

COVID-19 Response Mentoring Survey Toolkit

Page 1: [Objectives, Measures & How to Access the Surveys](#)

Page 2: [Administering Surveys](#)

Page 5: [Overview of COVID-19 Response Mentoring Surveys](#)

Page 6: [Why Conduct Surveys](#)

Page 7: [Sample Survey Outreach Templates](#)

If you have any questions related to the surveys or how to access them, please contact us at surveys@mentorvt.org.



Objectives

The objectives of the COVID-19 Response Mentoring Surveys are to:

- Understand – quantitatively and qualitatively – what mentoring relationships look like, how they have changed, and the impact of maintaining mentoring relationships during COVID-19 (including in-person mentoring with social distancing and remote mentoring).
- Identify barriers and ways to improve mentoring in a pandemic (and, remote mentoring and social distance mentoring more generally).

What the COVID-19 Response Mentoring Surveys Measure

The following are assessed by the COVID-19 Response Mentoring surveys:

- What mentoring relationships look like during COVID-19, including how mentors-mentees have been interacting and communicating
- The kinds of COVID-19 specific supports (e.g., mental health, educational support, social-emotional, public health) mentors have provided mentees and their families with during the pandemic
- The impact of mentoring on mental health, skill development, and providing consistency
- Strength of the mentoring relationship, and challenges being caused by COVID-19
- The additional supports mentees' need
- Barriers to building a strong mentoring relationship during a pandemic
- Strategies mentors have used to maintain mentee engagement during the COVID-19 pandemic

How to Access the Surveys

To view the COVID-19 Response Mentoring Surveys go to: mentorvt.org/covid-19/#7

If YOU are interested in using the COVID-19 Response Mentoring Surveys for your program, please email surveys@mentorvt.org to receive your unique survey links.

What if I want to add questions to the surveys?

Unfortunately, MENTOR Vermont will not be able to accommodate adding additional questions to the COVID-19 Response Mentoring Surveys.

Questions?

We encourage you to reach out to surveys@mentorvt.org if you have any additional questions that are not covered by this toolkit or the survey web page.



Administering Surveys

WHEN:

Programs receiving MENTOR Vermont: OJJDP Mentoring Opportunities for Youth Initiative – COVID-19 Response Funding:

- The survey period for your program is August 5th – September 4th.
- All data from paper surveys must be entered into SurveyMonkey by October 5th to allow for your data to be included in your final report that is due October 6th.

All other programs:

- The survey will be available for you to use within two business days of you emailing surveys@mentorvt.org to request your unique program links for the surveys.
- The COVID-19 Response Mentoring Surveys will be available for use August 5th – October 31st, 2020 but MENTOR Vermont strongly encourages you to administer the surveys between August 5th – September 4th so that your data isn't impacted by mentees beginning the school-year. MENTOR Vermont will only be considering data from the August 5th – September 4th window for its larger statewide data analysis.

WHO:

Ideally your program will administer surveys to the following constituents:

- Mentees
- Mentors

Return Rate:

It would be great if all programs had a 100% return rate for all the surveys they administer, but that is not a realistic expectation, particularly during the COVID-19 pandemic. To ensure that you have enough data to evaluate your program, and that MENTOR Vermont can gather enough data from programs around the state, programs should strive for at least a 60% return rate.

HOW:

The Vermont Mentoring Surveys are available in two formats:

- Online through SurveyMonkey (view [How to Access the Survey](#) section above)
- As a printable PDF for the mentee survey only (file can be found [here](#)). There is no print version for the mentor survey.

Standardized Survey Administration Instructions:

1. If individuals taking the survey feel a question doesn't apply to them, they should feel free to leave it blank.
2. If a mentee asks for clarification on a question or about what something means:
 - Don't provide your interpretation of the question or rephrase the question.
 - Ask the mentee what they think it means. Whatever they think it means is fine.
 - If the mentee is really stuck, they can skip the question.

Overall Tips for Administering Surveys:

- To get a good return rate you will need to have time to reach out multiple times to those whom you wish to complete surveys.
- Let the person being surveyed know why their responses are important.
- Be honest and upfront with how long the survey will take.
 - Our best time estimates are:
 - Mentor survey: 15 minutes
 - Mentee survey: 10 minutes
- Provide clear, concise instructions with the survey that explain how to complete the survey and how to return it once completed (see [page 7](#) for a sample communication template).
- Make taking and returning the survey as easy as possible. All mentee surveys can be filled out through SurveyMonkey with a unique link for your program, or printed out. All mentor surveys need to be completed through your program's unique SurveyMonkey link.
- If you choose to mail blank surveys to mentees, include a self-addressed envelope to return the survey in (if you're able to, you may want to consider including postage as well).

Tips for Administering Surveys to Mentees:

We realize that the current pandemic may limit your ability to control the environment that mentees are completing the survey. All mentees should complete the survey a comfortable distance away from any person, or other youth who may distract or influence the responses.

Mentees under 10 years old:

For younger mentees, it is recommended that the survey be read aloud to the youth if possible, and that the youth tells their answers to an adult in their household who will record the answers for them.

When the mentee you're working with is filling out the actual rating scales, you may find that you will need to read each item aloud as they read along, and then the mentee can mark whichever answer is most accurate. For open-ended questions where mentees are asked to write in their response, it is fine if they simply wish to tell the adult, and have adult record their response, **word for word**, on the survey. It is often found that youth are happier speaking their answer to an adult rather than writing it down themselves. However, if they prefer to write it down themselves, that is fine too.

Mentees 10 and older:

Mentees should receive clear directions from you on how to fill out the survey, and how and when they should return the survey to you if using the printed version. For older mentees, it is fine to have them complete the survey on their own. Administering surveys via email or mail is appropriate, and will likely be the most common option for this survey, given the conditions of the pandemic.

Entering and Storing Survey Responses:

- **Using Online Surveys:** By having your mentors and mentees complete surveys through your program's unique SurveyMonkey surveys, all of the responses will automatically be saved in SurveyMonkey.



- **Using Paper Surveys:** When you receive completed paper surveys, the easiest way to enter the data will be to manually enter each survey into the corresponding SurveyMonkey survey for your program. This will result in the data from all of your survey responses, both paper and online, being stored and tabulated in one spot.

Survey Results:

All the online SurveyMonkey surveys are hosted under MENTOR Vermont's SurveyMonkey account. This enables MENTOR Vermont to create unique survey links for your program. All of your program's survey results will be stored in SurveyMonkey. When your surveys are launched, MENTOR Vermont will provide you with a link for each survey type (mentor and mentee) that will allow you to view your results as they come in so that you can check in on how many responses you have received at any point during your survey period without needing MENTOR Vermont's assistance.

Following Up with Mentors:

Mentors are given the option in the COVID-19 Response Mentor Survey to self-identify by providing their name *if* they would like someone from your program to follow-up with them. Programs are encouraged to routinely monitor their data to identify mentors who provide their name so they can get additional support. Before following up with a mentor who provides their name, carefully review their individual survey data for insights on their experience of mentoring during COVID-19 and how you might be able to help.



Overview of COVID-19 Response Mentoring Surveys

Through MENTOR Vermont's and the Vermont Department of Children and Families' OJJDP Mentoring Opportunities for Youth Initiative Category 5 grant MENTOR Vermont was able to work with [Amy Syvertsen](#), director of applied qualitative research at the Search Institute and member of the National Mentoring Resource Center Research Board, to develop and implement the COVID-19 Response Mentoring Surveys. Administering this survey to mentors and mentee is required for subgrantees of the MENTOR Vermont: OJJDP Mentoring Opportunities for Youth Initiative - COVID-19 Response funding and made available and encouraged for all youth mentoring programs in Vermont.

Objectives:

- Understand — quantitatively and qualitatively — what mentoring relationships look like, how they have changed, and the impact of maintaining mentoring relationships during COVID-19 (including in-person mentoring with social distancing and remote mentoring).
- Identify barriers and ways to improve mentoring in a pandemic (and, remote mentoring and social distance mentoring more generally).

Intended Use and Limitations:

- Data will be used by MENTOR Vermont in reports to OJJDP to provide empirical evidence of the impact of maintaining mentoring relationships (in-person with social distancing and remote mentoring) during the COVID-19 pandemic.
- Data will inform MENTOR Vermont's role in supporting local programs in providing high-quality mentoring in a remote environment.
- Data will be used by local mentoring programs to highlight their value during the COVID-19 pandemic to funders, the community, and to prospective mentors, mentees, and mentee parents.
- Data will be used by local mentoring programs to improve remote mentoring.
- Limitation: Data are cross-sectional.

Format and Length:

- The survey consists largely of closed-ended survey items with Likert-type response options. A few open-ended questions have been included to gather rich examples and stories of the impact of maintaining mentoring during COVID-19.
- Target Reading Level: 3rd grade
- Mentee Survey Target Length: 10 minutes
- Mentor Survey Target Length: 15 minutes

Administration Plan:

- MENTOR Vermont will program the survey on the SurveyMonkey platform. Printable .pdf version for the mentee survey will be made available via the MENTOR Vermont website.
- A designated staff member at each program will lead the data collection efforts.
- Each site will receive a unique link; thereby allowing the data to be disaggregated at the site level.
- All data collection will be completed by September 4, 2020 (for OJJDP subgrantees grantees) and by October 31st for any other mentoring agencies wishing to administer, with an August 5th launch date. MENTOR Vermont strongly encourages you to administer the surveys between August 5th - September 4th so that your data isn't impacted by mentees beginning the school-year.



Why Conduct the COVID-19 Response Mentoring Surveys

[Mentoring is a proven strategy for youth development](#) and there has been an abundance of national research conducted over the years to prove this. That being said, we are in a unique time in our history and there hasn't been much research for us to rely on around youth mentoring during a pandemic.

Conducting the COVID-19 Response Mentoring Surveys will help with the following:

- **Provide Program Feedback:** Since mid-March, we have all been learning as we go how to best support the mentor matches in our programs during the COVID-19 pandemic. This survey will provide mentors and mentees with the opportunity to let you know how mentoring is going for them during this time and what your program can do to improve their mentoring experience.
- **Assist MENTOR Vermont:** On the statewide level, MENTOR Vermont hopes to use the survey data gathered to support our current claim to funders, that mentoring programs in Vermont are an integral part of the COVID-19 recovery for the young people in our state. MENTOR Vermont has been able to leverage this belief into additional funding for the Vermont Mentoring Grants for 2020-2021 from the Vermont Community Foundation COVID-19 Response Fund and to shift some of the OJJDP Mentoring Opportunities for Youth Initiative funding to COVID-19 relief efforts for mentoring programs. MENTOR Vermont believes that other funders should be viewing mentoring as more important than ever during this time and investing in the work mentoring programs are doing in their communities across the state.
- **Secure Program Funding:** You will be able to use the statewide data, coupled with your individual program's data, to assist you with in securing more funding for your program from donors, businesses, and foundations.

It is our hope that the COVID-19 Response Mentoring Surveys are a tool your program will be able to easily utilize to evaluate your program during this time and in turn provide MENTOR Vermont with statewide aggregate mentoring data to better support mentoring throughout Vermont.



Sample Survey Outreach Template

Below is a communication template you can take and customize for your program to use in communicating with mentors. You can adjust the template slightly for emailing/ mailing to mentees.

Make sure to provide clear, concise instructions with the survey explaining how to complete the survey.

Sample email to a mentor

Hello _____,

Thank you for being a mentor in ***(Name of Program)***. We are currently conducting a COVID-19 Response Mentoring Survey and would appreciate if you could help us by completing a short survey by ***(enter date)***. Completing this survey will help us evaluate our program during this unprecedented time and to adjust as needed to ensure we're running the best program possible for your mentee and all the youth we serve!

You can access the survey here: (your program's unique survey link). The survey should only take 15 minutes to complete, but should be done in one sitting. The survey data that we collect will help us determine how to improve our program and will assist us in showing funders the impact of mentoring.

Thank you in advance for completing the survey by ***(enter date)*** - ideally, by September 4th and for all you do to make a lasting positive impact in the life of ***(Name of Mentee)***. If you have any questions please be in touch.