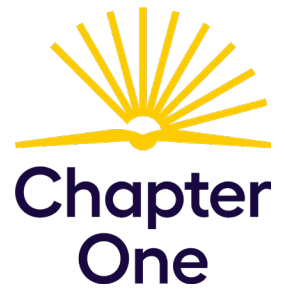# SUPPORT **RESOURCES**

A Volunteer Coordinator guide to Chapter One support

> Thank you for your support and all you do to help advance our mission. As the Volunteer Coordinator for your organization, we value your participation and want to make sure you feel supported as you manage your volunteer teams throughout the school year.

Program Manager Role

A resource available to both you and your volunteer teams, is a dedicated Chapter One program manager. Your dedicated program manager is responsible for overseeing specific districts and managing the volunteer and classroom experience. You will be introduced to your program manager at the beginning of the school year.

If you or a member of your volunteer team has an issue or question regarding their volunteer experience, the first point of contact should be their dedicated program manager.

The Program Manager's role and responsibilities

- Available to answer questions specific to the Online Reading Volunteer program including background checks, training, assignments, session performance, school visits, and issues.
- Monitors volunteer background check and training status.
- Manages the volunteer-student assignment process.
- Reviews reporting to monitor volunteer involvement, session activity, & overall tutoring success.
- Monitors incoming emails from the Support link and from help@chapterone.org.
- Communicates with volunteers and classroom teachers to address concerns that come up during the school year.
- Coordinates beginning-of-year meet & greet and end-of-year celebration.

Support Options

Our goal is to make sure volunteers are successful and students get as much reading practice as possible. However, even in the best circumstances things may not go as planned.

Early grade classrooms can be noisy and are sometimes unpredictable. Some classrooms are very large (30+ students) and teachers are tasked with holding the attention of very young children who are trying to learn hard things like reading, math, and the rules of the classroom. We ask that volunteers are understanding if their reading sessions do not always go as planned.

However, if issues arise that keep volunteers from working with their student week-after-week, PLEASE LET US KNOW.

There are three options for you or a volunteer to reach the Chapter One support team:
1. Contact their program manager directly
2. Use the Support link on the platform
3. Email us a help@chapterone.org

If the situation cannot be resolved to your satisfaction, please send an email to the Director of Client and Support Services at jackie@chapterone.org.

Monitoring Volunteer Activity

Program managers monitor reports and will reach out to volunteers who are not having regular reading sessions. Infrequent calls or a low success rate may be a sign of a technical or classroom issue or, a volunteer who is no longer able to continue with the program.

Reports monitored include:
1. No reading sessions are scheduled on the scheduling calendar.
2. No reading sessions have been recorded since the volunteer-student assignment.
3. No reading sessions have been recorded within a consecutive four week period.

If a volunteer shows up in any of the three reports above, we will reach out to the volunteer via email. We will make three attempts to reach the volunteer so we can better understand the situation and resolve the issue. If we do not get a response from the volunteer after three attempts, we may need to archive the volunteer and re-assign their student to another volunteer if one is available. You may also monitor volunteer activity for the three categories above by running the Reading Session report from the Dashboard.

While our reporting is robust, there may be situations we are not able to capture. For example, a volunteer who is on an extended vacation (more than two weeks), is not able to conduct regular reading sessions due to increased work load, or their student has moved and we were not notified. We appreciate volunteers letting us know when issues come up or if they need assistance. We have included the Program Manager Contact List at the end of this document. Feel free to share the list with your volunteer teams.

What to do if a volunteer can no longer participate in the program
Our expectation is that volunteers will call their student each week for the duration of the school year, excluding vacations and holidays. If a volunteer is no longer able to participate in the program, they should contact their program manager as soon as possible so we can re-assign their student to another available volunteer.

Volunteer Coordinator Dashboard: Be in the know!

As the volunteer coordinator for your organization, we want to make sure you can access information about your organization's volunteer experience independently throughout the year.

To view the Dashboard, you will need to register with Chapter One as a Volunteer Coordinator. This only take a few minute and does not require you to submit a background check or watch the training video. Those requirements are only needed if you also plan to be both a Volunteer Coordinator and a Chapter One Online Reading Volunteer.

Volunteer Dashboard reports

The top tier of the report provides you with information useful during the early part of the school year or prior to volunteers having active reading sessions with their student. This information includes the number of registered volunteers, their background and training status, and assignment status. To run this report, click on the Email Report button. A report will be sent to your email for review.

As volunteers begin to have reading sessions, the Reading Session Activity Report located in the bottom tier of the Dashboard will provide you with the following information:

- Assignment information: School/teacher/student name and the date the volunteer was assigned a student.

- Reading session scheduled: All volunteer should have a reading session scheduled (indicated as TRUE) on the scheduling calendar they share with their classroom teacher.

- Reading session activity: the date of the most recent reading session, the number of reading sessions in the past month, and the total number of reading sessions to date. NOTE: A long time lapse between the current date and the most recent reading session date could indicate a potential problem that needs attention.
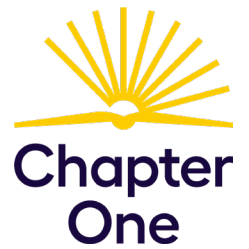
Monitoring multiple volunteer groups

If you oversee multiple regions for your organization, you can view information specific for each region by clicking on the Volunteer Group drop down at the top of the screen.

Your program manager will send you friendly reminders each month to review the Volunteer Coordinator Dashboard.

It all starts with literacy.

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

CHAPTER ONE
PROGRAM MANAGER LIST

If you have a question, need help, or have a problem, please reach out to the program manager in your area. Program managers support both volunteers and classrooms to ensure a successful program.

ATLANTA: Maria Vincent (maria@chapterone.org)

BALTIMORE: Ana Martinez-Feliciano (ana.mfeliciano@chapterone.org)

BOSTON: Ana Martinez-Feliciano (ana.mfeliciano@chapterone.org)

BROWARD: Jackie Davis, Interim PM (jackie@chapterone.org)

CALIFORNIA: Ivin Phillips (ivin.phillips@chapterone.org)

CHICAGOLAND: Ivin Phillips (ivin.phillips@chapterone.org)

COLUMBUS: Ivin Phillips (ivin.phillips@chapterone.org)

DALLAS: Maria Vincent (maria@chapterone.org)

DENVER: Maria Vincent (maria@chapterone.org)

DETROIT: Ivin Phillips (ivin.phillips@chapterone.org)

INDIANA: Ivin Phillips (ivin.phillips@chapterone.org))

JERSEY CITY: Ana Martinez-Feliciano (ana.mfeliciano@chapterone.org)

NYC: Ana Martinez-Feliciano (ana.mfeliciano@chapterone.org)

Chapter One Director of Client Support Services: Jackie Davis (jackie@chapterone.org).
Please contact Jackie Davis, if you have an issue that could not be resolved by your program manger.
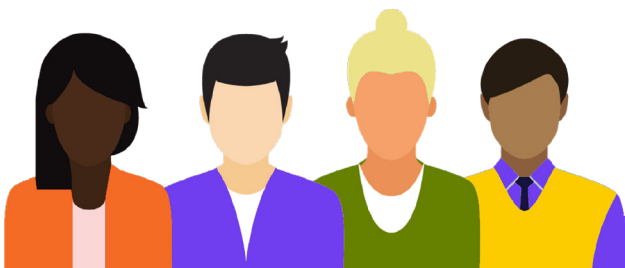
help@chapterone.org

www.chapterone.org

REPORTS **DASHBOARD**

Chapter One

The Coordinator Dashboard provides real-time information and reports to keep you up-to-date on registration, background check completion, and volunteer assignments. As volunteers begin to have reading sessions with their students, please do check the Reading Session Activity report to view session frequency, duration and success.

COORDINATOR **DASHBOARD**

Volunteer Group: **Acme Corporation-NYC**

Select Group

The Coordinator Dashboard provides real-time information and reports to keep you up-to-date on registration of your volunteers, background check completion, and volunteer assignments. As volunteers begin to have reading sessions with their pupils, please do check the Reading Session Activity report to view session frequency, duration and success.

Recruitment Goal: 30 Registered Tutors: 23 Waitlisted: 0	Awaiting Background Check: 3	Assigned Tutors: 20	Trained Tutors:
77 % 23/30	**13 %** 3/23	**87 %** 20/23	**87 %** 20/23

Monitor volunteer requirements and assignment status

Email Report

Request report

Reading Session Activity

Volunteers who have had reading sessions in the past 4 weeks: 17

85 %
17/20

TOTAL NUMBER OF SESSIONS
85

TOTAL NUMBER OF MINUTES
2125

Monitor reading session activity for all assigned volunteers. Includes start date, scheduling status, total number of sessions, and number of sessions in a four week period.

Email Report

Request report