# CROSSROADS
PRISON MINISTRIES

IMPORTANT UPDATE
FOR MENTORS

In August, we announced that we were developing a new database for processing lessons and tracking our mentors' and students' activity. This new database, which will position us to manage the rapid growth of the ministry, will launch in February!

The Crossroads staff is very excited, because the new database will allow us to serve our students more effectively and efficiently. It will empower us to track more data, to evaluate ministry effectiveness and to plan for the future more strategically. It will also save a significant amount of staff time that is currently spent trying to input and retrieve data from our old, outdated system.
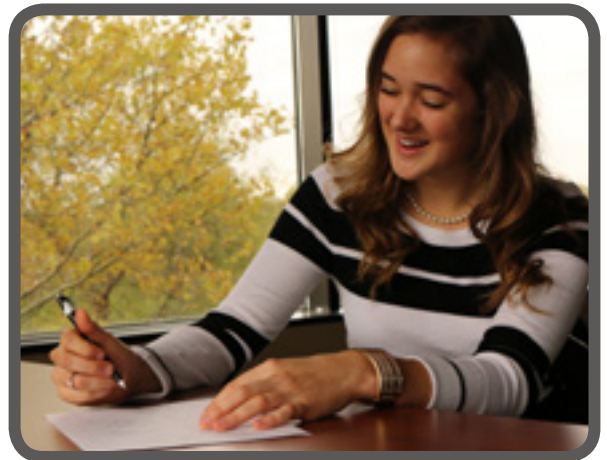
We know that there will be many new things to learn when we implement the new system, for both staff and mentors, so we appreciate your patience during the transition. The new database and our desire for increased efficiency will generate several changes for you, our mentors.

This document outlines changes to:

- Reporting student progress
- Our system of mailing lessons to mentors
- Scheduling time off
- Student envelopes

Please read this document carefully, as these changes will impact the way you interact with the Crossroads program. The updates in this document will replace the related content in your current mentor training handbook. We will be developing a new handbook in the coming months to send to all mentors. If you have any questions, don't hesitate to contact the mentor support team at mentor@cpministries.org or 800-668-2450.

Reporting Student Progress

One change you will notice is the information we ask you to report regarding student progress for each lesson you review. Student progress reports help Crossroads discern which students are struggling and which students are excelling. They also help Crossroads observe whether the curriculum is helping students grow spiritually. To help Crossroads determine which students need extra help and which students need more challenging material, we will now ask mentors to report students' progress in the following three assessment categories: **Completion, Understanding** and **Application**. This will take the place of reporting the number of errors in a lesson.

To report a student's progress, mentors will assess how well the student did in each of the three categories and submit the information to Crossroads by selecting **Needed Help**, **Good** or **Excellent** in each category. Please read the explanations of each selection within its assessment category below:

COMPLETION:
Did the student complete all lesson material to the best of their ability?

- **Needed Help:** Student left multiple questions unanswered and/or many of their answers were incomplete or unrelated to the questions.
- **Good:** Student completed the required parts of the lesson and answered every question.
- **Excellent:** Student also completed the Roadmap and/or indicated additional study beyond the lesson.

UNDERSTANDING:
Did the student understand the biblical truths in the lesson?

- **Needed Help:** Student was unable to answer many of the questions or answered many inaccurately.
- **Good:** Student understood the questions and answered them accurately.
- **Excellent:** Student thoroughly comprehended the material and added their own thoughts and suggestions.

APPLICATION:
Was the student able to apply what they learned in the lesson to their personal life?

- **Needed Help:** Student indicated that the lesson topic did not apply to them or that they did not know how to apply it to their life.
- **Good:** Student indicated an understanding that the lesson topic applied to their life and wrote a few generic comments.
- **Excellent:** Student described how they planned to apply what they learned to their daily life and the desired result.

Focusing on these three assessment categories will reveal useful insights into the student's engagement with the lesson. With information gained from these assessments, Crossroads will be able to provide better spiritual direction and learning paths for each student based on their specific abilities and needs.

Lesson-related comments:

In addition to assessing student progress for each lesson, mentors will have the option to leave comments about issues related to the specific lesson and the student's ability to understand the material and apply it to their life. For example, you can mention questions or concepts the student found difficult to understand or offer suggestions for further study that you or the student believe might be helpful to include in the lesson. Please keep in mind that Crossroads staff will not review these comments every time a progress report is submitted—only when assessing a student's progress at the end of a course of study or when updating the curriculum.

If you have any other questions or concerns when reviewing a student's lesson, please email or call the office.

If a student expresses suicidal thoughts, please call the office at (800) 668-2450 ext. 4010 as soon as possible and do not mail the student's lesson until you have spoken with a staff member.

How to Submit Reports

You will still be able to submit your progress report for each lesson by calling the office, using the manual reporting form on the Crossroads website or emailing the mentor support team. Please use the updated guide below to provide the correct information.

Note: You will notice a new category in the form labeled **lesson ID#**. (This is NOT the student's ID number.) The new database will track each lesson by the lesson ID#. This is the easiest way for the mentor support team to open the correct record in our database. **You will find the lesson ID# on the bottom left corner of the back cover of the lesson.**

INFORMATION TO REPORT
▶ **Lesson ID#**
▶ **Student's first and last name**
▶ **Course and lesson number**
▶ **Selection in COMPLETION category: Needed Help, Good or Excellent**
▶ **Selection in UNDERSTANDING category: Needed Help, Good or Excellent**
▶ **Selection in APPLICATION category: Needed Help, Good or Excellent**
▶ **Lesson-related comments (optional)**
▶ **Your first and last name**

Lesson logs have been updated to reflect this change as well. We have included a new Tier 1 lesson log in this packet. Please refer to this new lesson log to see a sample entry. Tier 1, Tier 2 and Tier 3 lesson logs are available for you to download and print on our website: **cpministries.org/printable-resources**. If you would prefer to have lesson logs mailed to you, please contact the mentor support team.

A New Place to Submit Reports:

You will be able to submit your progress reports directly to our new database through the new Crossroads mentor portal on our website. (This will replace the current "Report a Score" page.) Please see the document in this packet titled "How to Report Student Progress Online" for more information about submitting reports via the portal.

Church Code and Mailing Days

Our new database will allow us to send lessons to mentors more efficiently using a new method for mailing lessons. This new method means that you will no longer have a specific lesson mailing day on which we send your lessons from the office and that you will no longer be assigned a church code. (We will still note in your record what church you attend.) Along with this change, we will also be eliminating the Tier 1 mailing calendar. Any predictable office closures or mailing-related delays will be announced on our website and via the *Just for Mentors* newsletter.

With this new method, the day you receive your lessons in the mail will be less predictable. This will **not** change the number of lessons you receive in a week, as we will still only send you lessons **once** a week.

In light of this change, we are extending the number of days to review and return a student's lesson from four days to **seven** days.

Scheduling Vacations/Time Off Notices

Our new database will be able to manage mentor time off notices more efficiently. You will no longer need to list the specific mailing days that you want us to hold your lessons; instead, please tell us **the entire duration of your time away**. For example, you can tell us that you will be away from home from April 3 to April 21. The database will use that information to ensure that no lessons are sent to you during that time. **Please note that our new database will only allow you to schedule one vacation or time off notice at a time.**

The new online mentor portal will allow you to schedule your time off without needing to contact the office. (Please see the document in this packet titled "How to Report Student Progress Online" for more information about the mentor portal.) It will allow you to enter the start date and the end date of the time you will be away. Once a vacation or time off notice is entered into the portal, the database will automatically remove you from the mailing list for the duration of the time period you have entered.

For any time off notice, we ask that you submit the information **at least one week in advance** to ensure that you do not receive any lessons when you will not be available to review them.

If you need to schedule vacation or time off that will last longer than four weeks, please call the office.

New Student Envelopes

From now on, we will be printing your student's name, ID and address on the envelope we provide to you for mailing the lesson back to the student. The printed address will always be the most current address we have on file for the student. This is one fewer step for you to complete in the lesson reviewing process!

Request to Confirm Contact Information

Crossroads is asking all mentors to verify their contact information, including phone number and email address. Please email **mentor@cpministries.org** or call **(800) 668-2450** to verify your contact information.