

Guidelines to conduct focus group and interviews with mentors

Thanks to the participants for taking part in the research and begin with general questions about the mentoring they have carried out: who are their mentees, what sociodemographic characteristics do they have, when the relationship started, and what type of mentoring relationship it is (one-to-one, one-to-a-group, etc.), how long they have been meeting with their mentee or mentees, etc.

- Once this information has been gathered, ask about their reasons for being mentors. How did they learn about the program and how did they decide to participate as volunteers? What motivations did they have?
- Talk about those preliminary moments between the willingness to participate and the moment when the training begins. Does a lot of time go by? What elements do they observe that could be improved in this initial process, and why? Assess different perspectives and observe consensus.
- How do they evaluate the training received at the beginning? And other training sessions or exchange spaces, if they have taken place? What content do they consider most necessary for practice, and what content do they consider irrelevant, and why? It is necessary to observe consensus and disagreement.
- What are the main structural challenges their mentees must struggle with? What difficulties do they have in feeling part of society and being included? [If racism is mentioned, go deeper into it.]
- What contributions can mentoring make? In what ways do they think they have been able to provide support? What is the emotional and mental health situation of their mentees? Have they observed any changes lately? To what do they attribute these changes?
- Have they had conversations about situations in which the mentee has felt discriminated against? How have these conversations been, and how did they go? Who brought them up? If yes, how were the mentees supported? Did the mentors feel comfortable addressing these issues, or uncomfortable? Could the training include a module on this topic, and how would they imagine it, considering the needs they encounter?
- In case they have not – imagine that a few months have gone by and now they are mentors. If their mentee told them about a situation of racism, what would they say? How would they act in that situation?
- Have the relationships established within the framework of mentoring gone beyond the relationship between mentors and mentees? With whom else, and how?

- What places in the city do they usually go to? (libraries, community centres, others).
- Do you think the mentees feel lonely? Have you shared this perception and, if so, how do you think their situation could be improved?
- When we talk about the mentoring relationship and the benefits it has for all parties, what do you think are the benefits you see in your mentees? And in yourselves?
- What benefits do you perceive that mentoring brings beyond yourselves, in relation to your immediate environment, family, friends, or community?
- What needs or recommendations would you give to the mentoring project?
What would you change about the mentoring program?

Guidelines to conduct focus group and interviews with mentees

Thank the participants for taking part in the research and start with a brief round of introductions. Ask them to share their names, a bit about their background, and some general aspects of the mentoring relationships they have been involved in.

- Questions to facilitate discussion and create a climate of trust, start with general questions about mentoring.

To see which elements they value most and also to assess the bond with their mentors:

- How do you evaluate the mentoring program?
- What things have you liked or are you liking the most? Which activities do you remember that you liked?
- Some questions related to arrival and difficulties, culture shocks:
 - How long have you been here?
 - What difficulties or shocks have you encountered? (including emotional difficulties) (What fears did you think you would have?) How have you experienced them?
 - Where have you been able to find the emotional support, you needed? (What are your safe spaces?)

- Has mentoring helped to accompany these fears or difficulties (emotional support)?
How have you faced them

- Questions related to the relational network:

- In your free time, with whom do you relate? How did you meet them?
- When you have a problem or difficulty, who do you ask for help? In the moments when you have felt lonelier, who have you leaned on (who have you talked to)?
- How did you meet the people you relate to?
- Have social networks helped you in moments of difficulty? (extra question, not a priority, but to be discussed if there is time).
- What places in the city do you go to? (libraries, community centers, others?) How did you get to know them?
- How has the process of looking for a job or housing been? What difficulties have you encountered? How have you overcome them?
- Have you faced other situations of discrimination? What did you do in those cases?
- With whom have you shared that you were going through these situations of discrimination?
- Do you think you have received enough support from professionals when facing difficult situations? (psychosocial support). When have you felt alone?
- Have you shared these issues with your mentor? Why?
- Imagine that a few months have gone by and you are now a mentor, and your mentee tells you about a situation of racism. What would you say to them? What would you do in that situation?

- To end on a positive note, looking toward the future:

- What needs or recommendations would you give to the project?
- What would you change about the mentoring program?