

# Member did not complete Program Evaluation

## Question

What happens if members do not complete the Program Evaluation?

## Answer

In MentorCity, the completion of Program Evaluations automatically ends the mentoring relationship. If members do not complete the evaluation, their mentoring relationship(s) will still be active on the platform regardless of if their completed Mentoring Agreement mentoring relationship length has been achieved.

If the Program Evaluation is not completed, Administrators have 3 options:

1. Contact the members to complete the Program Evaluation by using the 'Send Message' function.

Set Program rules via internal communications (using Announcements, Discussions, Resources, and/or built into a Program Orientation Course etc.) **informing members that it mandatory to fill out the Program Evaluation** once the relationship is concluded.

Administrators must also **ensure that the Mentoring Agreement is completed by matched members** as completing the agreement triggers the Program Evaluation to be sent out to members who have completed a relationship. See this article for more information.

2. Manually end a specific relationship by going into the relationship's match page and clicking 'End Relationship'.

The screenshot shows the MentorCity interface for a specific mentoring relationship. On the left, there's a profile card for 'Charitable Todd' with a 'VIEW PROFILE' link. Below this are two rows of buttons: 'Send Message', 'Book Meeting', and 'Set Availability' in the first row; 'Join Meeting', 'Mentoring Agreement', and 'Goals' in the second row. Below the buttons is a 'Send Message' section with a text input area. On the right side, there's a progress bar titled 'You are currently at Step2' with three steps: 'Invitation Sent' (checked), 'Relationship Established' (checked), and 'Relationship Completed' (active). Below the progress bar, there's a 'Next Steps' section with five numbered instructions. At the bottom right, there's a red box around the 'End Relationship' button, with a red arrow pointing to it.

3. Manually ending all active relationships.

Note that **this step will also end any relationships that are yet to achieve the mentoring relationship length agreed upon in the Mentoring Agreement**. This step is best used either when all relationships have the same end date or if the program is refreshing all relationships to begin a new mentoring cohort cycle.

### Relationships

The screenshot shows the 'Relationships' section of the MentorCity interface. It features a horizontal tabbed menu with the following tabs: 'All(48)', 'Matched(19)', 'Completed(29)', 'Meetings(88)', 'Calls(107)', and 'Conversations(59)'. The 'Matched(19)' tab is currently selected. Below the tabs, there's a red box around the 'End all relationships' button, with a red arrow pointing to it from a callout box that says '2. Click on "End all relationships"'. Another callout box points to the 'Matched(19)' tab with the text '1. Click on "Matched".'

**If you have questions or need further support, please contact our Support Team: [support@mentoringcanada.ca](mailto:support@mentoringcanada.ca)**