



CENTRE ADMINISTRATOR ROLES & RESPONSIBILITIES

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ROLE OF A CENTRE ADMINISTRATOR

The Centre admin is a point of interface between the teachers, the students and the school and the eVidyaloka backend team. Addressing concerns of the teacher and the students as well as issues brought up by the class assistant and if needed escalating them to the coordinator is the central part of what a centre admin does.

MINIMUM COMMITMENT REQUIREMENTS

- Minimum commitment of 1 term (3 months)
- 3 to 4 hours in a week
- Provide coordinators all possible means of contacting you:- Email id, Skype id, Mobile, WhatsApp etc. .
- Accept and Abide by [Volunteer Code of Conduct](#).

CENTRE ADMIN LEVELS

The centre admin's responsibilities have been segregated into 3 levels:

- **L0:**
 - Class Delivery – Running Classes
 - Providing feedback about teachers
- **L1:**
 - Scheduling classes
 - Feedback Collection
 - Escalation to Coordinator
- **L2:**
 - Verify Portal Use
 - Tool Usage and training
 - Curriculum Tracking & Student Assessments

LEVEL 0 – BASIC EXPECTATIONS

CLASS DELIVERY – RUNNING CLASSES

1. Follow up with teachers for the schedule for the next day
2. Pass on updates between the school (via the assistant) and the teachers promptly
3. Remain available during school hours on phone/ skype and WhatsApp /email
4. Handle minor issues like delays and technical issues at school level
5. Give **daily** session update to coordinator at the end of the day
6. Make changes in sessions in “My eVidyaloka” portal as per any changes in the time table

PROVIDE TEACHER FEEDBACK

1. Maintain record of exceptions occurring over the course of term to provide during feedback
2. Fill provided questionnaire which will help in evaluating teachers' performance
3. Ensure that the feedback is submitted in a timely fashion

LEVEL 1 – ASSISTING COORDINATOR

SCHEDULING CLASSES

1. Help Coordinator make time table for centre and create corresponding sessions on portal
2. Assist in the implementation of the time table at the centre
3. Accommodate exigencies from teachers and schools end if possible
4. Create new sessions when such changes are made
5. Inform Coordinator of any changes made to sessions or time table



TAKE FEEDBACK

1. Feedback to be taken via meetings, preferably in the following regularity
 - a. Class Assistant: Weekly
 - b. Students: Fortnightly
 - c. eV Teachers: Monthly
 - d. School Teachers: Term wise
2. Data from feedback to be regularly forwarded to eV team (via coordinator)
3. Communicate issues identified to teachers and rest of the team via portal

ESCALATION

1. Based on feedback, raise issues of concerns eV coordinators promptly
2. Escalate repeated occurrences of technical problems with the centre or a particular teacher
3. Inform coordinator of temporary or permanent need for back up teachers
4. Inform coordinator if a teacher is not taking advantage of any of the teaching tools provided

LEVEL 2 – CENTRE OWNER

PORTAL USAGE

1. Ensure that teachers & class assistant are equipped in using the portal properly
2. Train (or have coordinators help) teachers who are not comfortable with use of the “My eVidyaloka” page.
3. Ensure teachers are updating the session details by end of day
4. Encourage usage of FB@work forum by the teachers

TOOL USAGE AND TRAINING

1. Ensure that teachers are comfortable with tools and aides provided like
 - a. Whiteboard
 - b. PowerPoint
 - c. Digital pen.
 - d. Skype or any particular video conferencing method that is used
2. Ensure that teachers have gone through the training manuals provided to them and are adhering to them
3. If required, train them or get coordinator to have them trained in the required tools

MONITORING AND ASSESSMENTS

1. Monitor and track the topics covered at a centre and compare to curriculum plan created at start
2. Take needed steps if needed when there is a significant lag between the classes and the curriculum plan.
3. Ensure worksheets are prepared well in advance by the teachers
4. Have worksheets used in case regular classes is not possible on a given day
5. Help class assistant in invigilation of tests if teacher not present(last resort)



BEST PRACTICES:

PLANNING AND SCHEDULING:

- When scheduling, try to prevent a class from having more than 1 session a day
- Familiarise yourself with the assigned centre schedule
- Keep track of topics covered in each class and match with curriculum
- When rescheduling in-between a term, try to minimise impact on other teachers

KNOW YOUR TEACHERS:

- Check your teachers' camera, Internet speed, Mic/speaker quality etc.
- Be aware of their regular place of class delivery
- Check with teachers a week in advance for their availability.
- In case of non-availability, arrange for alternative solutions: Replacements, offline activity, etc.
- Ensure teachers' familiarity with teaching aids like Whiteboard, PowerPoint, Word, YouTube etc.

MANAGING YOUR TEACHERS

- Continuous engagement: - Interact with all Teachers at least 1ce a week
- Keep tab on those that require regular pushing
- Give updates or concerns to coordinators promptly
- Keep log of exceptions that occurred over a term so that end of term feedback would be accurate

MANAGING CLASSES

- Log in 5 Min prior to the class check the status of Centre and Teacher Availability
- Learn about common issues at centre or with particular teachers
- Engage with class assistant to resolve issues if possible
- Remain available(through any medium) during class hours as far as possible
- Plan discussion points for each regularly scheduled meeting with respective stakeholder