

**AHLA Mentoring Program Pilot Survey**  
*(Introduction Message)*

As a participant in AHLA's mentoring pilot programs, we need five very important minutes of your time. The **Association's Mentoring Committee** is seeking your input regarding your experience in the pilots conducted by the Advisory Council on Diversity and the Payors, Plans, and Managed Care Practice Group so that as they plan the **implementation of our upcoming Association-wide mentoring program**, they may incorporate best practices into the process.

Your feedback is important. Please click the link below to begin the survey.

<http://www.zoomerang.com/Survey/U2HTZQZPU33J>

# Zoomerang Survey Results

Feedback for Development of AHLA Mentoring Program

Feb 25, 2011 11:32 AM PST

In the past, AHLA has conducted two mentoring pilot programs -- one was sponsored by the Advisory Council on Diversity and the other was sponsored by the Payors, Plans and Managed Care Practice Group. Because of members' interest in expanding these pilots to the membership at large, the Board of Directors established a Mentoring Committee to help develop and oversee the launch of an association-wide mentoring program in 2011. The Mentoring Committee is seeking your input because of your past participation in the Diversity or PPMC pilot programs as either a mentor or a mentee. Please take a moment to answer this brief survey.

## 1. As a participant in one of AHLA's mentoring pilot programs in the past, what was your overall impression of the experience?

Excellent	4	18%
Good	7	32%
Fair	7	32%
Poor	0	0%
Did not participate	4	18%
<b>Total</b>	<b>22</b>	<b>100%</b>

## 2. How well would you say the match between mentee and mentor worked? Was it an:

Excellent Match	5	22%
Good Match	7	30%
Fair Match	6	26%
Poor Match	2	9%
Not applicable	3	13%
<b>Total</b>	<b>23</b>	<b>100%</b>

## 3. How often did you and your mentee/mentor communicate with one another?

Weekly	0	0%
Every other Week	1	5%
Monthly	4	19%
Quarterly	1	5%
As the need arose	7	33%
Never made contact	1	5%
Other, please specify	7	33%
<b>Total</b>	<b>21</b>	<b>100%</b>

## 4. How did you and your mentee/mentor communicate? (Check all that apply.)

Email	11	52%
Phone	19	90%
At AHL A in-person meetings	5	24%
At other in-person meetings	2	10%
Facebook	0	0%
Twitter	0	0%
Linked In	1	5%
Did not end up communicating	1	5%
Other, please specify	1	5%

**5. What was the focus of your mentoring relationship? (Check all that apply.)**

Career goals/development	17	81%
Work-life balance	5	24%
Practice management	4	19%
Addressing workplace "politics"	3	14%
Networking	5	24%
AHLA involvement	7	33%
Other, please specify	4	19%

**6. For the pilot mentoring program in which you were involved, how would you classify the amount of structure that AHLA has provided?**

Too much	0	0%
Just the right amount.	10	50%
Too little	10	50%
<b>Total</b>	<b>20</b>	<b>100%</b>

**Question #3 – Open Ended Responses:**

***How often did you and your mentee/mentor communicate with one another?***

1. Attempted to sign up but was never contacted by AHLA.
2. Once because the mentor had less experience that I had.
3. Once or twice then dropped off.
4. At first quarterly; after 9 months or so, not so much.
5. Monthly at first; then a gap of several months and then as needed.
6. We spoke twice, and then lost contact.
7. Varied monthly to quarterly to as needed.

**Question #4 – Open Ended Responses:**

***How did you and your mentee/mentor communicate?***

1. Attempted to sign up but was never contacted by AHLA.

**Question # 5 – Open Ended Responses:**

***What was the focus of your mentoring relationship?***

1. Attempted to sign up but was never contacted by AHLA.
2. One phone conversation because the mentor had less experience than I had.
3. (Each of the multiple options) and, any other topics they brought up.
4. We did not communicate.

## Question #7 – Open Ended Responses:

***As we develop an Association-wide Mentoring Program, what improvements could we make to strengthen the mentoring program?***

1. I think that, as with any Mentoring Program, the goal is always important but hard to define. I think you need to define what the goal of the program is and the rest will be easier to structure.
2. Follow up with people who attempt to sign up.
3. Many mentors never made contact with mentees. Mentees were not given the mentor's contact information to follow through. This was my experience as well as others. I would suggest offering career development sessions on communication, relationship building, etc for mentees. I continue to have an extremely positive relationship with my mentee. While I have not met the original mentor assigned to me, I have gained other mentors through my involvement who have been extremely helpful in their guidance and supportive of my goals.
4. If someone has 20 years experience, they need to be matched up with someone with 30 to forth years experience not 10 years.
5. Perhaps prompts or topics to help with mentoring.
6. Basically, our PPMC PG ran the mentor program. AHLA only helped send out advertisement for those to sign up and the match letters. We did the matching, follow up twice a year with mentors and mentees to make sure it was working. The key is to get a committed mentor who will initiate the calls and keep up the communications. We developed guidance documents for the mentees and the mentors. The hardest was making the match to make the two were as close as we could and we followed the mentee's preference. We had all but one stay in the program the entire time. One of my mentees is now in a leadership role in our PG. Lisa Hathaway.
7. The program is great - very well structured, however, I took advantage of it less than I should have.
8. The mentees want jobs or introductions to people who can get them jobs - better jobs than they have now. Is there a way to involve members who are hiring to be in touch with the mentors about who and what they are looking for?
9. Provide more structure: ask each person to fill out a basic information sheet to get acquainted; suggest some topics for discussion; identify possible goals that might be considered.
10. Create an on-line reminder after 30 days and 60 days to touch base with each other, just to assure that the process continues after the first contact.
11. Perhaps a few more structured "guideposts" so that both the mentee and mentor are clear on expectations.