



EQUALS Her Digital Skills e-Mentorship Programme
Results of the cohorts of mentees from Kenya, Nepal and Uganda
January cycle 2025

The EQUALS Her Digital Skills e-Mentorship programme offers participants of Her Digital Skills workshops, young women aged 18-25, the opportunity to be matched with mentors who contribute to their professional and personal development. Mentors are professionals from across the mobile and tech sectors who actively support and guide mentees on their learning and career paths through an innovative 8-week mentoring programme which is free to join. This initiative is powered by the EQUALS global partnership for digital gender equality, in partnership with GSMA and W4, and is part of the Her Digital Skills initiative.

43 mentees affiliated with W4-Empserve in Kenya, W4-RUWON in Nepal, and Maendeleo Foundation in Uganda, took part in the January 2025 cycle of the e-Mentorship programme. Overall, 35 mentees successfully completed the programme.

“The e-Mentoring program has been an incredible support system throughout my journey in the EQUALS Her Digital Skills Program. It provided me with personalized guidance, valuable insights, and encouragement, which helped me navigate soft skills development. Through the mentorship of Veronique Ruiz, I gained clarity on my career goals, improved my problem solving and leadership skills, and built confidence in my abilities. The one-on-one interactions and structured guidance helped me stay motivated, especially in tackling challenges and making informed decisions about my future in tech. Additionally, the program fostered a sense of community and continuous learning, allowing me to connect with other aspiring tech professionals and gain perspectives from industry experts. The mentorship experience exceeded my expectations, equipping me with both technical knowledge and the soft skills needed to thrive in the industry. I am truly grateful for this opportunity and would highly recommend the e-Mentoring program to anyone looking to grow in their tech career!”

“The e-Mentoring programme has been a valuable and enriching experience for me. It provided a structured space for self-reflection, personal growth, and skill development. The guidance and insights I received helped me gain more confidence in my abilities and reinforced the importance of self-belief. One of the most impactful aspects of the programme was the opportunity to engage in meaningful discussions and receive constructive feedback. The

resources shared, along with the encouragement from my mentor, made a significant difference in how I approached the challenges – particularly in developing self-confidence. I appreciated the flexibility of the e-Mentoring format, allowing me to learn at my own pace while still staying accountable. Although I missed a deadline, I found the overall experience supportive and beneficial. Overall, this programme has positively influenced my personal and professional growth, and I’m grateful for the opportunity to be a part of it.”

“The program was far beyond my expectations! When I first started, I couldn’t quite imagine how we would have such profound, transformative, and insightful conversations through letters – but it proved me wrong. I truly enjoyed every single moment of reading a letter from my mentor. Each one had a full package of resourceful links, new perspectives and valuable lessons which I am integrating in my day to day life.”

“The mentorship program was transformative. I have grown and learnt so much. I am not the same Nicole as week one.”

- Feedback from mentees who completed the January 2025 cycle of the EQUALS Her Digital Skills e-Mentorship programme

The quantitative impact data from the survey of mentees from Kenya, Nepal, and Uganda, conducted at the end of the January 2025 cycle of the Her Digital Skills e-Mentorship programme, is as follows:

A. Quantitative data – mentees (Annex 1)

- 94% of mentees reported that they were more than satisfied or very satisfied (a score of 4 or 5) with their relationship and exchanges with their mentor.
- 100% of mentees said that they were satisfied (a score of 3, 4 or 5) with the overall quality of their participation in the e-mentoring programme.
- 100% of mentees said that they were more than satisfied or very satisfied (a score of 4 or 5) with how the EQUALS Her Digital Skills team helped them understand the mentoring relationship and goals of the e-mentorship.
- 100% of mentees reported that they were satisfied (score 3, 4 or 5) with how their mentor helped them fix clear goals and strategies to meet their goals.
- 91% of mentees reported that their participation in the Her Digital Skills e-Mentoring programme significantly increased their interest in pursuing further training or a career in tech (scoring 4 or 5 on a scale of 1–5).

- 97% of mentees reported that they improved their knowledge, skills and abilities regarding the topic “Setting Goals” (score 3, 4 or 5 on a Likert scale of 1-5).
- 91% of mentees reported that they significantly improved their knowledge, skills, and abilities regarding the topic “Identifying & Developing Personal Strengths” (score 4 or 5 on a Likert scale of 1-5).
- 91% of mentees reported that they significantly improved their knowledge, skills and abilities regarding the topic “Problem-Solving Skills” (score 4 or 5 on a Likert scale of 1-5).
- 94% of mentees reported that they significantly improved their knowledge, skills and abilities regarding the topic “Time Management” (score 4 or 5 on a Likert scale of 1-5).
- 94% of mentees reported that they significantly improved their knowledge, skills and abilities regarding the topic “Leadership skills” (score 4 or 5 on a Likert scale of 1-5).
- 94% of mentees reported that they significantly improved their knowledge, skills and abilities regarding the topic “Teamwork & Team Management” (score 4 or 5 on a Likert scale of 1-5).
- 94% of mentees reported that they significantly improved their knowledge, skills and abilities with regard to the topic “Developing Self-Confidence” (score 4 or 5 on a Likert scale of 1-5).
- 100% of mentees reported that they would like to participate in future EQUALS Her Digital Skills e Mentorship programme to develop further skills.

Qualitative feedback from the end-of-programme evaluation survey of mentees

Can you please provide some additional feedback about your e-Mentoring experience?
How has the e-Mentoring programme helped you?

Due to this program, I have built a lot of confidence. Before, I didn't have the confidence to talk to others, but now I have improved a lot. I have learned problem-solving steps and time management techniques. As my mentor explained everything with real-world examples, it was easy to understand and even apply in my life.

I am really grateful that I had the opportunity to be a part of this. I have learned what it means to set SMART goals. I have also learned how to organize my tasks so that I don't procrastinate. I would also like to appreciate my mentor for being available.

I feel more confident about myself, and I have gained more techniques on how I can improve my communication skills.
I have really learned a lot through this programme, especially on problem-solving and confidence. Now, I view things from a very different perspective. I truly appreciate my mentor's guidance and insights.
I would love to appreciate the e-Mentoring programme and the coordinators at large for giving us this chance to connect with mentors. They have helped build my self-confidence, time management, and leadership skills, and helped me identify the goals and dreams I had. It has been an amazing conversation with my mentor, and I hope to continue our exchange. Truly, I learned a lot, and as a mentor, I will work to inspire and support other young women in my community to achieve their dreams.
It has pushed me out of my comfort zone and made me think deeply and carefully. It has made me a better person compared to when I started. I am more confident in myself, and I now see things from a different perspective.
My mentor did a lot to make sure I was equipped with skills and providing resources, and I am very grateful that I achieved a lot more especially on time management and team building. I really gained a lot and am already seeing the change in me and things moving well. I thank the facilitators for making this a success for us.
<p>The e-Mentoring program has equipped me with many skills, including time management and soft skills like letter writing as a form of communication. It also helped me improve my abilities and understand the importance of expressing my opinions through our writing and from the various mentors.</p> <p>I would like to send my sincere appreciation and regards to my mentor, Ms. Danice, who guided me through the program. I appreciate her patience and professionalism. She reminded me even when I forgot to respond to emails.</p> <p>I also highly commend the staff, led by Madam Comfort, our coordinator. I really appreciate her resilience and outstanding patience throughout the program.</p> <p>I truly enjoyed and learned a lot from this interaction, and I hope we can stay in touch. I was inspired by the advice and personal experiences shared by my mentor, and I believe I too can stand out and be an empowered woman.</p>
<p>The e-Mentoring program with Nancy was a great experience that helped me develop essential soft skills. Through our sessions, I gained valuable insights into time management, teamwork, self-confidence, and goal setting.</p> <p>Nancy's mentorship boosted my confidence and helped me believe in my skills and abilities, especially when stepping into new opportunities.</p> <p>One crucial lesson was how to set clear and achievable goals. I now approach my career and personal development with more structure and purpose.</p> <p>Overall, the program was insightful and empowering, equipping me with skills that will benefit me both professionally and personally.</p>

What did you most enjoy about the e-mentoring programme?

I loved the interactive and engaging nature of the program. It allowed me to ask questions, receive feedback, and learn from real-world experiences. The discussions on leadership, time management, and problem-solving were particularly impactful, as they provided me with practical skills I can apply in both my academic and professional journey.

I loved the insightful discussions with my mentor, especially how open and enjoyable they were.

I really enjoyed the coordination and the flow of emails, especially because I received immediate responses and straightforward advice from my mentor.

The best part was when we were able to talk to our mentors during the meet and greet session.

What I appreciated most were the encouraging words from my mentor, the trust, openness, and motivation I received. I really enjoyed the supportive and open conversations we shared.

The mentors were ready to assist someone by simplifying every topic well and encouraging us in a positive way.

The weekly webinars every Thursday and show us how to write our emails.

The wide view and many resources the mentor provided me with that I still use up to now. It gave the essence of reading and discovering more.

What I enjoyed most about the e-Mentoring program was the focus on goal setting. It helped me gain clarity on my personal and professional aspirations while learning how to set realistic and achievable goals. Through Nancy's guidance, I developed a structured approach to breaking down my goals into actionable steps, which has made me more focused and motivated. The process also boosted my confidence, as I now have a clear roadmap to track my progress and stay accountable.

Would you have liked anything else to be covered in terms of soft skills topics?

Being authentic with yourself and those around you.

Communication and networking skills

Emotional intelligence, networking skills, adaptability and resilience, public speaking and presentation skills.

Yes, I would have liked the programme to cover additional soft skills topics such as emotional intelligence, for example, understanding and managing emotions in professional settings.
I would have liked the program to cover additional soft skills such as negotiation skills, personal branding, emotional intelligence, public speaking, and adaptability.
The program covered essential soft skills, but I would have loved to explore more on adaptability and resilience – especially in handling setbacks and staying motivated during challenges. Additionally, a session on effective communication in professional settings, including public speaking and networking, would have been valuable. These skills are crucial for career growth and navigating workplace dynamics.

How can we improve our e-Mentoring programme and better adapt it to mentees' needs?
A more interactive platform for real-time discussions and hands-on learning.
Additional soft skills topics - expanding the program to include skills like adaptability, resilience, professional communication, and workplace etiquette would further prepare mentees for real-world situations.
I didn't experience any major challenges, but perhaps you could consider having more live calls between mentors and mentees throughout the program, rather than just at the end.
I suggest that we may be given opportunities and employment and how we can practically use our certification.
Incorporating interactive projects, case studies, or real world problem-solving sessions to reinforce soft and technical skills.
Introducing mentees to the mentors before the start of the e-Mentoring programme.
It was really great, you can also give others the chance to learn like we learned.
Practical assignments - introduce small projects or challenges to apply learned skills. Personalized guidance - offer mentees a chance to choose specific soft skills they want to focus on.

There should be more sessions where mentees get to actually meet and talk to their mentors.

Annex 1: Impact data from the end-of-programme evaluation survey (of mentees)

Questions	Average Score	Percentage of participants who gave a score of 3, 4 or 5	Percentage of participants who gave a score of 4 or 5
Did the EQUALS Her Digital Skills team help you understand the mentoring relationship and goals of the e-Mentorship programme?	4.81	100%	100%
To what extent did your mentor help you fix clear goals and strategies to meet your goals?	4.59	100%	91%
Were the EQUALS Her Digital Skills e-mentoring staff sufficiently supportive and available to provide guidance throughout the programme?	4.75	100%	97%
To what extent did the e-mentoring programme and your relationship with your mentor help you improve your knowledge, skills and abilities with regard to the topic "Setting goals"?	4.5	97%	84%
To what extent did the e-mentoring programme and your relationship with your mentor help you improve your knowledge, skills and abilities with regard to the topic "Identifying & developing	4.47	97%	91%

personal strengths"?			
To what extent did the e-mentoring programme and your relationship with your mentor help you improve your knowledge, skills and abilities with regard to the topic "Problem-solving skills"?	4.59	97%	91%
To what extent did the e-mentoring programme and your relationship with your mentor help you improve your knowledge, skills and abilities with regard to the topic "Time management"?	4.69	100%	94%
To what extent did the e-mentoring programme and your relationship with your mentor help you improve your knowledge, skills and abilities with regard to the topic "Leadership skills"?	4.53	100%	94%
To what extent did the e-mentoring programme and your relationship with your mentor help you improve your knowledge, skills and abilities with regard to the topic "Teamwork & Team Management"?	4.63	100%	94%
To what extent did the e-mentoring programme and your relationship with your mentor help you improve your knowledge, skills and abilities with regard to the topic	4.56	97%	94%

"Developing self-confidence"?			
How would you rate your overall level of satisfaction regarding your relationship and exchanges with your mentor, through your exchange of emails? (Information, advice, etc.)	4.53	97%	94%
How would you rate the overall quality of your participation in the e-mentoring programme?	4.59	100%	94%
To what extent has your participation in the EQUALS Her Digital Skills e Mentoring programme increased your interest in pursuing further training in tech or a career in tech? On a scale of 1-5, with 1 being the lowest score and 5 the highest, please rate your interest.	4.5	97%	91%

Questions	Percentage of participants who said 'Yes'	Percentage of participants who said 'No'
Would you be interested in participating in future EQUALS Her Digital Skills E Mentorship programmes to develop further skills?	100%	0%

Do you authorize the EQUALS Her Digital Skills e-Mentorship team to send you information by email about future EQUALS Her Digital Skills events which may be of interest to you?	97%	3%
Did you learn something new/new skills during the course of the Her Digital Skills e-mentoring programme?	100%	0%