

FAQs

How is this app going to benefit me/my daughter?

The app gives your daughter access to an incredible pool of knowledge, experience and wisdom in the form of the GDST's alumnae and staff. It means that she can ask a question about any aspect of her work and/or study life, and have it picked up by someone with the relevant experience, and advice to share.

Who are the mentors?

The mentors are our alumnae and GDST staff. They may also be other sixth form students, as peer-to-peer mentoring/advice can also be really helpful, and the app allows for this to happen.

Why does the app allow for anonymous questions to be asked?

The GDST allows anonymous questions because it protects your daughter's online identity, and it gives her the freedom to ask the questions she wants to without fear of judgement.

Why are mentors always named?

Mentors are always named, as we know that a level of accountability introduces a self-regulating effect, and improves the quality of answers.

Why does the app allow alumnae to choose whether to answer privately (one-to-one) or publicly (to the whole forum)?

The first thing to remember here is that all alumnae answers – as mentors – are named. In other words, your daughter/the mentee can see who the answer has come from.

This responds to the accountability/self-regulating point above. The reason why the app allows answers to be private is that the (named and visible) mentor might share a personal experience on a one-to-one basis to help a mentee, but would not want the conversation to be public – to protect their own privacy.

What happens if a student asks an inappropriate question or makes a threat or perceived threat to themselves or others?

This will be picked up in the moderation process. Moderation works before any question or answer appears on the app – and so if a question of this nature is raised, it will not appear on the app until it has been either investigated and approved, or escalated.

A further point here. If a proposed post or thread appears to pose a risk in some way, it will ultimately be escalated to the school's Head of Sixth Form. This will only occur if there is a breach of the terms of conduct.

If there is a delicate wellbeing situation that requires escalation to a specialist, this can still be dealt with anonymously – over the app - and it is up to the student as to whether they want to reveal themselves to receive more personal support from their school.

What happens if someone gives an inappropriate answer?

Similarly. This will be picked up in the moderation, before the answer appears on the app, and escalated if appropriate.

How do you decide what content is deemed 'appropriate'?

The GDST has spent a lot of time building the code of conduct, and has taken very careful counsel, following government guidelines on keeping children safe in education, to ensure that there is absolute clarity around what's not appropriate. It will be made completely clear to all participants that this app is a medium for conversations relating to study and career choices.

What happens if someone suggests moving the conversation to another platform or face-to-face?

This behaviour is not permitted on the app. It will therefore be picked up in moderation.

What do I do if I do not want my daughter to use the mentoring app?

Your daughter is under no obligation or pressure to use the app, and if you have any concerns about her using it, then please do raise them with the Head of Sixth Form at your daughter's school. Ultimately, your daughter's use of the app is for you both to agree.

Who do I contact if I have any questions regarding the use of the mentoring app?

Depending on the nature of your enquiry, your first port of call will be your daughter's Head of Sixth Form. If your query is more technical, then it may be fielded by the GDST and/or passed directly to the app developers, Rungway.com.