

Surveys (automated)

MQS (Mentoring Quality Score)

understand the satisfaction between the mentor and mentee.

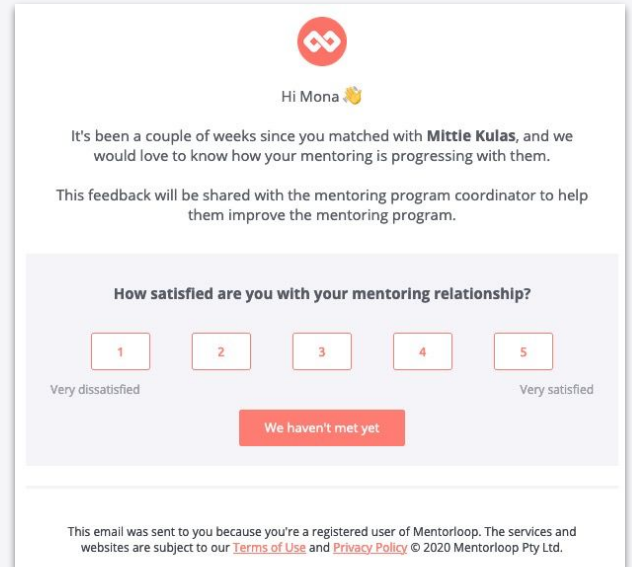
This survey is sent on day 30 post match, and every 90 days after.

Post-Meeting: understand how your mentors and mentees went with their mentoring meetings.

This survey is sent after a mentor or mentee launches a meeting within their 1:1 loop.

Close Loop: understand why a mentoring relationship has come to an end.

This survey is sent when a mentor or mentee opts to 'Close Loop' in their 1:1



Hi Mona 🌟

It's been a couple of weeks since you matched with **Mittie Kulas**, and we would love to know how your mentoring is progressing with them.

This feedback will be shared with the mentoring program coordinator to help them improve the mentoring program.

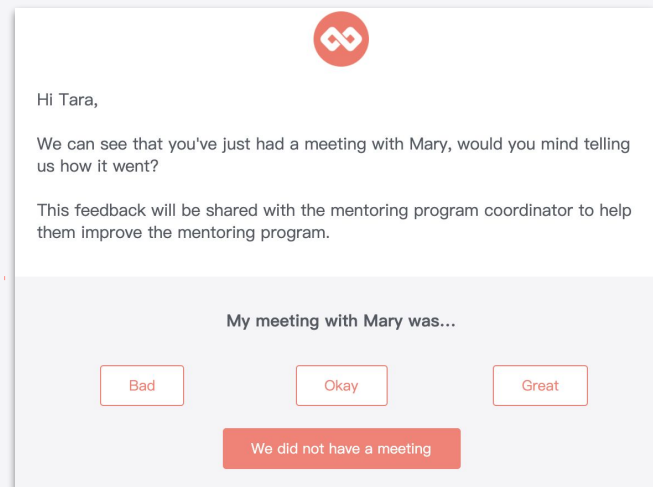
How satisfied are you with your mentoring relationship?

1 2 3 4 5

Very dissatisfied Very satisfied

We haven't met yet

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Hi Tara,

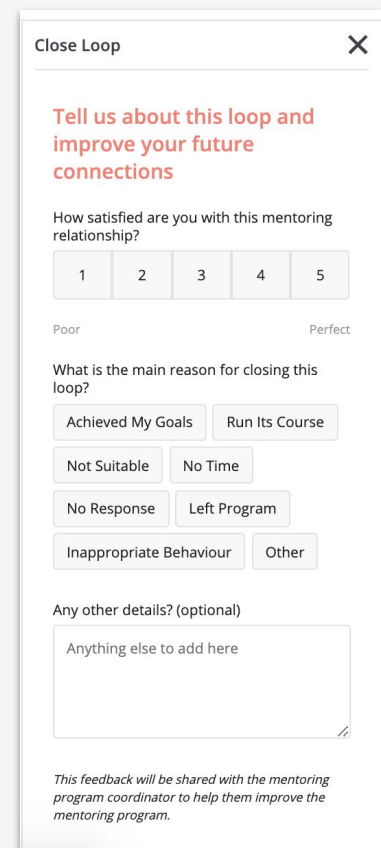
We can see that you've just had a meeting with Mary, would you mind telling us how it went?

This feedback will be shared with the mentoring program coordinator to help them improve the mentoring program.

My meeting with Mary was...

Bad Okay Great

We did not have a meeting



Close Loop ✕

Tell us about this loop and improve your future connections

How satisfied are you with this mentoring relationship?

1 2 3 4 5

Poor Perfect

What is the main reason for closing this loop?

Achieved My Goals Run Its Course

Not Suitable No Time

No Response Left Program

Inappropriate Behaviour Other

Any other details? (optional)

Anything else to add here

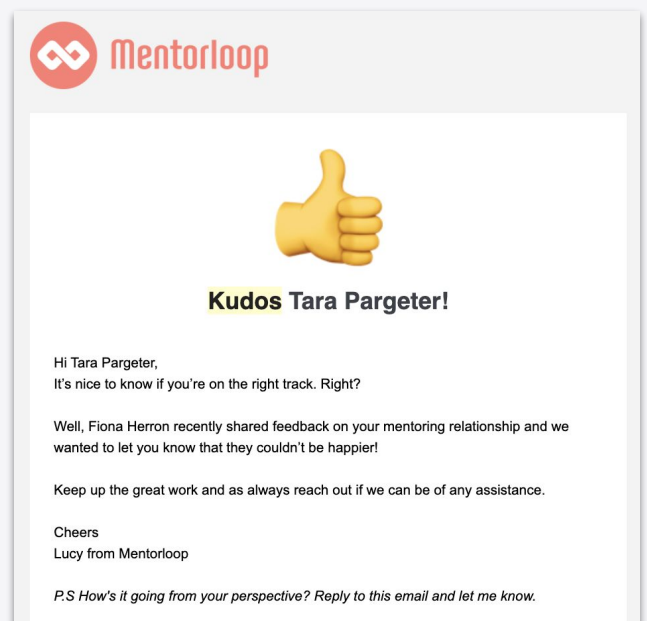
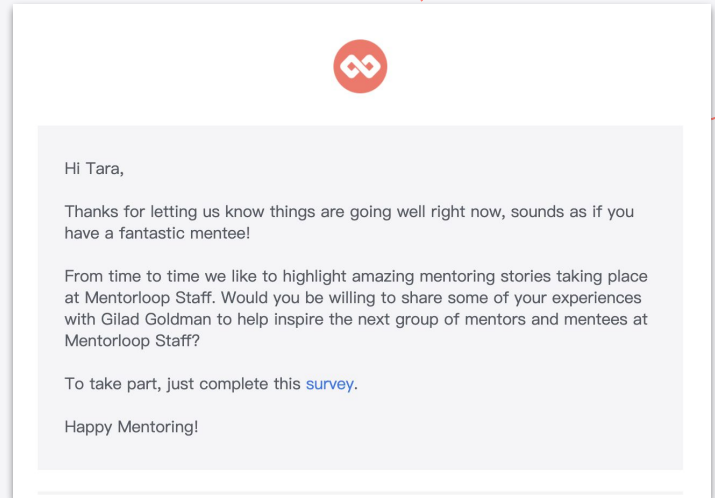
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Surveys (automated)

End User Story Request: If a mentor or mentee selects a 5/5 on their MQS survey, an automated response is sent to ask for more details on the success of their mentoring relationship. Link to questions [here](#).

End User Stories: once a mentor or mentee submits their answers to the end-user story request, our marketing team will pull together a one pager and share this with the Program Coordinator.

Kudos: if a mentor or mentee selects a 5/5 on their MQS survey, a Kudos email will be sent to their respective mentoring partner.



Surveys (automated)

NPS (Net Promoter Score): this is an in app survey to understand how our mentors and mentees rate their Mentorloop experience.

This is an opportunity for users to provide suggestions, improvements and feedback on the platform, so that we can continue to improve the experience.

