

## *BRAC-WIRED DEMONSTRATION PROJECT*

### **REPORT ON DELIVERABLE 11: INTERACTIVE MENTORING DEMONSTRATION**

#### **DEMONSTRATION DATE AND LOCATION:**

On July 28, 2009, the first demonstration of the SCORE Interactive Mentoring Demonstration was conducted at the SCORE office, 600 Dr. MLK Place, Louisville Federal Building, Louisville Kentucky.

#### **DEMONSTRATION PARTICIPANTS:**

The demonstration was arranged by Mr. Frank Cogswell, Kentucky Assistant District Director, and presented to Mr. Burt Walker, Principal, BurtWalker.com. The demonstration began at 10:30 a.m.

#### **DEMONSTRATION NARRATIVE:**

A portion of the interactive video session was recorded on video.

Mr. Cogswell began by explaining the technology platform under which the demonstration was conducted. The platform uses standard browser technology and can be accessed from any computer with a built-in or attached camera. The underlying video process is built upon using Skype, a freely available online service allowing two remotely connected systems to view one another as they hold a conversation.

An initial trial demonstration was performed in the SCORE office between two separate computers in different parts of the SCORE offices. This involved a scripted event where Mr. Cogswell and other SCORE representatives initiated a simulated counseling session. The initial conversation involved notices by the SCORE "mentor" asking the "client" to acknowledge it was OK to have a proprietary conversation and that the client would approve the conversation being heard by others within their work environment. The mentor also informed the client that other SCORE personnel may be present during the session.

The remaining portion of the session included discussion about the technology and acknowledgements from both parties that the process was working adequately.

The second part of the demonstration occurred between the SCORE office and a SCORE mentor located in his home office in New Albany Indiana. The entire process was validated to the satisfaction of Mr. Walker.

It should also be noted that Mr. Cogswell gave Mr. Walker an in-depth walk-through of the process involved in establishing mentoring relationships. All clients must register at [www.score.org](http://www.score.org) by filling out a request form. The request form includes detailed information about the specific needs of the client. SCORE will locate a mentor with specialized expertise matched to the client's request. The mentor may or may not be local. After a mentor is selected, the client and mentor are introduced and counseling may begin. Mentoring can occur using various methods, including telephone, email, interactive video, etc.

#### **ADDITIONAL INFORMATION:**

Mr. Walker and Mr. Cogswell agreed to stage an additional simulated demonstration between a client and a mentor using the same interactive video technology but with the mentor being in the Louisville SCORE office and the client being in Hardin County. Date to be announced.

Mr. Walker also demonstrated the web site forum to Mr. Cogswell and asked SCORE to review this process as an acceptable method of non-proprietary counseling. Mr. Cogswell agreed to review the process to determine if it would be an acceptable method. SCORE requires that all mentoring activity be documented. His concerns with this method would be how to document how the activity would be reviewed by those that are not registered SCORE clients. Further analysis will be required by SCORE.