



Mentoring Toolkit Step 4

Program Evaluation

Evaluation Instructions

The Program Rating Scale and Mentee's Post Interview

Program Evaluation is an important step to measuring the health and success of a program. Below you will find tools to get you started on evaluating your mentor program.

1. The Program Rating Scale

The Program Rating Scale is a self-evaluation tool that can be used periodically by the Steering Committee (SC) to assess and track the quality of the mentoring program.

2. Mentee's Post Interview

The Mentee's Post Interview can be filled out by mentees upon program completion to assess the frequency, duration, and nature of mentoring that occurred. This could also be done in a face to face interview with the mentee and the shift coordinator.

Mentor Program Rating Scale

Instructions:

Complete this rating form to assess and track the quality of the Mentor program. For each Evaluation Metric please mark **W, M, or S**.

Facility Name: _____

Date: _____

Evaluation Metric	Rating Level			Rating W,M,S
	Weak (W)	Moderate (M)	Strong (S)	
Organizational Support Definition: Employees given ample time, encouragement for program activities.	<ul style="list-style-type: none"> No encouragement of mentor program activities Little awareness of program amongst employees. Time not allowed for program activities 	<ul style="list-style-type: none"> Some encouragement of mentor program activities Awareness of program in some departments Minimal work time allotted for program activities 	<ul style="list-style-type: none"> Encouragement of all mentor program activities Facility-wide awareness of program Ample work time allotted for program activities 	
Steering Committee (SC) Engagement Definition: Fulfills expectations of Mentor Steering Committee	<ul style="list-style-type: none"> SC not meeting, not fulfilling expectations Not adapting program to facility needs No mentor training or replacement Not replacing Committee members as needed Not working with Shift Coordinators Not maintaining a Mentor list, resources station 	<ul style="list-style-type: none"> SC meeting at Program Managers' requests, fulfilling some expectations: Adapting program somewhat to meet facility needs Minimal mentor selection Replacing Committee members as needed Working minimally with Shift Coordinators Outdated mentor list, resources station 	<ul style="list-style-type: none"> SC meeting, fulfilling all expectations: Adapting program to facility to meet needs Selecting, training, replacing mentors as needed Promptly replacing Committee members as needed Working well with Shift Coordinators Maintaining updated mentor list, resources station 	

Mentor Program Rating Scale cont.

Evaluation Metric	Rating Level			Rating W,M,S
	Weak (W)	Moderate (M)	Strong (S)	
Shift Coordinator Effectiveness Definition: Fulfills expectations of Shift Coordinator	<ul style="list-style-type: none"> • Not creating/keeping up mentor list, schedules • Not communicating with Mentors to facilitate mentoring • Not collecting program data from Mentors 	<ul style="list-style-type: none"> • Creating/keeping a mentor list and schedules, possibly outdated • Some communication with shift supervisors to facilitate mentoring • Collecting some program data from Mentors 	<ul style="list-style-type: none"> • Creating/keeping up up-to-date mentor list and schedules • Good communication with shift supervisors to facilitate mentoring • Collecting all program data, giving to Program Managers 	

Mentee's Post Interview

1. Please check which one applies to you

- ☐ I was assigned an individual mentor; I utilized my Mentor AND I also regularly talked with other designated Mentors. If so, please estimate the total number of Mentors you utilized:
- ☐ I was assigned an individual Mentor, and I utilized my Mentor. I may have interacted with other Mentors on occasion.
- ☐ I was assigned an individual Mentor, but I utilized another Mentor(s) instead of my Mentor.
- ☐ I was assigned an individual Mentor, but I did not participate in mentoring
- ☐ I was not assigned an individual Mentor. One or more designated Mentors worked on my shift/slot; I was told who they were, and I utilized at least one of them. If so, please estimate the total number of Mentors you utilized:
- ☐ I was not assigned an individual Mentor; I worked with at least one Mentor, but I did not engage in mentoring.
- ☐ I was not assigned a Mentor, and I did not have the opportunity to work with any Mentors.

Mentee's Post Interview cont.

**2. In what ways did your Mentor(s) meet and communicate with you?
(Check all that apply)**

- ☐ Formal private sit down meetings
- ☐ Meeting before or after hours
- ☐ Informal meeting when working together
- ☐ Phone
- ☐ Email
- ☐ Never communicated

3. Who initiated most of the contact between you and your Mentor(s)?

- ☐ I did
- ☐ The mentor
- ☐ About equal

4. About how often did you meet with your Mentor(s), and for how many months?

If you did not meet, what was the reason you did not meet or the barriers to meeting?

Mentee's Post Interview cont.

5. What kind of topics, generally, did you cover with your Mentor(s)?

6. What did you find most helpful about being mentored?

7. If you were to go through training again, would you choose to have a Mentor? ___ Yes ___ No

8. Any comments or suggestions about the program?