

# Real-Time Profile Completion Rates

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## Context

The virtual mentoring platform offers a function on the administrator dashboard that recalculates in real time the profile completion rate of mentors and mentees. This can be especially useful when an administrator deletes or creates profile fields, as profile fields are directly tied to profile completion rates. When adding a field, this feature will help program administrators track the completion of the new field by updating the profile completion rate. The feature is also convenient when a program is onboarding new members and wants to follow up on their profile completion %.

The screenshot shows a table of member profile completion rates. A red box highlights the 'Profile Completion' column. A red dashed arrow points from the 'Recalculate Profile Completion' button in the 'Manage Custom Fields' modal to the 'Profile Completion' column in the table.

Full Name	Email	Current Job Title	Company	Profile Completion	Last Activity	Groups	Groups Name	Matches	Role	Mentoring Hours	Member Since
Ruston Fellows	<a href="mailto:ruston.fellows@mentoringcanada.ca">ruston.fellows@mentoringcanada.ca</a>	Indigenous Engagement Lead	Mentor Canada	90%	November 14, 2022 10:53AM	0	<a href="#">Add to Group</a>	0	Mentor And Mentee	00:00	November 14, 2022
Jordi Jacko	<a href="mailto:jordi.jacko@mentoringcanada.ca">jordi.jacko@mentoringcanada.ca</a>	Manager, Stakeholder and Community Engagement	Mentor Canada	80%	November 14, 2022 11:56AM	0	<a href="#">Add to Group</a>	0	Mentor And Mentee	00:00	November 10, 2022
Ben Dantzer	<a href="mailto:ben.dantzer@mentoringcanada.ca">ben.dantzer@mentoringcanada.ca</a>			30%	October 6, 2022 8:52AM	0	<a href="#">Add to Group</a>	0	Mentor	00:00	October 6, 2022
Test Mac	<a href="mailto:e.emakpore@gmail.com">e.emakpore@gmail.com</a>			30%		0	<a href="#">Add to Group</a>	0	Mentor	00:00	October 5, 2022
Mary Smith	<a href="mailto:test27-mentor2@mentoringcanada.ca">test27-mentor2@mentoringcanada.ca</a>	Human Resources Assistant	CBC	80%	September 21, 2022 1:40PM	1	Mary's Group <a href="#">Add to Group</a>	2	Mentor	00:00	August 29, 2022
Charlotte Test	<a href="mailto:test22-mentor2@mentoringcanada.ca">test22-mentor2@mentoringcanada.ca</a>	Interviewer	Research 101	80%	September 28, 2022 2:32PM	1	Mary's Group <a href="#">Add to Group</a>	1	Mentee	00:00	August 29, 2022
Joe Smith	<a href="mailto:test25-mentor@mentoringcanada.ca">test25-mentor@mentoringcanada.ca</a>	Event Planner	The People Place	55%							

### Manage Custom Fields

[Manage Custom Fields](#) [Manage Profile Fields](#) [Recalculate Profile Completion](#)

Name	Description	Options	Tips
Enter a name for this field. Only 1 or 2 words allowed (e.g. Meeting Times)	Enter a description (e.g. When are you available to meet?)	Insert a comma after each options (e.g. Weekends, Evenings, Lunch). Leave section blank if you would like text entered (e.g. your meeting times)	Enter how you would like remind your members to complete this field (e.g. your meeting times)

## Example

To learn how to use the function, we will take the example of creating a new custom field after our current mentors and mentees have already completed their profile at 100%. For instructions on how to create and update profile fields, please refer to the [Customize Mentors/Mentees Profile Fields & Drop-down Menus](#) article.

Full Name	Email	Profile Completion	Last Activity	Groups	Groups Name	Matches	Role	Mentoring Hours	Member Since	End Date	Is Active	Member Administrator
Ben Dantzer	<a href="mailto:ben.dantzer@mentoringcanada.ca">ben.dantzer@mentoringcanada.ca</a>	100%	October 6, 2022 8:52AM	0	<a href="#">Add to Group</a>	0	Mentor	00:00	October 6, 2022		<input checked="" type="checkbox"/>	<a href="#">Member Administrator</a>
Test Mac	<a href="mailto:e.emakpore@gmail.com">e.emakpore@gmail.com</a>	100%		0	<a href="#">Add to Group</a>	0	Mentor	00:00	October 5, 2022		<input checked="" type="checkbox"/>	<a href="#">Member Administrator</a>
Mary Smith	<a href="mailto:test27-mentor2@mentoringcanada.ca">test27-mentor2@mentoringcanada.ca</a>	100%	September 21, 2022 1:40PM	1	Mary's Group <a href="#">Add to Group</a>	2	Mentor	00:00	August 29, 2022		<input checked="" type="checkbox"/>	<a href="#">Member Administrator</a>
Charlotte Test	<a href="mailto:test22-mentor2@mentoringcanada.ca">test22-mentor2@mentoringcanada.ca</a>	100%	September 28, 2022 2:32PM	1	Mary's Group <a href="#">Add to Group</a>	1	Mentee	00:00	August 29, 2022		<input checked="" type="checkbox"/>	<a href="#">Member Administrator</a>
Joe Smith	<a href="mailto:test25-mentor@mentoringcanada.ca">test25-mentor@mentoringcanada.ca</a>	100%		0	<a href="#">Add to Group</a>	0	Mentor	00:00	August 5, 2022		<input checked="" type="checkbox"/>	<a href="#">Member Administrator</a>
Sandy Test	<a href="mailto:test25-mentee1@mentoringcanada.ca">test25-mentee1@mentoringcanada.ca</a>	100%	September 7, 2022 9:48AM	1	Mary's Group <a href="#">Add to Group</a>	0	Mentee	00:00	August 5, 2022		<input checked="" type="checkbox"/>	<a href="#">Member Administrator</a>
David Smith	<a href="mailto:test25-mentor1@mentoringcanada.ca">test25-mentor1@mentoringcanada.ca</a>	100%	September 7, 2022 9:42AM	0	<a href="#">Add to Group</a>	0	Mentor	00:00	August 5, 2022		<input checked="" type="checkbox"/>	<a href="#">Member Administrator</a>
Joel Tremblay	<a href="mailto:test38-mentee1@mentoringcanada.ca">test38-mentee1@mentoringcanada.ca</a>	100%	September 21, 2022 2:19PM	0	<a href="#">Add to Group</a>	0	Mentee	00:00	June 9, 2022	September 21, 2022	<input type="checkbox"/>	<a href="#">Rose Caseworker</a>
Anna Carter	<a href="mailto:test38-mentor1@mentoringcanada.ca">test38-mentor1@mentoringcanada.ca</a>	100%	September 7, 2022 10:01AM	0	<a href="#">Add to Group</a>	1	Mentor	00:00	June 8, 2022		<input checked="" type="checkbox"/>	<a href="#">Rose Caseworker</a>

I created and saved a brand new profile field called "Preferred Pronouns" for mentors and mentees.

## Manage Custom Fields

[Manage Custom Fields](#) [Manage Profile Fields](#) [Recalculate Profile Completion](#)

Name	Description	Options	Tips	Profile	Report
Enter a name for this field. Only 1 or 2 words allowed (e.g. Meeting Times)	Enter a description (e.g. When are you available to meet?)	Insert a comma after each options (e.g. Weekends, Evenings, Lunch). Leave section blank if you would like text entered (e.g. a membership number)	Enter how you would like to remind your members to complete this field (e.g. Enter your meeting times)		
<b>English</b> Pronouns	Make one selection	she/her/hers, he/him/his, they	n/a	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>French</b> Pronoms	Faites une sélection	elle/elle, il/lui/ses, ils/eux/leur	n/a		
<b>Role:</b> Mentor and Mentee	<b>Mandatory Field</b> <input checked="" type="checkbox"/>		<b>Appear in Search</b> <input type="checkbox"/>	<b>Admin Only</b> <input type="checkbox"/>	
<b>Order</b> 1	<b>Single Select</b> <input type="checkbox"/>		<b>Allow Input</b> <input type="checkbox"/>	<b>Basic Field</b> <input type="checkbox"/>	
<b>Parent</b>	<b>Parent Options</b> Select Option...		<b>Support Attachment</b> <input type="checkbox"/>		

When introducing a new custom field to user profiles, it's natural for the Profile Completion % to temporarily decrease until mentors and mentees provide the necessary information. However, you might notice that the Members Section on the administrator dashboard doesn't immediately reflect this change. Even refreshing the browser may not update the Profile Completion %, leaving it still displaying 100%.

This is when the function to recalculate profile completion is beneficial.

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emmentor.mentoringcanada.ca/en/organizations/724/members

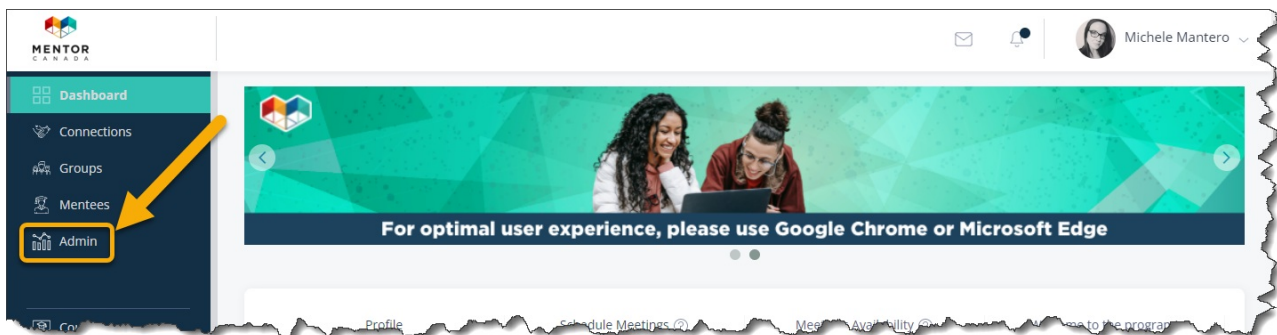
Mentor en administration

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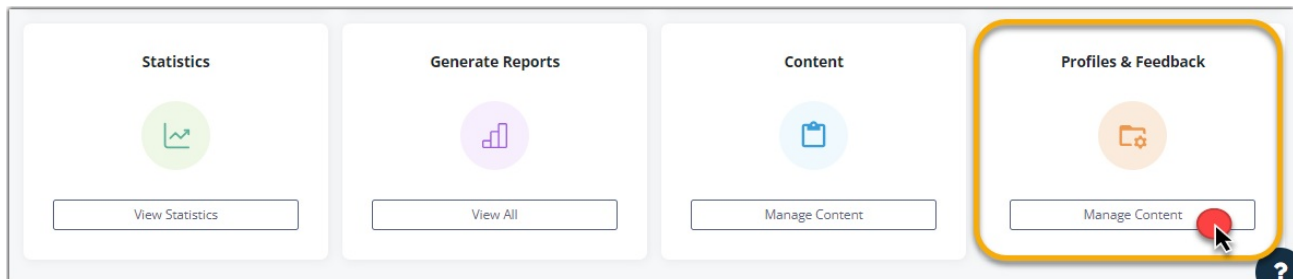
Full Name	Email	Profile Completion	Last Activity	Groups	Groups Name	Matches	Role	Mentoring Hours	Member Since	End Date	Is Active	Member Administrator
Ben Dantzer	ben.dantzer@mentoringcanada.ca	100%	October 6, 2022 8:52AM	0	Add to Group	0	Mentor	00:00	October 6, 2022		<input checked="" type="checkbox"/>	Member Administrator
Test Mac	e.emakpore@gmail.com	100%		0	Add to Group	0	Mentor	00:00	October 5, 2022		<input checked="" type="checkbox"/>	Member Administrator
Mary Smith	test27-mentor2@mentoringcanada.ca	100%	September 21, 2022 1:40PM	1	Mary's Group	2	Mentor	00:00	August 29, 2022		<input checked="" type="checkbox"/>	Member Administrator
Charlotte Test	test22-mentor2@mentoringcanada.ca	100%	September 28, 2022 2:32PM	1	Mary's Group	1	Mentee	00:00	August 29, 2022		<input checked="" type="checkbox"/>	Member Administrator
Joe Smith	test25-mentor@mentoringcanada.ca	100%		0	Add to Group	0	Mentor	00:00	August 5, 2022		<input checked="" type="checkbox"/>	Member Administrator
Sandy Test	test25-mentee1@mentoringcanada.ca	100%	September 7, 2022 9:48AM	1	Mary's Group	0	Mentee	00:00	August 5, 2022		<input checked="" type="checkbox"/>	Member Administrator
David Smith	test25-mentor1@mentoringcanada.ca	100%	September 7, 2022 9:42AM	0	Add to Group	0	Mentor	00:00	August 5, 2022		<input checked="" type="checkbox"/>	Member Administrator
Joel Tremblay	test38-mentee1@mentoringcanada.ca	100%	September 21, 2022 2:19PM	0	Add to Group	0	Mentee	00:00	June 9, 2022	September 21, 2022	<input type="checkbox"/>	Rose Caseworker
Anna Carter	test38-mentor1@mentoringcanada.ca	100%	September 7, 2022 10:01AM	0	Add to Group	1	Mentor	00:00	June 8, 2022		<input checked="" type="checkbox"/>	Rose Caseworker
Andrea Test	michele.mantero*1@mentoringcanada.ca	100%	May 12, 2022	0	Add to Group	0	Mentor	00:00	May 12, 2022		<input checked="" type="checkbox"/>	Rose Caseworker

## Steps

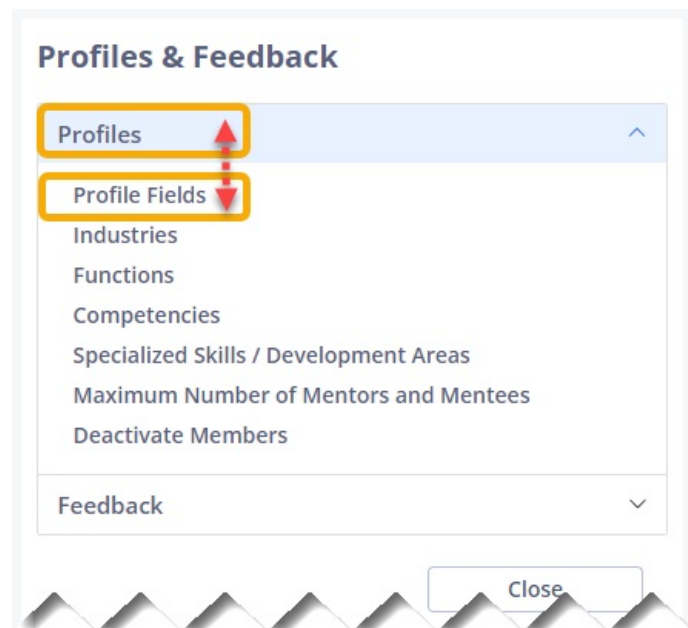
1.0 Click the "Admin" tab on the left-hand side of the page to access the administrator dashboard.



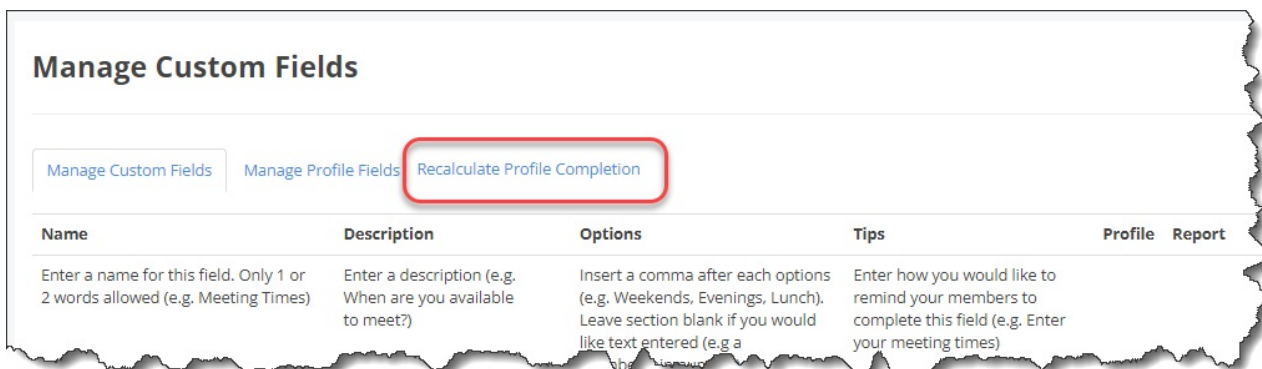
**2.0** From the administrator dashboard, navigate to the "Profiles & Feedback" tile located on the third row, and click on "Manage Content" to access the corresponding section.



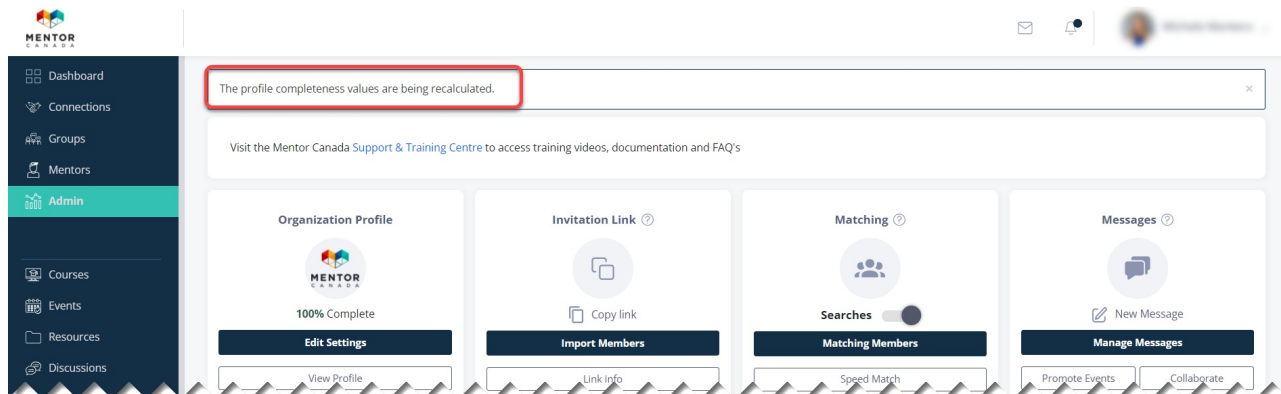
**2.1.** A new dialog box will appear. Expand the selections by clicking on "Profiles" and subsequently choose "Profile Fields"



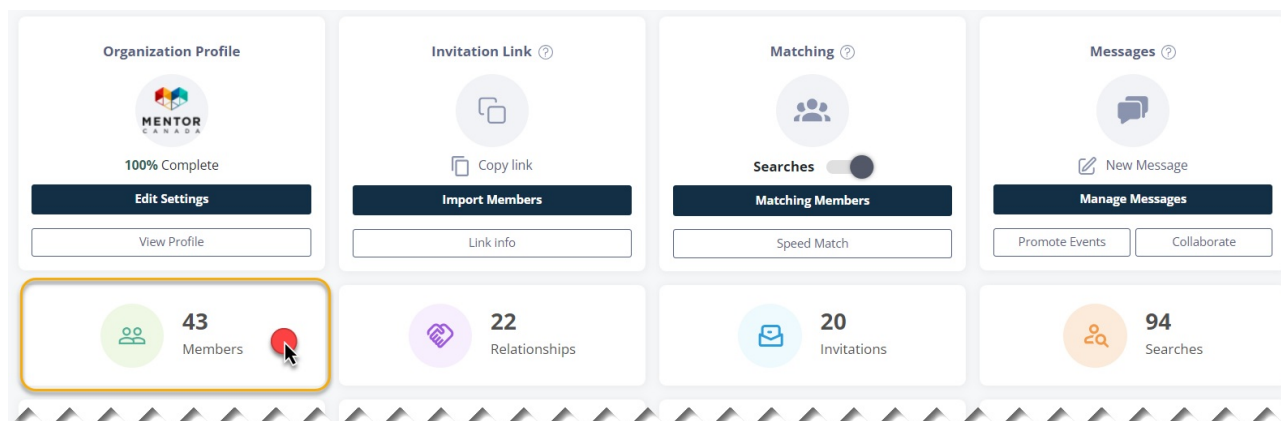
**2.2** Click the "Recalculate Profile Completion" tab.



**2.3** A message appears letting you know the profile completeness values are being recalculated. Give it a couple of minutes.



3.0 After a couple of minutes, click the "Members" tile on the second row of the administrator dashboard.



3.1 The Profile Completion % should now be reflecting the most recent and accurate information.

Full Name	Email	Profile Completion	Last Activity	Groups	Groups Name	Matches	Role	Mentoring Hours	Member Since	End Date	Is Active	Member Administrator
Ben Dantzer	ben.dantzer@mentoringcanada.ca	84%	October 6, 2022 8:52AM	0	<a href="#">Add to Group</a>	0	Mentor	00:00	October 6, 2022		<input checked="" type="checkbox"/>	<a href="#">Member Administrator</a>
Test Mac	e.emakpore@gmail.com	84%		0	<a href="#">Add to Group</a>	0	Mentor	00:00	October 5, 2022		<input checked="" type="checkbox"/>	<a href="#">Member Administrator</a>
Mary Smith	test27-mentor2@mentoringcanada.ca	84%	September 21, 2022 1:40PM	1	<a href="#">Mary's Group</a> <a href="#">Add to Group</a>	2	Mentor	00:00	August 29, 2022		<input checked="" type="checkbox"/>	<a href="#">Member Administrator</a>
Charlotte Test	test22-mentor2@mentoringcanada.ca	84%	September 28, 2022 2:32PM	1	<a href="#">Mary's Group</a> <a href="#">Add to Group</a>	1	Mentee	00:00	August 29, 2022		<input checked="" type="checkbox"/>	<a href="#">Member Administrator</a>
Joe Smith	test25-mentor@mentoringcanada.ca	84%		0	<a href="#">Add to Group</a>	0	Mentor	00:00	August 5, 2022		<input checked="" type="checkbox"/>	<a href="#">Member Administrator</a>
Sandy Test	test25-mentee1@mentoringcanada.ca	84%	September 7, 2022 9:48AM	1	<a href="#">Mary's Group</a> <a href="#">Add to Group</a>	0	Mentee	00:00	August 5, 2022		<input checked="" type="checkbox"/>	<a href="#">Member Administrator</a>
David Smith	test25-mentor1@mentoringcanada.ca	84%	September 7, 2022 9:42AM	0	<a href="#">Add to Group</a>	0	Mentor	00:00	August 5, 2022		<input checked="" type="checkbox"/>	<a href="#">Member Administrator</a>
Joel Tremblay	test38-mentee1@mentoringcanada.ca	84%	September 21, 2022 2:19PM	0	<a href="#">Add to Group</a>	0	Mentee	00:00	June 9, 2022	September 21, 2022	<input type="checkbox"/>	<a href="#">Rose Caseworker</a>
Anna Carter	test38-mentor1@mentoringcanada.ca	84%	September 7, 2022 10:01AM	0	<a href="#">Add to Group</a>	1	Mentor	00:00	June 8, 2022		<input checked="" type="checkbox"/>	<a href="#">Rose Caseworker</a>
Andrea Test	michele.mantero+1@mentoringcanada.ca	84%	May 12, 2022 1:14PM	0	<a href="#">Add to Group</a>	0	Mentor	00:00	May 12, 2022		<input checked="" type="checkbox"/>	<a href="#">Rose Caseworker</a>
Nicholas Johnson	test2-mentee1@mentoringcanada.ca	84%	July 27, 2022 11:52AM	1	<a href="#">Luca's Group</a> <a href="#">Add to Group</a>	1	Mentee	00:00	May 4, 2022		<input checked="" type="checkbox"/>	<a href="#">Rose Caseworker</a>

Repeat steps 1.0 to 3.0 at any time to view the most accurate and recent profile completion %.

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

Revision #35

★Created Wed, Oct 12, 2022 3:53 PM by Michèle Mantero

✓Updated Fri, Feb 2, 2024 6:33 PM by Michèle Mantero