



Chapter One

The volunteer commitment and what you need to know.

- ✔ **It's a weekly commitment!** One 30-minute reading session each week during the school day.
- ✔ **Sessions begin in the FALL**, usually around October, and continue through May/June.
- ✔ Vacations or time off for a week or two is absolutely understood but **please let us know if you expect to be out for a longer period of time.**
- ✔ Always be sure to **have your reading session booked on the scheduling calendar.** You can schedule recurring reading sessions and make periodic “make-up” sessions as needed.
- ✔ Always **use Google Chrome for your web browser** for your reading sessions.
- ✔ It is best to **use a mobile phone or landline** for the session audio and not Internet calling.

- ✔ **Disconnect your VPN** before launching the reading session program if possible.
- ✔ We are here to help! **If you encounter a TECHNICAL problem, reach out to us** on LiveChat or GoToAssist chat. Our chat team can resolve most all issues quickly.
- ✔ For **NON-TECHNICAL problems, contact your designated program manager** or email us at help@chapterone.org.
- ✔ As the year progresses, **let us know if you face challenges** reaching your student or during your reading session. We monitor all session information to ensure students are getting the reading support they need. If we notice you haven't had regular sessions, we'll be in touch.

It all starts with literacy.

