



# TECH WORK EXPERIENCE

Where learning STEMS from doing

## Mentor Research Roadmap



Hack for LA is an official brigade of Code for America



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## Background

The Mentorship Program is designed for the mentors of the Tech Work Experience (Internship) program at Hack for LA. The Internship project provides an opportunity for students to work on open source projects in the fields of software, product development, project management, and UI/UX research and design at LA's fastest growing Civic Tech non-profit organization during their summer. The interns gain confidence, competence and deliverables, filling the skill gap as they learn how to:

- Take initiative, conduct research and ask for guidance
- Resolve team member availability blockers
- Collaborate with people of all ages and skills
- Document their work
- Network outside their departments
- Find mentors
- Present education and work experience on their LinkedIn profile

## Mentor Research Goals and Objectives

Objectives:

- Provide a positive mentorship experience for the volunteering mentors
- Identify the gaps and pain points in the current mentorship program
- Identify the motivations of mentors in wanting to participate in this program
- Create a baseline study for further mentorship programs at Hack for LA



### **What are we trying to learn from this Mentor Research?**

- What are the mentors seeking to gain/understand from participating in this program?
- What aspects would encourage mentors to consistently volunteer in this program as yearly return mentors?
- Who signed-up as potential mentors in this program? What do their profiles/personas look like?
- What are the mentorship styles and patterns of participating mentors?
- What type of mentorship style will provide positive experiences for the interns? What type of mentorship will provide average to negative experiences for interns?
- How can training assist in the mentor program? What type of training and upskilling can be further provided by Hack for LA to enhance the mentors' quality of mentorship?
- How can Hack for LA better improve this program to provide enhanced experience for their mentors? What are the areas for growth and improvement?

## **Participants**

All mentors who have volunteered their time towards and for this project will comprise of the research participants for this study.



Ideally, we are seeking a 1:1 mentorship program, with one mentor for each student. These details will be updated once all the participating and onboarded mentors are finalized.

## Research Framework & Methods

### Best Practices

See [Hack for LA - UI/UX Community of Practice wiki page on Research Frameworks](#)

### Application of Best Practices

Applying the existing framework and best practices to TWE' 22 Mentor Research based on the project's needs, opportunities and constraints:

- The research methods (surveys, interviews, contextual inquiry/ethnography) are also employed based on the project's current resources including time, budget, manpower etc.
- The research methods are deployed in phases in order to capture the user experiences at different stages in the process.

## Recruitment and Consent process

### Mentors Interest Survey

[Summer 2022 Internship Mentor Interest Form](#)

### Mentor Consent

[TWE22: Mentor Consent Documentation](#)

[TWE22: Mentor Consent Form for Surveys/Interviews](#)



To receive consent from both mentors and volunteers during audio recording of interviews, video recording of interviews, for ethnography/contextual inquiry studies, surveys

All participants are anonymous, with a mentor number assigned to each mentor for tracking purposes.

## Individual Mentor Research Plans





## RP013: Mentor Intake Survey

### Goals

- In the onboarding
- What we could have told them before the onboarding started
- Additional questions unanswered To find out what the gaps were during onboarding
- What kind of support (not already defined during the onboarding) do you need
- Perceived challenges or barriers to being an effective mentor

### Requirements

Setting up a form

### Timelines

Before start of Mentorship

### Delivery

Week 1: During Mentor onboarding

### Follow-up Options

Depending upon their survey responses, their responses could be used in the intake interview.

### Research Analysis

List the analysis method that will be used to analyze the data.



## RP008 - Mentor Intake Interviews

### Goals

The goal of this mentor intake interview is to emulate the Intern Intake Interviews and is to be conducted during the initial days of the mentorship program.

More background on

- Motivation
- Expectations
- Who mentored them
- How they find mentors
- Mentorship style preference
- Confidence
- Preparedness
- How they work on their LinkedIn (when I need a job, all the time, etc.)
  
- The mentorship program research team has decided not to do an intake interview during their initial meetings for the year 2022.
- Due to the compressed timeframe of this project and limited resources, the mentorship research team has decided to use only the following methods as part of their methodology in 2022:
  - Intake surveys at the beginning, then deploying post-onboarding & weekly surveys, Exit surveys and finally end with the exit interviews.
- This will ensure increased and maximum efficiency for the Mentorship Research Program and will keep up with the compressed timeframe of this project.
- The goal in the upcoming years, however, is to include these Mentor Intake Surveys as a vital part of this Mentor Research Program's Methodology.



## **Requirements**

Briefly list what needs to happen to prepare for the research to be conducted (e.g., set up a Google Form, schedule participants).

## **Timelines**

List the timelines needed to plan, conduct, analyze, and deliver research insights.

## **Delivery**

Provide the date or time range of when the research is conducted.

## **Follow-up Options**

Explain any follow-up steps that will be done once the research has been concluded (e.g., confirming coding with participants).

## **Research Analysis**

List the analysis method that will be used to analyze the data.



## **RP018- Mentor Weekly Feedback from Mentors**

### **Goals**

To baseline their experience quantitatively and qualitative

### **Requirements**

Setting up a Google script

Communicating requirements to fill it out and deadlines

### **Timelines**

Before start of Mentorship

### **Delivery**

Week 1: End of week

### **Follow-up Options**

Explain any follow-up steps that will be done once the research has been concluded (e.g., confirming coding with participants).

### **Research Analysis**

List the analysis method that will be used to analyze the data.



## RP015 - Mentor Exit Survey

### Goals

- What were mentors' perceptions of the effectiveness of the internship?
- What were the perceived challenges or barriers that they faced during the internship?
- Was there a change in their perceptions of themselves as an effective mentor since the intake survey?

### Requirements

Setting up the Google Form

### Timelines

Before end of final week of internship

### Delivery

During final week of internship

### Follow-up Options

Explain any follow-up steps that will be done once the research has been concluded (e.g., confirming coding with participants).

### Research Analysis

List the analysis method that will be used to analyze the data.



## RP014 - Mentor Exit Interview

### Goals

Change over time (need to flesh out)

### Requirements

Setting up a Google script/form

Setting meeting times (either individual or group)

### Timelines

Ready by Week 5

### Delivery

Delivered at end of week 6

### Follow-up Options

Explain any follow-up steps that will be done once the research has been concluded (e.g., confirming coding with participants).

### Research Analysis

List the analysis method that will be used to analyze the data.

### Notes

- Motivation for serving as a Hack for LA mentor.
- Whether Hack for LA's description of its mentorship program matched the mentor's expectations. If not, how did it differ from expectations?



- What worked well/what didn't work well regarding mentorship onboarding/training?
  - Most/least helpful thing Hack for LA did to prepare you for being a mentor?
- Barriers to participating in the mentorship program?
- Perceived impacts on interns?
- What successes have you experienced in being a mentor?
- Recommendations for improving mentorship program improvement?
- What would be helpful for future mentors to know?
- Willingness to participate in mentorship program in the future? Why/why not.
- What else would you like to share regarding your experience with Hack for LA's mentorship program?



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## Resources

- Individual Research Plan Wiki Pages:
  - [Research Plan 8: Mentor Intake Interviews](#)
  - [Research Plan 13: Mentor Intake Survey](#)
  - [Research Plan 14: Mentor Exit Interviews](#)
  - [Research Plan 15: Mentor Exit Surveys](#)
  - [Research Plan 18 - Weekly Feedback from Mentors](#)
- Overview Wiki page: [Mentor Research Overview](#)

## Notes

### Other Research Needed

### Ethnographic research/ Contextual Inquiry

[On Hold]

### Requirements

Record midpoint mentor session

### Timelines

Can record the session and look at the recordings and do work on them later

### Delivery

Instruction have to be ready by week 2 mentor standup





## Research Analysis

- **Quantitative Data**

**Tools: Google Forms, Spreadsheet (Excel/Google Sheets)**

Using google forms for data collection: Identify patterns in the data via available data visualization

Using a Spreadsheet (Excel or Google Sheets): Identify patterns and trends from the data. Analytical UX metrics & variables could be categorized into the following: how mentors use the certain program, what problems they may have in using it, and what could be working differently for them

Common variables/UX metrics/questions could include:

- Attitudinal measures: assessed by questionnaire ratings of satisfaction with the experience and various aspects related to it
- How satisfactory was the average mentor experience? What does this say about their level of engagement?
- What features do they use or find interesting in the mentorship program?
- Are there any mentor needs not being met by the program?
- What features need the greatest attention for improvement? Why?
- Do certain mentors have different experiences being in the program? How so?

- **Qualitative Data**

**Tools: Figjam**

*Affinity Diagramming*

Steps:

- Visualize and whiteboard



- Identify major patterns and common themes that emerged in the mentor responses
- Organize and reorganize into meaningful categories until everyone (UXRs, UX Lead, Product owner) is in agreement.

## **Conclusion**

This 2022 mentorship program will serve as the baseline study in order to enhance the user experience of mentors serving on this platform. By performing this baseline study, existing processes are identified and measured. This will assist in comparing, iterating and improving mentorship experiences in the upcoming years.