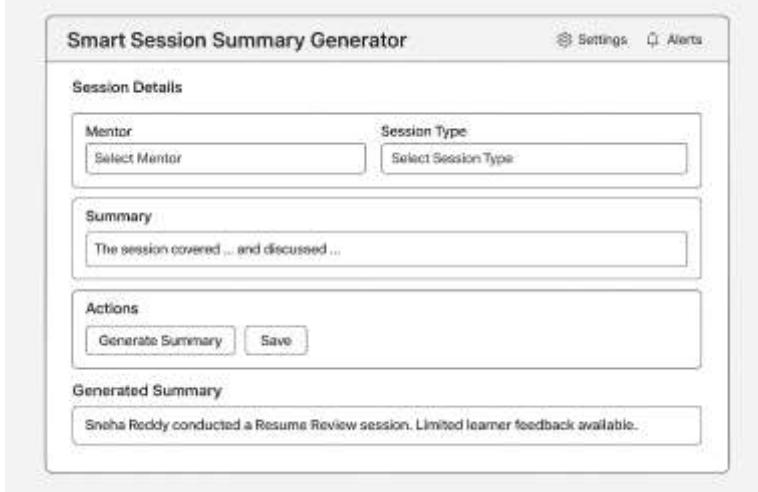
- Sneha Reddy conducted a Resume Review session. Limited learner feedback available.
- Session on **Resume Review** by **Vikram Singh** highlighted career guidance, guidance motivating, excellent career.
- Vikram Singh conducted a Learning Roadmap session. Limited learner feedback available.

Impact:

- Converts unstructured feedback into structured summaries.
- Saves 5–7 minutes per session on manual documentation.
- Makes performance reviews data-ready for weekly team meetings.

How to scale this into an automation:

1. Integrate directly with mentor feedback submission forms.
2. Run a script to generate and auto-fill AI Summary field in Scaler's mentor dashboard.
3. Allow mentors to review/edit before submission (human-in-loop).
4. Auto-email the summary + action items to the learner and mentor post-session.



The image shows a screenshot of a web-based application titled "Smart Session Summary Generator". The interface is divided into several sections:

- Session Details**: Contains fields for "Mentor" (with a dropdown menu showing "Select Mentor") and "Session Type" (with a dropdown menu showing "Select Session Type").
- Summary**: A text input field containing placeholder text: "The session covered ... and discussed ...".
- Actions**: Contains two buttons: "Generate Summary" and "Save".
- Generated Summary**: A text area displaying the generated summary: "Sneha Reddy conducted a Resume Review session. Limited learner feedback available.".

6. Success Metrics & Early Warning Tracker (10%)

To verify that the changes are truly having an impact on the ground, there was a very simple tracking framework developed to measure mentor performance, learner satisfaction, and session health. The intention was not just to collect data, but rather to be able to identify problems early and offer support to mentors before anything goes wrong.

Program-Level Snapshot

Metric	Value
Total Sessions	120
Completed Sessions	67
Average Session Rating	3.64
Mentor Prep Done (%)	56.7%
Follow-up Scheduled (%)	41.7%
Negative Feedback Count	7

What it tells us:

- About half of the sessions had mentors who were fully prepared showing some inconsistency in planning.
- Follow-ups happened in less than half the sessions, meaning many learners didn't get continued guidance.
- The average session rating **(3.6/5)** is decent but leaves scope for improving quality and engagement.
- Even though only a few sessions had negative feedback, they offer clear clues about where support is needed.

Early Warning Tracker

To make this data useful for Program Managers, a simple flagging system was designed.

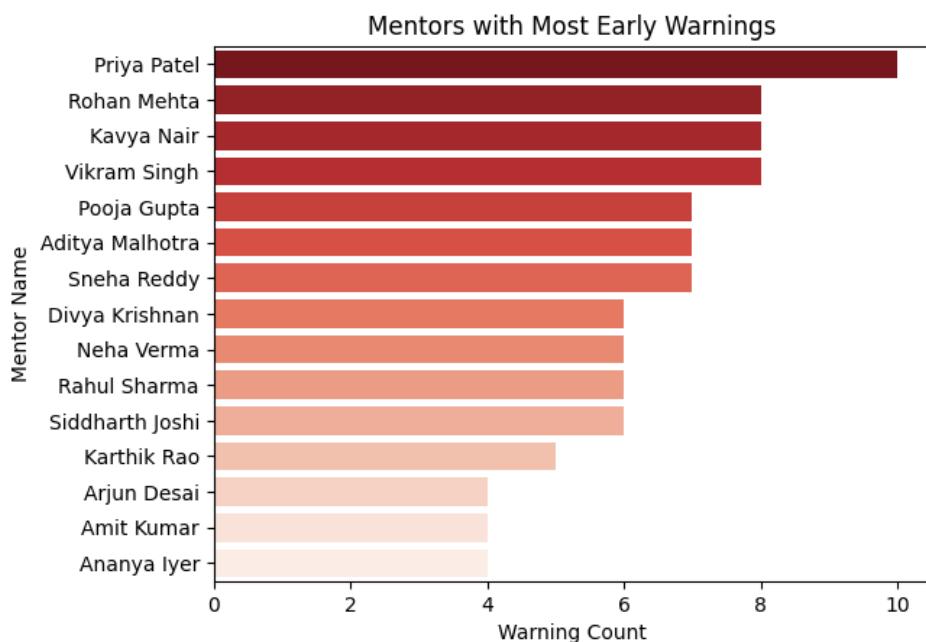
Each session gets tagged as either  **All Good** or  **Needs Attention** based on a few signs like missing mentor prep, no follow-up, low rating, or negative comments.

Example flags:

- Mentor Not Prepared, No Follow-up
- Low Rating, Negative Feedback

This helps the team spot risky sessions quickly and reach out to mentors or learners before dissatisfaction grows.

Mentor-Level Insights



Rather than treating these as performance issues, they can be seen as *coaching opportunities* — mentors may need more support, better resources, or guidance in handling certain session types.

How It Can Be Used

The tracker can easily be added to an Excel or Power BI dashboard.

Program Managers can filter sessions by mentor, date, or feedback type and get a color-coded overview of where to step in.

- **Green** → Smooth sessions
- **Yellow** → Mild attention needed
- **Red** → Urgent follow-up

With weekly updates, this simple setup can save time, reduce manual checking, and bring more structure to the mentoring program.