#113 Mentors Advocating and Promoting Success (MAPS): Mapping an On-line Presence for UNST Mentors Supporting Retention

Expand the MAPS retention initiative to better support on-line mentors by researching and offering training around best practices in on-line mentoring through a newly created widget built into Desire to Learn or MyPSU.

ACHIEVEMENTS THIS PERIOD (03.09.15-04.26.15)

- Continued addressing student questions and concerns arriving through the Ask-a-Maps Mentor Tool.
- Continued check-ins with team to assess what we are learning from the new tool and how it should inform our work.
- Collaborated with units across campus on how to add the Ask-a-Maps Mentor Tool button to existing D2L courses without using a template course shell. Developed a solution on the best way to move forward.
- Finalized the analytics plan.
- Recorded Fall and Winter data in revised analytics plan spreadsheet.
- Accessed and analyzed baseline data on use of MAPS resources prior to the implementation of the MAPS widget.
- Further developed timeline around analytics plan and delivery of analytics report.
- Scheduled working sessions for the project team to develop an outline and begin drafting the analytics report.
- Created and uploaded a promotional banner on the Mentors Program website.

GOALS FOR NEXT PERIOD (04.27.15-05.31.15)

- Continue addressing student questions and concerns arriving through the Ask-a-Maps Mentor Tool.
- Continue check-ins with team to assess what we are learning from the new tool and how it should inform our work.
- Draft instructions on how to add the Ask-a-Maps Mentor Tool button to existing D2L courses without using a template course shell. Add instructions to the UNST Faculty Resources website and the Office of Academic Innovation’s Faculty Services Knowledge Base website.
- Hold working sessions with the project team to develop an outline and begin drafting the analytics report.
- Begin drafting an end-of-project report to outline the project’s impact and future sustainability.

KEY DECISIONS

- None.

OPEN ISSUES

- None.

LEAD: Dana Lundell and Annie Knepler, University Studies

PROJECT MANAGER: Sarah Traxler

COLLABORATORS: Faculty, staff and students in University Studies
ACHIEVEMENTS THIS PERIOD
(02.02.15-03.08.15)

- Continued addressing student questions and concerns arriving through the Ask-a-Maps Mentor Tool.
- Continued check-ins with team to assess what we are learning from the new tool and how it should inform our work.
- Began Phase 3 of Publicity Plan - Spring 2015 outreach to create awareness about the Ask-a-Maps Mentor Tool.
- Identified additional campus resources to address how to add Ask-a-Maps Mentor Tool button to D2L shell without using a template course shell.
- Onboarded new reTHINK team member, Neera Malhotra.
- Refined goals and next steps for analytics plan and final project report.
- Began developing outline for end-of-project report.

GOALS FOR NEXT PERIOD
(03.09.15-04.26.15)

- Continue addressing student questions and concerns arriving through the Ask-a-Maps Mentor Tool.
- Continue check-ins with team to assess what we are learning from the new tool and how it should inform our work.
- Collaborate with additional campus resources on how to add Ask-a-Maps Mentor Tool button to D2L shell without using a template course shell.
- Finalize the analytics plan.
- Further develop timeline around analytics plan and delivery of final report.
- Record Fall and Winter data in revised analytics plan spreadsheet.
- Access and analyze baseline data on use of MAPS resources.
- Continue developing outline for final project report.
- Create and upload a promotional banner on the Mentors Program website (mentors.unst.pdx.edu).

KEY DECISIONS

- Decided to reassess format of analytics plan to improve accessibility and sustainability.

OPEN ISSUES

- None.

LEAD: Dana Lundell and Annie Knepler, University Studies

PROJECT MANAGER: Sarah Traxler

COLLABORATORS: Faculty, staff and students in University Studies

www.pdx.edu/oai/provosts-challenge
Mentors Advocating and Promoting Success (MAPS): Mapping an On-line Presence for UNST Mentors Supporting Retention

Expand the MAPS retention initiative to better support on-line mentors by researching and offering training around best practices in on-line mentoring through a newly created widget built into Desire to Learn or MyPSU.

ACHIEVEMENTS THIS PERIOD
(12.01.2014-02.01.15)

• Finished Phase 2 of Publicity Plan - Winter 2015 outreach to create awareness about the Ask-a-Maps Mentor Tool.
• Continued with Winter 2015 pilot of the Ask-a-Maps Mentor Tool.
• Completed ongoing training to MAPS mentors on using the tool and analyzing the results.
• Checked-in with team to assess what we are learning from the new tool and how it should inform our work.
• Began work to identify and hire reTHINK mentor as a result of current team member’s resignation.

GOALS FOR NEXT PERIOD
(02.02.15-03.08.15)

• Continue addressing student questions and concerns arriving through the Ask-a-Maps Mentor Tool.
• Continue check-ins with team to assess what we are learning from the new tool and how it should inform our work.
• Begin Phase 3 of Publicity Plan - Spring 2015 outreach to create awareness about the Ask-a-Maps Mentor Tool.
• Continue to address how to add Ask-a-Maps Mentor Tool button to D2L shell without using a template course shell.
• Finalize the analytics plan.
• Analyze fall 2014 and winter 2015 data to inform spring 2015 term.
• Run first frequency analysis from fall 2014 data.

OPEN ISSUES

• None.

KEY DECISIONS

• None.

PROGRESS

LEAD: Dana Lundell and Annie Knepler, University Studies
PROJECT MANAGER: Sarah Traxler
COLLABORATORS: Faculty, staff and students in University Studies
#113 Mentors Advocating and Promoting Success (MAPS): Mapping an On-line Presence for UNST Mentors Supporting Retention

Expand the MAPS retention initiative to better support on-line mentors by researching and offering training around best practices in on-line mentoring through a newly created widget built into Desire to Learn or MyPSU.

ACHIEVEMENTS THIS PERIOD (10.20.14-11.30.14)

- Finished addressing security and privacy issues with Academic & Research Computing by setting up a protected system for mentors to access information.
- Added the Ask-a-Maps Mentor Tool button to University Studies Desire2Learn (D2L) template course shells.
- Provided University Studies faculty with instructions on how to add the Ask-a-Maps Mentor Tool button to their existing D2L course shells.
- Continued building analytics plan - established a preliminary framework for data analysis and entry.
- Set up technology component of tracking - figured out how to track and capture information on landing page.
- Finished Phase 1 of Publicity Plan - Fall 2014 outreach to create awareness about the Tool.
- Continued with Fall 2014 pilot of the Ask-a-Maps Mentor Tool.
- Selected and trained MAPS mentors in using the tool during the 2014-15 academic year.

GOALS FOR NEXT PERIOD (12.01.2014-02.01.15)

- Finish Phase 2 of Publicity Plan - Winter 2015 outreach to create awareness about the Ask-a-Maps Mentor Tool.
- Provide ongoing training to MAPS mentors on using the tool and analyzing the results.
- Check-in with team to assess what we are learning from the new tool and how it should inform our work.
- Finish building analytics plan.
- Begin analyzing Fall 2014 data to inform Winter 2015 term.
- Determine how to add Ask-a-Maps Mentor Tool button to D2L shell without using a template course shell.

OPEN ISSUES

- None.

LEAD: Dana Lundell and Annie Knepler, University Studies
PROJECT MANAGER: Sarah Traxler
COLLABORATORS: Faculty, staff and students in University Studies
#113 Mentors Advocating and Promoting Success (MAPS): Mapping an On-line Presence for UNST Mentors Supporting Retention

Expand the MAPS retention initiative to better support on-line mentors by researching and offering training around best practices in on-line mentoring through a newly created widget built into Desire to Learn or MyPSU.

ACHIEVEMENTS THIS PERIOD (6.2.14-10.19.14)

- Launched use of the Ask-a-MAPS mentor tool and started piloting it!
- Academic & Research Computing (ARC) finished revising the form.
- Tested landing page for Ask-a-MAPS Mentor Tool on University Studies (UNST) website.
- Added program button to access the Ask-a-MAPS Mentor Tool.
- Added Ask-a-MAPS Mentor Tool button to UNST website and UNST pathways website homepage.
- Created marketing materials for promoting the Tool.
- Decided to build out in more detail the analytics plan for the pilot year.

KEY DECISIONS

- Decided to continue Erika Schnatz as Online Specialist and Keela Johnson as reTHINK MAPS mentor for pilot phase for the project.

GOALS FOR NEXT PERIOD (10.20.14-11.30.14)

- Finish Fall 2014 outreach to UNST faculty and staff.
- Continue with Fall 2014 pilot of the tool.
- Finish addressing security/privacy issues with ARC by possibly: setting up password-protected system for mentors to access information, and enabling the faculty member who works with MAPS to download the files into a CSV format for analysis.
- Select MAPS mentors to engage in using the tool during 2014-15 academic year.
- Finish building analytics plan and set up technology component of tracking.

OPEN ISSUES

- Finalize decisions about security/privacy issues with the MAPS form.

PROGRESS

LEAD: Dana Lundell and Annie Knepler, University Studies
PROJECT MANAGER: Sarah Traxler
COLLABORATORS: Faculty, staff and students in University Studies

www.pdx.edu/oai/provosts-challenge
Mentors Advocating and Promoting Success (MAPS): Mapping an On-line Presence for UNST Mentors Supporting Retention

Expand the MAPS retention initiative to better support on-line mentors by researching and offering training around best practices in on-line mentoring through a newly created widget built into Desire to Learn or MyPSU.

ACHIEVEMENTS THIS PERIOD (4.28.14-6.1.14)

• Ask-A-MAPS (Mentors Advocating and Promoting Success) Mentor team provided feedback on the form to Academic & Research Computing (ARC).
• Designed button to access the Ask-a-MAPS Mentor Tool.

GOALS FOR NEXT PERIOD (6.2.14-10.19.14)

• ARC will finish revising the form.
• Test landing page for Ask-a-MAPS Mentor Tool on UNST website.
• Add Ask-a-MAPS Mentor Tool button to UNST website and UNST pathways website homepage.
• Finish addressing security/privacy issues by possibly: setting up password-protected system for mentors to access information, and enabling the faculty member who works with MAPS to download the files into a CSV format for analysis.
• Complete pilot of Tool.
• Create marketing materials for promoting the Tool.
• Begin piloting the tool.

KEY DECISIONS

• Worked with MAPS team to finalize the language for the form. Sent revisions to ARC team.
• Decided to hire two MAPS mentors for summer work in order to begin designing promotional materials.

OPEN ISSUES

• Finalize decisions about security/privacy issues with the MAPS form.

LEAD: Annie Knepler, University Studies
PROJECT MANAGER: Hans VanDerSchaaf
COLLABORATORS: Faculty, staff and students in University Studies
PROJECT STATUS: On Schedule
April 2014

#113 Mentors Advocating and Promoting Success (MAPS): Mapping an On-line Presence for UNST Mentors Supporting Retention

Expand the MAPS retention initiative to better support on-line mentors by researching and offering training around best practices in on-line mentoring through a newly created widget built into Desire to Learn or MyPSU.

ACHIEVEMENTS THIS PERIOD (3.10.14-4.27.14)

• Academic & Research Computing (ARC) completed initial development of platform and tracking tool.
• Finalized text for landing page and add landing page to the University Studies mentor website.
• Finalized detailed work outline/Project Plan.
• Finalized Project Management Plan.

GOALS FOR NEXT PERIOD (4.28.14-6.1.14)

• After feedback from the Ask-A-Maps Mentor team and decisions on level of security required for platform, ARC will complete development of the platform and tracking tool.
• Design and build button to access the Ask-a-Maps Mentor Tool.

KEY DECISIONS

• None.

OPEN ISSUES

• Addressing security/privacy issues with MAPs form.

LEAD: Annie Knepler, University Studies
PROJECT MANAGER: Hans VanDerSchaaf
COLLABORATORS: Faculty, staff and students in University Studies

www.pdx.edu/oai/provosts-challenge
MENTORS ADVOCATING AND PROMOTING SUCCESS (MAPS): MAPPING AN ON-LINE PRESENCE FOR UNIST MENTORS SUPPORTING RETENTION

Expand the MAPS retention initiative to better support on-line mentors by researching and offering training around best practices in on-line mentoring through a newly created widget built into Desire to Learn or MyPSU.

ACHIEVEMENTS THIS PERIOD (2.3.14-3.9.14)

- Finalized text for MAPS form, which will enable students and mentors to identify student needs for support.
- Drafted text for landing page.
- Created greater awareness of the tool in the University Studies (UNST) mentor community.
- Drafted detailed work outline/Project Plan.
- Drafted Project Management Plan (brief document covering project scope, roles, and change management process).
- Academic & Research Computing (ARC) started development of the on-line MAPS form.

GOALS FOR NEXT PERIOD (3.10.14-4.27.14)

- ARC completes development of platform and tracking tool.
- Finalize text for landing page and add landing page to the UNST mentor website.
- Finalize detailed work outline/Project Plan.
- Finalize Project Management Plan.

KEY DECISIONS

- None.

OPEN ISSUES

- None.

LEAD: Annie Knepler, University Studies
PROJECT MANAGER: Hans VanDerSchaaf
COLLABORATORS: Faculty, staff and students in University Studies

PROGRESS
#113 Mentors Advocating and Promoting Success (MAPS): Mapping an On-line Presence for UNST Mentors Supporting Retention

Expand the MAPS retention initiative to better support on-line mentors by researching and offering training around best practices in on-line mentoring through a newly created widget built into Desire to Learn or MyPSU.

ACHIEVEMENTS THIS PERIOD (12.15.13-2.4.14)

- Finalized MAPS mentor team by interviewing and selecting 2 MAPS mentors to participate in project through Provost’s Challenge funding, and 3 mentors through University Studies support.
- Met with Academic & Research Computing (ARC) to begin conversations about building platform for students to indicate assistance, and tracking tool to summarize the kind of assistance requested.
- Engage ARC to begin building platform and tracking tool.
- Drafted forms and landing page for MAPS on-line tool.

GOALS FOR NEXT PERIOD (2.3.14-3.9.14)

- Finalize text for forms.
- Continue to develop content for landing page.
- ARC begins development of platform and tracking tool.
- Create and finalize Project Plan (detailed work plan/time-line).
- Create and finalize Project Management Plan (brief document covering project scope, roles, and change management process).

KEY DECISIONS

- Hired 2 new MAPS mentors, both currently on-line mentors.

OPEN ISSUES

- None.

PROGRESS

LEAD: Annie Knepler, University Studies
PROJECT MANAGER: Hans VanDerSchaaf
COLLABORATORS: Faculty, staff and students in University Studies
PROVOST’S CHALLENGE

PROJECT STATUS: On Schedule

December 2013

#113 Mentors Advocating and Promoting Success (MAPS): Mapping an On-line Presence for UNST Mentors Supporting Retention

Expand the MAPS retention initiative to better support on-line mentors by researching and offering training around best practices in on-line mentoring through a newly created widget built into Desire to Learn or MyPSU.

ACHIEVEMENTS THIS PERIOD (11.15.13-12.15.13)

- Created a plan to engage on-line mentors in project, such that they are not overloaded and are still able to continue their on-line mentoring work.
- Continued discussions to decide on widget scope/parameters.
- Discussed the importance of making the tool secure since students and mentors will be providing sensitive information.
- Drafted content for platform, including text/questions for the two different “intake” forms (students and mentors), and information/text that should be on the landing page.
- Looked at models for the tool (Care Team form and Ask a Librarian tools).
- Began development of text for homepage and forms for both mentors and students to fill out.

GOALS FOR NEXT PERIOD (12.15.13-2.2.14)

- Connect with Academic & Research Computing and/or Office of Information Technology to identify someone who might be able to help project team figure out how the platform and tool can be built.
- Create and finalize Project Plan (detailed work plan/timeline).
- Create and finalize Project Management Plan (brief document covering project scope, roles, and change management process).

KEY DECISIONS THIS PERIOD (11.15.13-12.15.13)

- None.

OPEN ISSUES

- None.

LEAD: Annie Knepler, University Studies

PROJECT MANAGER: Hans VanDerSchaaf

COLLABORATORS: Faculty, staff and students in University Studies
#113: Mentors Advocating and Promoting Success (MAPS): Mapping an Online Presence for UNST Mentors Supporting Retention

*Expand the MAPS retention initiative to better support online mentors by researching and offering training around best practices in online mentoring through a newly created widget built into Desire to Learn or MyPSU.*

Project Status: On Schedule

<table>
<thead>
<tr>
<th>Achievements this period (5.2013-11.15.13)</th>
<th>Goals for next period (11.16.13-12.15.13)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Initial staff have been hired and have started work on the project.</td>
<td>• Create a plan to engage online mentors in project, such that they are not overloaded and are still able to continue their online mentoring work.</td>
</tr>
<tr>
<td>• Initial conversations have started to develop the widget and decide into which platform it will be integrated.</td>
<td>• Continue discussions to decide on widget scope/parameters, and which platform will host the widget.</td>
</tr>
<tr>
<td>• The group has set up weekly meetings to plan and organize the project. We have started to review options and pose questions about what platform/format would best achieve project goals.</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Key decisions this period (5.2013-11.15.13)</th>
<th>Open issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>• None.</td>
<td>• None at this time.</td>
</tr>
</tbody>
</table>

**Lead:** Annie Knepler, University Studies

**Project Manager:** Hans VanDerSchaaf

**Collaborators:** Faculty, staff and students in University Studies