

# 2013-2014 Mentorship Executive Report



## COMMITTEE MEMBERS

Angela Wong, Co-Chair\*

Nithya Raghunathan, Co-Chair\*

Betsy Worth Ream\*

Camille Fernandez, Chair BSA\*

Jenny Kwon

Donna Seaward

Rebecca Kathleen Andersen\*

Harumi Quinones Austria\*

Charlotte Cowden\*

Bridgette Lehrer\*

Vivian Sophia

Julie Van Scoy\*

Robert White

Cristina Bentley, Coordinator\*

Erin Leigh Inama\*

Meaghan DeRespini\*

*\*Current*

## Program Overview

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### HISTORY

In 2004, the Berkeley Staff Assembly -- spearheaded by then Chair Terry Downs and Paul Rioski -- introduced the BSA Mentorship Program to campus. Over a six-month period, the all-volunteer Career Development Committee (CDC) developed a program to match mentees with mentors with a first-year pilot of 13 pairings. In calendar year 2006, 33 matched pairs were created and interest in the program expanded. Over the five subsequent cycles, participation has steadily increased and is currently at approximately 75 pairs.

The program continues to be run by a committee of eight to 10 volunteer staff and supported by a 10% FTE Program Coordinator. A Chair or Co-Chairs are selected to coordinate the program for a standard two-year term, which ensures overlap in transition between each 18-month cycle.

The BSA Mentorship Program has become a model for development of other mentoring programs within UC and at other universities, such as UC Santa Cruz and UC Merced most recently.

### PROGRAM GOALS

The BSA Mentorship Program pairs experienced UC Berkeley staff from across all campus units with staff who aspire to develop themselves professionally. The program provides a supportive structure in which participants can cultivate contacts, explore challenges, and

*"I focused my career goals and found a new position on campus. I'm much more aware of my network and maintaining career relationships even if I'm not looking for a change right now."*

*"This program is AWESOME! Thank you for the opportunity to participate. I will value what I've learned and continue to apply them to the workplace. After more experience, I would love to become a mentor and return the favor of sharing my knowledge with someone."*

enhance effectiveness as they design their personal growth and career paths at Berkeley. Participant goals include developing peer support, learning more about management, and understanding campus organizational culture.

Membership on the CDC has consistently been a next step for former mentee participants to further their leadership experiences; the current Committee is comprised predominantly of previous program mentees who joined the Committee following their participation in the program.

## HOW THE PROGRAM WORKS

- The program's 12-month cycle alternates between fiscal year and calendar years, with a six-month planning period between each.
- Mentors, drawn from classifications at or above P3, M1 and S2, are identified by their colleagues through a campus-wide nomination process.
- Mentees are drawn from the Administrative Assistant III level and classifications P2, P3, S1 and PSS 1-4, with P3 able to participate as either mentee or mentor.
- Information sessions are held for both potential mentees and mentors.
- Mentees apply to participate in the program and the CDC offers guidance throughout the process.
- To launch the Mentorship Program Cycle, BSA sponsors a popular networking event where mentors and mentees meet and mingle on an informal basis.
- The Committee hosts sessions to prepare potential mentees for the process of interviewing and selecting mentors. These sessions cover a variety of skills such as informational interviewing, "elevator speeches," and résumé preparation.
- Mentees contact and schedule interviews with a minimum of three mentor participants.
- After meeting, mentees and potential mentors separately submit their match preferences in ranked order to the CDC. The Committee completes the matches.

- Once matched, the mentor and the mentee establish mutually agreeable terms and a meeting schedule, which are reflected in a formal contract for their mentoring relationship during the cycle.
- Throughout the cycle, both mentee and mentor peer groups meet regularly. The meetings are scheduled by the CDC with content driven by the participants.

## SURVEY RESULTS

In order to measure the effectiveness of the Mentorship Program, a cycle-end survey created and distributed following the third cycle has been repeated in each subsequent cycle, enabling statistical comparisons. Both mentee and mentor respondents have consistently indicated an extremely positive impression of the program and this cycle 100% of mentees stated that they would recommend this program to others.

In collecting these data, we are able to see trends across the program year over year, but are also able to identify potential campus trends in career progression, mobility and professional development goals.

From this Cycle, we saw more mentees interested in goals surrounding their job search, professional development and career planning in contrast to the previous cycle which was more focused on skill planning. We believe this focus on job shift and professional movement speaks to the current environment of greater job mobility on campus. Similarly, mentees moved into increasingly higher level job classifications either during or immediately after the program.

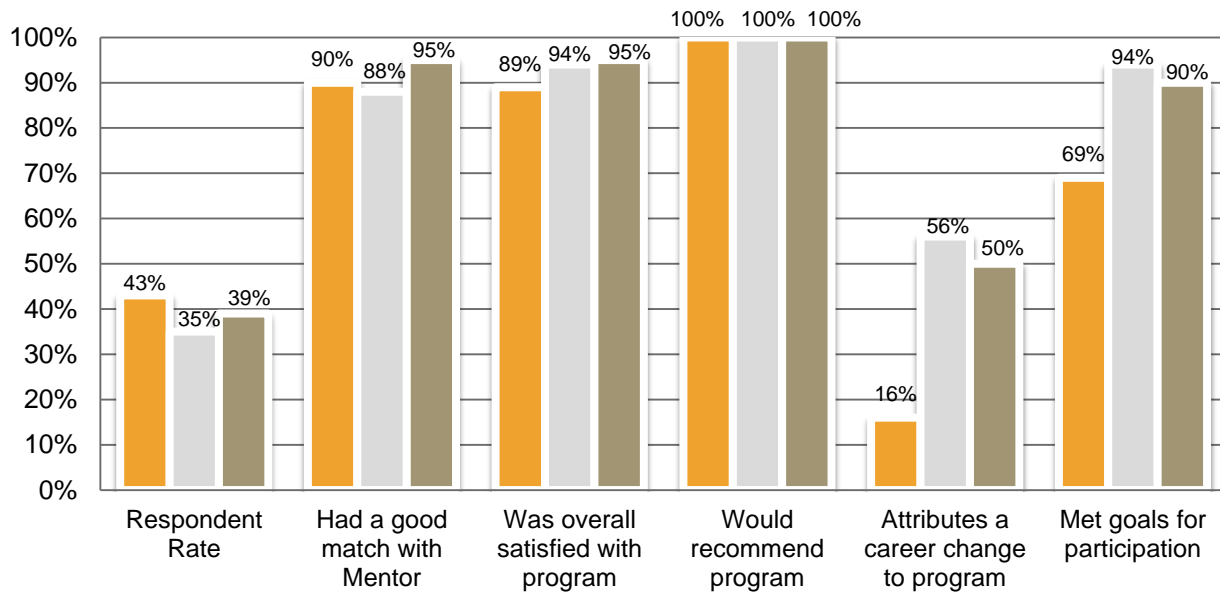
The Mentorship program complements other campus development opportunities. Many of our mentees have advanced to positions of leadership, whether via formal career positions or extracurricular participation.

Demographic data of participants has been tracked since Cycle 4, and results continue to show that the program is strongly aligned with the guiding principles stated in UC Berkeley's [Strategic Plan for Equity, Inclusion, and Diversity](#).

Survey results are summarized in the table below, and data from the Cycle 7 survey can be found in the Appendix. Note: not all questions were asked of both groups.

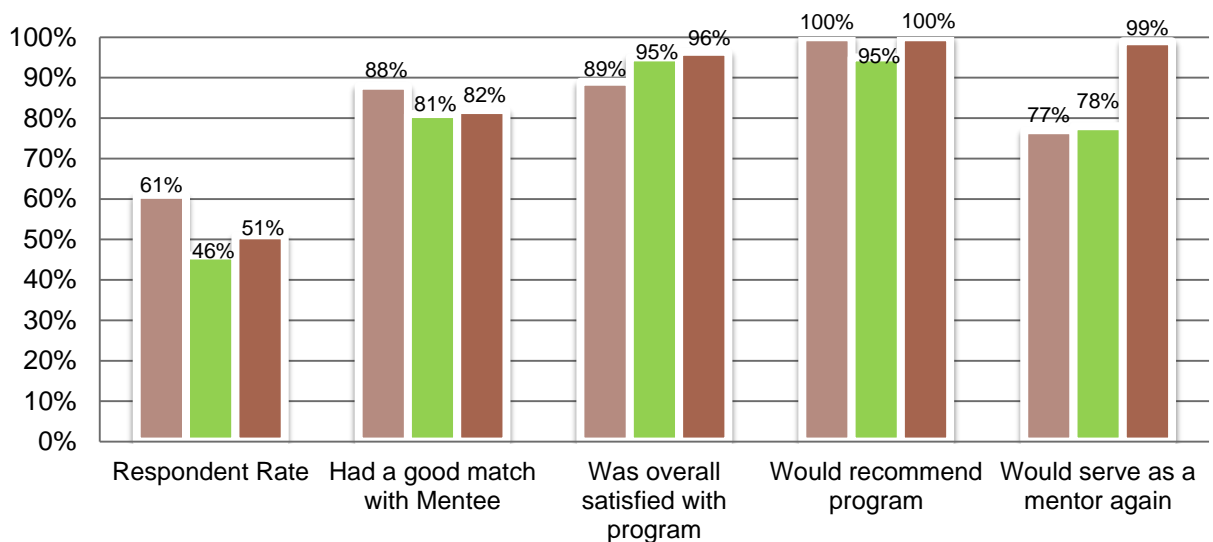
## Survey Results - Mentees

■ Cycle 5 (July '10 - June '11) ■ Cycle 6 (Jan - Dec '12) ■ Cycle 7 (July '13 - June '14)



## Survey Results - Mentors

■ Cycle 5 (July '10 - June '11) ■ Cycle 6 (Jan - Dec '12) ■ Cycle 7 (Jul '13 - Jun '14)



## The Current and Future Program

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This report covers Cycle 7, which took place from July 2013 through June 2014 with 57 mentor/mentee pairs. Cycle 8 is currently in progress, with 74 participating pairs.

### Program Challenges

As one will notice when reviewing the participant numbers over the last few cycles, this program has grown each successive year. While some thought interest in the program would level out, we have been seeing a steady upward trend in mentee interest. We're thrilled that the program has become a popular mode of professional development on campus, and shows how important this type of service is to staff. However, it's important that campus is able to meet staff need with sufficient numbers of mentors who can help staff the program's demands. As a result, in order to keep the integrity of the program and allow the all-volunteer committee to stay hands-on with all mentees, we are considering options to limit the size of the program, based on current numbers. As the program grows each cycle, our ongoing challenge is to find enough mentors to meet the growing mentee need. Each year the program grows more and more, and while we want the program to be inclusive of any eligible mentee who applies, we want to maintain the high quality of the program by ensuring that we can make good matches between the mentees and mentors, with a large enough mentor pool.

Upon consulting with our Program sponsor Jeanine Raymond, we will make the recommendation of capping the mentorship program to 80 mentees for each cycle and limiting participation to career staff who have been on campus for at least 12 months. We also talked about ways in which information about the mentorship program can be shared at the new manager orientation sessions.

### Administrative Support and Funding

As the program has grown, a staff administrative role continues to prove critical to supplement an otherwise fully-volunteer effort. Staff Diversity Initiatives in the Office of

Equity and Inclusion has generously provided the CDC 10% support from their Analyst position. This position is currently filled by Cristina Bentley, and was previously filled by Jenny Kwon. Both Jenny and Cristina have been invaluable resources: they each have handled the Committee's voluminous email communications, maintained the program databases, and served as a contributing member of the Committee. Without question, a consistent and secure funding source to support this position is vital to ensure the Mentorship Program's effective ongoing operation.

## **Promoting Mentorship**

Over the course of the last year, the mentorship program caught the attention of two other UC campuses who are considering putting together staff mentorship programs. UC Santa Cruz is in the process of launching their own staff mentorship program as well as UC Merced. In these conversations, we shared what has worked well at Berkeley, how to manage a program run by staff volunteers, how to generate interest among campus and continue to have a valuable program. We look forward to continuing to function as a model for other campuses.

## **Acknowledgments**

We'd like to thank Jeannine Raymond for her ongoing support of this program. Jeannine recognizes the overall impact that this program has on staff throughout campus- an opportunity for staff to explore, network and begin to develop themselves professionally, while also giving more senior staff the chance to not only share their knowledge but also engage with another subset of staff. We are truly grateful for her support of this program.

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## Selected Comments from current and former Program participants

*“I feel much more informed about things going on around campus and have gained an amazing network of other staff members. I feel more confident about my potential on campus.”*

*“I am very proud to have been part of this program over the last year. I learned to take a little more time in supporting staff in the early part of their career. Wouldn't have missed this opportunity!”*

*“The mentorship program has been hands down one of the best things I have experienced since joining Cal. It has boosted my confidence, allowed me to ask questions to an expert who cares about my professional development, and made me feel good about my work. I recommend the program to anyone I can!”*

*“I have a broader view of my skills, experiences and different career paths I can take. I realized that I was more qualified than I had realized and have more confidence to apply for new positions on campus.”*

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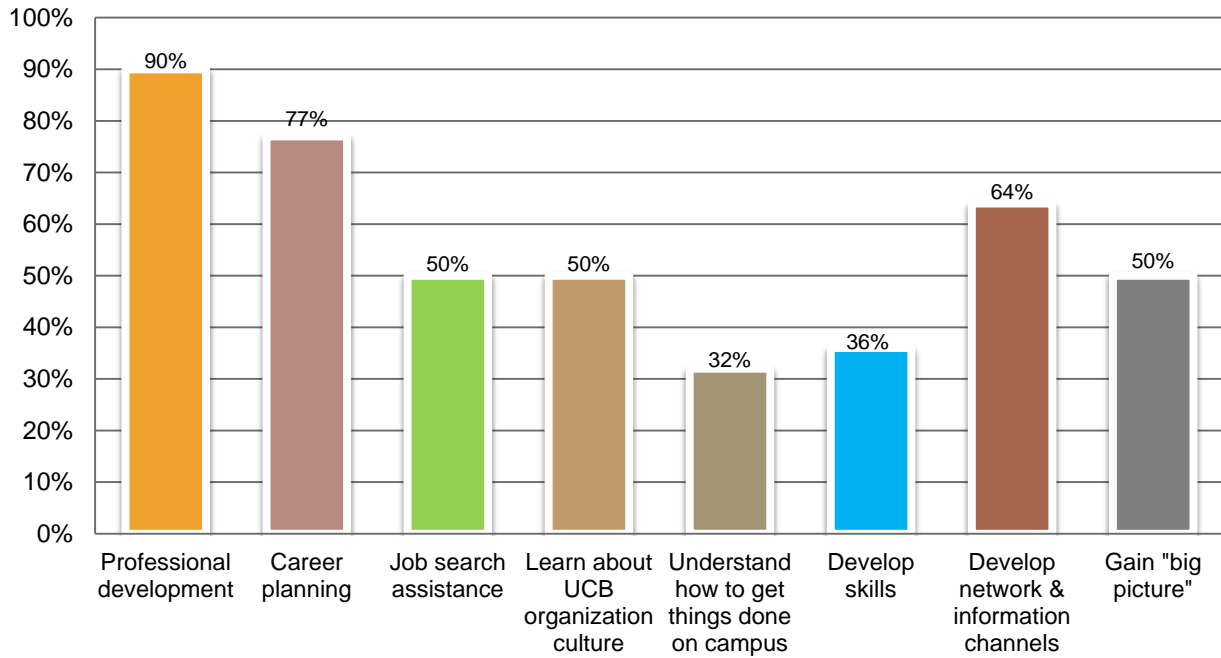


***Pictured above is one of our mentor-mentee networking receptions.  
Networking in action!***



## Appendices

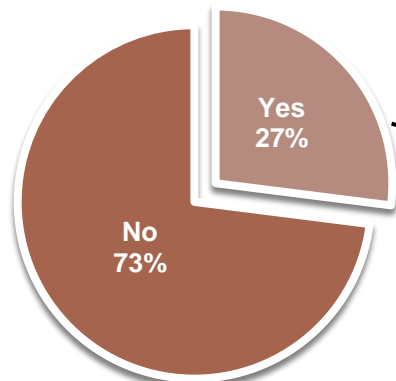
### Mentee Goals for Participation



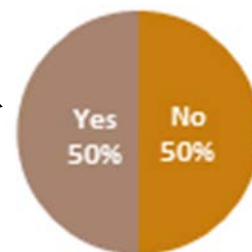
100% of Mentees stated that they would recommend the program to others.

### Mentorship Program on Mentee Job Mobility

Since beginning the program, have you moved to a different position at the University?

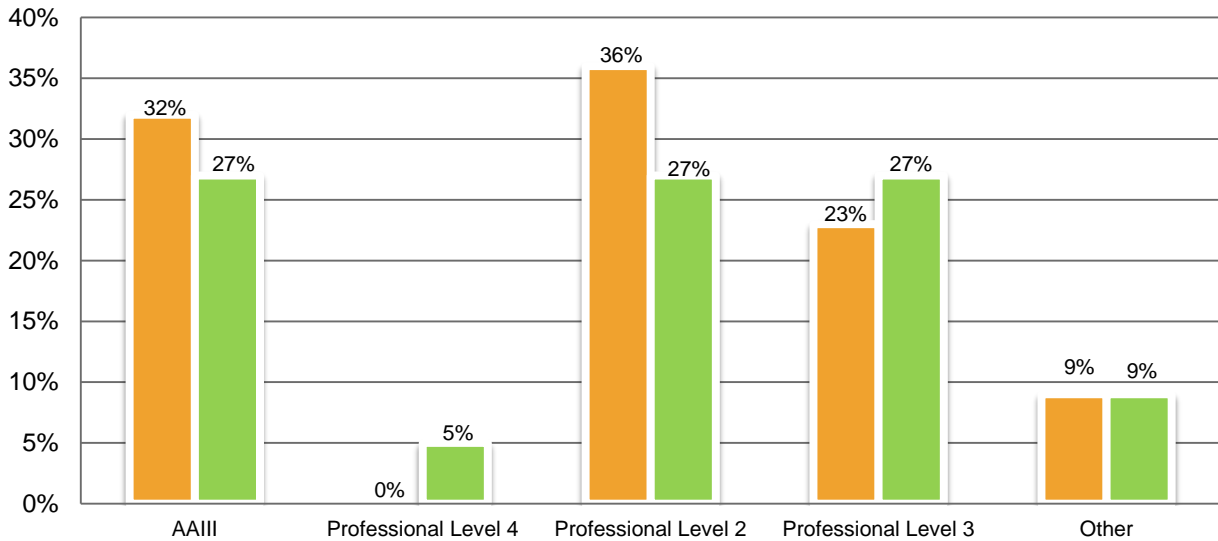


If yes, do you feel that your participation in the program had a direct effect on that move?



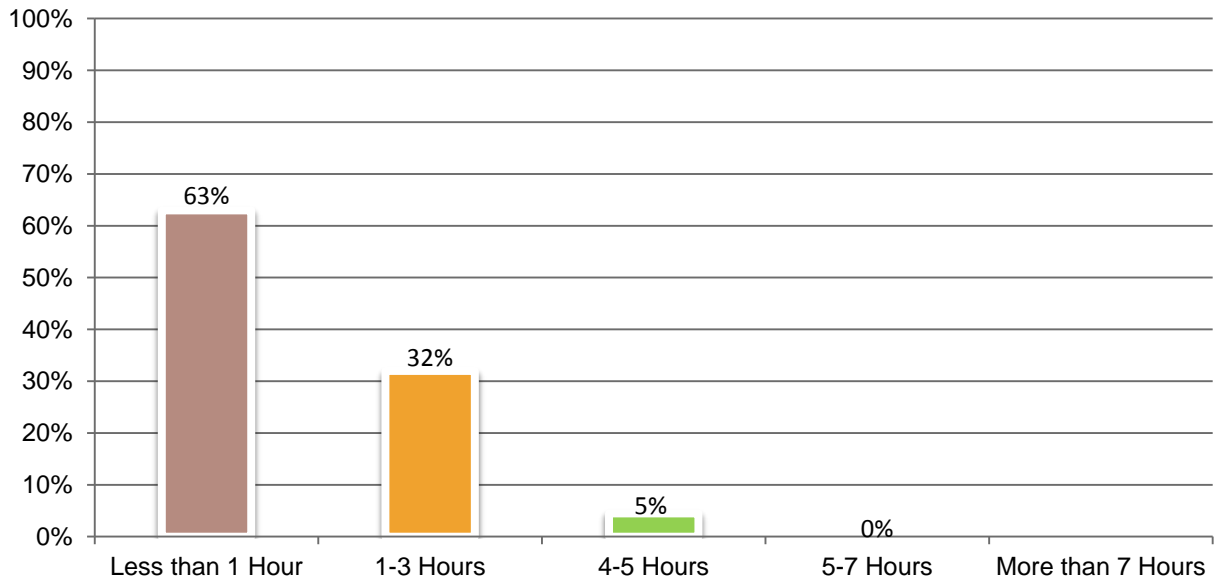
## Mentees - Job Classification at Start vs. End of Program

■ Job Classification at Start of Program ■ Job classification Post Participation

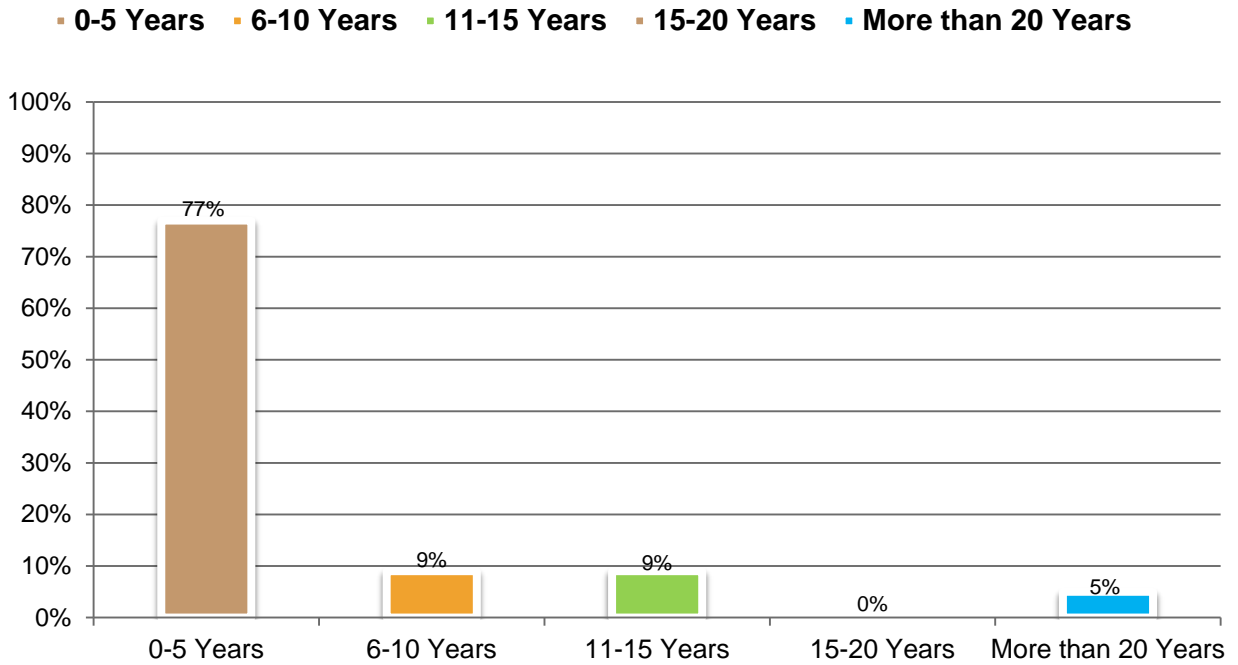


## Hours Mentees Spent per Week in Participation

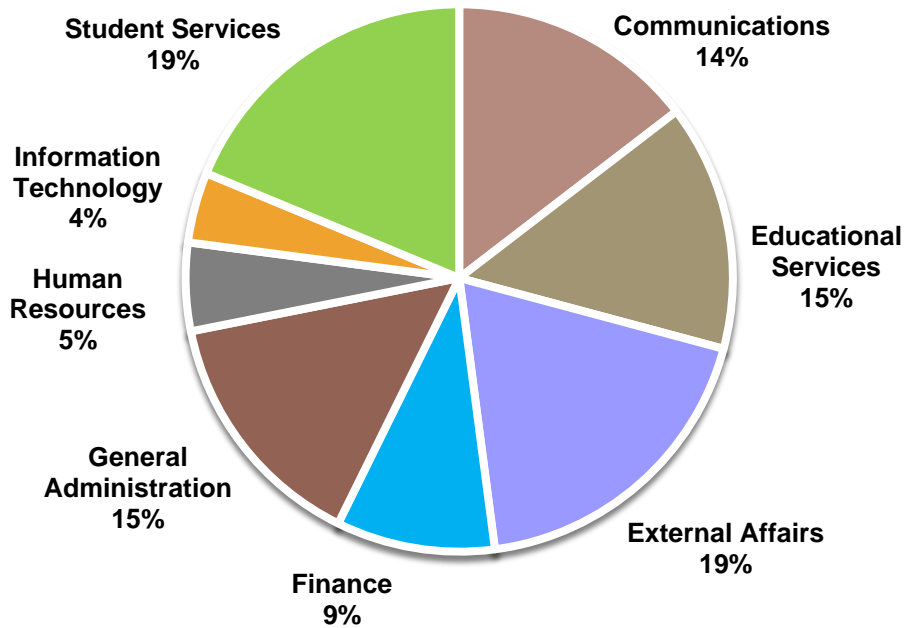
■ Less than 1 Hour ■ 1-3 Hours ■ 4-5 Hours ■ 5-7 Hours ■ More than 7 Hours



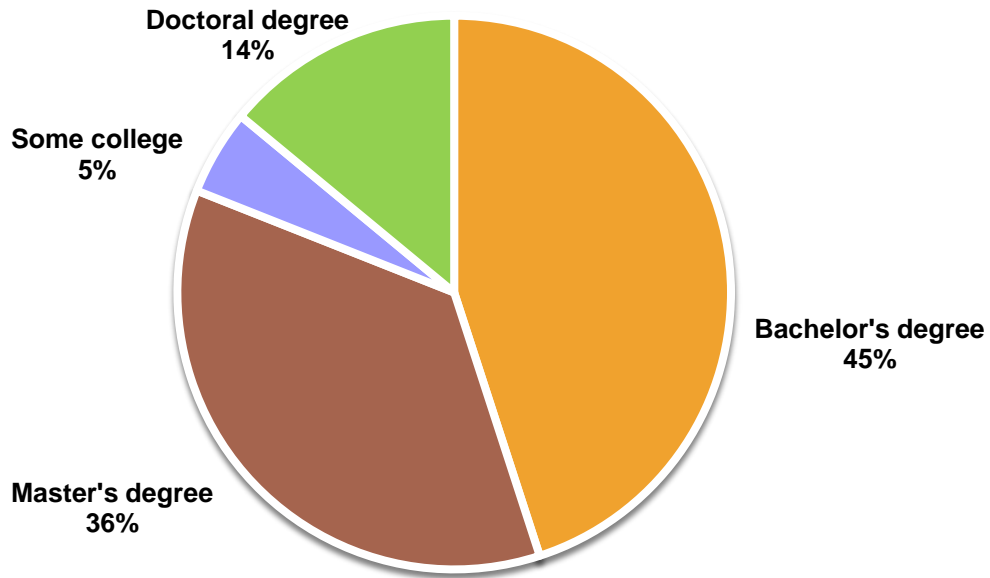
## Mentee Years on Campus



## Mentees by Occupational Area



### Mentee Education Level



### Participating Mentees by Ethnic Category

