



*Erasmus+ programme, KA210, Small scale partnership project in the field of Vocational education and training*

## **“Improvement of digital and peer mentoring support skills of marginalised students to prevent their drop-out from school”**

*Project number: 2022-2-BG01-KA210-VET-000092203*

**A1: Production and customisation of Peer mentoring training materials**



## **Result 3: “Handbook for usage of digital tools in peer support”**

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## Introduction

You, as peer mentor and the mentee, who are supporting, are participating in one of the great things of the peer mentoring – it is the real, human connection that's created by two people at near same age. Peer mentoring requires thoughtful conversations, brainstorming and generally diving in deep with someone else.

Just as technology has enabled more flexibility in the schools and society at large—from video conferencing platforms (e.g., Zoom, WebEx, Google Meet) to online collaboration tools (e.g., Slack, Microsoft Teams, Sli.do) - it has enabled more flexibility in how mentors and mentees can get and stay connected. It even opens some new possibilities that aren't feasible when keeping things strictly face-to-face. Via technology and an online collaboration and tools, the peer mentoring programme also will reduce travel costs and time for meeting physically.

Imagine that you and your mentee prefer to meet in person, there could be times - illness, travel outside the city or a busy schedule, then the flexibility of technology ensures the relationship can continue even if an in-person meetup isn't doable.

In this handbook, we would like to suggest and train you on how to use leverage technology to enhance or enable your peer mentoring programme.

## Tips for successful remote (distance) peer mentoring



### **1 Set clear expectations.**

Before you start or shift your mentoring relationship into online or remote peer mentoring relationship, it's important to set clear expectations with your mentee. This includes defining the purpose, goals, and scope

of your mentoring, as well as the frequency, duration, and format of your sessions. We recommend you agree on the communication channels (for which we provide also suggestion in this handbook), feedback method, and confidentiality rules that you'll use. Setting clear expectations will help to you and your mentee to avoid misunderstandings, manage your time, and measure your progress.

### **2 Choose the right tools.**

Digital peer mentoring requires using different tools than face-to-face mentoring. Depending on your needs and preferences, you may use a combination of video conferencing, messaging, email, phone, or online platforms to communicate and collaborate with your mentee. For that purpose, in the next session, we are suggesting a number of possible and affordable tools. Some of the factors to consider when choosing the right tools are the quality, accessibility, security, and functionality of the tools, as well as the cost and compatibility with your devices. We recommend you test the tools before your sessions and have a backup plan in case of technical issues.

### **3 Build rapport and trust.**

One of the challenges of digital peer mentoring is building rapport and trust with your mentee, especially if you don't have a prior relationship. To overcome this challenge, get to know each other on a personal level, share your backgrounds, interests, and motivations, and express your appreciation and respect. Be honest, open, and supportive, and avoid judging or criticizing your partner in the mentoring couple. Building rapport and trust will help you create a positive and productive peer mentoring environment.

### **4 Be prepared and engaged.**

Another challenge of online peer mentoring is maintaining your attention and engagement during your sessions, especially if you have distractions or interruptions in your surroundings. To overcome this challenge, prepare for your sessions in advance, by reviewing your goals, agenda, and materials, and by setting up a comfortable and quiet space. Be engaged during your sessions, by asking questions, giving feedback, sharing ideas, and taking notes. Being prepared and engaged will help you make the most of your time and learning.

### **5 Follow up and follow through.**

The last challenge of remote peer mentoring is keeping the momentum and continuity of your mentoring, especially if you have a long-term or ongoing relationship. To overcome this challenge, follow up and follow through after your sessions, by sending a summary, action plan, or feedback to your mentee, and by completing any tasks or assignments that you agreed on. Check in with your partner regularly, by sending updates, reminders, or encouragement. Following up will help you achieve your goals and sustain your relationship.

### **6 Evaluate and improve.**

The final best practice for distance peer mentoring is to evaluate and improve your mentoring, by seeking and giving feedback, measuring your progress and outcomes, and identifying your

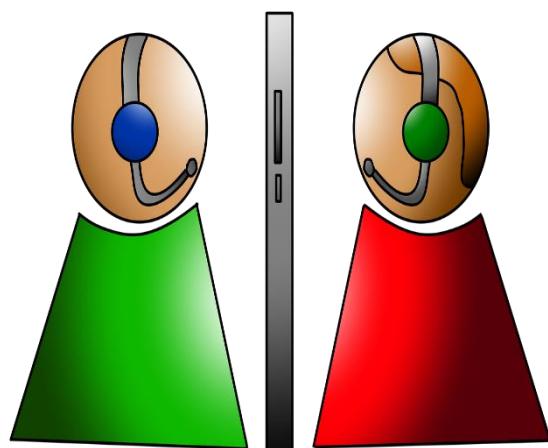
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strengths and areas for improvement. Celebrate your achievements and milestones and acknowledge your mentee's contribution and support. Evaluating and improving your mentoring will help you enhance your skills, knowledge, and confidence, and grow as a peer mentor or mentee.

## Flexible online meetings



When you don't have to travel to a meeting place, it becomes a lot easier to fit in meetings amidst the rest of your busy schedule. With virtual meetings, simply pick up the phone or grab your laptop and chat with your mentee wherever you are. This flexibility also allows for more people to participate in the program with fewer restraints on location or transportation for participation.

While there are many benefits to online mentoring programs, it's important to be aware of the challenges that come with a virtual program as well. One issue is communication, due to constraints of reading body language and facial expressions. This can lead to a lack of "chemistry" sometimes. Luckily, this can be overcome by providing to you as mentor and your mentee with access to a variety of communication tools and opportunities to utilize video whenever possible.

The biggest challenge can come from technology. As we all know, technology doesn't always work the way we'd like it to. Technology failures can become frustrating to online mentoring

participants. Luckily, emails, direct messaging and phone calls can supplement video meetings when technology disruptions occur.

Here are a few other tips and tricks to ensure that your online mentoring programme is successful.

While most mentorship programs have scheduled meetings throughout the duration of the program, sometimes you may want to quickly check in with your mentor. Online chat or direct messaging can be a great tool when you have a quick question or need advice about a specific situation you've run into at work or school. Sometimes you may just need to hear some words of encouragement. When it comes to these types of situations, mentors and mentees can choose to chat through their online program, email, or text.

## Online mentoring video tool options

### Zoom



There are a lot of great online video options for online mentoring meetings and discussions.

Zoom is a great video conferencing tool for one-to-one meetings or larger groups. You may use also the following QR codes to scan with your mobile phone:

<https://play.google.com/store/search?q=zoom&c=apps> or  
<https://zoom.us/support/download>





Zoom.us is one of the most popular platforms for online gaming and webinars. Of course, its popularity has grown dramatically since the events caused by the coronavirus. To use it, you need to download it for your computer, tablet and/or phone. Once the app is downloaded, you need to register on the Zoom platform. Activate your sound when entering the virtual room. On the phone - from the headset icon at the bottom left of the screen, select Call via Device Audio. On PC – you can control the microphone and video from the bottom left corner of the app. You must turn on the camera to be able to receive feedback from the coach.

Make sure no one disturbs you during the workout. Secure a safe perimeter around you. It's good not to hit yourself or break something while conducting peer mentoring session. Use wireless headphones to fully immerse yourself in the atmosphere of the workout. And most importantly, believe that you can achieve no matter where you are! In the hall or in front of the monitor - we are by your side to help you and the mentee in your common endeavours.

## Google Meet



Google Meet is another simple option available for free. If available, utilize the in-app video conferencing capabilities in your mentoring platform.

You can get the app from this link:

<https://play.google.com/store/apps/details?id=com.google.android.apps.meetings>



At the bottom right, tap new camera and then tap calendar schedule in Google Calendar. When you tap this option, the Google Calendar app opens an event where you can edit details such as the event's title, time, and guest list. Learn how to create an event in Google Calendar. At the top right, tap Save. Use the back button to return to the Meet app. Through the meeting link in your calendar event, you may access the meeting and to send the link to your mentee.

## Microsoft Teams



### Microsoft Teams

Microsoft Teams for education and for peer mentoring is a powerful communication app that enhances collaboration and learning. It integrates everyone and everything in one place, and it's free for all with a valid email address.

You may download it from the following link:

<https://play.google.com/store/search?q=teams&c=apps> or via following QR code, which you and your mentee may scan with the phone camera.



The app is giving the possibility to submit, save, and extract information from handwritten notes and assignments with Office Lens. It also provides options for ice breakers, exam prep, discussions, assignments, quizzes, rubrics, and to always track your mentee's achievements. It is very easy to use once you use the same credentials as for the electronic diary .

Dedicated tutorial is also available here: <https://www.youtube.com/watch?v=jPMrQXbe7Bs>



## Skype

Another flexible option is to use the Skype. If you'd like to download the Skype app on your computer or smartphone, there are a few quick steps to follow. You may use this link or the QR code:



<https://play.google.com/store/search?q=skype&c=apps>



Since Microsoft owns Skype, if you have a Microsoft account already, you should be able to use that to sign in to Skype.

You may follow these steps:

- Open your preferred web browser and visit [www.skype.com](http://www.skype.com).
- Here you can use the Skype web version without need for downloading it.
- Then click “Downloads” at the top of the page.
- After you click the blue button, the Skype installer will automatically download it to your computer.
- Once it is finished downloading, double click on it in the left corner of your computer.
- Once the Skype app is open, click “Let’s go.”
- If you don’t have a Microsoft account, then you need to register yourself or help your mentee to do it.
- Next, you’ll want to grant Skype permission to access your camera and microphone so your friends and family can see and hear you.
- These permission dialogue boxes will pop up automatically when you set up your account.
- After you have clicked “Allow,” you’re all ready to go!

## Viber and WhatsApp

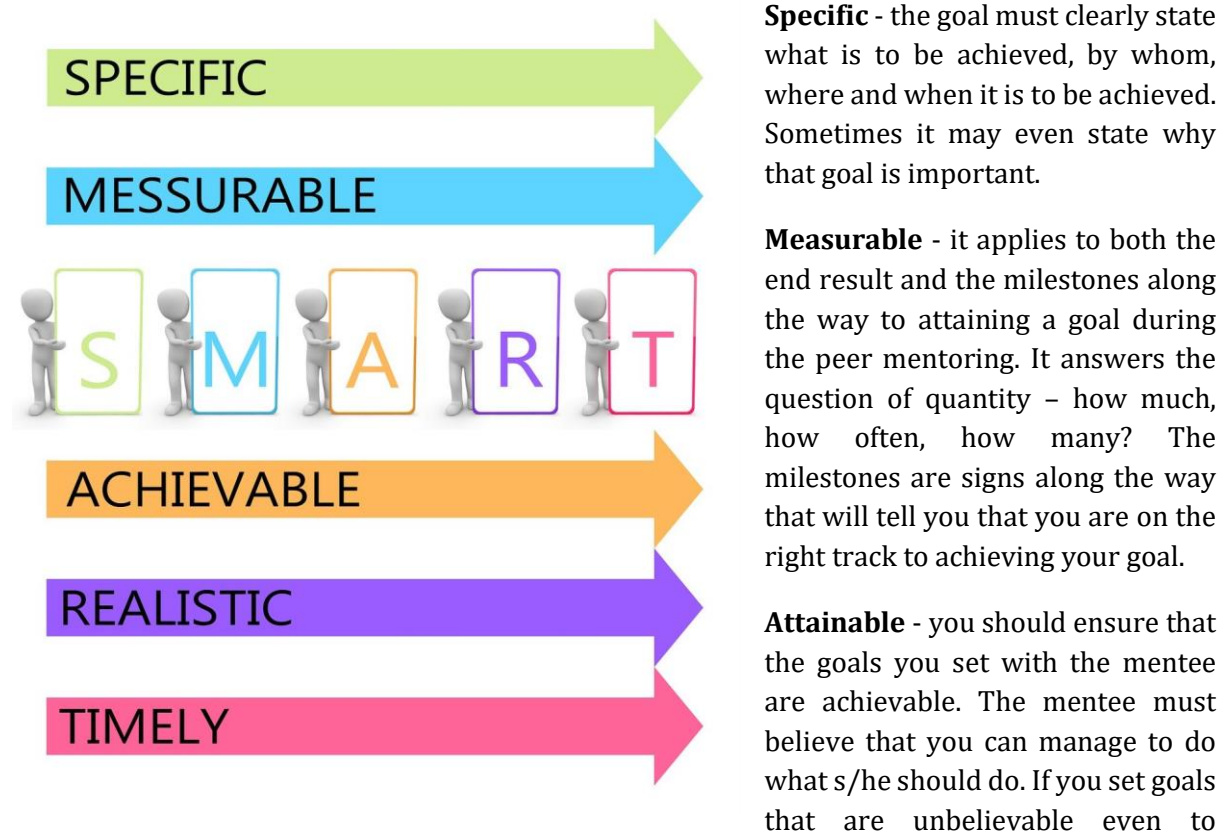


Of course, for communication purposes you may also use WhatsApp and Viber but note that the functionalities of the above solutions are more advanced, than the simple options of WhatsApp and Viber.

## SMART goal setting tool

A SMART goal is a goal that is specific, measurable, attainable, relevant and time based. In other words, a goal that is very clear and easily understood. This worksheet can help you to use it as digital tool during the conducting of the peer mentoring programme.

Here is some guidance on the meaning of each step in the tool.



yourself, it is very unlikely the mentee to achieve them.

**Relevant** - the goals must be relevant to what you and your mentee want to achieve in the short term and the long term.

**Time-based** - this sometimes overlaps with the goal being Specific, but it aims to ensure that you and your mentee put a time-frame to your goals.

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## SMART Goal Worksheet

*(to be completed by the mentee with the help of the peer mentor)*

**Specific:** *What exactly will you accomplish?*

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**Measurable:** *How will you know when you have reached this goal?*

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**Achievable:** *Is achieving this goal realistic with effort and commitment? Have you got the resources to achieve this goal? If not, how will you get them?*

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**Relevant:** *Why is this goal significant to your life?*

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**Timely:** *When will you achieve this goal?*

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**This goal is important because:**

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**The benefits of achieving this goal will be:**

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**Take Action!**

**Potential Obstacles**

**Potential Solutions**

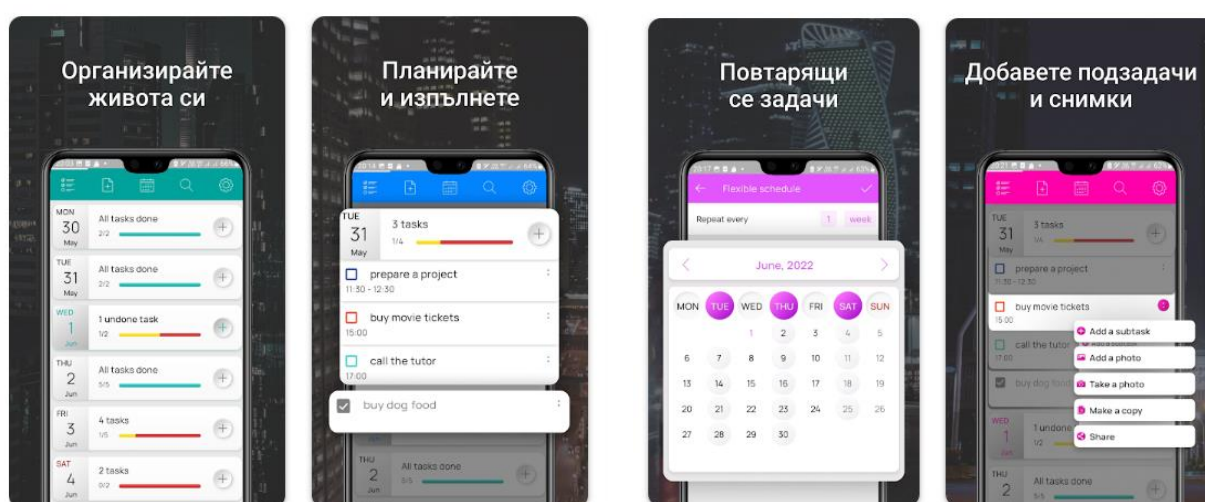
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Alternatively, you can use the following application:  
<https://play.google.com/store/apps/details?id=com.weekly.app>

This can be your and mentee's personal assistant for organizing daily tasks and work tasks. Turn your daily tasks into a game with a smart digital planner. Organize a personal to-do list or create a business in a format that's convenient for you. Improve performance every day by tracking progress and reaching new levels of productivity.



## SWOT analysis of progress

A SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis is a simple and effective way of examining your own mentoring capacity and helps you to identify areas for improvement. Consider each of the following prompts and complete each of the quadrants in the SWOT analysis below. Use the results to identify strengths areas and opportunities for development.

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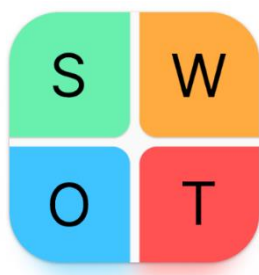
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<b>Strengths</b> are your positive attributes and resources which enhance your ability to mentor someone.	<b>Weaknesses</b> are aspects you feel you need to improve upon or skills you lack, aspects which you feel detract from your ability to be a good mentor.
<i>Example: good listener, good collaborator</i>	<i>Example: I can't wait to hear the other one</i>
<b>Opportunities</b> are the resources and opportunities you have around you which you might be able to access and which support you in the role.	<b>Threats</b> are the pressures and practicalities and other aspects of your role and responsibilities which might get in the way and hamper your ability to be a good mentor.
<i>Example: I am very motivated to improve myself and to help my mentee partner.</i>	<i>Example: I have a busy schedule with my own learning at school, so sometimes I will not have enough time to meet my mentee.</i>

**Action Plan:** based on the above analysis, what do you need to do?

Development area	Developmental activities and timeline	Measures of success
<i>Example: Time management</i>	<i>Example: Preparation of detailed daily schedule with timing for each activity</i>	<i>Example: Review of the schedule at every Sunday.</i>



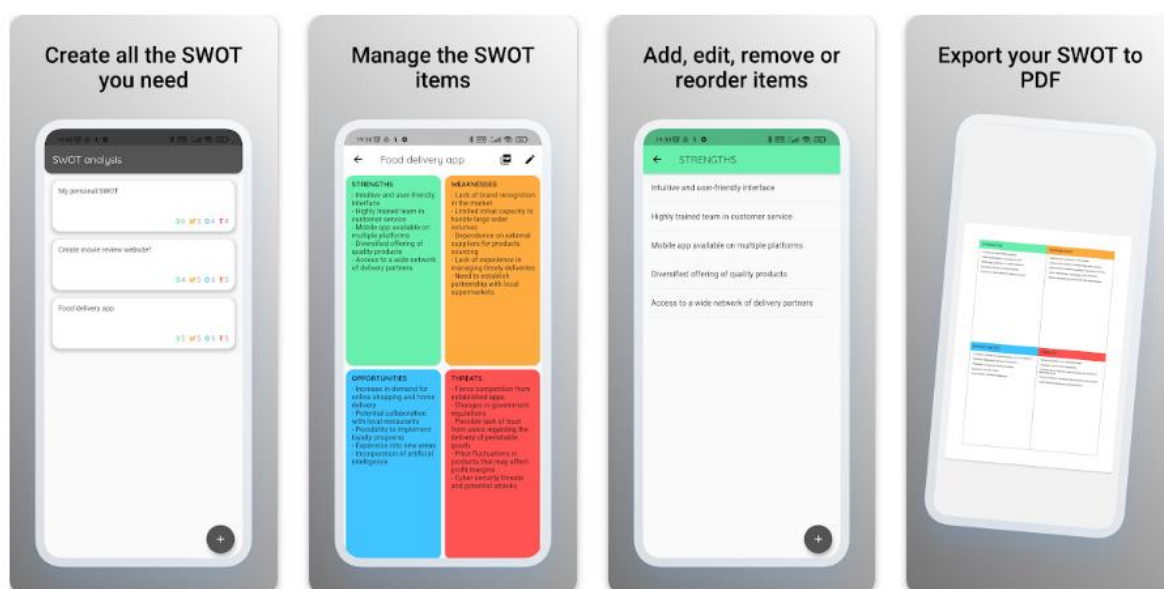


With this app you can create your SWOT analysis with a simple, clean interface. Create as many SWOTs as you want, write down your strengths, opportunities and threats to make your business or personal decisions.

You may download the app from the following

link or QR code:

<https://play.google.com/store/apps/details?id=es.guillermogarcia.dafo>



## Peer'Em P2P – Messenger



The Peer'Em Messenger is providing secured and private environment for distance mentoring without data being stored on servers. No registration required. No trackers. No ads. Peer'Em implemented communication using proven, state-of-the-art open source peer-to-peer technology. It is available for Android, iOS, Windows, Linux and

Mac.

The app provides several options:

- Community, messenger, blogs, video calls, file transfer.
- Peer'Em does not read your phone contacts.
- You can safely chat with your mentee, make phone calls or make video calls.
- Possibility of time-limited visibility of chats, photos or videos.
- Your data is only stored on your own mobile device. If you share photos, videos or personal information, this data is also stored on your friends' mobile device.

You may download it from the following link:

<https://play.google.com/store/apps/details?id=com.peerem.android>



## CANVA



Canva is a graphic design platform that can be used to create a variety of engaging content, which can be useful when you prepare common projects and assignments with your mentee. Canva provides a mix of blank and ready-made templates for users to create their vision. It's up to you to decide! With that said, Canva is a great website to begin your design journey on.

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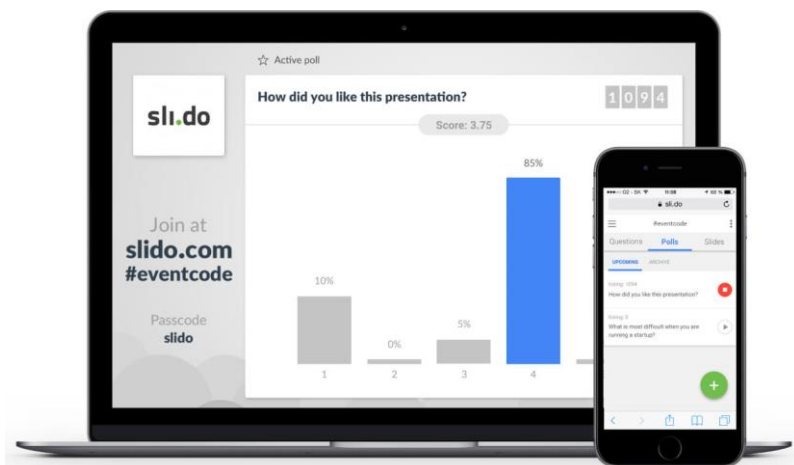
<https://play.google.com/store/search?q=canva&c=apps>



**slido** The easiest way to make your meetings interactive is to use Slido. You may engage your mentees with live polls, questions and answers, quizzes and word clouds — whether you meet in the school, online or in-between. The attendees can join without any logins or downloads, and the setup for hosts takes only minutes.

You may learn from the following link or QR code:

[https://www.slido.com/?experience\\_id=240122-z](https://www.slido.com/?experience_id=240122-z)



## Unibuddy



This scalable platform gives you the tools and insights to engage you and your mentee during your common journey. You will be empowered to make more confident decisions about the future.

You may download it from Google play at: <https://play.google.com/store/apps/details?id=com.unibuddy> or via QR code.



Now it's the showtime. Enjoy your journey as peer mentor. We believe in your power and success! Do not forget that you can always trust your teachers for support and advise.



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