

**2017-  
2018**

# **PROGRAM EVALUATION**

**Nor Luyce Mentoring Center for Youth NGO**

**Gyumri 2018**

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# 1. Introduction

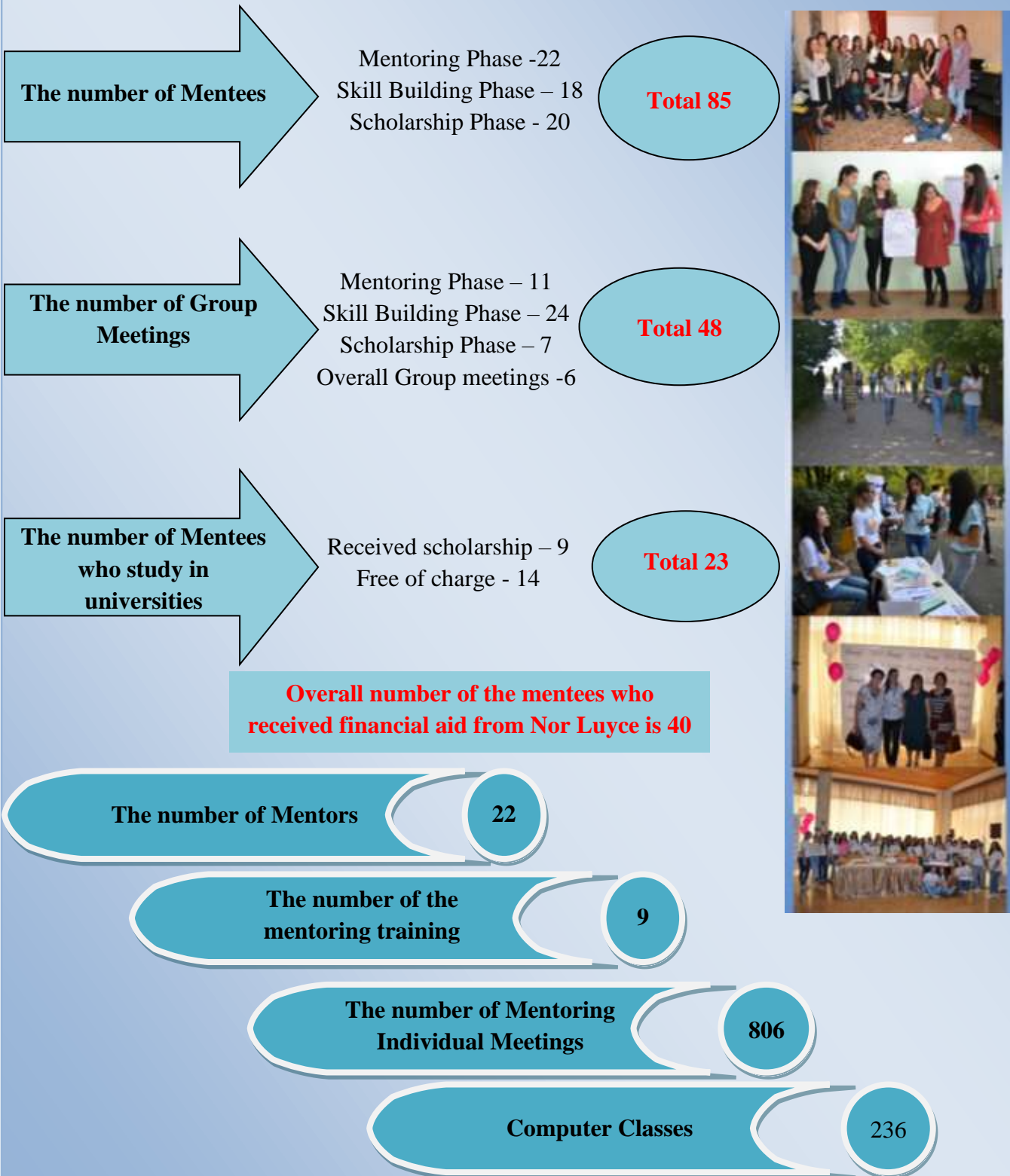
The following report summarize 2017-2018 program year of Nor Luyce Mentoring Center for Youth NGO. In the report information about the number of the mentees involved in different phases of the program, activities realized for them, volunteer work realized by the mentees, the number of individual and group meetings and, also qualitative and quantitative information about the growth of the mentees are provided in separate headings.

In the report the social economic status of mentees and their division among the phases are highlighted in percentage.

Since Nor Luyce continues to provide scholarships to the best mentees of the program, information about the amount and type of the scholarships are also provided in the report.

In Appendix section the events realized by the organization, the training of the staff and other important information are provided.

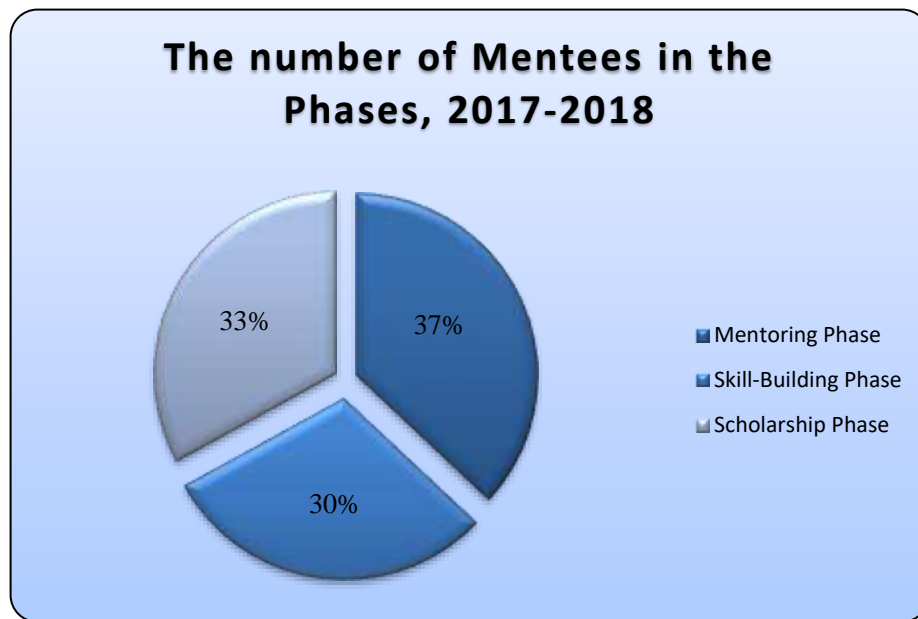
# Summary of the 2017-2018 Program Evaluation



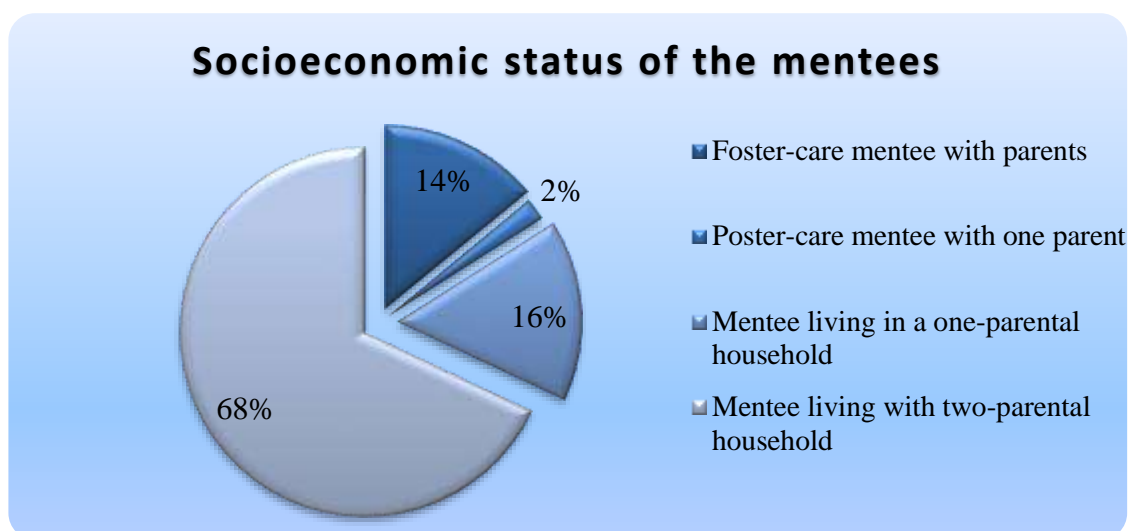
Nor Luyce Mentoring Center for Youth NGO

## 2. Division of the mentees according to their social status and phases of the program

The percentage of the mentees graduated from the three phases in 2017-2018 program year is presented in the chart below (at the end of the year there were 60 mentees involved in the program):



The following chart depicts the division of the mentees based on their social status:



### 3. Mentoring Phase

In 2017-2018 program year 22 new mentees have been recruited for the Mentoring Phase. Compared to the last year, when 19 mentees were recruited the number of mentees grew with 13.6%. At the end of the program no mentees left the program which indicates the successful work that was realized by the staff.

#### 3.1 Mentoring Individual Meetings

In 2017-2018 program year mentor-mentee pairs have realized individual meetings in the following format:

**22 pairs**  
**10 months**



**In 2017-2018 806 individual meetings have been realized**

According to the mentoring agreement, the least number of individual meetings should be 30. In the case of 22 pairs, we were supposed to have at least 660 individual meetings during the 10 months. However, we have recorded 806 individual meetings during the 10 months. This indicates that we experienced 24.8% growth in the Mentoring Phase.

Based on the evaluation conducted both with the mentors and the mentees, it can be referred that during the 10 months the meetings had their positive impact on the mentees. According to the mentors, the mentees have experienced growth in the following areas:

Expressing personal point of view

Communicating easily, change in the mentality

Forming personal values

Getting rid of complexis

Improving the weaknesses

Learning about tolerance



Mentoring Phase provided me with knowledge, new friends and with all the things that I did not have before I came to the program, such as being able to express my point of view or being able to overcome my complexis. This is all due to Mentoring project.

**Mentee Zaruhi Gyzalyan**  
14 years old



**Arusyak Sahakayan**  
14 years old

Nor Luyce is a place where I can feel free to express my ideas, where I can feel relaxed and gain a lot of new knowledge. Nor luyce gave me not only uncountable information that I would be able to use later in my life, but also a great friend such as my mentor.

The evaluations showed that mentees also saw changes in thier personality nad character. The mentees highlighted the follwoing changes in them:

Being able to communicated freely with people

Expressing easily personal point of view

Being able to become active in the community and among their friends

Gaining trust towards people

Appreciating their own personality

Overcoming thier complexis

Become goal-oriented

Being able to trust their own strength and knowledge

Expressing their own ideas in a right way

Below you can find the characteristics of the mentees provided by their mentors:

While workin with Gohar, I realized she has insecurities, feelign of shame because of beign from a low SES, not being able to express her thoughts easily when she is in a new atmosphere, among new people. Due to our work we could address some of her insecurities and challenges, which later she could overcome. Gohar is a very positive, modest, hard-working, smart, responsiblte and punctual person. She is workign hard to realize all her dreams. Thanks to our work, Gohar became active among her friends and started to take also a leadership role.



Mariam Hakobyan  
(The mentor of Gohar Chalikyan)



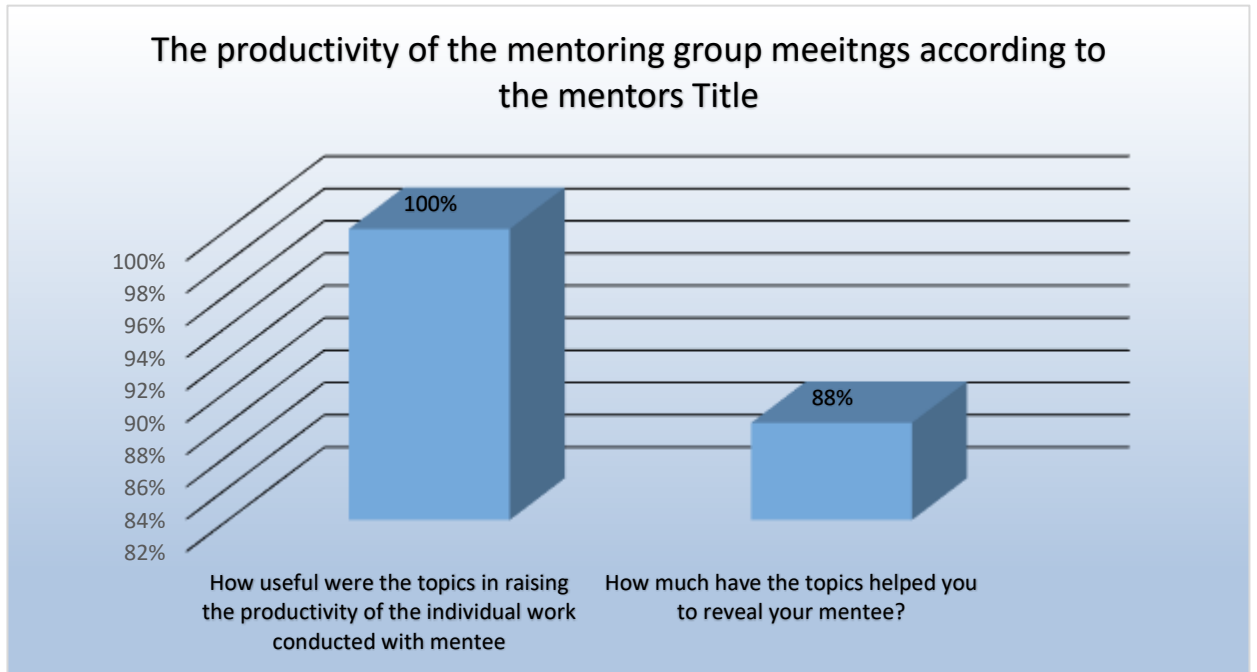
Mary Navoyan  
(The mentor of Nina Tayan)

When my mentee and I started to work, I realized she had a low self-esteem, inferiority complex, and didn't trust her own knowledge and skills. During the work I used different methods and techniques to help my mentee to improve her self-esteem. My mentee: Nina, is very creative, however, she is facing difficulties to express her creativeness on her own. During these months, I tried to motivate her not to be afraid of expressing her ideas and creativeness. Close to the end of the mentoring meetings, I saw changes in my mentee: her self-esteem changed for the better.

### 3.2. Mentoring Group Meetings

In 2017-2018 program year 11 mentoring group meetings have been realized instead of scheduled 9 meetings for mentors and mentees. The goals of the mentoring group meetings are to help mentors to learn more about their mentees and find new ways and approaches for working with them.





The group meetings provided the mentees with an opportunity not only to reveal their own personality, characteristics, their weaknesses and strengths, but also to have a safe place to discuss them with their peers and learn different approaches to improve or change them. According to the evaluation results, the average usefulness of the group meetings was rated 100% by the mentees.



● The detailed information of the productivity of the group meetings is provided in the table 1 with the comparison of the meetings realized in the previous years.

Table 1

Mentoring Phase	The productivity of the Mentoring Phase	The knowledge gained by mentees expressed in %	The importance of the mentor-mentee work	How many mentees graduated from the Mentoring Phase	Realized Group Meetings instead of scheduled 10	The average participation in the group meetings	The percentage of the participants who revealed their own personality	The percentage of the mentees who finds that the meetings would bring changes in their life or behavior
2014-2015	100%	96%	79%	82%	9(90%)	78%	78%	51%
2015-2016	100%	100%	96%	80%	10(100%)	86%	95%	61%
2016-2017	100%	100%	98%	100%	11(110%)	86%	100%	62%
2017-2018	100%	100%	96%	100%	11 (110%)	80%	98%	68%

### 3.3 Mentoring training

In the organization, the mentors have been provided with 9 preprogram training out of scheduled 7.



**The invited trainer is presenting the mentors the rights of sexual education of teenagers**

In the result of the training 25 volunteers gained knowledge about mentoring relationships, learnt about psychological characteristics of teenagers, about the behavior of teenagers living in foster cares, learnt about the importance of those teenagers having a mentor, gained team work and communication skills, also revealed their own values.

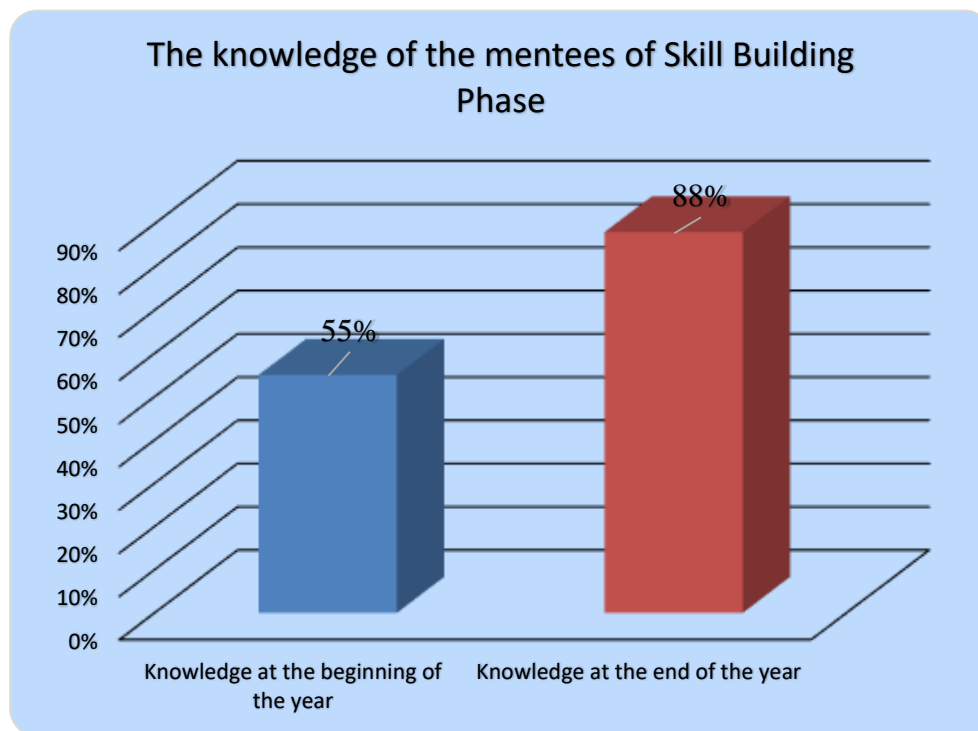
At the end of the training series, 21 mentors out of 25 volunteers have been chosen as mentors. These volunteers stood out with the willingness of working with teenagers, with having a sense of responsibility and punctuality. In the beginning 20 teenagers have been recruited from low socioeconomic families and orphanages. However, one of the local organizations: Social education center, has referred one of their beneficiaries. Also, a parent turned to the organization to involve her daughter in the program. As a result, the program started with 22 new mentees instead of initially planned 20. The mentors have worked with the mentees for 10 months. At the end they have registered 2152 hours of volunteer work. This is 59.4% growth in individual hours compared to last year, when it was registered 1350 hours of volunteer work. One of the mentors has worked with 2 teenagers at the same time. At the end of the program all the mentors received a certificate indicating the amount of volunteer work conducted by them.

The mentors have also been provided with on-going training and meetings, which were helpful in raising the productivity of working with mentees. During the on-going training the best specialists in working with teenagers and the best mentors of previous years have been invited to share their experience and knowledge with the new mentors.

## 13. Skill Building Phase

In 2017-2018 24 group meetings (altogether 52 hours) instead of scheduled 20 meetings have been realized for 18 mentees of the Skill Building Phase. Out of 24 meetings, only 18 meetings have been evaluated by the mentees. The rest of the meetings was practical work during which the mentees practiced and used their learnt skills, such as writing a research paper, making and presenting PPTs and career plans.

The mentees took part in pre and post program evaluation both at the beginning and at the end of the program year. Based on the evaluation, it can be seen that the mentees experienced 33% knowledge growth.



The usefulness of the group meetings was 100%. During the meetings, the mentees gained communication skills, time management skills, team work skills, and leadership skills. They learnt how to navigate through the internet safely, how to get ready for an interview, how to write research paper, resume and a cover letter. They could reveal careers coinciding their personality types, they learnt how to make PPTs and present them in front of other people. The meetings allowed the mentees to arm with important life skills and develop their career paths. The mentees of the Skill Building Phase had an opportunity to meet with Amalya Adamyan: the director of the State Employment Agency, who provided them with

an opportunity to learn how demandable the mentees' chosen careers are in the work field. The mentees also met with Emma Petrosyan: the director of Shirak State Regional College, who shared with the mentees the professions available in the college.



**Mentee Marine Amirkhanyan is presenting her career plan**

During one year the mentees learnt a lot of things and gained a number of skills that they will be able to use later in their life. AS a result of the program, 17 mentees out of 18<sup>1</sup> wrote a research paper on a topic of their interest and made a presentation on their research paper and presented it to other mentees of the organization. This allowed the mentees to show the knowledge and skills they gained during one year.

The mentees could also present other mentees of the organization their career plans which allowed them to talk also about the advantages and disadvantages of their chosen careers in Gyumri reality.

**! The productivity of the Skill Building Phase compared to previous years is presented in Table 2.**

<sup>1</sup>\* One mentee could not present her career plan because of being out of the city.

Table 2

Skill Building Phase	Number of mentees who graduated from the program year expressed in %	Realized group meetings	The average presence of the mentees at group meetings	The average of the knowledge of mentees before the meetings	The average of the knowledge of mentees after the meetings	The average usefulness of the topics	The number of mentees who prepared career plans during the phase
2014-2015	3(100%)	17	100%	80%	100%	100%	3(100%)
2015-2016	5(71%) <sup>2</sup>	24	88%	68%	94%	99%	5(71%)
2016-2017	7(88%) <sup>3</sup>	24	87%	67%	97%	100%	7(88%)
2017-2018	18(100%)	24	72%	68%	92%	99%	18(100%)

<sup>2</sup> Out of 7 mentees who started the program, only 5 finished the program (71%). The other 2 mentees left the program not being able to get adjusted to the program requirements.

<sup>3</sup> Out of 8 mentees who started the program, only 7 finished the program (88%). The 1 mentee again left the program not being able to adjust to the program requirements.

## 14. Scholarship Phase



**Mentees of the Scholarship Phase**

In 2017-2018 there were 20 mentees in Scholarship phase. Altogether 7 group meetings (14 hours) have been realized instead of scheduled 6 group meetings for the mentees of the Scholarship Phase. Two of the group meetings out of 7 were not evaluated because they were organized for the mentees to have fun time.

The participation rate of the meetings was 63%. Based on the evaluation, the mentees find the meetings to be interesting for 97%.

Also, the mentees of the Scholarship phase have realized a number of volunteer work, thus assisting the staff members in realizing everyday activities of the organization.

## 15. Overall Group Meetings

In 2017-2018 Nor Luyce has started to realize Overall Group Meetings for the mentees of the Mentoring and Skill Building Phases: total 40 mentees. During the year, 7 group meetings (14hours) instead of scheduled 6 meetings have been realized. The meetings were both educational and fun. All the meetings have been evaluated. As a result, the participation rate was 73%. And the meetings brought changes in the worldview of the 68% of the participants. Based on the evaluation, the participants registered 86% knowledge gain.



**Learning about our rights**

## 16. Mentees in Universities

As of now 25% (15 mentees) of the beneficiaries of the organization study in universities or colleges.

In 2017-2018 3 mentees have entered a university and 1 mentee has graduated the university with high grades.

In 2017-2018 9 mentees who study in the university received financial assistance from the organization.

In the chart below, the type and amount of the financial support in AMD is presented:

Mentee	Clothes	Stationaries	Transportation	Tuition
Anna Unusyan	--	--	--	200 000
Lusine Drmoyan	--	--	--	360 000
Naira Hamazaspyan	--	--	--	200 000
Arevik Qocharyan	--	--	--	245 000
Seda Mkrtchyan	--	--	--	100 000
Flora Mkrtchyan	--	--	--	187 500
Lusine Hamazaspyan	--	--	40 500	---
Lia Gabrielyan	--	--	40 500	---



Arpine Termenjan	--	--	--	240 000
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The mentees of both of the Skill Building Phase and Scholarship Phase (40 mentees) received stationaries from the organization. The funding was provided by Herman Hintirian: a good friend of Nor Luyce. This support allowed the mentees to be prepared and motivated to start the new school year.

### The number of mentees received financial assistance expressed in percentage



## 17. Volunteer Work



**Mentor-mentee pair: Naira Hamazaspian and Qritine Mootafyan**

Mentees of the Scholarship Phase: Lusine Drmoyan (174 hours), Anna Unusyan (130 hours), Naira Hamazaspian (162 hours), and Arevik Qocharyan (100 hours) have realized total 566 hours of volunteer work. They not only volunteered as mentors, but they also assisted the organization in realizing the group meetings of the Skill Building Phase and assisted in the daily activities of the organization.

Mentee Flora Mkrtychyan presented Nor Luyce in “The empowerment of the NGOS”

organized by the NGO Center. During 2017-2018, Flora has realized 29 hours of volunteer work.

Mentees Gohar Galoyan (4 hours), Lia Gabrielyan (7 hours), Liana Unusyan (4 hours), Violeta and Julieta Minasyans (2 hours each) have also realized volunteer work. They put together and presented PPTs on different topics for other beneficiaries of the organization. The aim of the volunteer work was to provide the mentees to review their learnt skills and practice them, assist in realizing the work of the organization, also gain more experience in speaking in front of an audience.

Nine more mentees of the Mentoring Phase have also realized volunteer work. They prepared dance and musical performance for the closing ceremony of the organization. Each mentee has realized 3 hours of volunteer work to get ready for the closing ceremony. Altogether they have realized 27 hours of volunteer work.

Not only the members of the organization are providing volunteer work but also people from outside volunteer in the organization. Nor Luyce has been cooperating with Birthright Armenia Foundation, through which a number of volunteers from different countries come to provide their assistance in the organization.



**Flora Mkrtychyan is presenting Nor Luyce in Vanadzor**

Verner Simonian, a Birthright Armenia Foundation volunteer, has helped the PR manager of Nor Luyce to make videos. During January-April, Verner could realize 144 hours of volunteer work.

Another Birthright Armenia Foundation volunteer: Gayane Iskandarian, has realized English language classes for the mentees during summer. She could run beginners and intermediate English classes for the mentees. Total she has realized 117 hours of volunteer work.



**English Language classes in Nor Luyce**

## 18. Success Story



Arevik Qocharyan

**“Nor Luyce Has become my second home. Here I have gained a number of skills that I will be able to use all my life. Nor Luyce provided me with an opportunity to have a fruitful experience through taking part in camps and pieces of trainings not only as a participant but also as a group leader and trainer. Thanks to Nor Luyce I could realize my dream, enter and graduate from Gyumri State Nursing College and Shirak State University, and gain my dreamt profession. Nor Luyce also provided me with an opportunity to be also a mentor and help another mentee. And the most important thing is that I became a part of this big family and gained a lot of friends.”**

Arevik Qocharyan is one of the 60 active mentees who is a part of Nor Luyce Mentoring Center for Youth program. Arevik joined the organization as a mentee in 2012. During all these years, as well as all other mentees she also took part in all the phases of the organization, revealed her strengths and weaknesses, her fears, improved her self-esteem and learnt about conflict resolution skills. She could also improve her weaknesses with the help of her strengths and could register a lot of success in her life. Through taking part in Skill Building Phase, she could gain leadership skills, time management skills, communication skills and many more. With the help of career planning training, she could make her career plan and through taking the steps she could realized her career plan and became a compatible young person among her peers.

With the help of Paros Foundation, we could raise funding to provide Arevik with scholarships. As a result, Arevik could graduate from Gyumri State Nursing College, then from Shirak State University with high GPA. During all these years, Arevik also actively participated in all the projects realized by Nor Luyce, she also initiated and realized different pieces of training for other beneficiaries of the organization. And in 2017-2018 program year, she became a mentor and helped another teenage girl to strive and improve her skills. Through using her knowledge, Arevik also provided Chemistry training for other beneficiaries of the organization who intended to apply to a medical college.



**Arevik is giving a talk on hygiene.**

## 19. Nor Luyce in the Social Media

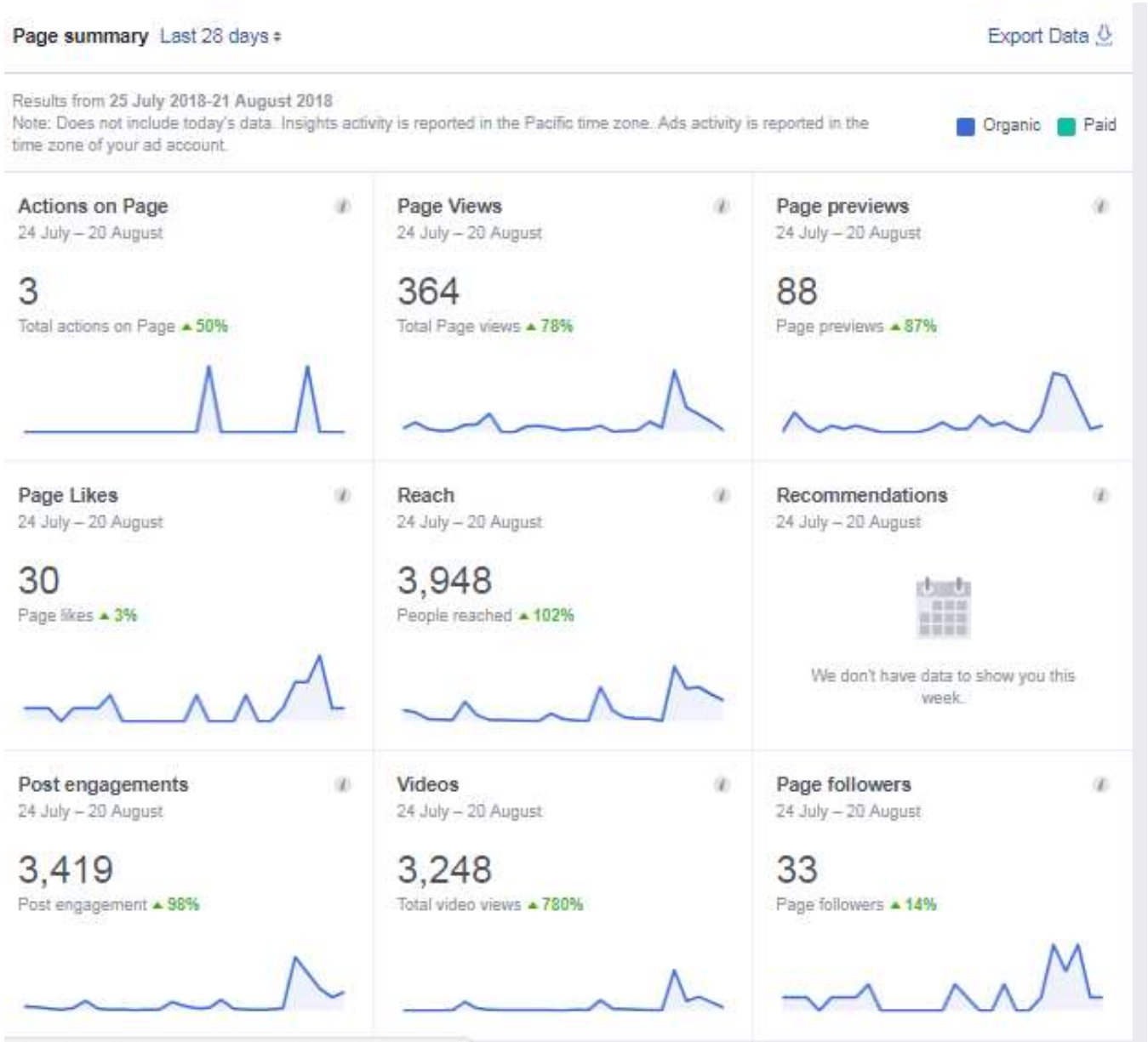
The 2017-2018 program year Nor Luyce has started with 1000<sup>th</sup> follower on Facebook page. The 1000<sup>th</sup> follower was Anna Zalinyan from Vanadzor. She received a small gift from the organization for being the 1000<sup>th</sup> follower. The gift will always remind her of the organization. Ann reported being interested in the page of the program since she also works with teenagers and is excited to see the work Nor Luyce is doing. She also reported being thankful for the surprise gift.

On August 22, 2018 there were 1183 followers on the Facebook page of the organization, 14 out of which joined our page in August (see picture 2)

Published	Post	Type	Targeting	Reach	Engagement	Promote
21/08/2018 21:07	Ամերիկյան դեսպանատան անդրադարձը մեր համատեղ	Image	Public	246	19 6	Boost Post
20/08/2018 15:55	«Նոր Լույս» Մենթորինգ Կենտրոն երիտասարդների	Image	Public	460	123 33	Boost Post
18/08/2018 19:05	Շանթ հեռուստատարնկերության	Video	Public	1.5K	145 79	Boost Post
17/08/2018 16:33	«Նոր Լույս»-ը մենթ ենթ:	Image	Public	44	31 71	Boost Post
16/08/2018 13:12	"Nor Luyce" Mentoring Center for Youth was live.	Video	Public	1.4K	112 70	Boost Post
16/08/2018 12:59	"Nor Luyce" Mentoring Center for Youth was live.	Video	Public	1.4K	238 112	Boost Post
16/08/2018 12:50	Քավաստազերի հանձնում:	Image	Public	1K	135 89	Boost Post
16/08/2018 12:23	"Nor Luyce" Mentoring Center for Youth was live.	Video	Public	717	40 33	Boost Post
16/08/2018 11:23	Նախապատրաստական աշխատանքեր	Image	Public	353	24 14	Boost Post
16/08/2018 11:00	«Նոր Լույս» Մենթորինգ Կենտրոն երիտասարդների	Image	Public	365	142 55	Boost Post
10/08/2018 13:56	Շոտով... #Նոր_Լույս #Մենթորինգ	Image	Public	1.3K	103 79	Boost Post
06/08/2018 10:42	Ամփոփելով այս տարվա հանդիպումների շաբաթ	Image	Public	242	71 12	Boost Post
30/07/2018 11:15	Նոր Լույս ԳԿ-ն սկսում է Մենթորինգ փուլի մենթիների	Image	Public	804	98 58	Boost Post

**Facebook Page reviews**

## Picture 2



## 20. Resource Center

In 2017-2018 the resource center was used for 531.5 hours. During the year, both the mentors and mentees used the center for conducting different types of activities, such as:

- Realizing annual events
- Making the database of the NGO documents and mentees' information
- Organizing ongoing group meetings
- Realizing mentoring individual meetings
- Using the computers to realize the practical work of the following group meetings: "How to write a research paper", "Making a PPT", and "Making a career plan"
- And using the space for realizing the computer classes: MS Words and PPT for the mentees of the Mentoring Phase

Also, during the year, both the mentors and mentees used the resource center (computers, internet and printer) to realize all the practical work assigned to them by their universities and schools.

## 21. Appendix

### 12.1 Summer classes in Nor Luyce

During summer vacation computer classes have been organized for the mentees in Nor Luyce. Fourteen mentees out of 22 from Mentoring Phase have been involved in the classes. The goal of the computer classes was to prepare the mentees of the Mentoring Phase for the Skill Building Phase. During the classes 140 hours of computer classes have been realized for the mentees, during which they gained knowledge in MS Word and Power Point Presentation.



**Computer Classes in Nor Luyce**

At the end of the classes the mentees received a certificate.

Thanks to Gayane Iskandaryan, a Birthright Armenia Foundation volunteer, we could realize beginning and intermediate English language classes for the mentees of the organization. Total 117 hours of classes have been held.

### 12.2 Annual events

During the year, Nor Luyce has realized a number of events, took part in a number of community events, such as Bread Festival:

<https://web.facebook.com/norluyce/photos/a.147646685271288/1435031409866136/?type=3&theater>

Both the mentors and mentees of the Mentoring Phase took part in the Museum night event. This allowed all of them to visit all the museums as a one whole group:

<https://web.facebook.com/norluyce/photos/a.298222003547088/1667831193252822/?type=3&theater>

<https://web.facebook.com/norluyce/photos/a.298222003547088/1667831836586091/?type=3&theater>

The mentees also took part in the Dance event organized in September. This event allowed them to learn Armenian folk dances and have a fun time. The mentees enjoyed this



event so much that they wanted to take part again in the same event organized in November:

<https://www.youtube.com/watch?v=ydrkD7egqDE&t=8s>

One of the most beloved events of the organization is celebrating the New Year. As always, this year, Nor Luyce has organized the New Year for the mentees to have fun:

<https://web.facebook.com/norluyce/photos/a.298222003547088/1515254915177118/?type=3&theater>

Another important event that the organization has realized was the closing ceremony, during which the mentees prepared a number of musical and dance performances. In that way the mentees expressed their gratitude to their mentors for working with them for one whole year, for providing them with skills and knowledge, with interesting events and meetings. Nor Luyce also expressed its gratitude to the



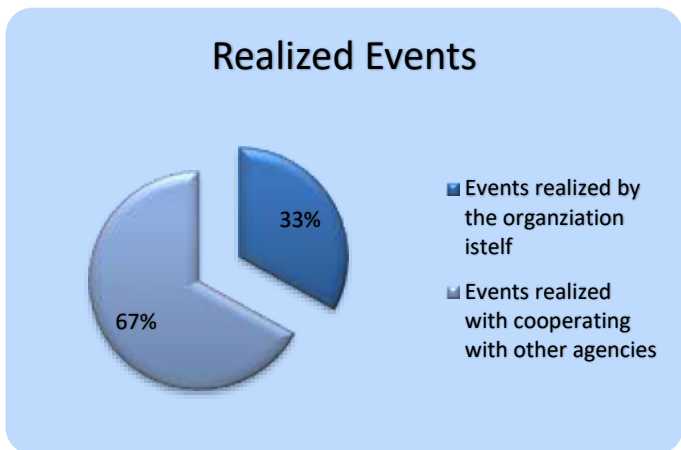
**Closing Ceremony**

mentors for all their help and the mentees for supporting the organization. During the event,

Mariam Hakobyan and Gohar Chalikyan pair was recognized as the best mentor-mentee match of the year. In the event the organizations, individuals who cooperated with Nor Luyce and representatives from US Embassy to Armenia were also present.

In the chart on the left, you can find information about the events realized by the

organization itself and with the cooperation of the other agencies.

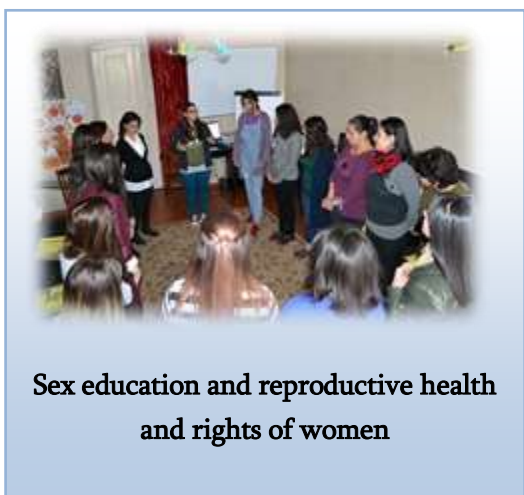


### 21.3. Media about us

In 2017-2018 the activities of Nor Luyce has been broadcasted through:

- 2 TV channels:
  - <https://www.youtube.com/watch?v=UxGeHP6NzZ0>
  - <https://www.youtube.com/watch?v=kpDp5FzgyBA>
- 4 social media
  - <https://web.facebook.com/TSA YG regionalTV/videos/1002803959897719/UzpfSTEwMDAxODMyNTgzMTkzNDoyNjIwOTY3MDQ0MTEExODk/?id=100018325831934>
  - [http://www.asparez.am/nor-luys-mentoring\\_hy/#.W3v\\_5SQzalv](http://www.asparez.am/nor-luys-mentoring_hy/#.W3v_5SQzalv)
  - <https://www.aravot.am/2017/09/19/908451/>
  - <https://web.facebook.com/usembarmenia/photos/a.449408302672/10156586296097673/?type=3&theater>

#### 12.4. Training of the staff



On October 15 and 26, 2017 Anet Shamiryan, the representative of “Women resource Center” NGO, has conducted a training on “Sex education and reproductive health and right of women” for the staff and volunteers of Nor Luyce NGO. At the end of the training the participants received a certification.

In December, 2017 Artur Najaryan, the President of Youth Initiative Centre, has realized a training on “Skills to motivate the youth and teenagers” for the mentees and staff of Nor Luyce. This training allowed the participants learn more about leadership skills and how to guide the teenagers.





**Methods of working with the children  
without parents or parental care**

In 2018, for the mentoring training Kristine Baghdasaryan: the psychologist of Women rights Center has conducted a training on “Methods of working with the children without parents or parental care”. The goal of the meeting was to arm the mentors with new skills that could help them to realize better work while working with their mentees.

The mentoring meeting coordinator: Tamara Mkrtychyan, took part in the following pieces of training realized by Youth House NGO:



1. Parenting the teenagers
2. Health and hygiene of teenagers
3. Inclusive education and work with youth with special needs
4. Sexuality and harassment among the relationships of

teenagers

5. Rights and violation of rights of teenagers
6. How to write success stories; Volunteer work and event planning



## Nor Luyce Mentoring Center for Youth NGO

Founders: Richard and Ara Chackerians

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