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Virtual Volunteering Project Archive (key administrative and management tasks for an online mentoring program

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key administrative and management tasks

for an online mentoring program

Online mentoring programs usually involve collaboration among different organizations. For instance, the protégés may be students at a particular school, the mentors from a corporation, and representatives from both of these organizations organize the effort.

In addition to the program development elements that organizers will need to explore (goals of the program, how often online exchanges will take place, evaluating the participating organizations' readiness for such a program, etc. -- see [first steps](#)), **it's of critical importance to make sure all administrative tasks regarding the launch and maintenance of this program are assigned and agreed to.**

These assignments should be put into writing and communicated to all organizing participants.

What organization, and what person, will be responsible for each task of launching and maintaining your online mentoring program? While everyone involved in putting together the program may contribute to each of the following tasks, there should be ONE person and organization who is ultimately responsible for actually doing the task, or making sure that the task is assigned appropriately.

Here is an overview of the key administrative tasks involved in the launch and maintenance of an online mentoring program; organizations are encouraged to adapt this list as needed.

task	organization	person
	responsible	responsible
recruiting mentors		
producing online mentoring orientation materials		
producing protégé orientation materials		
delivery of orientation materials face-to-face to mentors		
(as appropriate for your program)		
delivery of orientation materials face-to-face to protégés		
(as appropriate for your program)		
delivery/presentation of all program materials to appear on the World Wide Web		
(as appropriate for your program)		
training of staff that will supervise participants in this program		
communicating regularly with program supervisors/coordinators about the program		
(answering questions, trouble-shooting, etc.)		
reviewing potential mentor applications		
communicating regularly with potential mentors about the program		

(answering questions, trouble-shooting, etc.)

performing background checks on potential mentors

approving potential mentors

notifying accepted mentors

orienting accepted mentors

communicating regularly with accepted mentors

(soliciting and tracking feedback about the progress of program, answering questions, trouble-shooting, etc.)

approving each protegés participation

(reviewing grades, parental permission slips, etc.)

orienting protegés

communicating regularly with protegés about the program

(soliciting and tracking feedback about the progress of program, answering questions, trouble-shooting, etc.)

communicating regularly with parents of youth involved in the program

(orienting them about the program, soliciting and tracking feedback about the progress of program, answering questions, trouble-shooting, etc.)

designing system (e-mail, web site, bulletin board) where mentor and protegés will interact; and where all messages will be archived.

hosting system where mentor and protegés will interact; and where all messages will be archived.

reviewing (and, if appropriate, approving and forwarding) all electronic exchanges between mentors and protegés

tracking and reporting on results of exchanges between mentors and protégés

tracking and reporting on results of recruiting and orienting mentors, results of communications with mentors, and other administrative tasks involving mentors

tracking and reporting on results of orienting youth, results of communications with youth about the program, and other administrative tasks involving youth

tracking and reporting on results of parent relations and parents questions, concerns and interests in the program

reviewing and evaluating all results of all tasks as reported, and communicating this evaluation

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