



Evaluation Matrix

	Element	Criteria	Method	When
1.	Processes: Recruitment & Selection	Number of potential mentors that applied Number of potential mentorees that applied Number of suitable applicants accepted to program	Record applications Record applications Record	Pre-program
2.	Matching	Number of matches accepted/rejected by pairs Number intact at mid-point Number intact at end Participant satisfaction	Record Record Record Participant survey	Pre-program Mid-program Program end Program end
3.	Communication	Contact with coordinator Nature of enquiries Participant satisfaction Other	Record Record Focus group/workshop Participant survey	As occurs As occurs Mid-program Program end
4.	Processes	What could be improved?	Focus group/workshop	Program end
5.	Mentoring	Relationships maintained Quality	Done in 2. Above Participant survey	Program end
6.	Mentoring	What challenges are experienced?	Focus group/ workshop	Mid-program
7.	Participant Support: Training	Attendance Positive/negative participant feedback	Record Debrief	At workshop At workshop
8.	Materials	Positive/negative participant feedback	Participant survey	Program end
9.	Resources	Usage rates Positive /negative participant feedback	Record Participant survey	Monthly Program end
10.	Activities	Attendance Positive/negative participant feedback Engagement Interaction	Record Participant survey Observe Observe	As occurs Program end As occurs As occurs
11.	Support	What support do they need?	Focus group/workshop	Program end
12.	Outcomes: Mentorees	Did they achieve what they hoped for? Were their other outcomes?	Focus group/workshop	Identify at start & review at end
13.	Mentors	What were their outcomes, benefits, challenges	Focus group/workshop	Program end
14.	Organisation	Impact on organisational needs	Before & after measures	Pre & post-program
15.	Return on investment	Strategic value	Financial Triple bottom line	Post-program