

P.H.E.N.O.M.

Executive Summary

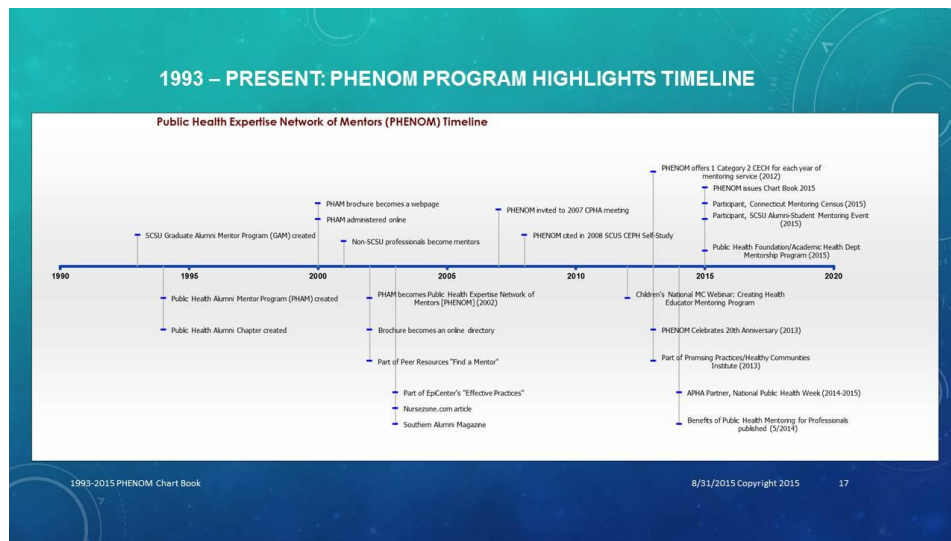
Public Health Expertise Network of Mentors (P.H.E.N.O.M.) PHENOM: A Model for Workplace Mentoring 1993-2015 Chart Book

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INTRODUCTION:

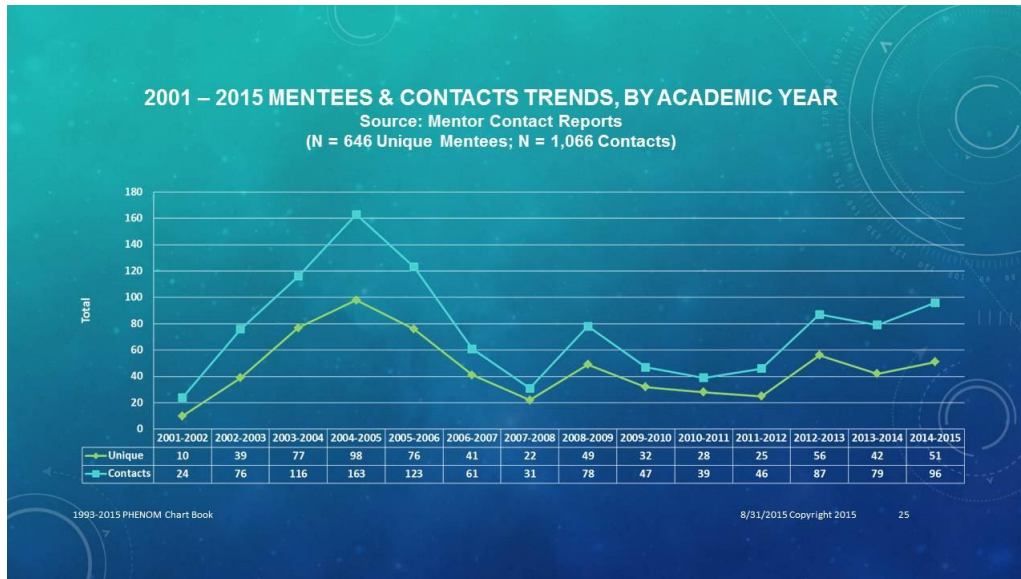
This document summarizes the results of a report entitled *Public Health Expertise Network of Mentors (P.H.E.N.O.M.) PHENOM: A Model for Workplace Mentoring; 1993-2015 Chart Book*. This report presents the history of the online volunteer-based mentoring program that was started in 1993 by 12 graduates of Southern Connecticut State University's first graduating class of its Master of Public Health Program. Initially a campus-based alumni service activity, PHENOM, in 2015, is an Internet-based professional mentoring program with 65 public health professionals providing mentoring services to mentees from 139 countries. PHENOM continues to address the competencies set forth by mentoring and public health organizations through its activities. It actively collaborates with organizations that support the professional growth and development of Public Health professionals.



This Chart Book also offers a compilation of the data (Appendix) that have been collected by PHENOM over a 22-year period, and how these data were used to expand and improve its services to those seeking career mentoring and professional development opportunities.

OBJECTIVE:

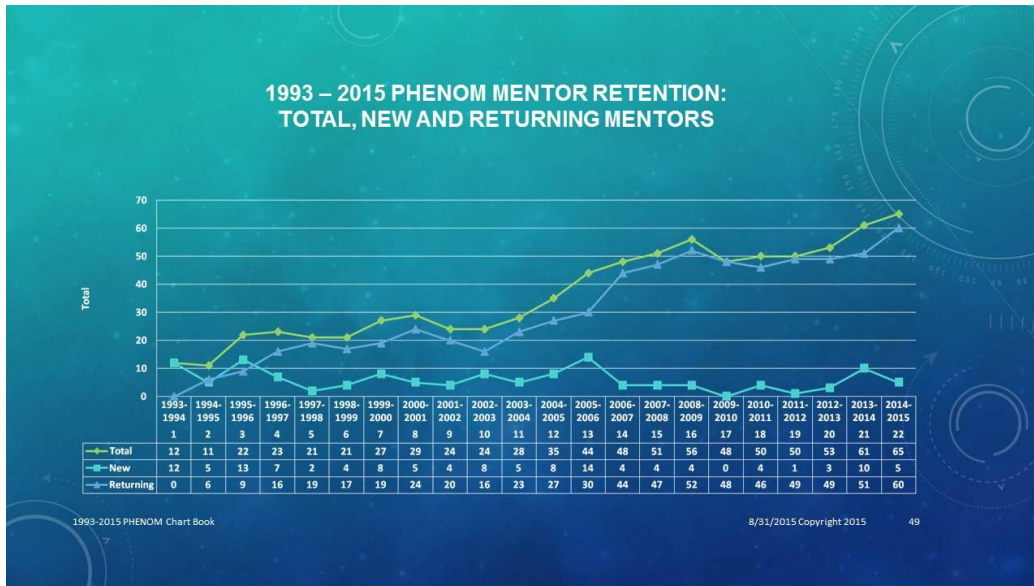
PHENOM has been gathering program and evaluation data since its inception. As a result, it can now share a historical perspective on how to effectively manage an online volunteer-based mentoring program. This information can be useful to employers that are interested in instituting mentoring activities in the workplace as a strategy to support its employees' professional growth and development.



This report emphasizes the importance of gathering data as a core component of program development, implementation and improvement. By using the data gathered, a service program can modify its offerings as older needs are being fulfilled and newer expressed needs are identified. Continuous improvement ensures that the services provided are sustainable, and that those providing mentoring services are happy to continue to do so while growing and developing professionally.

CONCLUSIONS (Summary of Findings):

- As a result of continuous evaluation activities, PHENOM has been successful in retaining 54% of its pool of mentoring professionals for five+ years of service. Overall, 36 (28%) have served for ten or more years.
- The gathering of program and evaluation data is a necessary component for the successful implementation of an online mentoring program, as it is with any service program.
- Gathering data from a variety of sources enhances the quality of the information that is necessary to assess the needs of both the mentor and mentee as well as the programmatic needs for sustaining an online presence.
- Freely available online data collection tools/surveys and resources enable the implementation evaluation activities that are crucial to the sustainability of the program.



BACKGROUND:

The gathering of data has been PHENOM’s foundation for developing and implementing mentoring and related service activities. The variety of data sources has enabled a more objective assessment of how the program is doing while offering a more evidence-based approach to refining its services.

PROCESS:

Initially, graduate alumni and graduate student survey data were used to identify the types of services an alumni mentoring program could provide (93.8% wanted to speak to alumni about job experiences; 87.5% wanted to speak to alumni about school experiences).

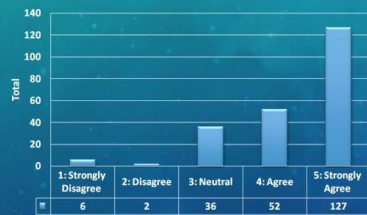
Annual mentor evaluations were used to identify satisfaction with program activities and to elicit suggestions for improving and expanding services. Ongoing online mentee evaluations were used to assess the value of online services provided.

Individuals accessing the online PHENOM directory and other webpages developed to address information requests were encouraged to complete a web-based survey to express their satisfaction with information provided and to provide feedback. Overall, 98.4% reported the information was enough to meet their needs, and 95.8% rated the services “1” on a scale of 1-5.

As of June 30, 2015, a total of 1,066 PHENOM mentor contact reports for 646 unique mentees, 241 mentor evaluations and 1,010 mentee evaluations have been submitted and used to write this report. Since April 2000, a total of 27,961 hits have been made to the 15 PHENOM-related Webpages (see Appendix, pp. 42-45).

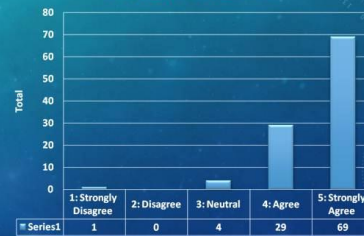
PHENOM MENTOR EVALUATIONS: PROGRAM VALUE RATINGS

PHENOM Is an Important Service Program
1993-2014 (N = 223 Responses)



1993-2015 PHENOM Chart Book Appendix

PHENOM Benefits Mentees
2004-2013 (n = 103 Responses)



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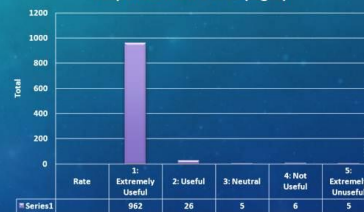
2004 – 2014 ADEQUACY & USEFULNESS OF ONLINE INFORMATION Source: Phenomuser.Rec

Did the PHENOM Web page Accessed Provide
Enough Information?
(n = 982 Online Mentee Evaluation Responses)



1993-2015 PHENOM Chart Book Appendix

Overall Online Mentee Usefulness Ratings
(n = 1,004 Online Mentee Evaluation
Responses from 6 Web pages)



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RECOMMENDATIONS:

- Because of ever-changing Public Health issues, public health professionals are expected to maintain their skills and develop new ones, as the need arise. They can do this by sharing what they learn with others in the work place through mentoring activities.
- Employers offering Public Health services can benefit from implementing mentoring activities for its employees as a strategy to foster professional growth and development.
- PHENOM offers to serve as a model, through the information provided in this report, for developing successful workplace mentoring activities.

FOR MORE INFORMATION:

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<http://www.bettycjung.net/Chartbook.htm>