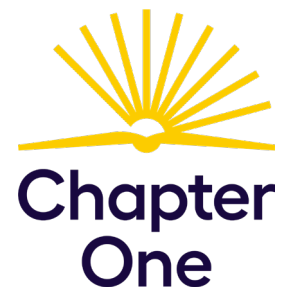


FREQUENTLY ASKED QUESTIONS



Thank you for your interest in the Chapter One Online Reading Volunteer program. Please see below for volunteer's frequently asked questions. If you have other questions not addressed here, contact our team at help@chapterone.org.

What is the commitment?

Being a Chapter One reading volunteer is fun and rewarding—but it is a commitment to support a child. The commitment you will be making is one 30 minute session each week. Sessions are during school hours and continue over the course of the entire school year (excluding vacations and school holidays).

You will be supporting the same child over the course of an academic year, as we believe this delivers the best results for children's reading confidence and for volunteer satisfaction: You will also get an opportunity to build a relationship with the student and watch them grow as a reader. Please consider carefully whether this sustained commitment will suit you!

Is it necessary to call the classroom every week?

Yes, as often as possible consistent weekly reading sessions are an important part of the program. Early grade classrooms thrive on repetition and consistency and creating an environment that is consistent from day-to-day helps children learn classroom norms and expectations. Consistent calling not only helps students learn daily expectations, it also results in a more successful program for everyone involved. Classrooms that receive consistent calls each week are more likely to have a higher success rate than classrooms where calls are sporadic.

Do I need any special skills?

We firmly believe that anyone with patience, empathy and a love of reading can be a Chapter One volunteer!

What are the benefits of reading support?

Teachers report that students who have regular, consistent reading sessions with a Chapter One volunteer really thrive as readers! Not only do they develop stronger vocabularies and exhibit improved reading confidence, they also improve their reading fluency, comprehension and oracy (speaking and communication) skills. In addition, students and their tutors enjoy building warm and meaningful relationships. Visit our website at www.chapterone.org for more information about our impact in schools across the country.

What are the benefits to being a Chapter One Online Reading volunteer?

Volunteers tell us that they find it highly rewarding to experience the growth in their students' abilities and confidence during the school year. The weekly sessions are also an opportunity for you to switch off from the demands of your job and gain some head space. Many of our volunteers tell us they are more productive at work following a reading session.

Do I need experience teaching a child to read and will I receive training?

No experience is necessary! We provide two training sessions that will give you the tools you need to understand the platform and the basics of early reading. Once you've signed up and completed the required training, you will have full access to all Chapter One resources from the Learning Center. Our interactive platform easily guides you through the reading session. For the best user experience please use Google Chrome as your web browser.

Who will I be reading with?

You will work with a student between the age of 5 and 7 who is likely in first or second grade. The students we serve are attending schools located in large urban school districts where resource are limited. Teachers select readers who, with the extra help, can reach proficiency by the end of the year. Reading with the same child over the course of the school year also enables you to get to know each other and build trust. This is very important as early reader often make mistakes and need the gentle guidance and encouragement of a caring adult.

What if I'm not sure if I have time to tutor?

The main thing to consider is whether you think you can make a sustained, weekly commitment to reading. In any given week, we do understand that your schedule may change—this happens in the classroom too. The online scheduling platform gives you the flexibility to change your session day/time should you have a conflict or are not able to make a reading session on a particular day, but please do keep in mind that it is a weekly commitment.

Can I choose which time and day I volunteer?

Volunteers schedule their weekly sessions directly in the Chapter One platform using a calendar shared with the class teacher. The teacher will make it clear which times are available for reading calls and you can choose which day and time works best for you based on your work schedule.

What if I can't make my scheduled reading time slot or I'm on vacation?

There is no need to alert your teacher if you are not able to make a session. Simply reschedule for another day or time that works for you. Scheduling changes can be made on the same day or weeks in advance. If you're away on holiday, we suggest letting your student know that you'll miss calling them while you are away.

If you plan to be away for two weeks or more, please send your teacher and the Volunteer Support team a message using the Message link on the Chapter One platform.

Can I volunteer with more than one child?

When you register you'll be asked if you can support more than one child. If this is something you are interested in, we will let you know if that is possible during the course of the year.

When will I actually be able to start reading?

All Chapter One volunteers must complete a background check and complete The Chapter One Basic Training before they can be matched with a student. While this process is happening on the volunteer side, our partner schools will be securing parental consent for participating children and getting IT systems for the program in place.

Before a classroom can begin receiving calls, there must be six or more volunteers assigned to students in that classroom. A first grade classroom runs on repetition. Frequent and consistent incoming calls help will help the teacher integrate the program into his/her daily routine.

How do I actually connect with my student for the sessions?

You will receive an email letting you know you've been assigned a student and the date when you can start calling your student. As soon as you receive the assignment email, you should schedule your first reading session! As described in our training, go to app.chapterone.org and sign in using your email and the password you created when you registered. For the best user experience, use Google Chrome at all times for your sessions.

Just before your first session, you will launch the Chapter One application. A designated phone number for your child's classroom will be generated from the system. You will use your mobile or a desktop phone to call that number. A classroom phone greeter (one of the children in the class) will answer the phone and will find your student to join you for the session.

You and your student will share a common screen but you will drive the session, controlling what the child sees. The student will be in "view-only" mode during the entire session. Any time you need a refresher or have questions about the Chapter One platform visit the Learning Center where we have a FAQs section and a series of brief videos.

Will I be able to see my reading buddy on the screen at any point during our session?

No. The Chapter One program is audio only, not a video call platform. However, you will be able to see and direct what the student can see on their screen. Many of our new volunteers are initially surprised to find out the tutoring sessions are audio only but quickly come to see the benefits as it allows students to focus on their reading.

I want to help but I'm not sure how to work with a young student and I'm nervous. How will I know how the activities work on the platform?

As soon as your background check is complete, you will have access to the Practice module. The

Practice module will give you a chance to play each activity to get a sense of how our activities work and what it looks like on your screen and the student's screen.

Many volunteers tell us they feel a little nervous when they first start but the Chapter One platform guides you through the 30-minute reading session so you are supported all the way. Also keep in mind your student may be a little nervous and demonstrate shyness until they get to know you better. During the first few sessions, consider spending time just getting to know each other or playing some of the word activities before jumping into reading. Doing something simple will help put you both at ease.

When you begin the reading session, the first activity presented is Flashcards. This is a great way for students to learn common words frequently found in first grade text. After flashcards your student can choose a story from a library of leveled books. At any point in your session you can dip into a selection of word games to help your student increase their word knowledge.

Remember, you can find several support resources in the Chapter One Learning Center.

Is there an opportunity to meet my student in person?

We hope so! Most schools participate in the annual year-end celebration. This is a wonderful time to meet your student and celebrate all the great work done throughout the school year. Depending on your location and/or potential Covid-19 measures we also offer a virtual opportunity to meet with your student at the end of the year.

What if I need help during my tutoring session?

If you run into any tech issues during your tutoring session, our (real people!) live chat support staff is available in real-time and can resolve issues quickly. Please contact chat support immediately rather than reporting the issue after the event—chat support can usually help get the session up and running very quickly!

Please DO NOT ask your student to get the teacher if you have a problem during your session. Teachers are not equipped to handle technical issues and are very busy working with other students. If you have an issue that cannot be quickly resolved or you are not happy with the outcome, alert your program manager or email us at help@chapterone.org.

How about safeguarding? Do I need a background check?

As part of our commitment to child safeguarding, all Chapter One volunteers are required to complete a Level 1 background check with our third party partner, Sterling Volunteers or through the school district where they are assigned. During the registration process, you will be directed to the appropriate background check channel for your team. We are not able to assign anyone to a student until they have cleared the appropriate background check.

Please plan to complete the check during the registration process or within three weeks of

registering with Chapter One. If you decide you are not able to volunteer, let us know as soon as possible. This helps us determine how many students are needed for your organization.

What technology will I need?

You will need a laptop or desktop (PC or Mac) with good Internet connection AND a phone of some sort - mobile or landline (this is for the audio connection with your student). You may use an iPad for the activities platform but will need to use a mobile or desktop phone to dial the classroom phone number. iPads and tablets are not compatible with our Chapter One Voice phone number system.

Can I volunteer from my work computer?

Yes, you can use your work device. However, we recommend testing that you can access our reading platform on your device as some organizations may have firewall protections in place, which will need to be addressed by the Chapter One Volunteer Coordinator at your organization. Additionally, if you plan to use a work device from home and your company uses a VPN to access internal systems, please always ensure that this is switched off before starting a reading session. Reading sessions should be conducted on standard Internet connection using Google Chrome.

What contact and support can I expect from the Chapter One support team?

In addition to the live chat support team available during your sessions, each organization is assigned a dedicated program manager. Program managers are part of the Volunteer Support team and the person you should contact if you need assistance throughout the school year. The program manager is responsible for overseeing the success of the Online Reading Volunteer program in the classroom as well as the success of our corporate volunteers. You will receive more information about your program manager after you register as a Chapter One volunteer.

All volunteers can also request assistance by going to help@chapterone.org or by clicking on the **Support link** from the Chapter One platform. Incoming emails are shared with the Volunteer Support team and will be addressed as quickly as possible.

Watch for the Chapter One Newsletter that includes snippets of news, reminders and tips as well as updates on the latest research around child literacy and social mobility to help cheer you on! If you are not getting the monthly newsletter, please make sure to check your spam folders!

I'm in! How do I sign up?

We can't wait to have you join us! For more information about when to register, please contact your organizations Chapter One volunteer coordinator.

It all starts with literacy.

Chapter One is a non-profit committed to improving the literacy outcomes in under-resourced communities.