

# Frequently Asked Questions

## Reviewing a lesson:

### Q. How do I know if Crossroads has already addressed a question or request written in the student's lesson?

A. When you see "Thanks, Crossroads" stamped next to a student's question in a lesson or a "Dear Student" note included in the packet, this means we have noted it and addressed it through the main office. If it does not appear that the office caught or addressed the issue, please let us know.

### Q. What should I do if I don't know how to respond to a student's theological or personal question?

A. First, please seek advice from your pastor, a church leader or a spiritual mentor. If you're still not sure how to answer the question, feel free to contact the Crossroads office for help.

### Q. What should I do if my mentor portal account shows that I should have received a lesson, but I never received it?

A. Please wait three to four weeks before notifying Crossroads that you have not received a lesson that is showing up on your mentor portal account. Often, lessons that seem to be lost will show up in the mail later.

## Reporting student progress:

### Q. How do I report student progress to Crossroads?

A. There are three different ways to submit your reports. You can choose to do any of the following:

- Use the online Crossroads mentor portal
- Send an email to [reports@cpministries.org](mailto:reports@cpministries.org)
- Call (800) 668-2450 and follow the prompts

### Q. How do I use the online mentor portal to report student progress?

A. To activate your portal account, you will first need to request an email invitation from Crossroads. Once your account is set up, you can submit progress reports via the portal.

### Q. Why do I need to fill out the lesson log?

A. Keeping track of your students' lessons in the lesson log is a tangible way to see how many students God has enabled you to reach. It also may be needed by Crossroads in case of a discrepancy in a student's record.

### Q. What should I do if I run out of lesson logs?

A. We provide mentor resources on our website that you can download or print as needed. These resources include lesson logs, stationery, answer keys and the mentor training handbook.

## Mailing a lesson:

### Q. Can I include any extra tracts, pamphlets, greeting cards, etc., when I return a lesson to a student?

A. Please include only the student's lesson and your full-page letter. We ask that you do not include extra materials to ensure that the packet is not rejected by the prison mail room. You may write information, quotes, verses or poems from other materials in your letter to the student.

### Q. I didn't receive an envelope with this week's lesson. Can I use a regular envelope?

A. Yes. Please use a blank white 6"x9" envelope and write Crossroads Prison Ministries' return address on it. You may then email us at [mentor@cpministries.org](mailto:mentor@cpministries.org) to request more envelopes.

### Q. How much postage is needed to mail a lesson?

A. A standard lesson weighs 2 ounces; you can either pay for 2-ounce postage at the post office or use a forever stamp plus an additional 1-ounce stamp. A lesson that includes extra booklets or inserts may weigh 3 ounces; you can either pay for 3-ounce postage at the post office or use a forever stamp plus two additional 1-ounce stamps. **Please note that ONE forever stamp is NOT enough postage for a lesson.**

***Remember to consult your handbook if you have further questions. If you can't find the answer, please contact the office.***