Welcome to Recruitment, Training and Retaining Tutors

Fall Virtual Conference

October 6, 2020

Meet your presenters

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Executive Director

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Read. **Succeed.** **Lead.**
Kenosha Literacy Council

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Literacy Network™
Improving Lives Through Literacy

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How do you recruit new tutors right now?

Have your tutor requirements changed to account for an increase in virtual instruction?

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Recruiting Tutors for Virtual Tutoring

- LitNet Website with position description and application.
- This continues to be an electronic application.
  Word Press, Google Forms
  - Tutor Position Description
  - ABE Tutor Application
- Social Media
- Word of mouth
- Connecting with previous tutors
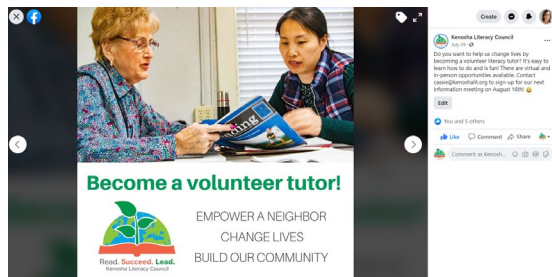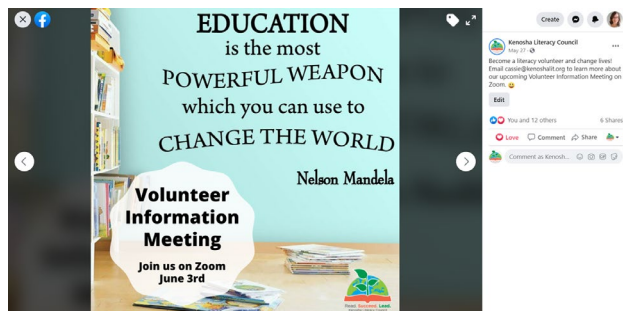- Postings on local sites like United Way of Dane County, http://www.volunteeryourtime.org/

New Requirements for Virtual Tutors

- Basic expectations remain the same!
- Must have laptop or computer with video capacity and reliable internet
- Must be comfortable with Zoom and features such as screen sharing/annotating
- Must get a free **Google Voice** number for communication with their learner
- New Student and Tutor Communication Guidelines to help with new boundaries

Recruiting New Tutors During Covid

- Social Media
- Newspaper
- Volunteer matching websites/organizations-United Way, RSVP
- Word of mouth
- One change: Fewer opportunities for community events & presentation

New Tutor Requirements for Virtual Tutoring

- Our requirements to become a volunteer haven't change during covid
  - We use a blended training model which requires potential volunteers to have computer skills
  - The training process requires them to effectively use email and navigate online learning modules
  - We provide assistance if needed but those who are unable or unwilling to use this technology are directed to other ways they can support our mission
- Bi-annual tutor in-service opportunities often include technology related sessions to build our volunteers' confidence and ability to use technology in tutoring sessions & classes

Consider volunteering with Kenosha Literacy Council

April is designated National Volunteer Appreciation month. Like many worthwhile causes and institutions, the Kenosha Literacy Council relies on volunteers to transform lives.

Volunteers are appreciated at the Kenosha Literacy Council every month of the year by staff and students. Students call you "teacher" and often thank you after every lesson. In such an atmosphere, it is easy to make many personal friendships with students, staff and fellow volunteers.

Literacy students are a diverse group. There are adults of all ages attending from teens to 80 year olds, of all backgrounds and from forty countries including the United States.

Their goals can be basic or complex like, "I want to be able to talk with my children's teacher" or "I want to be able to talk with my doctor" or a student may be working towards getting their American medical certification. I have worked with students from Columbia, India, China, Brazil, Mexico, Taiwan and the Ukraine just as examples.

As a Kenosha Literacy volunteer I hope to be able to build a student's confidence so they can learn more easily and enjoy the process. Conversations about food and family always work, helping to transcend barriers. Students have determination and courage to learn and to speak English. They face many challenges but persevere. I admire and respect their efforts, their love of family and of America.

During this challenging time of social distancing, the Kenosha Literacy Council is adapting its programs to continue to serve students.

Staff at the Kenosha Literacy Council have quickly designed virtual learning opportunities to continue their services. A three-tier approach will continue to connect with their students. Volunteer tutors will teach and communicate by phone, email and Zoom. This is a new frontier for us all!

So why not volunteer? You are needed.

Volunteers attend training classes to start, then continue to grow through periodic in-service classes. There is always staff or tutors available to help with questions or problems. Service for volunteers is flexible and can adapt to almost any schedule.

As a Kenosha Literacy Council volunteer, I have several roles: tutoring one on one for Drop In Tutoring, instructing the Citizenship class, leading the Conversation Group and helping with the Book Discussions. It is an amazing experience to meet these enthusiastic learners and the dedicated tutors and staff, all working together towards a goal of greater literacy and improved language skills.

The Kenosha Literacy Council needs your support now more than ever! Along with many other local organizations, the Literacy Council had to reschedule its major fundraiser due to COVID-19.

To learn more about the Literacy Council and how you can help, please visit www.kenoshalit.org.

Paula Touhey is a volunteer with the Kenosha Literacy Council.

PAULA TOUHEY

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How do you screen and onboard new volunteers virtually?

Screening & Onboarding New Tutors Virtually

- Our tutor training is designed to serve as the screening process
  - We learn which potential volunteers have adequate technology skills
  - Activities are designed to help us learn about the potential volunteers' personality and relevant skills
  - Observation and "student teaching" are built into the training process to help us see how a potential volunteer interacts with students & other volunteers. We also begin to see their strengths and weaknesses as a tutor
  - We can still do these things in a virtual manner
- We offer curbside pick-up and delivery for needed materials

Screening and Onboarding New Volunteers Virtually

- Review the electronic applications and screen for requirements, red flags, or questions, such as:
  - Can they come to training? Is their schedule consistent?
  - Are they comfortable with Zoom?
  - Do their motivations align with our mission?
  - Do they need clarification about anything?
- We are willing to turn potential tutors away.
- Once approved, email orientation materials:
  - Volunteer Manual
  - Tutor contract to be submitted

Do you train new tutors with a virtual or blended model?

Can you tell us about the process?

Virtual Tutor Training Process

Part One: Pre-training

Email short Powerpoint training with:

- General information: start and end dates, contact info.
- Expectations
- Task to practice Zoom and access a lesson plan
- Links to short videos about using the virtual tools.
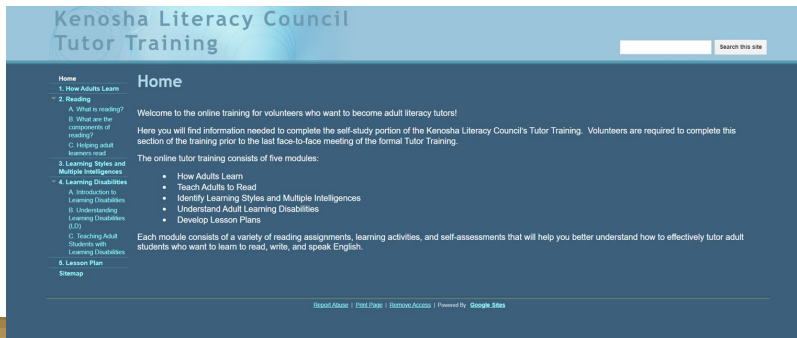 Zoom Tutoring - Whiteboard and Annotating
- A quiz

Virtual Tutor Training Process

Part Two: Virtual Tutor Training using Zoom and Zoom breakout rooms

- Review of questions from pre-training
- Tutoring strategies and tips
- Hands-on practice with sample lesson plans including links such as News For You, *New Readers Press*
- Hands-on practice with tutoring strategies using Zoom features
- [Zoom partner practice](#)

Tutor Training Process

- We've used a blended online and in person model for over 10 years.
  - Volunteers compete online modules that are comprised of materials created by the Kenosha Literacy Council and ProLiteracy online classes.
  - Teaching the curriculum is done in person because it requires hands-on experience with the materials.
  - Volunteers can complete observation hours virtually or in person.
- Volunteers work within our drop-in tutoring program as first volunteering experience.
  - Volunteer gains experience
  - Opportunity for KLC staff to learn about volunteers strengths, personality, and preferences.

How do you supervise and support tutors virtually?

How do you collect data, ensure quality instruction, and make sure tutors feel engaged and supported?

Supervising Virtual Tutors

- Set tutoring times allow us to provide support to tutors and create a sense of community.
  - Communicate program updates
  - Report hours and progress
  - Each student/tutor pair is in a break out room so that we can observe & check-in on them throughout the session
- Tutor Surveys
  - Availability
  - Preferences for virtual or in-person
  - Share thoughts & ideas

"I'm glad I can take advantage of this new way of learning! Online classes are not always easy but everyone at the Literacy Council has a good attitude and they are very patient. I'm proud of how they are helping us."
~KLC Learner Araceli

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Supporting Tutors During Covid

- In-services for tutors give a chance for volunteers to connect with each other and learn new skills. We also show appreciation for our volunteers during in-services.
- Communication: sending emails regularly with program updates, phone calls to volunteers who haven't responded through email, and sending cards.
- Pre-Covid Tutor Lunch Bunch met once a month at a local restaurant. During Covid we've been hosting monthly Tutor Coffee Breaks at a local park.
  - The opportunity for social interaction is very important to our volunteers!

Supervising and Supporting Tutors Virtually

- Follow up with 1-1 extra Zoom practice as needed
- Email tutors a prepared lesson plan with links and scans of workbook pages the day before
- Session Leaders place pairs in their own Zoom breakout room and are present the entire time to help
- Complete Tutor Feedback Form at the end of the session
- Session Leaders enter attendance hours on a weekly roster in a shared Google Drive folder

What do you recommend to agencies that are developing a plan to onboard, train, and support volunteers virtually?

Recommendations

- Lots of communication!
- Clear expectations in the application and training process
- Stress that it won't always go smoothly at first, but that's OK
- Give lots of resources - videos, links, online training
- Training should include hands-on practice with breakout rooms – hands-on activities are still important!
- Be willing to refer potential tutors elsewhere or put on a waitlist if you have reservations
- Consider partnering tutors who have Zoom experience with those new to virtual learning
- Consider how best to prepare students, too
- Enjoy the challenge!

Recommendations

- Try not to focus on the "what if" scenarios.
- Jump into something new, work out the kinks later.
- Tutoring is not the right volunteer for everyone, and that is ok.
- Provide a virtual group space that provides support, maintains contact, and gives volunteers a sense of connection to each other and the organization.

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Thank you for joining us!

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Thank you to our presenters for this informative program.

Please be sure to join us on Zoom for the
Wisconsin Literacy Annual Meeting at Noon today.