# Illinois Shines Mentorship Pilot Program Final Report

Illinois Shines | IPA ILLINOIS POWER AGENCY

Energy Solutions
Program Administrator

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# Executive Summary

The Illinois Shines Program Administrator developed a Mentorship pilot toward the goal of providing resources to the Approved Vendor (AV) network. The Mentorship pilot included an 8-week program training presentation series provided to 12 Approved Vendors between October 23 and December 18, 2023. The participants, or "mentees", included 10 Equity Eligible Contractors (EECs), 6 small businesses, 4 minority-owned businesses, 1 veteran-owned Business, and 1 disabled-owned business. The goal of the pilot was to equip less experienced AVs with Program knowledge and skills to successfully participate. The presentation series covered several key topics including program requirements, application submission processes and procedures, marketing best practices, consumer protection, and Program resources.

The Program Administrator team received positive feedback and appreciation from the mentees throughout the pilot. The mentees' feedback was unanimous in expressing gratitude to the Illinois Power Agency and the Program Administrator for facilitating this educational program and vocalized support for having the Mentorship Program offered in future Program years.

# Mentorship Pilot Overview

## Establishing the Mentorship Pilot

The Program Administrator's role in providing a "mentorship/training program" is outlined in Section 7.2 of the 2022 Long-Term Renewable Resources Procurement Plan:

> The Agency is proposing to expand the Program Administrator's role by establishing a mentorship/training program for new Approved Vendors and Designees that are minority-owned, woman-owned, veteran-owned, disability-owned or considered a small business with the goal to help those new program participants learn about program requirements and application procedures. This mentorship and training program will also be available to all Equity Eligible Contractors participating in the Program. The Program Administrator will assign a dedicated staff person to each new Approved Vendor or Designee who qualifies for this mentorship/training program to provide them technical assistance and provide introductions and connections to established entities (p.156).

From this provision a workplan timeline was established in which the IPA would be provided a draft plan in May of 2023, program design for the pilot would be finalized in August, and implementation of the presentation series would occur between October 23 and December 18.

In addition to this provided timeline, the Mentorship Plan included an outline of the pilot program structure, pilot staffing structure, proposed curriculum, and next steps in partnering with the Illinois Solar for All Program Administrator.

## Implementation

The final implementation of the Mentorship Pilot Program included the plan's key elements outlined below and met the 2022 Long Term Renewable Resource Plan (LTRRP) goal to "help those new program participants learn about program requirements and application procedures".

### *Presentation Series*

The core component of the pilot was a series of eight weekly presentations provided to the participants (or "mentees") between October 23 and December 18, 2023. This virtual series addressed the core programmatic concepts initially proposed in the Mentorship Plan (including a high-level overview of CEJA, a brief history of the Program, goals of Illinois Shines, Program participant roles, application processes and portal tutorial, ongoing contract requirements, and MES compliance) and expanded the training to other relevant topics including:

1. Prevailing Wage Requirements
2. Block Capacity Management and Waitlist Procedures
3. Waitlists and Block Capacity Dashboard Overview
4. REC Contracting and Re-Batching
5. Expansions, Co-Locations, and Size Changes
6. Extension Requests
7. Application Portal Tutorial
8. Community Solar Subscriber Verification
9. Inspection Process

10. AV, EEC, and Designee Renewal
11. Designee Management Plans
12. Navigating SharePoint
13. Consumer Protection and Marketing Requirements
14. Website Overview Tutorial

This presentation series contained 293 slides and 8 hours of recordings and featured 14 presenters from 4 Illinois Shines sub-teams. These presentations were consolidated into the following 22 deliverables provided to the mentees:

1. Illinois Shines Program Overview, Part 1
   a. Presentation recording
   b. Presentation slide deck
   c. Approved Vendor Program Requirements
2. Illinois Shines Program Overview, Part 2
   a. Presentation recording
   b. Presentation slide deck
3. Project Application Processing & Portal Deep Dive, Part 1
   a. Presentation recording
   b. Presentation slide deck
   c. Expansions, Co-Locations, and Size Changes recording*
   d. REC Contracting recording*
4. Project Application Processing & Portal Deep Dive, Part 2
   a. Presentation recording
   b. Presentation slide deck
   c. Part 2 Applications Demo recording*
5. Ongoing Program Requirements Part 1
   a. Presentation recording
   b. Presentation slide deck
6. Ongoing Program Requirements Part 2
   a. Presentation recording
   b. Presentation slide deck
   c. Navigating SharePoint recording*
   d. Navigating SharePoint slide deck*
7. Marketing Best Practices and Consumer Protection
   a. Presentation recording
   b. Presentation slide deck PDF
8. Program Resources and Ongoing Opportunities
   a. Presentation recording
   b. Presentation slide deck

Additionally, the following items were provided to the mentees:

* Provided as standalone recordings and slide decks after the weekly live presentations.

- Frequently Asked Questions and Answers document, which summarized the questions and answers provided throughout the series (17-pages)
- Certificate of Completion, uniquely customized for each mentee
- Approved Vendor Program Requirements Annual Checklist one-pager

### *1-on-1 Check-In Meetings*

Per the Mentorship Plan, the EEC Sector Strategist provided each mentee individual sessions to answer questions and discuss specific topics of interest. The EEC Sector Strategist provided 18 30-minute check-ins to mentees throughout the mentorship pilot, with seven mentees requesting and receiving recurring check-ins on an every-other-week basis. These meetings gave the mentees the opportunity to ask more granular questions about the topics touched on in the presentations and/or ask questions specific to their project pipeline and participation in the Illinois Shines program.

# Implementation Analysis and Mentee Feedback

## Implementation Analysis

In the development and implementation of the pilot there were both successes and lessons learned:

### *Successes:*

- There was a clear and unanimous positive response about the pilot from the mentees expressed through gratitude shared with the IPA and the Program Administrator.
- The Program Administrator developed working relationships with 12 AVs to enable them to confidently participate in the Program.
- Many resources and deliverables were created, which can be used for future Mentorship Program iterations and for new Approved Vendor onboarding and reference.

### *Lessons Learned:*

- A January 2025 start time will allow sufficient time from July through December 2024 to consider and implement revisions to the pilot design.
- There remains a consistent desire from AVs, and particularly EECs, for the mentorship to offer support on business and project development from experienced AVs.
- Due to low participation by mentees in the weekly surveys, there is a need to explore effective integration of real-time surveys at the end of each presentation.

## Mentee Cohort

The Mentorship Pilot Program cohort comprised of 12 mentees:

- 10 EECs
- Six small businesses
- Four minority-owned businesses
- One Veteran-owned business
- One Disabled-Owned Business

Mentees' duration of participation in Illinois Shines was varied with the most experienced AV having participated for 5 years and 2 months and the least experienced for 7 months. There was no correlation between satisfaction in the pilot program and the duration of the AV's participation in the Illinois Shines program, showing that both experienced and less experienced AVs found the Mentorship Program helpful and informative. Seven of the 12 mentees had submitted a Part I application and only one had submitted a Part II application prior to participation in the Mentorship Program.

## Presentation Survey Responses

Following each weekly presentation, a survey was conducted to gather mentee input and feedback. The results of these surveys are summarized in Appendix A. Mentees expressed general satisfaction throughout the series, although the survey participation rate averaged 29% throughout the pilot.

A final feedback form was provided to the mentees following the final presentation on December 18, 2023. There was 100% participation in the survey with unanimously high satisfaction for the program. The survey results are summarized in Appendix B.

## Mentee Quotes

The following quotes were provided by the mentees when prompted to share their experience in the pilot program:

"The Mentorship Program has been very useful in building confidence and security in the processes for Hawk-Attollo to pursue opportunities. Many of us read the IPA's Plan and try to stay informed as much as possible but programs like the mentorship program provide that sense of security to know that you understand what you have read so that you can properly strategize the future of opportunities. The mentorship program also prepares you for some of the possible pitfalls such that you don't make mistakes as you navigate the program"
**- Hawk-Attollo**

"The mentorship program has been an invaluable experience for our company. There are a lot of requirements to follow to stay in good standing as an approved vendor with the Adjustable Block Program. Having all of the requirements synthesized in an easily digestible and recorded presentation has been extremely helpful. In addition, having the opportunity to network and share feedback/advice with other Equity Eligible Contractors has been very useful. I would highly recommend that this program be renewed for another year as it has been a very useful resource for us in our development journey"
**- Surya Powered**

"This has been a great opportunity to participate and get a better understanding of how the (Renewable Energy Credits) process works. As well as the approved vendor application process requirements. I can honestly say without this program, we would have still been struggling to get our arms around the general information. This program has allowed us to gain a better understanding of the entire process and also gives our company the confidence to move forward in the new year. Thanks again to all who were instrumental in providing this great informative training"
**- AMB Renewables**

"The Mentorship Program has been instrumental in enhancing my understanding of the SREC program. Its well-structured approach and detailed information have equipped me with a thorough grasp of the program's intricacies, ensuring that I now comprehend its various aspects completely. Thank you for setting this up for the approved vendors"
**- General Energy Corp**

"The Energy Solution's team did a wonderful job during this Equity Eligible Contractor Mentorship Program which was tremendously helpful and beneficial to the Equity Eligible Contractor community. The Energy solutions team truly cares about the success of Equity Eligible Contractors in the program. The Energy Solutions team answered all questions and provided solutions to complex topics in a professional and caring manner. It was a pleasure to be a part of this Equity Eligible Contractor Mentorship Program with Energy Solutions. Their efforts were greatly appreciated"
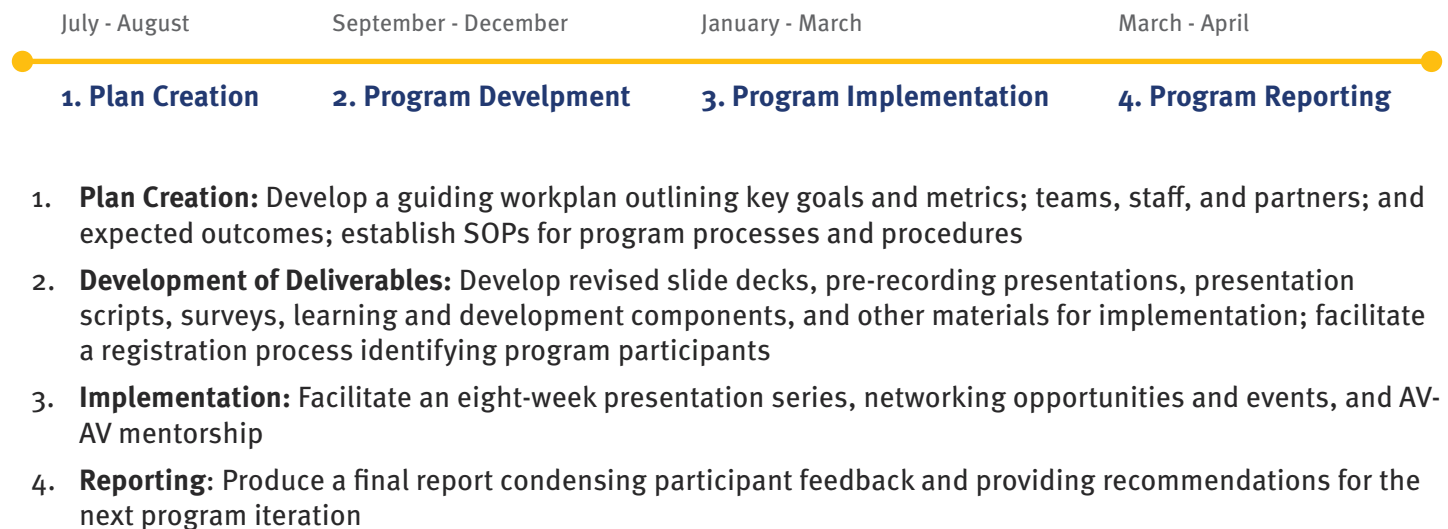**- Livewire Systems**

# Recommendations

## Mentorship Program

Based on survey results, conversations during 1-on-1 check-ins between the EEC Sector Strategist and mentees, and related Program feedback obtained during the EEC Roundtable on December 7, 2023, the Program Administrator recommends offering an annual Mentorship Program for Approved Vendors, with continued recruitment prioritization of EECs and diverse small business enterprises. The recommendations provided below are not final, pending the Agency's determinations moving forward for the next Mentorship Program cohort:

### Key Elements:

- Hybrid-Model Presentation Series
  - Access to live and on-demand presentations
- Advanced Learning and Development Opportunities
  - Interactive knowledge check components and greater use of visual cues
- Complimentary Deliverables
  - Supplemental resources that pair topically with the presentations, such as one-pagers and guides
- Networking Opportunities and Events
  - Virtual break-out rooms and an in-person networking event
- AV-AV Mentorship
  - Facilitated knowledge sharing opportunity between mentees and experienced AVs, as "mentors"

### Timeline

| July - August | September - December | January - March | March - April |
|---|---|---|---|
| **1. Plan Creation** | **2. Program Develpment** | **3. Program Implementation** | **4. Program Reporting** |

1. **Plan Creation:** Develop a guiding workplan outlining key goals and metrics; teams, staff, and partners; and expected outcomes; establish SOPs for program processes and procedures
2. **Development of Deliverables:** Develop revised slide decks, pre-recording presentations, presentation scripts, surveys, learning and development components, and other materials for implementation; facilitate a registration process identifying program participants
3. **Implementation:** Facilitate an eight-week presentation series, networking opportunities and events, and AV-AV mentorship
4. **Reporting**: Produce a final report condensing participant feedback and providing recommendations for the next program iteration

## Mentorship Materials and Timeline

The Program Administrator recommends the continuation of the presentation series as a key component of the Mentorship Program with the opportunity for refinement of the series content in accordance with updates to the Long-Term Plan and Program Guidebook. The Program Administrator suggests that an eight-week series be implemented in the 2024-25 Program Year with a start date in January 2025. The Program Administrator also recommends a mentee cohort of 10 Approved Vendors on a first-come, first-serve basis.

The recording of new presentations (and updating of slide decks) will serve not only to provide mentees with up-to-date guidance on Program participation but will also equip the Program Administrator with deliverables that can be repurposed and made available on the Illinois Shines website for AV, Designee, and subcontractor onboarding and access. The content of the presentation series will remain specific to registered AVs, but there is much content that would be of relevance to Designees and subcontractors. Since much of the content would not be applicable to Designees and subcontractors (e.g. annual reporting, REC contracting, etc.), the Program Administrator recommends the Mentorship Program be reserved for AVs and separate tracks be identified for Designees and subcontractors amongst the recorded materials and deliverables as onboarding.

The Program Administrator proposes a hybrid model of live and on-demand presentations for the Mentorship Program to allow more topics to be covered within the same eight-week timeframe. The pilot mentees shared that reviewing recorded materials was helpful; using recorded (or pre-recorded) presentations would allow flexibility and convenience. The Program Administrator recommends producing presentation content for the following topics:

- Submitting Advance of Capital Requests
- Annual and Mid-Year Reporting Tutorial
- EEC Registration and Renewal Tutorial
  - This presentation would be useful to publish on the website to be publicly available.
- Community Solar Project Part I and II Tutorial
- Traditional Community Solar and Community-Driven Community Solar Scoring Protocol and Procedures

Revision of the presentation series can also utilize scripted presentations and more learning and development opportunities to further comprehension and knowledge retention. This may include more interactive knowledge check components and greater use of visual cues.

## Additional Resources

The Program Administrator recommends the development of additional supplemental resources that pair topically with the presentations. These deliverables would be like the one-pagers developed for AVs (i.e., Approved Vendor Program Requirements Annual Checklist). One such resource requested by mentees is a one-pager that outlines the costs an Approved Vendor should anticipate throughout the application submission process.

In addition to these resources, the Program Administrator will also incorporate citations to the Program Guidebook and links to relevant resources within the presentation slide decks.

## Networking Opportunities and Events

The Program Administrator recommends the inclusion of networking opportunities to be offered during or after presentations through break-out rooms. The Program Administrator also recommends a facilitated in-person networking event at the beginning or halfway through the Mentorship Program. The Program Administrator recommends exploring the opportunity to collaborate with organizations such as Elevate or the Chicago Urban League in facilitating such networking events given their expertise in supporting diverse, small, and emerging businesses in the energy sector.

In particular, as the Illinois Solar for All program administrator, Elevate, was initially identified in the Mentorship Pilot Plan to support the development of a dual-track training pathway for those AVs interested in participating in that program. Collaborating on an in-person networking event could present an opportunity to share information about the Illinois Solar for All program with the mentees.

These networking opportunities and events would build greater camaraderie between the mentees and allow them to grow their networks while also supporting opportunities to share knowledge both inside and outside programmatic topics such as business development tactics and approaches.

## AV-AV Mentorship

While the presentation series has shown to be highly successful at educating mentees about Program responsibilities and requirements, there continues to be an expressed desire from mentees (and amongst EECs as a whole) to gain more knowledge of project and business development by consulting with experienced AVs. In response to this request, the Program Administrator recommends the Mentorship Program facilitate Approved Vendors with significant Program experience share their knowledge with mentees.

Experienced AVs (or "mentors") in good standing with the Program can be identified through a registration process that both vets the entities' experience in the Program with select metrics (e.g. "at least four years of participation in the Program with at least 10 Part II submitted projects with a low proportion of Need Info requests") and pairs mentees with mentors utilizing a "needs and offers" model. This model would entail soliciting from the prospective "mentors" what knowledge, support, or assets they would be willing to offer to a mentee and conversely, from the prospective mentee, what knowledge, support, or assets from a mentor would be of benefit. A pre-formatted worksheet could be utilized to align expectations (e.g. # of meetings) and goalsetting for the duration of the facilitated relationship, which could coincide with the presentation series (eight weeks). This worksheet would be shared with IPA and Energy Solutions and a mid-program check-in between the mentor, mentee, and a Sector Strategist could be facilitated to assess progress. The success of this component of the Mentorship Program would be monitored from this check-in and an end-of-program survey in which mentees and mentors would provide feedback on their experience in this pairing.

Participation in this component of the Mentorship Program would be voluntary and offered at the time of mentee registration to identify the need. If there is minimal interest by AVs in participating as a mentor, a third-party subcontractor can be utilized to provide technical mentorship and facilitate a panel discussion with experienced AVs to share insights on project and business development approached.

# Appendix A – Presentation Survey Responses

## Survey Responses

Unless otherwise indicated, numeric responses were based on a ten-point scale or a Strongly Agree/Agree/Neutral/Disagree/Strongly Disagree rating.

| Illinois Shines Program Overview Part 1 - 5 Responses ||
|---|---|
| **Questions** | **Average Response** |
| How much did you know about the material BEFORE completing/attending the course? (0-10) | 7.6 |
| How much did you know about the material AFTER completing/attending the course? (0-10) | 8 |
| I understood the learning objectives. | Strongly Agree |
| What I learned will be essential to my success. | Strongly Agree |
| The course was relevant to me and my job. | Strongly Agree |
| I was engaged during the course. | Strongly Agree |
| I was comfortable with the pace of the course. | Agree |
| will be able to apply on the job what I learned during this course. | Agree |
| What were the three most important things you learned from this session? (Multiple Answers) | <ul><li>That Utilities are the only buyers of RECs with IL Shines</li><li>How the RECs are purchased</li><li>The REC power size</li><li>How the different agencies work</li></ul> |
| What is your overall rating of this course? (0-5) | 4.2 |
| Were there any topics covered today that you'd like to learn more about? (Multiple Answers) | <ul><li>It's going to be challenging to keep our cohort focused on the topics at hand, etc. ;-)  But I'm here to learn, so thank you!</li><li>How to successfully submit applications</li></ul> |

| Illinois Shines Program Overview Part 2 - 3 Responses ||
|---|---|
| **Questions** | **Average Response** |
| How much did you know about the material BEFORE completing/attending the course? (0-10) | 7.3 |
| How much did you know about the material AFTER completing/attending the course? (0-10) | 8.3 |
| I understood the learning objectives. | Strongly Agree |
| What I learned will be essential to my success. | Agree |
| The course was relevant to me and my job. | Agree |
| I was engaged during the course. | Agree |
| I was comfortable with the pace of the course. | Strongly Agree |
| I will be able to apply on the job what I learned during this course. | Strongly Agree |

## Illinois Shines Program Overview Part 2 (Continued) - 3 Responses

| Questions | Average Response |
|---|---|
| What were the three most important things you learned from this session? (Multiple Answers) | • MES Compliance not necessary for EEC designation<br>• Clarity on the Prevailing Wage<br>• MES, EEC Requirements & Public Schools subgroup criterion |
| What is your overall rating of this course? (0-5) | 4.6 |
| Were there any topics covered today that you'd like to learn more about? (Multiple Answers) | • Sometimes a lot of info is covered very quickly with the assumption that the mentees are picking everything up. I know personally, I do sometimes have questions that I feel hesitant to ask in a larger group since I'm assuming others might already know? But thanks for doing this. I appreciate the help.<br>• One idea:  assign specific pages for reading from the Program Guidebook in advance of the meeting, so that we can all have time to review the relevant parts of the guidebook in advance and come best prepared for the discussion time together?  Just brainstorming with you! ;-) Thanks!!<br>• AV project point scoring & related EEC participation scoring. |

## Illinois Shines Project Application Processing & Portal Deep Dive Part 1 - 1 Response

| Questions | Average Response |
|---|---|
| How much did you know about the material BEFORE completing/attending the course? (0-10) | 2 |
| How much did you know about the material AFTER completing/attending the course? (0-10) | 6 |
| I understood the learning objectives. | Neutral |
| What I learned will be essential to my success. | Agree |
| The course was relevant to me and my job. | Strongly Agree |
| I was engaged during the course. | Agree |
| I was comfortable with the pace of the course. | Neutral |
| I will be able to apply on the job what I learned during this course. | Agree |
| What were the three most important things you learned from this session? (Multiple Answers) | • Developers' capacity and application submission process |
| What is your overall rating of this course? (0-5) | 5 |
| Were there any topics covered today that you'd like to learn more about? (Multiple Answers) | • Yes I would like to get the final submission process |

## Illinois Shines Project Application Processing & Portal Deep Dive Part 2 - 5 Responses

| Questions | Average Response |
|---|---|
| How much did you know about the material BEFORE completing/attending the course? (0-10) | 6.4 |
| How much did you know about the material AFTER completing/attending the course? (0-10) | 8.6 |
| I understood the learning objectives. | Agree |
| What I learned will be essential to my success. | Agree |
| The course was relevant to me and my job. | Strongly Agree |
| I was engaged during the course. | Strongly Agree |
| I was comfortable with the pace of the course. | Agree |
| I will be able to apply on the job what I learned during this course. | Agree |
| What were the three most important things you learned from this session? (Multiple Answers) | • How the application and batching process worked in the portal.<br>• Answer to my question about project data downloads; Collateral payments and agreements; DG process.<br>• There is guidance on the Shines website for each section. That I know more than I thought.<br>• Project submission process, REC calculations, Advance of Capital Q & A, (website) projects updates on IL shines website, program docs on website. |
| What is your overall rating of this course? (0-5) | 4.5 |
| Were there any topics covered today that you'd like to learn more about? (Multiple Answers) | • I was looking for more clarity/details on the Community Solar process, which is a little different than the DG process.<br>• I believe a more thorough review of the Shines website may answer this question. With the week off due to Thanksgiving, I will delve more into the site.  Thanks for asking.<br>• Not at this time. Very helpful though. Presentation eased my project submission anxiety. |

## Ongoing Program Requirements Part 1 - 4 Responses

| Questions | Average Response |
|---|---|
| How much did you know about the material BEFORE completing/attending the course? (0-10) | 5.3 |
| How much did you know about the material AFTER completing/attending the course? (0-10) | 9 |
| I understood the learning objectives. | Strongly Agree |
| What I learned will be essential to my success. | Strongly Agree |
| The course was relevant to me and my job. | Strongly Agree |
| I was engaged during the course. | Strongly Agree |
| I was comfortable with the pace of the course. | Strongly Agree |

## Ongoing Program Requirements Part 1 (Continued) - 4 Responses

| Questions | Average Response |
|---|---|
| I will be able to apply on the job what I learned during this course. | Strongly Agree |
| What were the three most important things you learned from this session? (Multiple Answers) | <ul><li>Reporting</li><li>System performance</li><li>EEP requirements</li><li>Minimum Equity Standards, REC contract delivery, AV reporting requirements</li></ul> |
| What is your overall rating of this course? (0-5) | 4.5 |
| Were there any topics covered today that you'd like to learn more about? (Multiple Answers) | <ul><li>Informative session</li><li>AV requirements</li></ul> |

## Ongoing Program Requirements Part 2 - 5 Responses

| Questions | Average Response |
|---|---|
| How much did you know about the material BEFORE completing/attending the course? (0-10) | 6.6 |
| How much did you know about the material AFTER completing/attending the course? (0-10) | 8.4 |
| I understood the learning objectives. | Agree |
| What I learned will be essential to my success. | Agree |
| The course was relevant to me and my job. | Agree |
| I was engaged during the course. | Strongly Agree |
| I was comfortable with the pace of the course. | Agree |
| I will be able to apply on the job what I learned during this course. | Agree |
| What were the three most important things you learned from this session? (Multiple Answers) | <ul><li>The reporting checklist was helpful.</li><li>CS subscriber reporting (QTR, Semi, and annual), AV checklist requirements, AV designee processes and requirements</li><li>Community Solar Subscription Reports for Quarterly, Bi-Annual and Annual reports)</li></ul> |
| What is your overall rating of this course? (0-5) | 4.5 |
| Were there any topics covered today that you'd like to learn more about? (Multiple Answers) | <ul><li>Since we don't do any Community Solar, that part of the presentation was not relevant for us.</li><li>Nothing at the moment. I believe the information is informative and will best be understood at time of application.</li><li>Annual Report Deep Dive</li><li>Bi-Annual Report Deep Dive</li><li>Please explain how to fill out in SharePoint</li><li>Please teach how to create generating facilities in PJM EIS GATS and MRETs and please teach how to accept Standing Orders</li></ul> |

## Marketing Best Practices and Consumer Protection - 5 Responses

| Questions | Average Response |
|---|---|
| How much did you know about the material BEFORE completing/attending the course? (0-10) | 6.6 |
| How much did you know about the material AFTER completing/attending the course? (0-10) | 8.6 |
| I understood the learning objectives. | Agree |
| What I learned will be essential to my success. | Agree |
| The course was relevant to me and my job. | Agree |
| I was engaged during the course. | Agree |
| I was comfortable with the pace of the course. | Agree |
| I will be able to apply on the job what I learned during this course. | Agree |
| What were the three most important things you learned from this session? (Multiple Answers) | • Carefulness of not misrepresenting the program during our sales efforts. Importance of having disclosure form signed prior to sales contract .<br>• Understanding of consumer protections<br>• Correct marketing approach<br>• Disclosure Forms requirements<br>• Clarity on marketing statements and dispelling the fiction from fact<br>• Clarity on how to present the potential of the Illinois Shines ABP to customers<br>• Testimonials, what is marketed must be guaranteed, Customer is not in an agreement with the utility, the approved vendor is . |
| What is your overall rating of this course? (0-5) | 4.25 |
| Were there any topics covered today that you'd like to learn more about? (Multiple Answers) | (none) |

## Program Resources and Ongoing Opportunities - 0 Responses

# Appendix B – Final Mentorship Program Survey Responses

## Survey Responses - Result Graphs and Averages

Please rate the value of each presentation in familiarizing yourself with the Program
(Very Valuable/Valuable/Neutral/Not Valuable/Not at all Valuable):

### Illinois Shines Program Overview Part 1
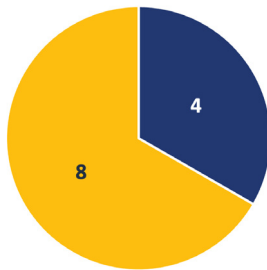


- Valuable: 4
- Very Valuable: 8
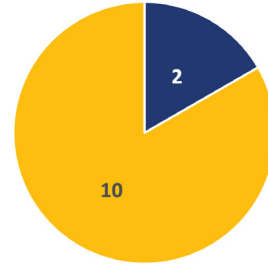
Average Score: Very Valuable

### Illinois Shines Program Overview Part 2
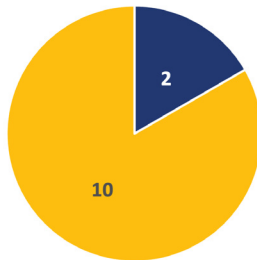


- Valuable: 3
- Very Valuable: 9

Average Score: Very Valuable

### Illinois Shines Project Application Processing & Portal Deep Dive Part 1



- Valuable: 2
- Very Valuable: 10

Average Score: Very Valuable

### Illinois Shines Project Application Processing & Portal Deep Dive Part 2



- Valuable: 2
- Very Valuable: 10
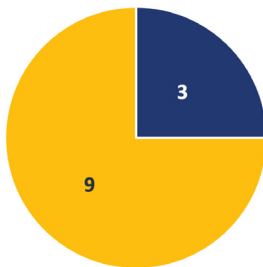
Average Score: Very Valuable

### Ongoing Program Requirements Part 1



- Neutral: 1
- Valuable: 1
- Very Valuable: 10

Average Score: Very Valuable

### Ongoing Program Requirements Part 2



- Neutral: 1
- Valuable: 1
- Very Valuable: 10

Average Score: Very Valuable

## Marketing Best Practices and Consumer Protection



Not Valuable: 1
Neutral: 1
Valuable: 1
Very Valuable: 9
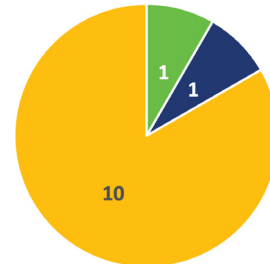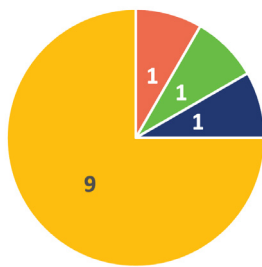
■ Not Valuable   ■ Neutral
■ Valuable       ■ Very Valuable

Average Score: Very Valuable

## Ongoing Resources and Opportunities



Not Valuable: 1
Valuable: 2
Very Valuable: 9
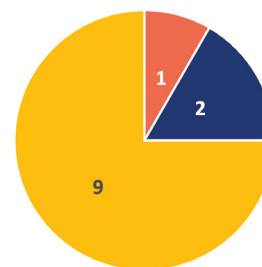
■ Not Valuable   ■ Valuable   ■ Very Valuable

Average Score: Very Valuable

## Please rate your level of agreement with the following statements in relation to your completion of the pilot program
(Strongly Agree/Neutral/Disagree/Strongly Disagree):

### I am better equipped to participate in the Program as an Approved Vendor



Neutral: 1
Agree: 5
Strongly Agree: 6
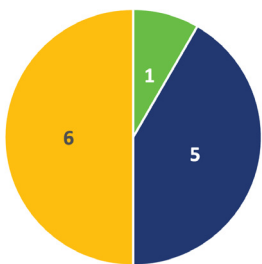
■ Neutral   ■ Agree   ■ Strongly Agree

Average Score: Strongly Agree, Agree

### I better understand how to submit project applications to the Program



Neutral: 1
Agree: 4
Strongly Agree: 7
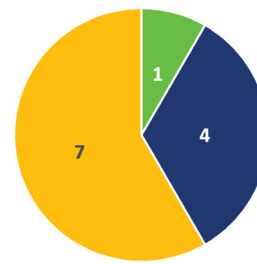
■ Neutral   ■ Agree   ■ Strongly Agree

Average Score: Strongly Agree, Agree

### I better understand the requirements for participating in the Program



Neutral: 1
Agree: 5
Strongly Agree: 6
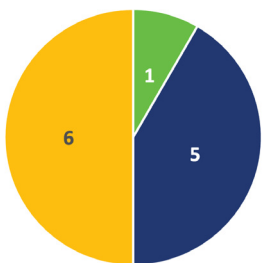
■ Neutral   ■ Agree   ■ Strongly Agree

Average Score: Strongly Agree, Agree

### The order of the presentations was conducive to my learning



Neutral: 1
Agree: 3
Strongly Agree: 8
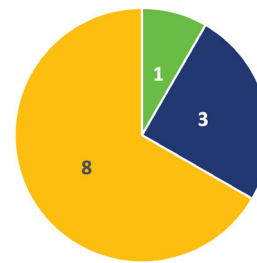
■ Neutral   ■ Agree   ■ Strongly Agree

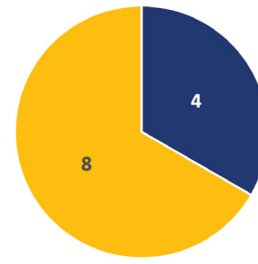Average Score: Strongly Agree

## The format of weekly, 1-hour presentations was manageable and conducive to my learning
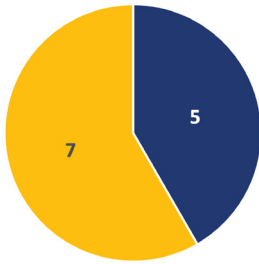


- Agree
- Strongly Agree

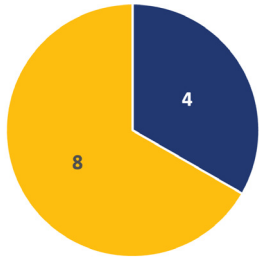Average Score: Strongly Agree

## The knowledge checks were useful in reinforcing topics and concepts presented in the mentorship



- Agree
- Strongly Agree
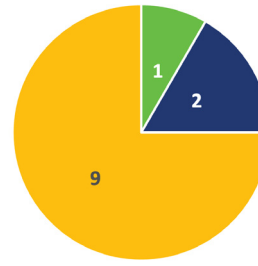
Average Score: Strongly Agree

## The ability to reference the slide decks and recordings after the presentations were conducive to my learning
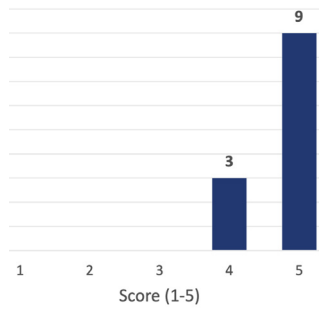


- Agree
- Strongly Agree

Average Score: Strongly Agree

## The question breaks were helpful for asking questions that I had about the Program
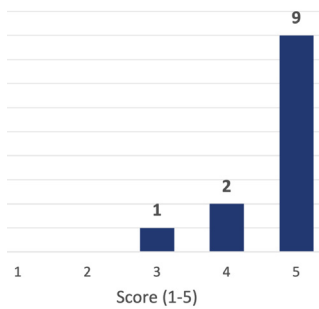


- Neutral
- Agree
- Strongly Agree

Average Score: Strongly Agree

## Please rate the overall content of the Mentorship Pilot Program (0 - 5)
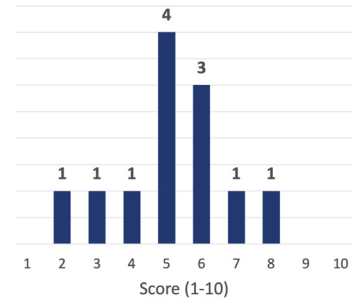


Average Score: 4.75

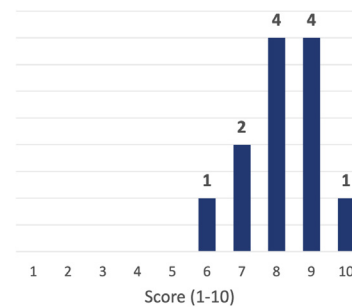## Please rate the overall format and structure of the Mentorship Pilot Program (0-5)



Average Score: 4.72

## How would you describe your level of knowledge of the Illinois Shines program before completing the pilot program? (0-10)
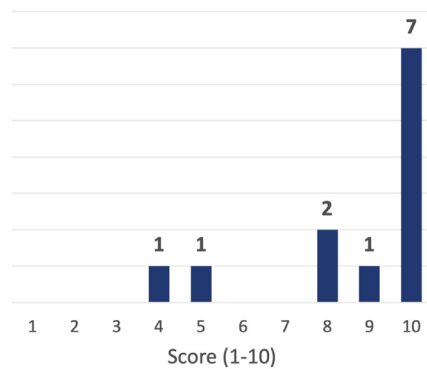


Average Score: 5.2

## How would you describe your level of knowledge of the Illinois Shines program after completing the pilot program? (0-10)



Average Score: 8.2

## How helpful did you find the Mentorship Pilot Program presentation series? (0-10)



Average Score: 8.6

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