



Resonite Mentor Program Outline

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Welcome to the Resonite Mentor Program, the purpose of this document is to serve as a brief, mission statement, and resource page for Official Mentors and those interested in becoming a Mentor.

Introduction: What is a Mentor

A Mentor is considered the following; *“an officially certified volunteer of the platform equipped with the knowledge and resources to introduce new users to the platform and its features in a safe, family friendly manner”*, in short, they are voluntary helpers to users both new and old.

The Mentor Program’s Mission

- Ensure a baseline expectation of the knowledge and decorum of an Official Volunteer.
- Introduce New Users to the platform in a safe, family friendly manner, giving them a tailored introduction to the features and content the platform provides.
- Act as a resource to existing users, providing knowledge and skills where applicable.
- Interact with media, streamers and influencers in a manner befitting the scope and intent of the platform, while keeping said media’s wishes and comfort in mind.

What does a Mentor look/act like?

Generally, you can recognize a Mentor by their unique **Badge** and **Name Color**. They will generally present themselves with “Hey, I’m a Mentor, do you need help with anything?”

Roles within the Mentor Program:

- Mentor Lead (Volunteer Managers for the Mentor Program)
- Mentor Trainer (An experienced Mentor tasked with onboarding new Mentors)
- Mentor (Namesake of the Mentor Program; a guide to the platform)
- Trainee (A New Mentor that is currently undergoing training/certification)

How do I become a Mentor

To be considered for the Mentor Program, please fill out the [Application \(Link\)](#)

Note; Applications are reviewed at least once a month by the Mentor Leads, please contact a Mentor Lead (listed on our Roster) if you have not received a message in the past month.

Mentor Program Resources

- ❖ [Mentor Application](#)
- ❖ [Mentor Code of Conduct](#)
- ❖ [Soft Skills & Media Engagement Primer](#)
- ❖ [Mentor Matrix \(Roster/Certification\)](#)

Frequently Asked Questions (Updated 10/MAR/2023)

Q: How do I join the Mentor Program

A: Fill out an [Application](#), as listed above.

Q: What is the Criteria for becoming a Mentor?

A: We require you to at least be proficient with the DevToolTip and Inspector, and know how to create an Avatar, and have the mindset to help users regardless of skill level or technical understanding. Everything else can be taught by our Mentor Certification Program.

Q: What comes with the Mentor Role?

A: An expectation to help users, access to a Volunteer Discord, access to a Group Inventory containing useful resources for helping users.

Q: Are the Mentors the only ones who can Teach new users?

A: **No**, the Mentor Program holds no exclusivity over teaching users and it isn't so much 'first come first served', as it is how the user gets on with their teacher. Generally, a Mentor will not interject unless it is a blatant violation of the Platform Guidelines, or hurting the new user.

Q: Why is one of the requirements for the Mentor Program to be Over 18?

A: As a platform with User Generated Content, we are not immune to Adult Content, and helping new users set up their avatars invariably runs the risk of exposure to Adult Content. It would be ignorant to allow a minor into a space that could expose them to such content.

Q: Do I have to be a Furry/Anime/Robot to be a Mentor

A: There is no requirement to be a specific type of avatar in the Mentor Program. Be what you want to be, providing it doesn't violate the Platform Guidelines.

Q: One of the Code of Conduct points mentions an "appropriate avatar", what do you define that as?

A: While we have no intent to create a 'style guide' a-la some roleplay groups, the avatar should look "decent" if presented in daytime news or a publication. If in doubt, show it to a Mentor and ask "would this be fine in the media?".

Q: What do I do if I encounter someone I don't like/want to teach

A: The Mentor role comes with no quota to fulfil, it is a voluntary position, you can retract your services, but we *insist* that if it is done for personal bias, you defer them to another Mentor.

Q: What if I don't feel like helping people today?

A: The Mentor Badge and Tag Colour comes with the expectation of being a helper, but it is a voluntary role. If you do not feel like helping someone today, feel free to switch to an avatar where the badge isn't visible, or hide it.

Q: What do I do if I am being abused by a Mentor?

A: First of all, is it a violation of the Platform Guidelines? If so, file a Moderation Ticket, using the "Mentor/Mod/Team Complaint" Category, to provide as much evidence as possible.

Q: What do I do if I am uncomfortable with the conduct of a Mentor, or if they were 'unbecoming' of the role of Mentor

A: File a [Report of Misconduct](#).

Q: Can I be removed from the Mentor Program for Inactivity?

A: No, however your status can be changed to 'On Leave' and you may have to recertify if it is over 6 months. The only criteria for removal from the Program is Misconduct or Breach of Guidelines.

Q: When do you stop accepting applicants?

A: Generally we will not stop accepting applicants unless the total trainees exceeds our trainer pool by a significant amount, or if we meet our buffer to safeguard against "unsustainable new user influx".

Q: What is an "Unsustainable New User Influx"?

A: It is an event where the concurrent active player base not merely doubles, but *triples* in a given month. This is usually the result of mass media coverage or a highly trending piece of content.

An unsustainable new user influx, is, as its name implies, unsustainable, as it brings in a large amount of new users that are not acculturated to the platform and its regulars, and risks alienating said regulars.

Our intent with the Mentor Program is that there should never be an event where there isn't at least one Mentor per session to serve as a touchstone to the wider community, and give these new users a point of reference for their expectations and guide them.

Q: Does becoming a Mentor have anything to do with becoming a Moderator?

A: No. They are both positions of trust within the community, but have their own criteria and process for application/training.