

# 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 profiles with the following columns: Full Name, Email, Current Job Title, Company, Profile Completion, Last Activity, Groups, Groups Name, Matches, Role, Mentoring Hours, and Member Since. A red box highlights the 'Profile Completion' column, and a red arrow points from it to the 'Recalculate Profile Completion' button in the 'Manage Custom Fields' modal.

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

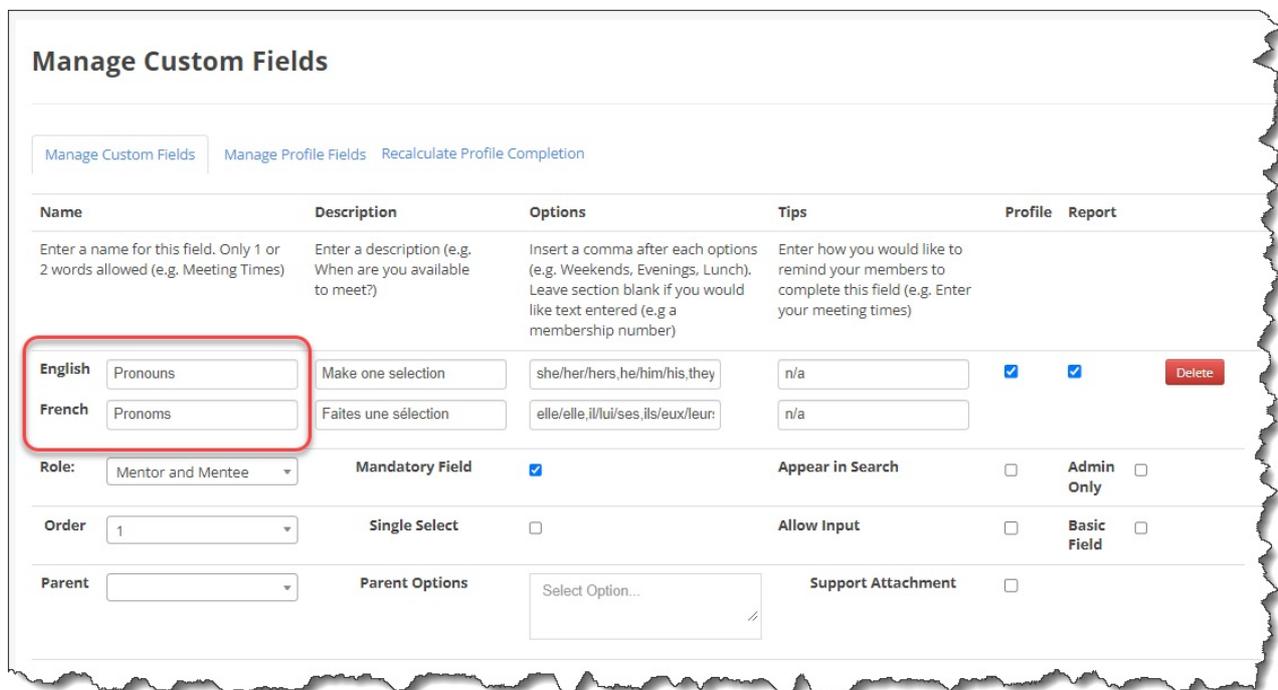
| Name  | Description  | Options  | Tips  |
|---|--|--|---|
| Enter a name for this field. Only 1 or 2 words allowed (e.g. Meeting Times) | Enter a description (e.g. When are you available to meet?) | Insert a comma after each options (e.g. Weekends, Evenings, Lunch). Leave section blank if you would 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.

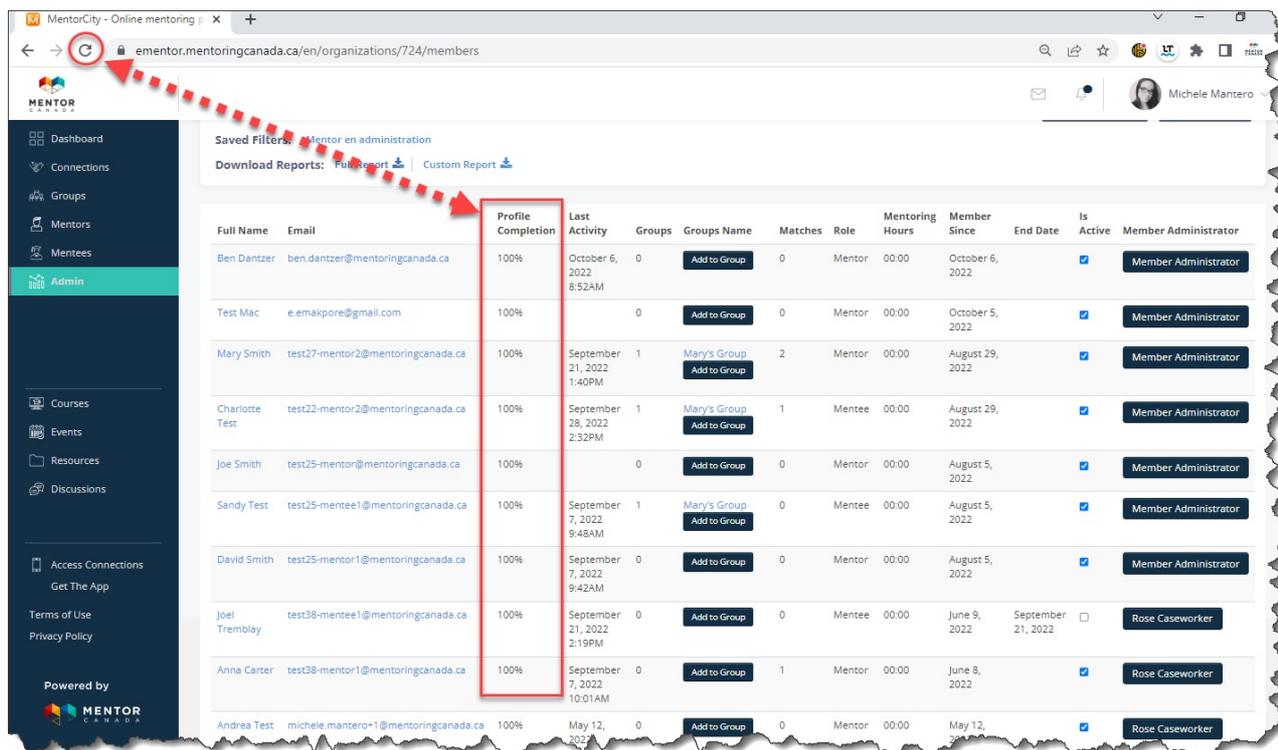
| Full Name      | Email                             | Profile Completion | Last Activity             | Groups | Groups Name                  | Matches | Role   | Mentoring Hours | Member Since    | End Date           | Is Active                           | Member Administrator |
|----------------|-----------------------------------|--------------------|---------------------------|--------|------------------------------|---------|--------|-----------------|-----------------|--------------------|-------------------------------------|----------------------|
| Ben Dantzer    | 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<br>Add to 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<br>Add to 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<br>Add to 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      |

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



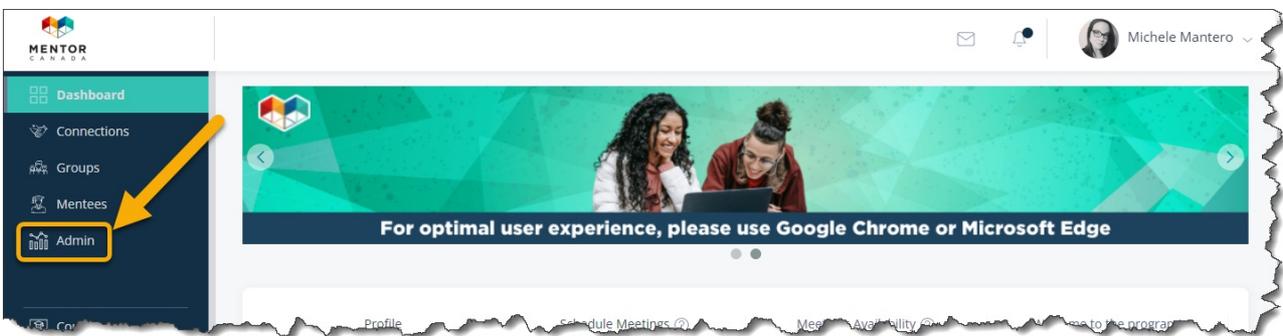
When introducing a new custom field to user profiles, it's natural for the Profile Completion % to temporarily decrease until mentors and mentees provide the necessary information. However, you might notice that the Members Section on the administrator dashboard doesn't immediately reflect this change.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

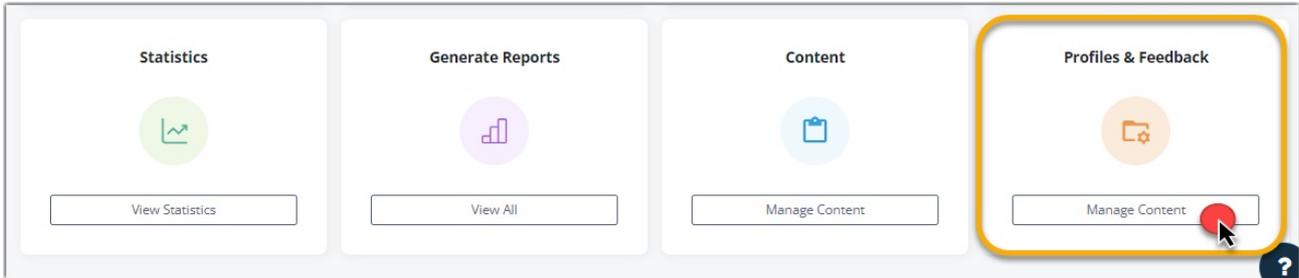


## Steps

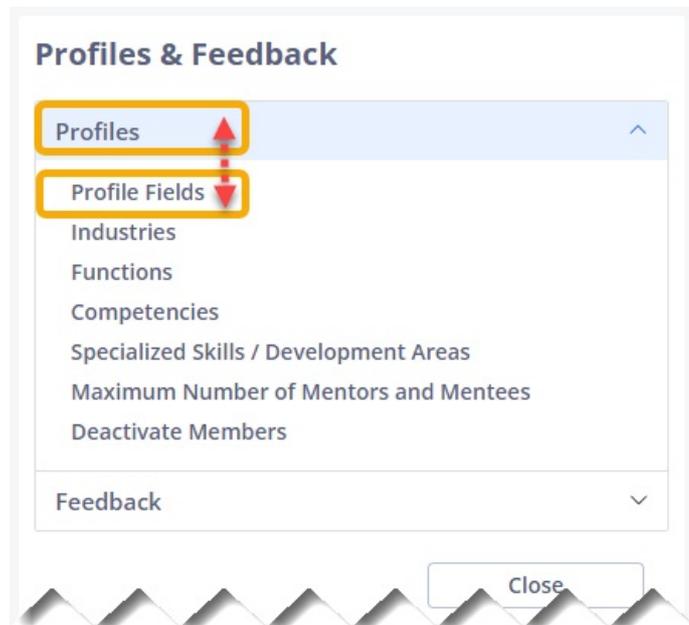
1.0 Click the "Admin" tab on the left-hand side of the page to access the administrator dashboard.



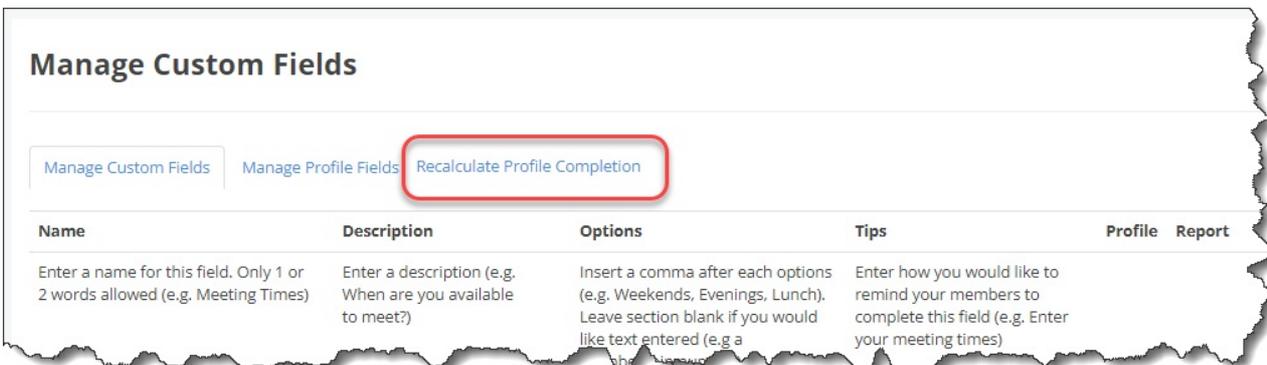
2.0 From the administrator dashboard, navigate to the "Profiles & Feedback" tile located on the third row, and click on "Manage Content" to access the corresponding section.



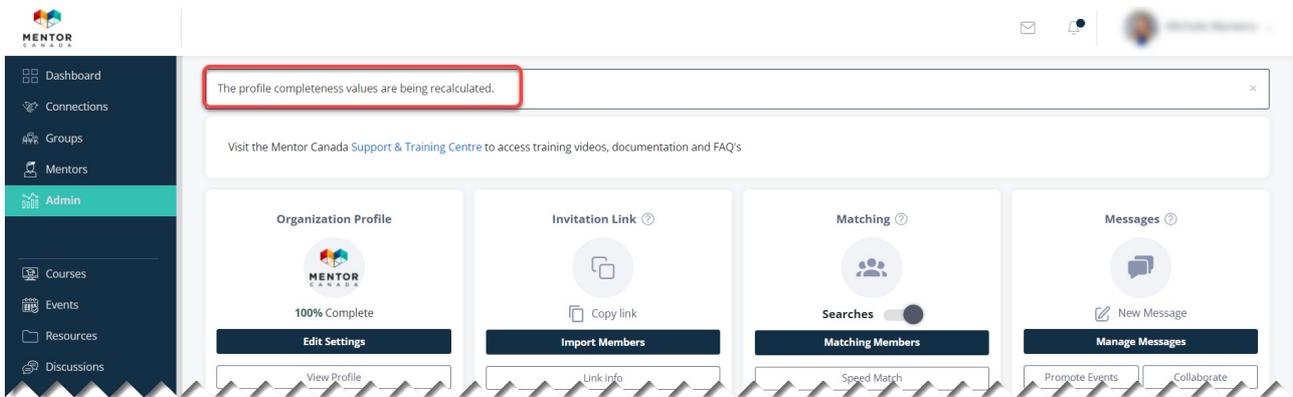
2.1. A new dialog box will appear. Expand the selections by clicking on "Profiles" and subsequently choose "Profile Fields"



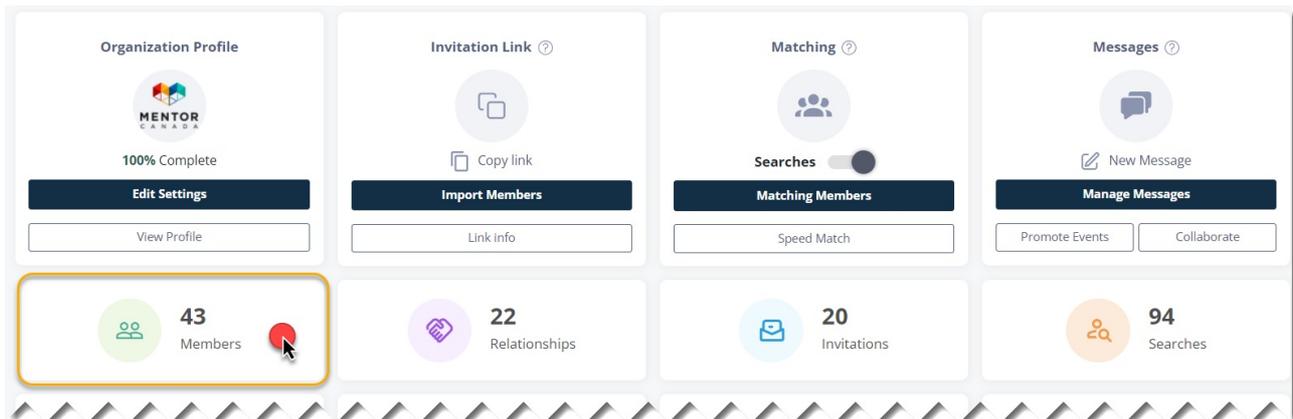
2.2 Click the "Recalculate Profile Completion" tab.



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      | Mary's Group<br><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      | Mary's Group<br><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      | Mary's Group<br><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      | Luca's Group<br><a href="#">Add to Group</a> | 1       | Mentee | 00:00           | May 4, 2022     |                    | <input checked="" type="checkbox"/> | <a href="#">Rose Caseworker</a>      |

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

1 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