



# **Student Success in Action: Building a Connection to Campus with Mentorship**

*Insights from the College of Southern Idaho*

# Today's Speakers

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**Andrew Shaw**

Account Executive, HE  
Mentor Collective



**Rosa Lopez**

Dean of Students  
College of Southern Idaho

# The Evolution and Impact of Mentor Collective on Student Success

**180+**



Colleges and Universities Across the Country

**+5.67%**



Retention Rate \*

**+8.06%**



Increase in Sense of Belonging \*

**-30%**



Melt Rate \*

**2014**

Focused on engaging international students and fostering meaningful connections

**2017**

Recognized the increasing importance of retention and dedicated efforts exclusively to higher education space

**2022**

Developed the only mentorship platform providing leading student success indicators and workflows

**2016**

Provided expert services to student success teams to help drive and track student engagement and its positive impact on retention

**2019**

Recognized by Lumina Foundation for commitment to student engagement and retention

\* For Mentor Collective Cohorts

# Agenda

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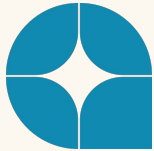
## Today's Landscape

What barriers hinder participant engagement and adoption—and why engagement is so important.



## Our Approach

How we are creating a fully supported cycle of engagement, from scheduling to reflection.



## Success Spotlight

Mentorship at College of Southern Idaho



## Discussion

Q&A From College of Southern Idaho

# Today's Landscape

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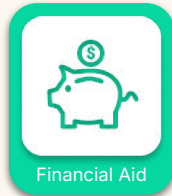
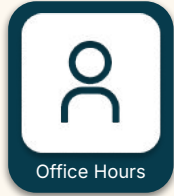
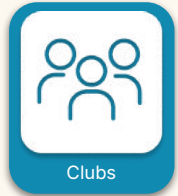


# Mind the Engagement Gap

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Offering resources isn't enough.

**Utilization is key** to delivering the *impact* that resources provide.

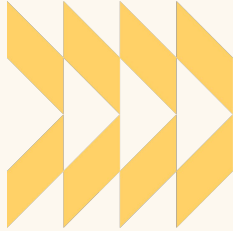


While essential, true value isn't found in simple access to a list of resources; that's just the starting point. Success isn't measured by how much we offer, but by how effectively students *engage* with the support available to them.

# Mentorship Meets the Need

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While many resources see low utilization, the data tells us learners are hungry for support—**they just want it on their terms.**



82%

seek more proactive  
and personalized support

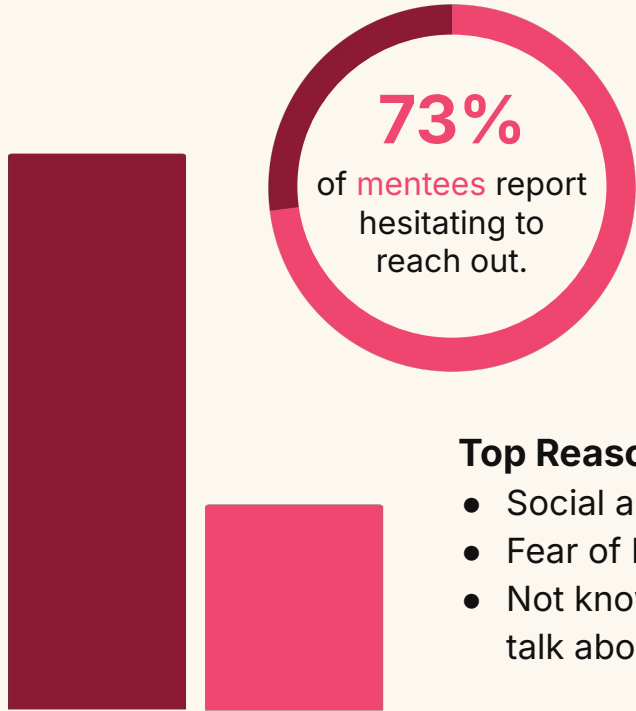
9x

more likely to share information  
with peers than staff

**Mentorship is the solution.** It takes the trust learners already place in peers and friends, and makes access to that support scalable.

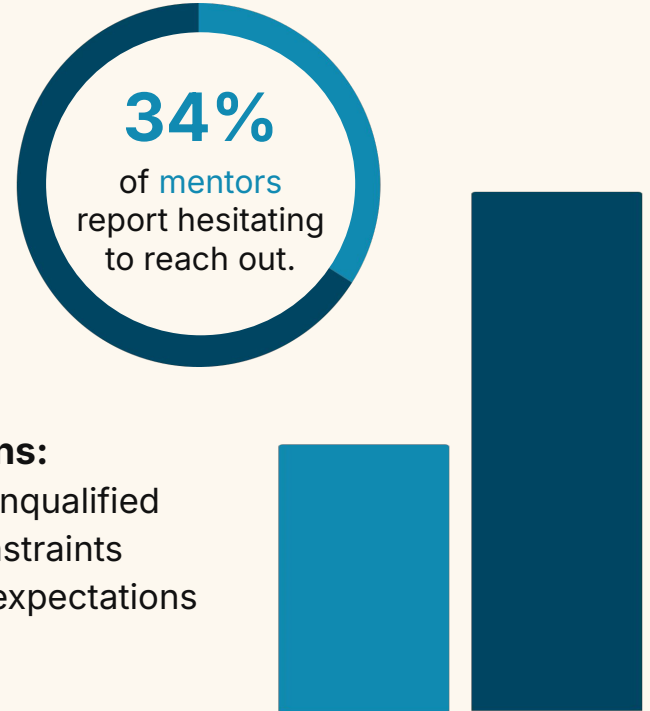
# The Barriers to Engagement

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## Top Reasons:

- Social anxiety
- Fear of being a burden
- Not knowing what to talk about



## Top Reasons:

- Feeling unqualified
- Time constraints
- Unclear expectations

# The Path to Impact

Mentor Collective invests in the journey to being matched **and** to being mentored.



**Write your next chapter with a mentor by your side.**

{{1}} is partnering with Mentor Collective to offer students {{2}} mentor and the advantages of mentorship.



**Here's how:**


- ✓ Sign up and tell us about **yourself**.
- ✓ Get **matched** with the {{3}} mentor who's a fit for you.
- ✓ **Say hi!** Connect with your mentor throughout the year.
- ✓ Leverage mentorship to set and achieve **goals**, make **connections**, and prepare for **your next chapter**.

**SIGN UP TO GET A MENTOR** →



Questions? Reach out at [help@mentorcollective.org](mailto:help@mentorcollective.org)

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### Sign In

Welcome back! Please enter your details.

Email


Password

[Forgot Password?](#)

**Sign In**

OR

 **Sign In With Institutional Credentials**



# The ROI of Engagement

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Our research shows what drives results.

## The Rule of Three



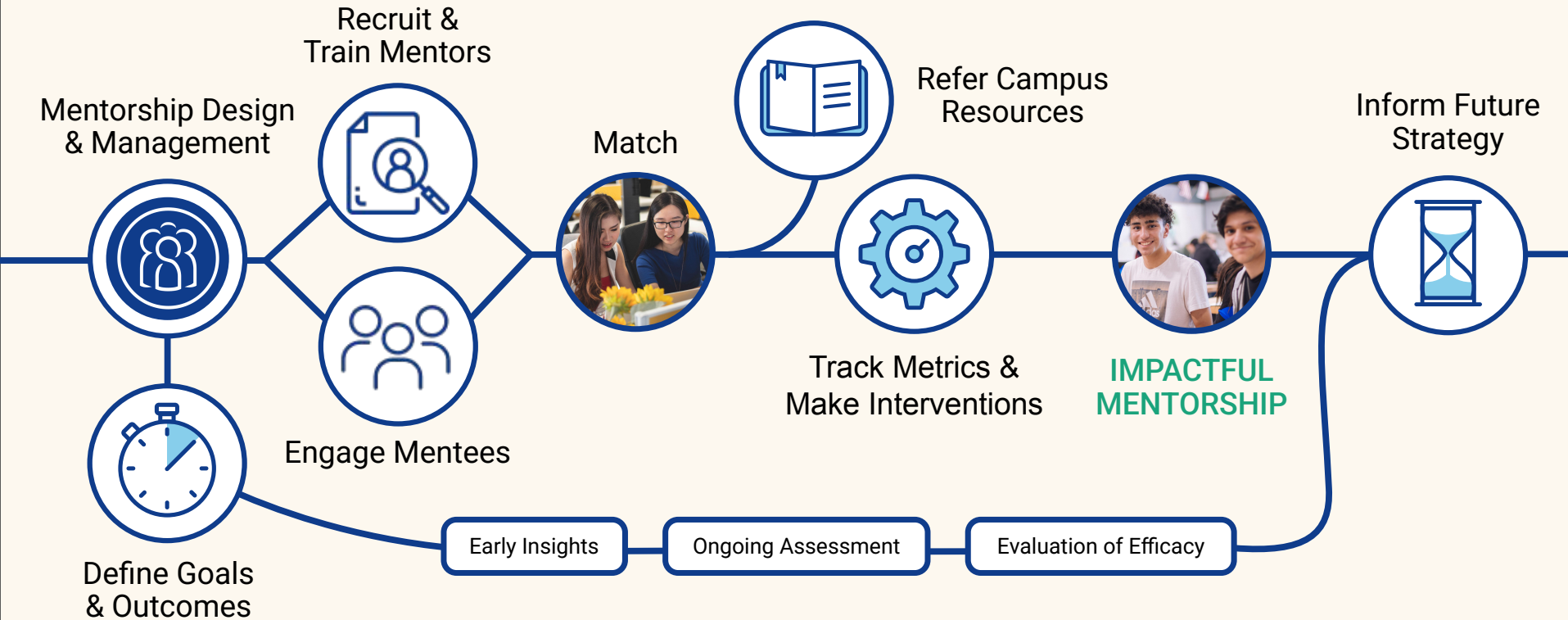
conversations  
lead to an **+11% increase**  
**in retention**



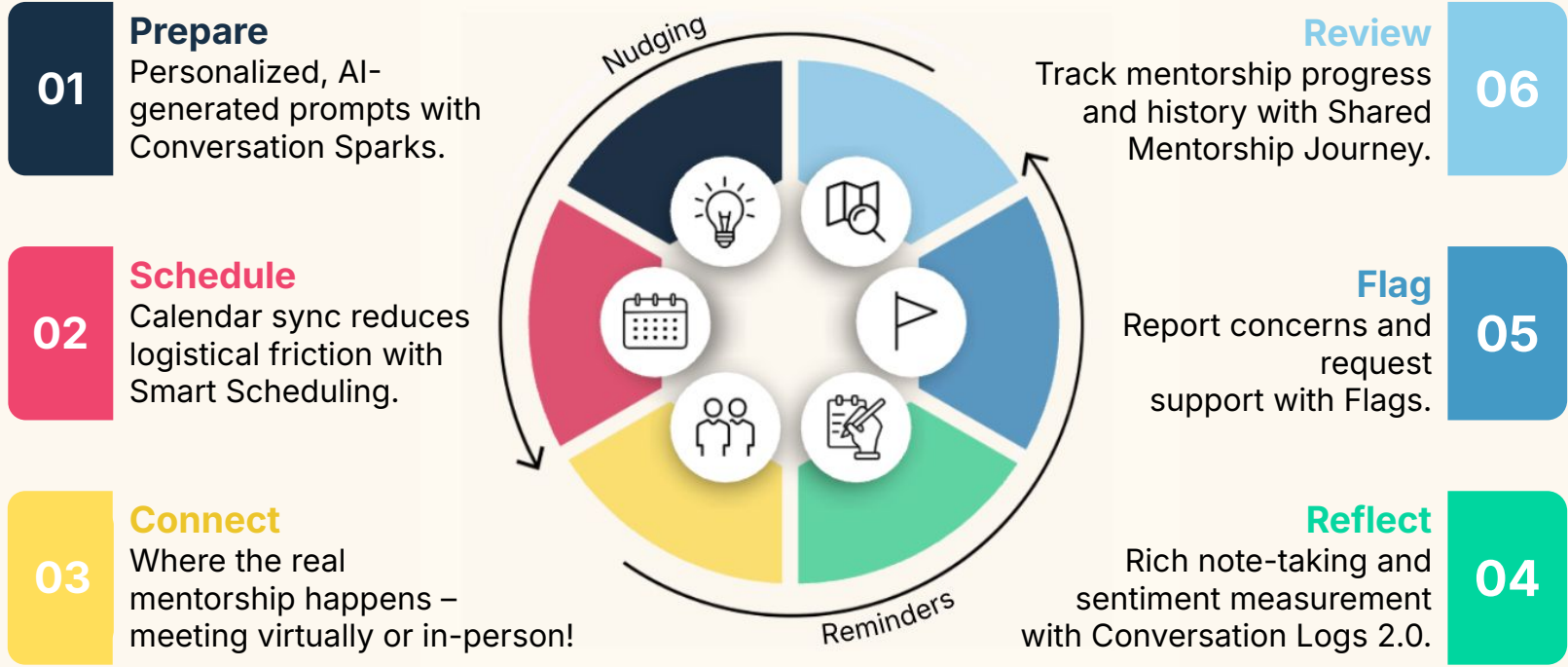
# Our Approach



# Mentor Collective Mentorship



# Fully Supported Engagement Cycle



# Success Spotlight: Mentorship at College of Southern Idaho





## ***WE ARE THE EAGLES***

**Mascot: Gilbert the Golden Eagle**

**Colors: Gold and Black**

**Founded: 1965**

**Location: Twin Falls, Idaho  
with centers in Jerome and Burley**

## ***ANNUAL HEADCOUNT***



**4,443**

**ACADEMIC**



**1,076**

**CAREER TECHNICAL  
EDUCATION  
(CTE)**



**9,681**

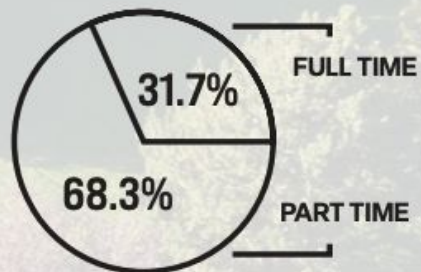
**DUAL CREDIT**

CSI DATA AT A GLANCE AY 23-24

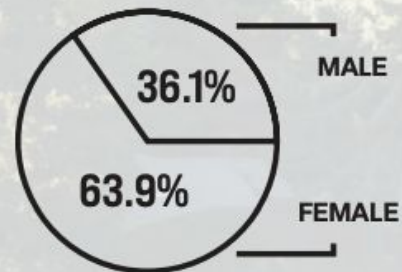
# STUDENT PROFILE

CSI DATA AT A GLANCE AY 23-24

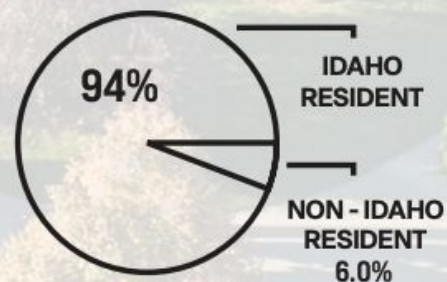
## ENROLLMENT



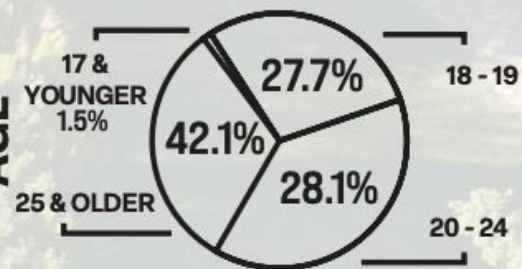
## GENDER



## RESIDENCY



## AGE



CSI DATA AT A GLANCE AY 23-24 | ACADEMIC & CTE DEGREE SEEKING STUDENTS ONLY

# How does CSI define student success?



# **Tell us about your program:**

*How did it begin?*

*What are its goals?*

*Who does it serve?*

*Why did you prioritize mentorship?*

# College of Southern Idaho



158

Flags Reported

573

Mentorships Formed

1592

Conversations Logged

6375

SMS Exchanged

## Program Goals

- Design and implement a high-impact, scalable peer mentorship program for long-term retention.
- Foster a culture of mentorship to connect students, deepening their sense of belonging.
- Align with CSI's strategic enrollment goals and identify student concerns at key journey points.
- Evaluate mentorship's long-term impact on melt (Year 2+), persistence (Fall to Spring), and retention (Year 2+) rates.

**Mentors** → CSI Faculty, Staff and Peer mentors

**Mentees** → Incoming students

# Why and how is Mentor Collective involved in your program?

# Flags For Individual Intervention

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## Send to Tutoring Center



Had a **hard time studying** at first & keeping up. Now she has been getting As on all her quizzes & doing much better



## Send to Student Advisor



My mentee is **considering her next move** whether continuing her education or starting a career.



## Send to Counseling Services



She just seems **overwhelmed** with some school work and trying to keep a steady head



## Send to CSI Forensics



She is **scared of public speaking** she got through it though and she did it anyway thanks to the support of the CSI leadership team.

# Mentorship Highlight

## What I Want in a Mentor

"My mentor & I have the same academic interests"

## Mentee Goal:

Make Friends



**Sierra Graff**  
Mentee

Age: 20  
Major: Music- AA  
Languages: English

## Why I Want a Mentor:

"I'm not sure this is the right school for me"

## Hobbies:

Dancing  
Exploring new places  
Video games

Average Academic Help-Seeking Score **2.7**

Average Academic Self-Efficacy Score **3.3**

Average Sense of Belonging Score **2.6** 



**Shannon Hyde**  
Mentor

Age: 44  
Major: Education  
Languages: English



Pair Matched September 27, 2024



11 Reported Conversations



Things they have in common:  
Interested in The Arts, History, Politics,  
Education & Philosophy

**What is the impact you've seen peer relationships have on engagement?**



## What Peer Mentors Do:

- Share their experiences
- Explain how to overcome challenges
- **Suggest resources**
- Offer new ideas and ways of thinking
- **Normalize asking for help**
- Identify obstacles to student success
- Encourage student to get out of their comfort zones
- **Direct mentees to opportunities and activities that match interests and values**

## What Mentees Learn:

- There are people like them
- How to manage stress
- **How to locate resources**
- Where to go for help
- How to register for classes
- **How to get involved**
- How to find and connection with others
- **How to manage time**
- Coping strategies from someone who has been in their shoes



## Mutually Beneficial Relationships

# Student Stories

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**"I became a mentor to help inspire others during hard times & share a sense of community.** I love being able to share experiences with others & connect with a variety of people. I'm excited to give my mentees the resources they need & someone to talk to when they're going through hard times.."



"I am a mother to a bunch of kiddos, stressful but fun! **I joined the mentee program to be able to get more support through this crazy but great time in my life with schooling.**"

**What advice would you give to institutions starting or scaling their own mentorship program?**



**Visit**  
**[mentorcollective.org](https://mentorcollective.org)**  
**to learn more.**





**Thank you!**

