

Mentorship Booking and Learning Platform

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Abstract: MentorLink is an integrated web-based mentorship platform designed to centralize and streamline the entire mentoring process for students, mentors, and administrators. Conventional mentorship arrangements are often fragmented across multiple applications for mentor discovery, scheduling, communication, payment, and virtual meetings, making them difficult to monitor and manage. MentorLink addresses this challenge by combining all essential activities into a unified environment. Students can search for suitable mentors, book and manage sessions, communicate directly, handle wallet transactions, attend online sessions, and leave reviews. Mentors can manage their professional profiles, teaching availability, booking requests, earnings, and withdrawal requests. Meanwhile, administrators oversee user management, mentor approvals, booking supervision, financial transactions, reporting, and system configuration. Ultimately, MentorLink provides an accessible, organized, and efficient solution for online learning and mentorship.

Keywords: mentorship platform, mentor discovery, session booking, online mentorship, student-mentor communication, web-based system, digital learning.

INTRODUCTION

Mentorship plays a vital role in education and career development, yet connecting mentors and learners across fragmented tools such as separate messaging apps, payment gateways, and scheduling platforms creates significant coordination challenges for all parties involved. To solve this issue, MentorLink was developed as a centralized web platform that streamlines the entire mentorship workflow into a single system. The platform serves three primary roles: Students can easily discover mentors, check availability, book sessions, make payments, and leave reviews; Mentors can manage their schedules, student bookings, communications, and financial withdrawals; and Administrators can approve mentor accounts, supervise transactions, and monitor platform operations. Ultimately, by unifying scheduling, communication, payment processing, and system oversight, MentorLink delivers a structured, efficient, and accessible environment for online mentorship.

PROBLEM

Traditional mentorship processes rely on multiple independent applications such as social media for mentor discovery, external messaging apps for communication, third-party payment gateways for transactions, and separate video tools for meetings. This fragmented approach creates significant operational challenges across all participant roles. Students struggle to compare mentor profiles, verify real-time availability, and keep track of session statuses. Mentors face administrative burdens when manually managing growing numbers of

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students, schedules, earnings records, and withdrawal requests. Furthermore, administrators lack a centralized dashboard to monitor platform activities, verify mentor applications, supervise financial transactions, and review operational reports. To overcome these coordination gaps, there is a clear need for a centralized web platform like MentorLink that unifies discovery, scheduling, communication, payment processing, online sessions, and administrative oversight into a single system.

APPROACH

The MentorLink system is designed with three main roles: Student, Mentor, and Administrator. Figure 1 shows the Student system flow, Figure 2 shows the Mentor system flow, and Figure 3 shows the Administrator system flow. The Student role supports learning and mentorship activities, the Mentor role manages mentoring services, and the Administrator role supervises the overall system operations. After accessing the system, students can register and log in, search for mentors, view mentor profiles and availability, request mentoring sessions, manage bookings, join group classes, manage wallet activities, send messages, receive notifications, join online sessions, submit reviews and ratings, and manage their profiles. Mentors can manage professional profiles, teaching schedules, booking requests, sessions, messages, earnings, reviews, notifications, and withdrawal requests. Administrators can manage users and mentor approvals, supervise bookings and financial activities, process top-up and withdrawal requests, review reports, and manage system settings.

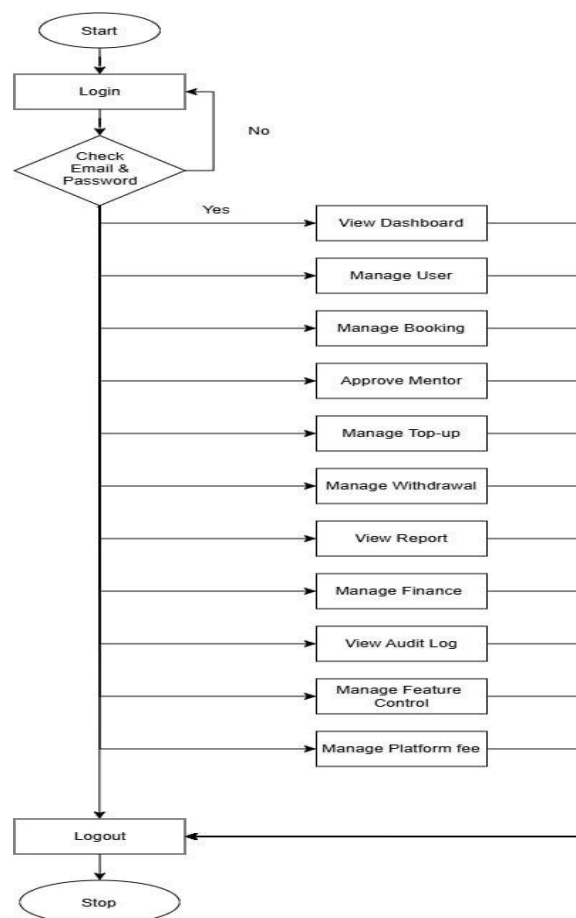


Figure 1(a): System Flow Diagram for Admin

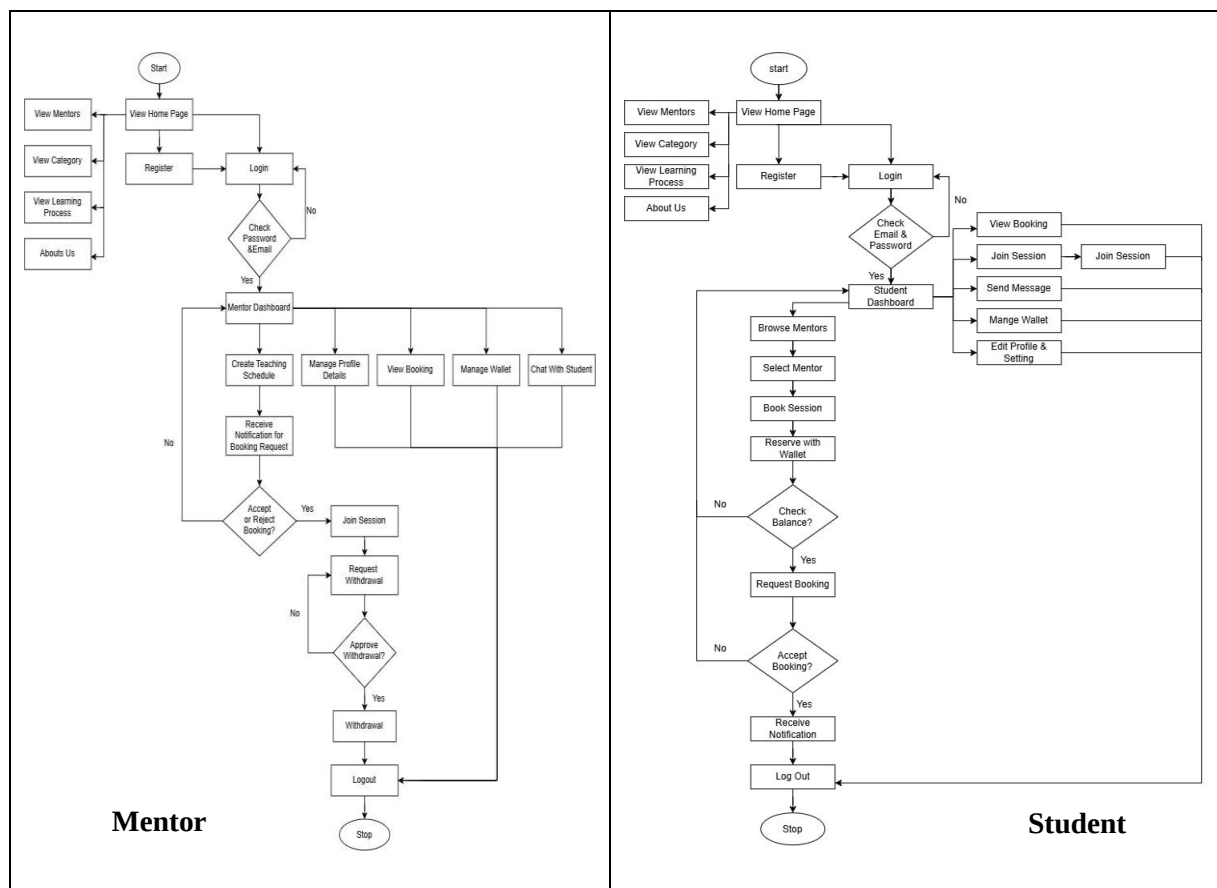


Figure 1(b): System Flow Diagram for Mentor

Figure 1(c): System Flow Diagram for Student

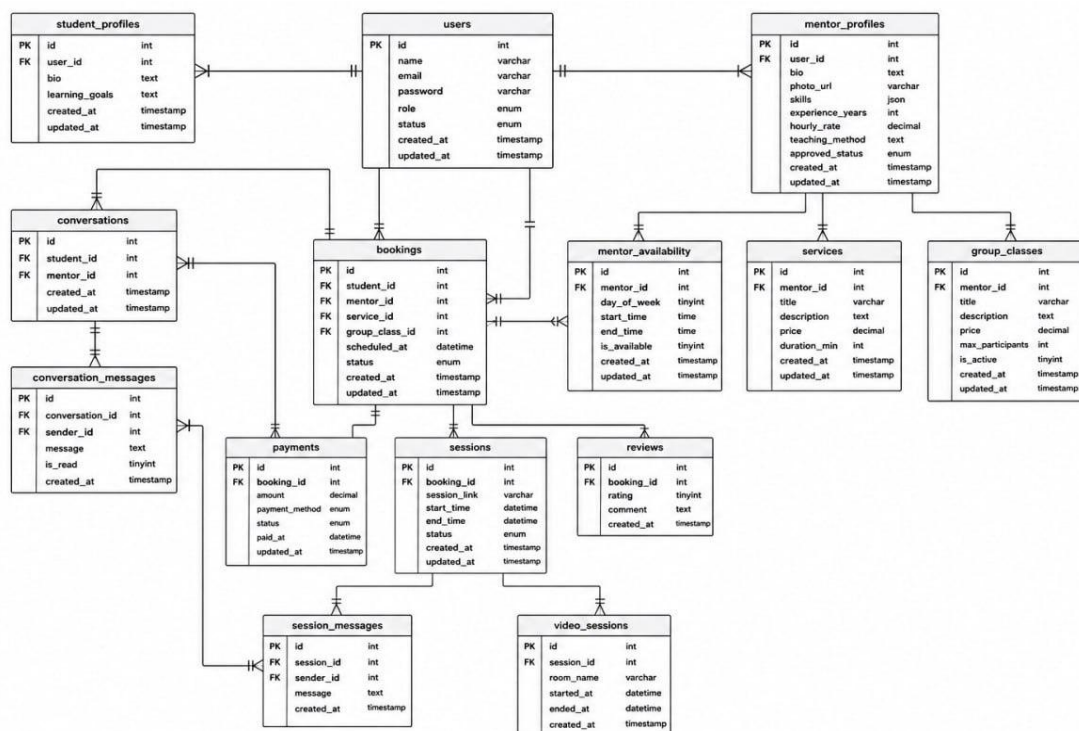


Figure 2: Database Architecture

Figure 2 presents the Entity Relationship Diagram (ERD) for the MentorLink system, illustrating the database structure and relationships among the main entities. The database architecture contains fourteen main tables connected using primary and foreign keys to maintain referential integrity. Each table is interconnected using primary and foreign keys to maintain referential integrity. The relationships connect user accounts, profiles, availability, services, bookings, payments, sessions, reviews, and communication records so that mentorship activities can be managed consistently across the platform

RESULTS

MentorLink provides a centralized platform for managing mentorship and online learning activities. Students can discover mentors, review profiles and availability, request sessions, manage bookings and wallet activities, communicate with mentors, join online sessions, and submit reviews and ratings through the system. Mentors can efficiently manage profiles, teaching schedules, bookings, sessions, messages, earnings, and withdrawal requests, while administrators can supervise users, mentor approvals, bookings, financial activities, reports, and system settings. The web-based platform provides an organized and accessible workflow for the three user roles.

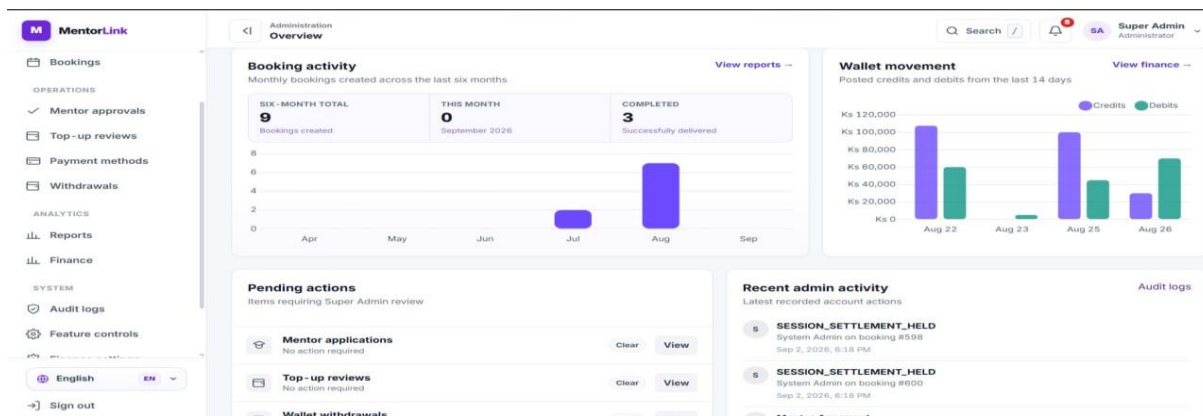


Figure 3: Booking Activity Page

In Figure 3, This MentorLink Administration Overview dashboard displays platform statistics over the past six months (9 total bookings, 3 completed), 14-day wallet credits and debits, pending review tasks, and recent admin activity logs.

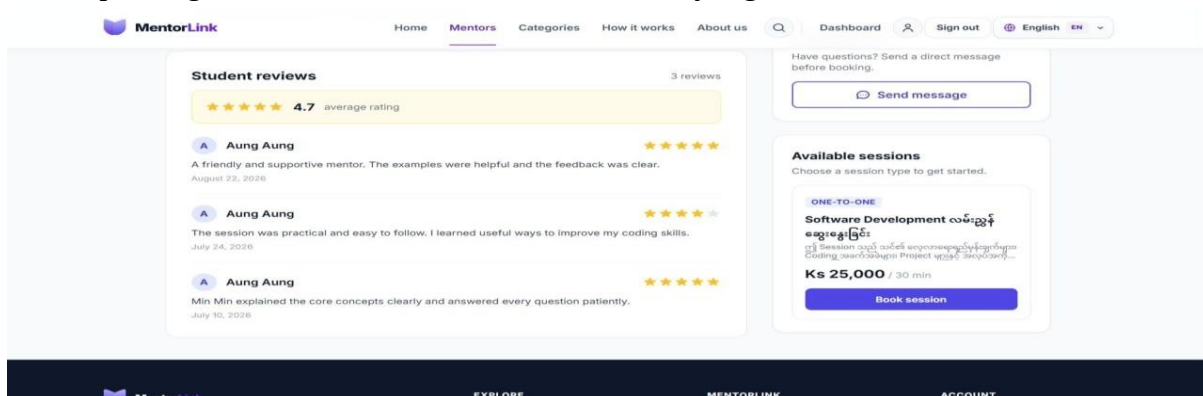


Figure 4: Mentor Review and Rating Page

In Figure 4, This MentorLink page displays a mentor profile with a 4.7 rating across 3 student reviews and an available 30-minute Software Development guidance session for Ks 25,000.

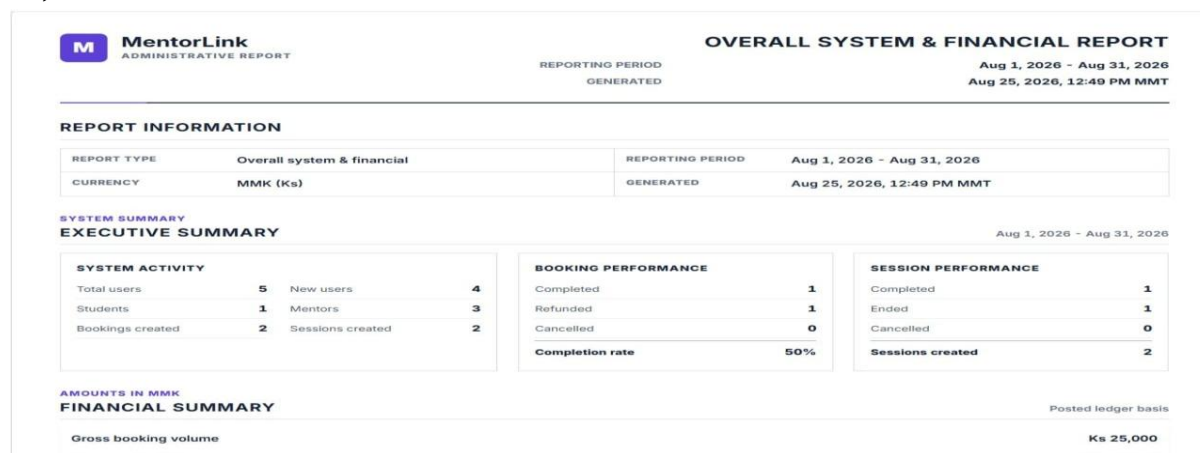


Figure 5: System Report Page

Figure 5 shows this MentorLink Overall System & Financial Report (Aug 1–31, 2026) summarizes key administrative metrics, including 5 total users (1 student, 3 mentors), a 50% booking completion rate (1 completed, 1 refunded out of 2 created bookings), and a gross booking volume of Ks 25,000.

CONCLUSION

MentorLink improves the management of online mentorship by integrating mentor discovery, scheduling, booking, communication, wallet activities, online sessions, reviews, and administrative monitoring into a single web-based platform. Students can manage learning activities in one place, mentors can organize teaching and earnings-related tasks, and administrators can monitor system-wide operations. Overall, MentorLink provides a structured, accessible, and efficient approach to mentorship management and offers a practical foundation for future improvements in online learning and mentoring services.

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