



Building Community: Leveraging Teachers for Accessibility and Inclusion

Karin Bates, TESOL Specialist &
Marcella Weaver, Customer Success
Manager
Intercambio



Building Community: Leveraging Teachers for Accessibility and Inclusion

Wisconsin Literacy 2025

Presenter: Karin Bates, TESOL Specialist
Intercambio Uniting Communities
Co-Presenter: Marcella Weaver, Customer
Success Manager

Agenda

01

Objectives and Intercambio Background:
What we'll cover and a little about our organization & member benefits

02

Warm Up: What has your program's experience been with volunteers so far?

03

Why volunteers? Exploring the benefits and challenges of involving volunteers as teachers in programs for adults

04

Activities: Practicing what we have learned.

05

Closing: Final thoughts, Q&A, and ways to follow up.

06

Please give us your Feedback!

Objectives



By the end of the presentation, **you will be able to:**



See the advantages of using volunteer teachers.



Handle problems by using proven methods to find, train, and help volunteer teachers.



Use practical tools to make things more accessible and build a community for volunteer teachers.

Our Mission



To bring English learners and community volunteers together in language classes and gatherings to *build skills, confidence, and life-changing connections.*

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ENGLISH
—❤—
CONNECTING
PEOPLE
intercambio
UNITING COMMUNITIES



Co-founders Lee Shainis and Shawn Camden



Boulder, CO



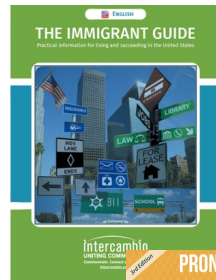
Longmont, CO



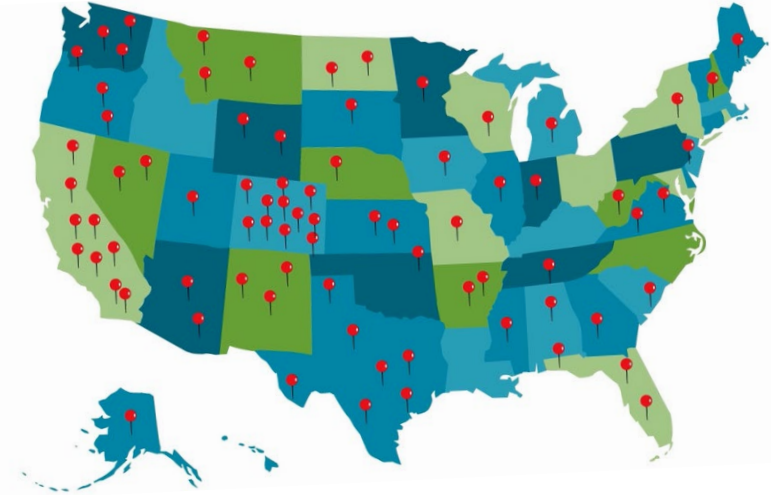
What does Intercambio offer?



Volunteer-friendly, step-by-step curriculum and resources designed for students of all backgrounds



An online platform that bridges geographic boundaries



Annual membership options to join the Intercambio Network. Join members from 27 states doing similar work and unlock a myriad of bonus resources, tools and training opportunities, too!





Program Support

Product Sales and National Network (PSNN) Team



Amanda Perez
Chief Products &
Programs Officer



Rachel Fuchs
Former Director of
PSNN; Intercambio
Chief of Staff

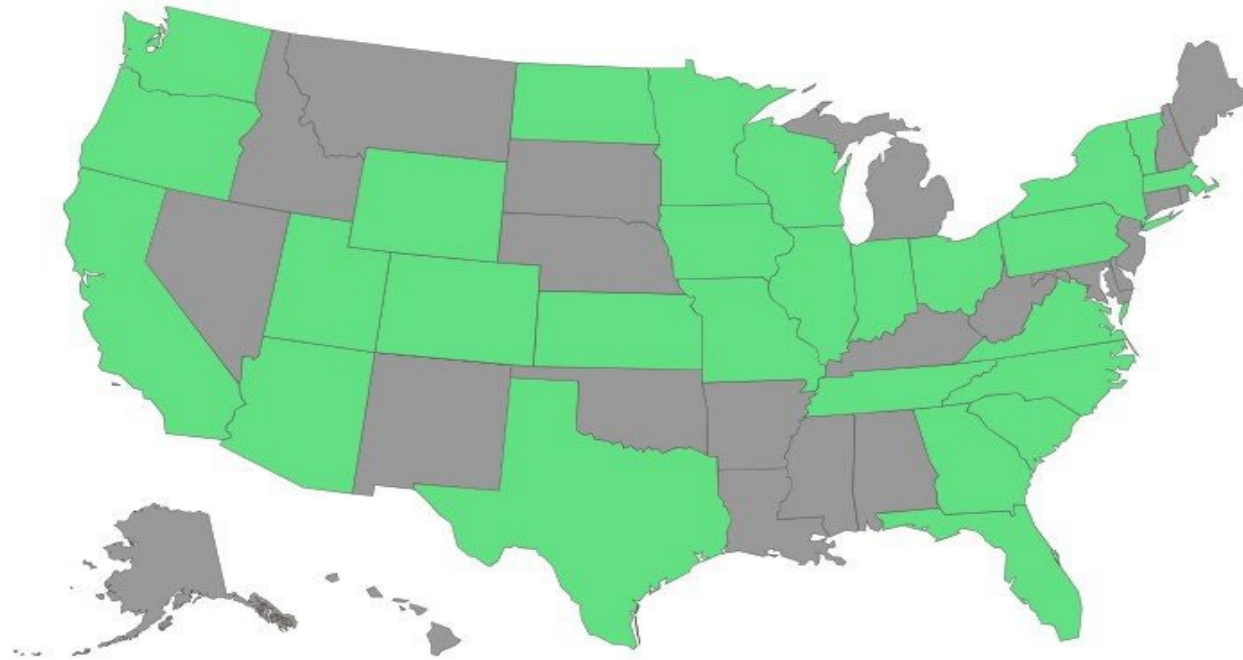


Marcella Weaver
Customer Success
Manager



Meghan Wright
Product Operations
and Growth Manager

The Intercambio Network currently serves ~130 member organizations in 27 states

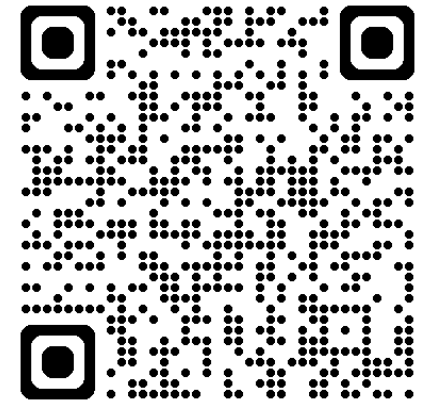


Relationship-Based ESOL centered on mutual learning.

Membership Benefits!

- Wisconsin Literacy affiliates currently receive a discounted membership for the Intercambio Network.
- Three Main Benefits: (QR code shows breakdown)
 - **Practical Resources through the Member Portal**
 - Program Tools, Bonus Materials
 - **Live Engagement Events**
 - Teacher Connection Hours, Program Admin Networking Calls, Online Webinars, and Summer Conference
 - **Program Coaching & Training Support**
 - All topics considered, online and in-person support offerings

Member Benefits
Breakdown





Wisconsin Literacy Members

FRIENDS

1 hour of program coaching

Discounted registration for summer conference

Literacy Partners of Kewaunee County,
Adult Literacy Center of Ozaukee County,
Casa Guadalupe Education Center Inc.,
Baraboo Area Literacy Council, Manitowoc Public
Library/1-to-1 Literacy, Kenosha Literacy Council,
Literacy Door County, University of Wisconsin-Madison
Cultural Linguistic Services, Neighborhood House of
Milwaukee International Learning Program, Portage
County Literacy Council, Milwaukee Public Library,
Literacy Council of Sheboygan County, Marinette and
Oconto Counties Literacy Council, Page Forward
Volunteers for Literacy, Shawano County Literacy
Council, Fox Valley Literacy Council

FAMILY

3 hours of program coaching

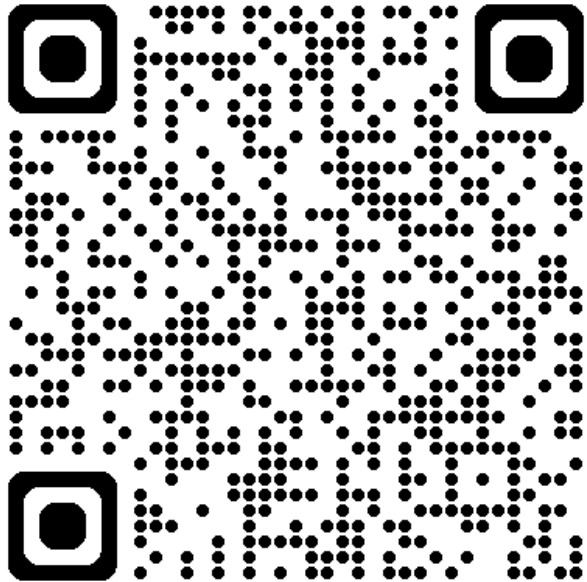
Free registration for summer conference

Online teacher training

Latino Academy of Workforce Development,
Marathon County Literacy Council,
West CAP Literacy and Skills Enhancement Program,
Journey House, Literacy Services of Wisconsin,
Faith Community Church,
Literacy Green Bay, Community Center for
Immigrants Inc., Winnebago Area Literacy Council,
Stateline Literacy Council - Beloit, Inc.,
Sauk Prairie Area Literacy Council,
Walworth County Literacy Council,
Fond du Lac Literacy Services

Members Area = Member Portal

Member Portal
access if you're
logged in as a
member



Intercambio Network Members Area

Welcome to the Intercambio Network.

Click on the green headers below to access a variety of member-only resources.

- **Confidence and Connections Teacher Training:** Find FAQs about this FAMILY member benefit here. You will access the training for free using a coupon code and link assigned to your organization. Your program administrator has this link. If you are your program's administrator and do not have this link, contact resources@intercambio.org.
- **My Account:** View orders, manage your address, and add/remove users here. If you have purchased additional digital products, including Digital Slides or Digital View, you will also find those resources here.
- **Membership Documents:** Welcome Packet, information about learner outcomes, etc.
- **Program Tools:** Enrollment forms, feedback forms, completion certificates, observation tools, etc.
- **Bonus Resources for Confidence and Connections:** Supplemental teaching materials
- **Live Online Webinar Recordings:** Recorded versions of Live Online Webinars and other training opportunities will be available to view here.
- **Networking Call Notes:** View notes and documents related to Networking Calls here.

Program Tools for Coordinators



Intercambio Network

Program Tools

[Members Resources](#) / Program Tools

[Functional Skills Checklist](#)

[VIEW FILE](#)

[Teaching Assistant Role Description](#)

[VIEW FILE](#)

[Observation Rubric for Online Group
Classes](#)

[VIEW FILE](#)

[Post Assessment Questions for One-
on-One Volunteers](#)

[VIEW FILE](#)

[Student Enrollment Forms](#)

[Building Community in a Remote
Learning Environment \(Metro Toronto
Literacy\)](#)

[VIEW FILE](#)

[Perspectives on Persistence: A Review
of the Research](#)

[VIEW FILE](#)

[Student Feedback Template for One-
on-One Classes](#)

[VIEW FILE](#)

[Student Records Sheet](#)

Bonus Resources for Teachers and Tutors



Intercambio Network

Resources for Confidence & Connections

Members Resources / Resources for Confidence & Connections

[Comprehensive Book Club Resources:
Wonder \(2023\)](#)

[Comprehensive Book Club Resources:
The Giver \(2023\)](#)

[Ideas and Activities for Keeping
Students Engaged](#)

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[Conversation Practice Sessions Guide
for Teachers](#)

[Conversation Practice Sessions Guide
for Students](#)

[Confidence and Connections Teacher
Training Resource Booklet](#)

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[Resources for LO: Making the Most of
the Language Tools in Confidence and
Connections](#)

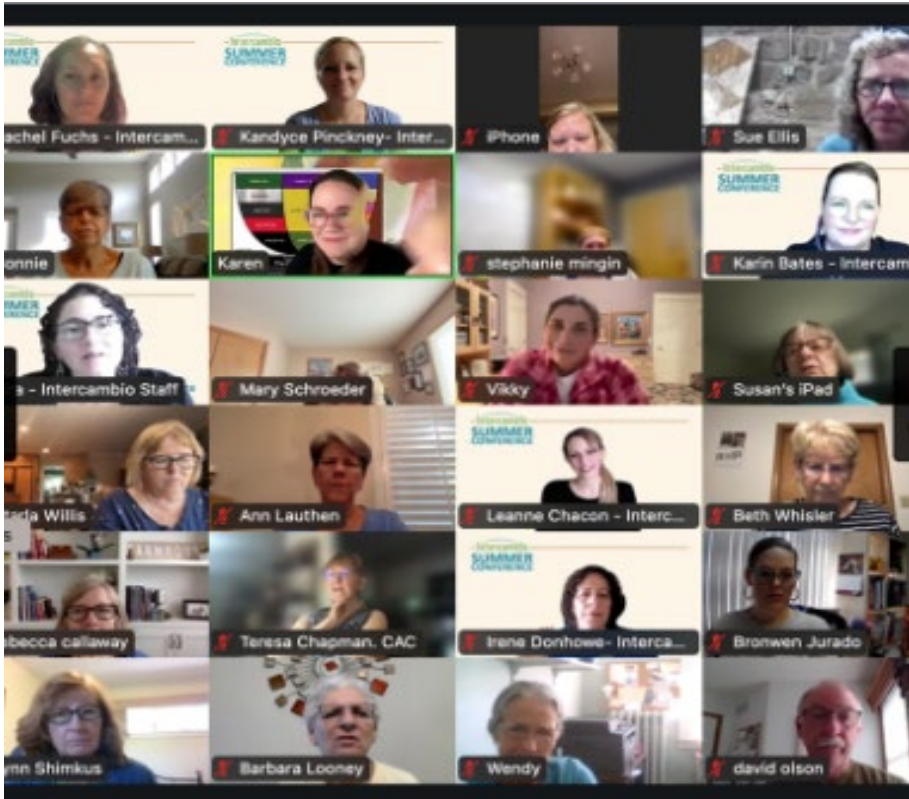
[Resources for LO: Using Images to
Spark Conversation](#)

[Color Vowel\(R\) Organizer](#)

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Live Engagement

Connection Through Learning and Networking

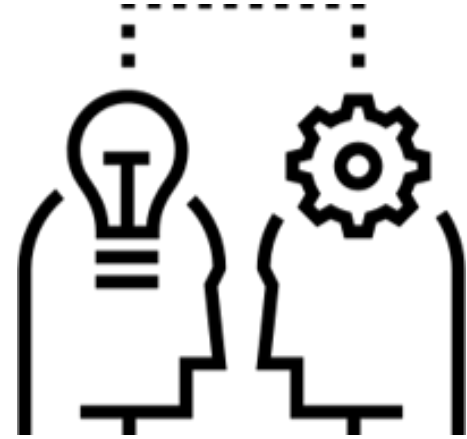


January	Connection Hour Networking Call	Teachers/Tutors Program Administrators
February	Live Online Webinar	Everyone
March	Connection Hour	Teachers/Tutors
April	Connection Hour	Teachers/Tutors
May	Connection Hour Networking Call	Teachers/Tutors Program Administrators
June	Live Online Webinar	Everyone
July	Connection Hour	Teachers/Tutors
August	Summer Conference	Everyone
September	Connection Hour	Teachers/Tutors
October	Live Online Webinar	Everyone
November	Connection Hour Networking Call	Teachers/Tutors Program Administrators
December	Connection Hour	Teachers/Tutors

Program Coaching

Past topics have included:

- ☐ Setting up online classes
- ☐ Discussing how to prepare to seek grant funding
- ☐ Increasing student attendance
- ☐ Rethinking student orientation
- ☐ Working with local businesses to offer English classes for their employees
- ☐ Transitioning from exclusive 1:1 teaching to group classes
- ☐ Encouraging volunteer participation in training
- ☐ Supporting students who are not yet ready for the Intro level of *Confidence and Connections*



Comprehensive Online Teacher Training

Intercambio Network
Confidence and
Connections Teacher
Training

0% complete

Search by lesson title

☐ Module 1: Introductions 0/6

☐ Module 2: Exploring Culture in Adult English Classes 0/12

☐ Module 3: Foreign Language Lesson 0/7

☐ Module 4: Overview of Confidence and Connections 0/6

☐ Module 5: Review of Modules 1-4 0/1

☐ Module 6: Starting Class 0/4

☐ Module 7: Listening 0/5

Confidence and Connections Teacher Training Overview



PLEASE NOTE: You will have access to this training for one year from the date of enrollment, even if your program renews its membership beyond one year. After one year, you will need to re-enroll in the course, starting from the beginning, if you would like to access it again. If you are not currently teaching, we recommend that you review

COMPLETE & CONTINUE →

Training Content

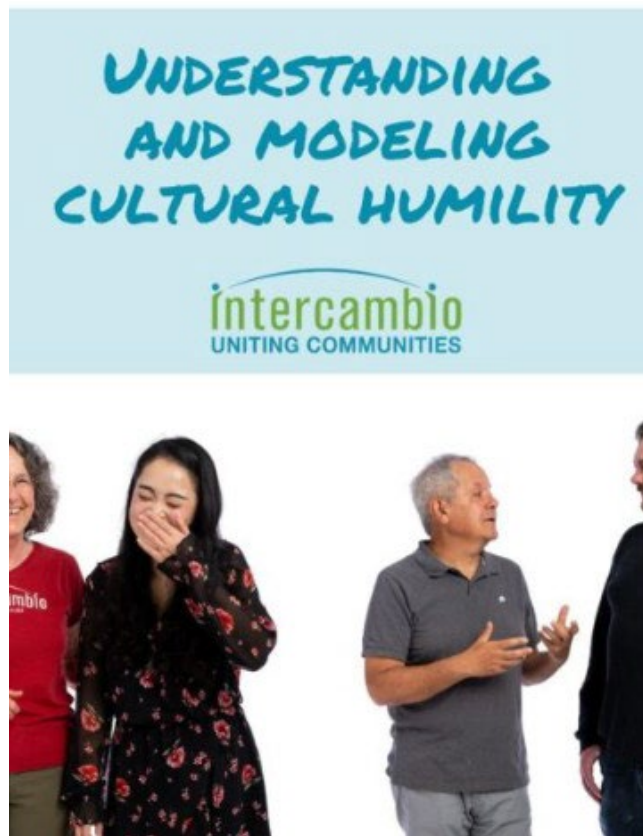
- Exploring Culture in Adult English Classes
- Foreign Language Lesson
- Overview of Confidence and Connections
- Starting Class
- Teaching the Parts of a Lesson
- Homework
- Marking Corrections
- Creating a Comfortable Learning Environment
- Reflection

What Our Members Say

- *We enjoy the **resources** that you provide, you're an important part of our program.* ~ Wisconsin Literacy, Member Affiliate
- *We have really benefited from our membership. It has helped us **create more structure in our program** and we have received positive feedback from both volunteers and students.* ~ Permian Basin Adult Literacy Program
- *"Our call with you last week was so helpful and I am glad [my colleague] was able to be in on the call. **It shifted her thinking**, and we had a great volunteer orientation on Monday and have some retired teachers or those willing to learn. So now to organize a teacher training and how to offer continued support."* ~ Catholic Charities of Northeast Kansas

Other Intercambio Resources

Besides the amazing curriculum and supplements for students, we have an outstanding series called “Understanding and Modeling Cultural Humility.”



Intercambio co-founder and former Executive Director, Lee Shainis, presents a six-module training series designed for teams looking to increase their cultural humility skills.

Questions? Support Needs?



We are here to help!

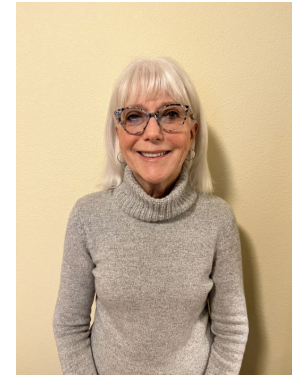
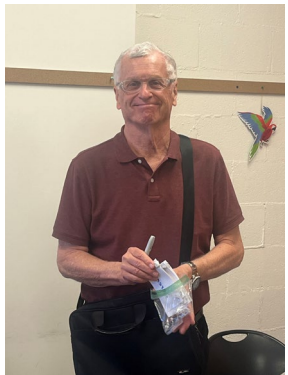
Please email resources@intercambio.org.
Someone from the Product Sales and National
Network team will respond!



Warm-Up

Why volunteers?

- Does your program currently engage volunteers? If so, how?
- What has your experience been with volunteer teachers?
- What are some of the **benefits** and **challenges** of involving volunteer teachers in your program?



Benefits of Involving Volunteers

- **Greater potential program reach**, flexibility, and access for learners with less financial burden for program participants and the organization
- **More relevant teaching** – volunteers know about and have connections in the local community
- **Mutual learning** – volunteers teach as "guides on the side" that are learning alongside their student
- **Diversity** – volunteers bring diverse backgrounds, experiences, and teaching styles
- **Passion, dedication, positive attitude**
- **Anything else?**



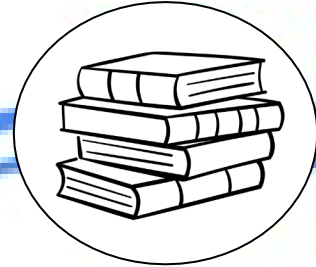
Challenges of Involving Volunteers



- Many volunteers do not have formal training in teaching
- Limited availability / scheduling conflicts / difficulty maintaining consistency
- May require greater investment of staff time for guidance, support, and follow-up
- Other challenges?

How can these challenges be reduced?





Materials and
Resources



Follow-Up,
Ongoing Training,
and Development



Building
Community:
Ongoing
Connection and
Engagement



Training &
Onboarding



Recruitment
& Clear
Expectations

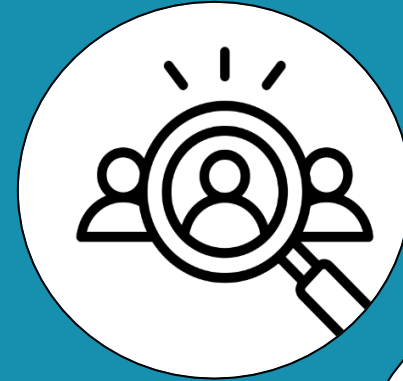
Volunteer Teacher Essentials

Modified KWL (know, want to know, learned)

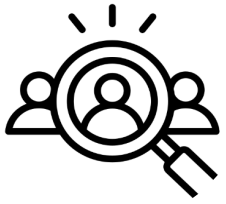
Activity	What we do now	What we hope to include (after seeing the presentation)
Volunteer Recruitment, Training, and Onboarding		
Materials and Resources		
Follow-Up, Ongoing Training, Development		
Building Community, Connection, and Engagement		



Volunteer Recruitment, Training, and Onboarding



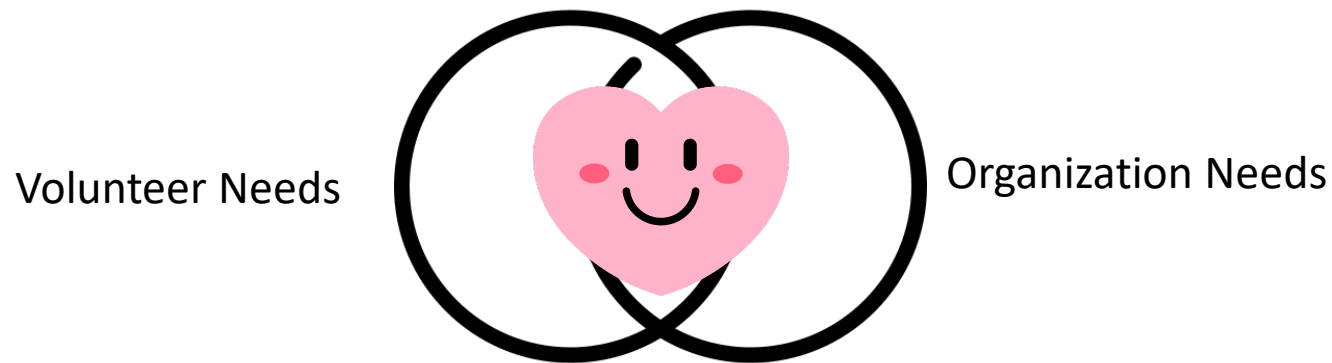
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CONNECTING
PEOPLE
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UNITING COMMUNITIES

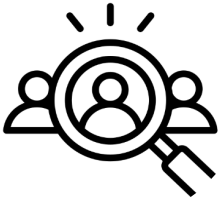


Recruiting & Clear Expectations

Questions to Consider:

- How do your volunteers fit into the "big picture"?
- What is bringing your volunteers in?
- What are the expectations on both sides?
- What is the support provided by the organization?





What volunteer opportunities can you offer?

Flexibility in volunteer offerings can allow people to get to know your organization before making a longer-term commitment.



- 1-1 Tutoring
- Lead Group Teachers
- Group Teaching Assistant
- Conversation partners
- Curriculum writing
- Other?

What is “Community Conversations?”

1. Invite **community volunteers** to practice English conversation with your students – 90-minute commitment
2. Provide volunteers with a **30-minute training** and **tips**
3. **Pair up** with 1-3 students to have English conversation, speed-dating style for **one hour** (15-minute rounds)
4. **Rotate 3-4 times** and then debrief at the end



Who are your volunteers?



Some Possible Volunteer Profiles

PAUL

The Curious
Explorer



- Has traveled or worked abroad
- Loves meeting people and learning about different cultures
- Likely retired
- Leans towards Group Teacher

CATHY

The Life-long
Learner



- Worked in an academic setting – often K-12 education
- Likes teaching others and learning herself (loves training!)
- May have some ESL experience
- Likely retired

ROBERTO

The Carer and
Sharer



- Came to the US as an immigrant or 1st generation American
- Sincerely wants to help others succeed
- Knows they can be a role model
- May be still working or retired

BRANDI

Career
Springboarder



- A higher-education student volunteering to fill a practicum requirement or other resume-building experience
- Usually <50 years old
- Likely a short-term volunteer

JUSTIN

The Inspired Do-
Gooder



- Personal ambition to help others in their community.
- May be inspired due to current political events
- Likely less than 50 years old and still working



Why Volunteer and Learner Profiles Can Be Helpful...

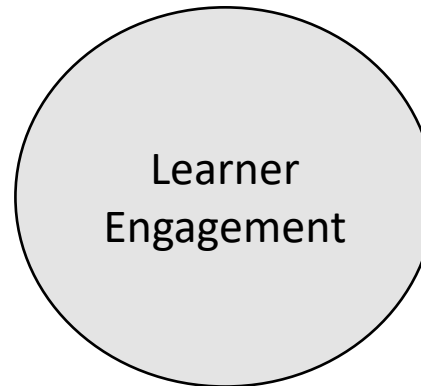
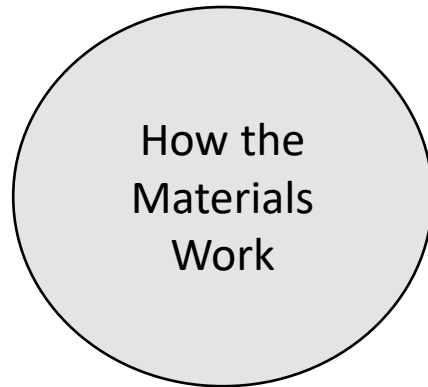
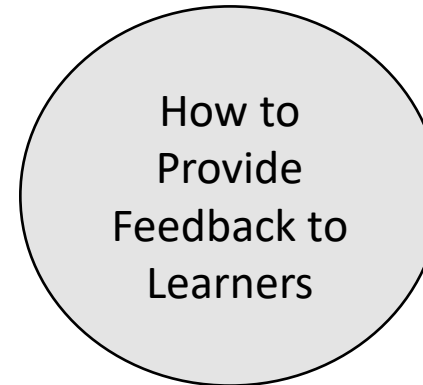
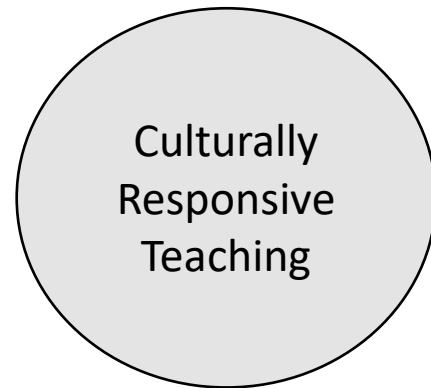
- Build **shared understanding and language** among program administrators about who key volunteer audiences are
- Focus program design **decisions**
- Inspire program administrators to use **empathy** to be in the "shoes" of their participants
- Reduce chances of possibly being side-tracked by **assumptions**



Training & Onboarding

What do volunteer teachers need to know?

- Every program (ABE, ESOL) has core components about what is needed.





What this looks like at Intercambio

What do volunteer teachers need to know?

Modules on Cultural Humility - A Mindset of Continual Learning, Reflection, and Curiosity

How the curriculum works and how to teach each section of it – with video examples

How to make corrections with an adult language learner

Information about how **adult learning** is set apart from learning in childhood

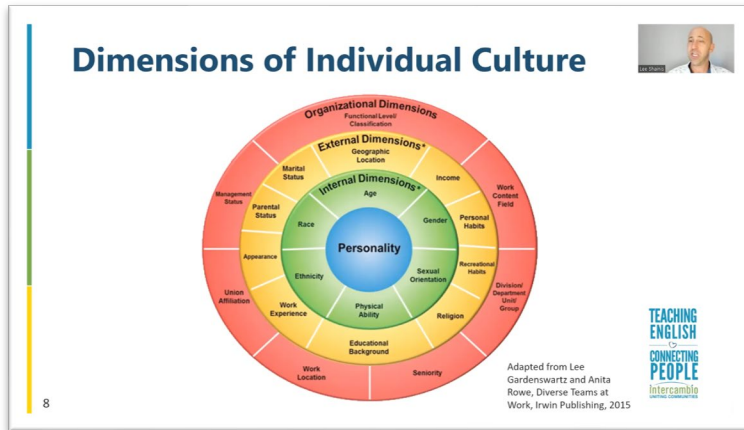
Demonstration Language Lesson in Portuguese

The significance of **modeling, repetition, and feedback** for adult language learners

Meeting with the various **program managers** to get specifics about the assignment

“It’s not what you know, it’s how you are!”

Examples from our training



Culture and Cultural Humility

Less talked about challenges

- Confidence, low self esteem
- Fear of failure
- Cultural differences
- Feel judged or stupid
- Don't feel belonging

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CONNECTING PEOPLE
Intercombinator

Adult learners and adult learning

As Partes do Corpo

a cabeça

TEACHING ENGLISH
CONNECTING PEOPLE
Intercombinator

Demo language lesson

Below are three videos of the Vocabulary Presentation segment of a class. The Level 2R video is an in-person group class, the Intro Level video is an online group class, and the Level 1R video is an online one-on-one class. You may choose to watch only one video that is most relevant to your teaching situation.

As you watch the video, think about your answers to the survey you completed. What do you see the teacher doing in this video to communicate meaning, check comprehension and work on pronunciation?

In-Person Group Class (Level 2R):

Watch on YouTube

Video demonstrations

A) Click on the link to open the [Level 2L Teacher Book](#) (it will open in a new tab in your browser) - or you can view it below:

2L Teacher Book

B) Read through the following parts of the Teacher Book and answer the following questions in the survey-style quiz in the next section of the lesson. **Take notes.** You will record your answers in the survey-style quiz in the next section of the lesson.

Use **Lesson 1** for Questions 1-4.

[COMPLETE & CONTINUE](#)

Parts of the Curriculum

Materials & Resources



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What do your volunteers use as teaching materials?

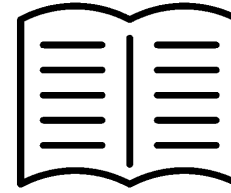
- Let's see what people are using in their programs.



<https://bit.ly/what-teaching-materials>



Materials



Ideal materials for volunteers:

- Make best practices in adult education (ESOL, ABE) easy to implement
- Are step-by-step
- Encourage mutual learning, shared perspectives, and cultural exchange
- Are structured and flexible at the same time
- Are versatile for in-person, groups, and online teaching



Materials



Intercambio's materials for **adult ELLs** have the following qualities & features:

- A student book that is not “precious”: it's approachable, looks like a workbook, and has paper that's easy to write on with pencil and erase
- A structured, predictable order of activities, covering “just right” materials for 1 lesson in a 90-minute session



Intercambio's materials for **volunteer teachers** have the following qualities & features:

- A Teacher Book with step-by-step instructions with “callouts” to guide activities
- Supplements at the back of each Teacher Book to promote student engagement

Follow Up, Ongoing Training & Development



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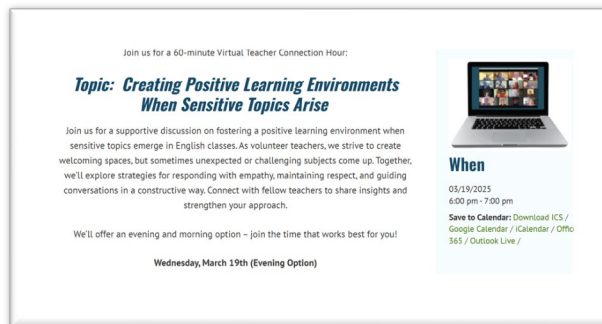
Follow-up and Ongoing Training and Development

Questions to think about and investigate:

- How often do volunteers need or want communication?
- How often do volunteers need or want ongoing training and development?
- How often do WE want to provide this support?



Building Community



- Intercambio has a Volunteer Engagement Manager
- Trainings – Workshops and Summer Conference
- Connection Hours
- Book Club
- Meetups
- Appreciation Events

2023 Intercambio Summer Conference



Join us August 18-19 for two inspiring days of engaging virtual workshops, networking activities, and opportunities to connect The Intercambio Way!

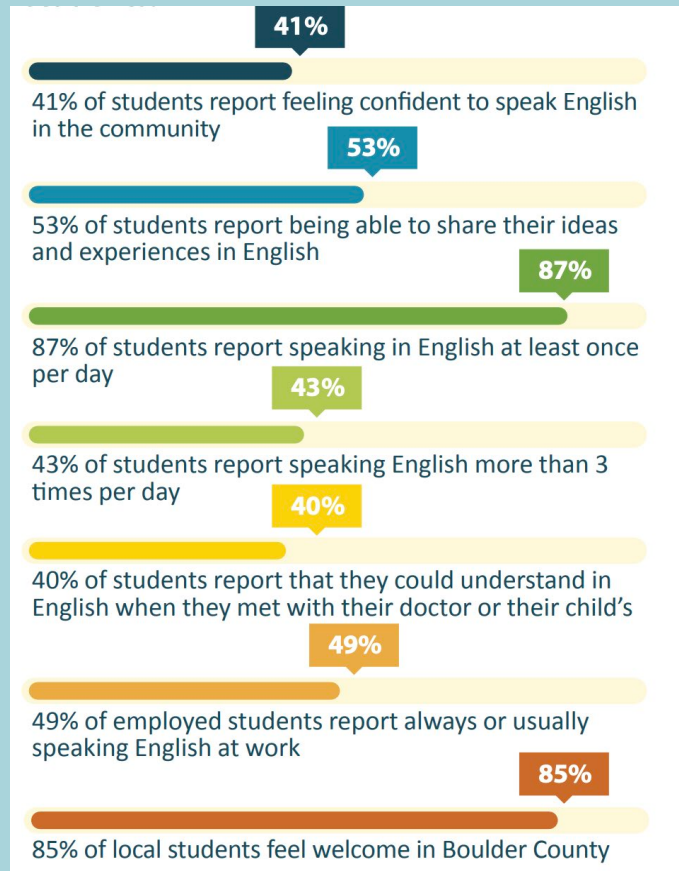
February 2025 Live-Online Teacher Training Workshop! (PM Option – Online)



[Visit the Resource Hub](#)

Exploring Outcomes for Students AND Volunteers

Students



Volunteers

- Volunteers feeling **prepared to teach** rises from **58% to 90%**
- Volunteer teachers **understanding** positive and negative experiences of English language learners in the U.S. rose from **15% to 85%**
- 80% of volunteer teachers are regularly learning from English language learners about their cultures and perspectives
- Volunteer teachers that have talked to ELLs about racism, discrimination, or biases rises from 40% to 65%
- Volunteer teachers also report having more ELL friends

“

If we were to stop classes, I wouldn't just have a hole in my schedule, I'd have a hole in my heart.

Steve, Intercambio volunteer teacher



Federico feels like he is more a part of his community since studying English with Intercambio. Before coming to Intercambio to learn English he says, "...I was nervous. I didn't want to go out. Now I'm excited that I can communicate.

Modified KWL (know, want to know, learned)

Activity	What we do now	What we hope to include (after seeing the presentation)
Volunteer Recruitment, Training, and Onboarding		
Materials and Resources		
Follow-Up, Ongoing Training, Development		
Building Community, Connection, and Engagement		



Thank You



We would love your feedback!



https://bit.ly/IC_ConferenceFeedback

Complete our survey, please!

zoom

[Support](#) [English](#) ▼

Thank you for attending the Meeting.
Please click Continue to participate in a short survey.

you will be leaving zoom.us to access the external URL below

<https://forms.office.com/r/2PVx189yEX>

Are you sure you want to continue?

Continue

Stay on zoom.us

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