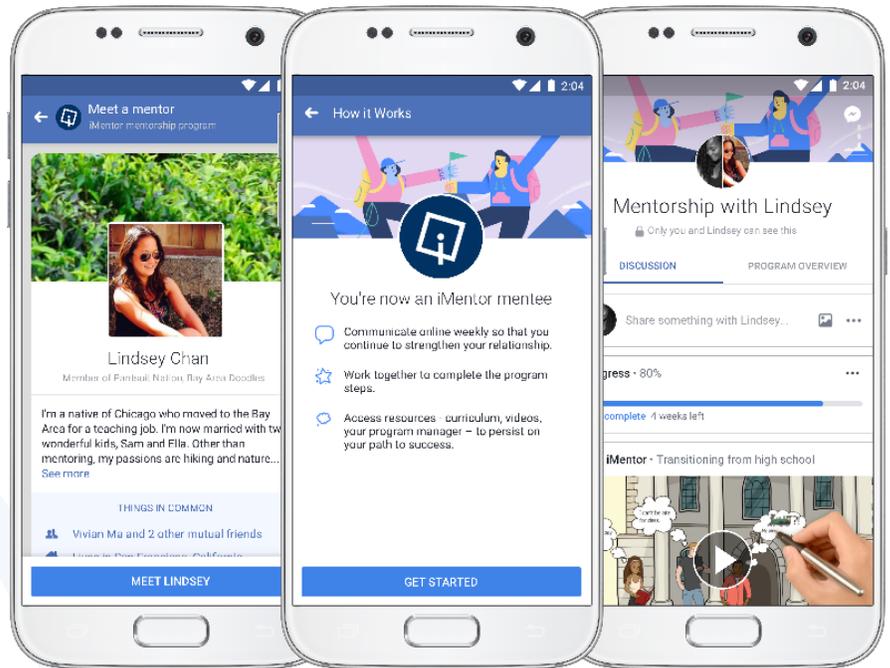


Facebook Mentorship and Support

With over 2 billion people using Facebook, there are many different needs for different types of mentorship and support. To start, we are partnering with nonprofit organizations that already have these types of programs in place so we can learn how to build an engaging and meaningful mentorship and support experience within Facebook.

This product is in a closed beta, but we plan to expand to additional partners and causes soon.



HOW IT WORKS

- We are working closely with our beta partners to develop a mentorship and support product that works well for people in their respective areas. Each partner organization has a program administrator who is responsible for managing its mentorship and support program on Facebook. The program administrator can create a new program right from their organization's Facebook Page or Group. They develop the step-by-step programs that mentees and mentors work through together. They also match mentees and mentors together by assessing the individual needs of each mentee and the experience of mentors.
- Once matched together by the program administrator, mentees and mentors can start using Mentorship and Support within the Facebook mobile app or from a computer. They can access it from the More menu on their Android or iPhone, or from the left-hand column on their computer.
- Once in, they are given an overview of what to expect in the program and how to get the most value out of it, introduce themselves and get to know each other better.
- Mentees and mentors work their way toward completing the step-by-step program that was developed by the nonprofit organization.
- There is also a discussion space, where they can have ongoing discussions about challenges faced, recommendations from the mentor based on their own experiences, how things are going in general, etc. These discussions are private and not visible to anyone else, including the program administrator.
- The program administrator can check in on how the mentee and mentor are doing by checking how far along they are in the program. The administrator can also start a group message thread with both mentee and mentor.

PRIVACY AND SECURITY

We take the privacy and security of our users very seriously, and this product is being built with both those things in mind. It is available to people 18 years and older. Our partner organizations also currently vet mentors before they are matched with mentees. While using the product, both participants are able to report posts, photos and videos, comments and messages in the same way they may in other parts of Facebook. Similar to Facebook Groups, each person may also report any content to the group administrator, which in this case is the nonprofit organization that is managing the program. They may also leave the Mentorship and Support experience at any time, and can block the other person. As we continue to iterate on this product, we will continue to assess the need for additional functionality to help ensure that mentees and mentors feel and are safe while using it.

JUST THE BEGINNING

While we are excited to begin testing this product with our beta partners and a small number of their mentees and mentors, our goal is to expand this tool to help connect people around a variety of cause areas where having someone you can count on for support can make all the difference. We are also building new features to help mentees and mentors connect in more ways with each other on and off Facebook. Over time, we hope to help grow a new community of mentors who can help more people with different needs across the Facebook community.