2010-11 CAPSA Coordinator & Volunteer Orientation

May 15, 2010



Orientation Agenda

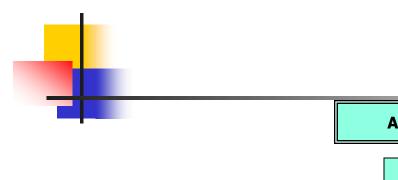
- Self introduction
- Missions of CAPSA & tutoring program
- Coordinators
 - Roles and responsibilities
 - Major events & operational schedule
- Adult volunteers
 - Basic requirements
 - Different positions
 - Roles and responsibilities
- Questions and answers



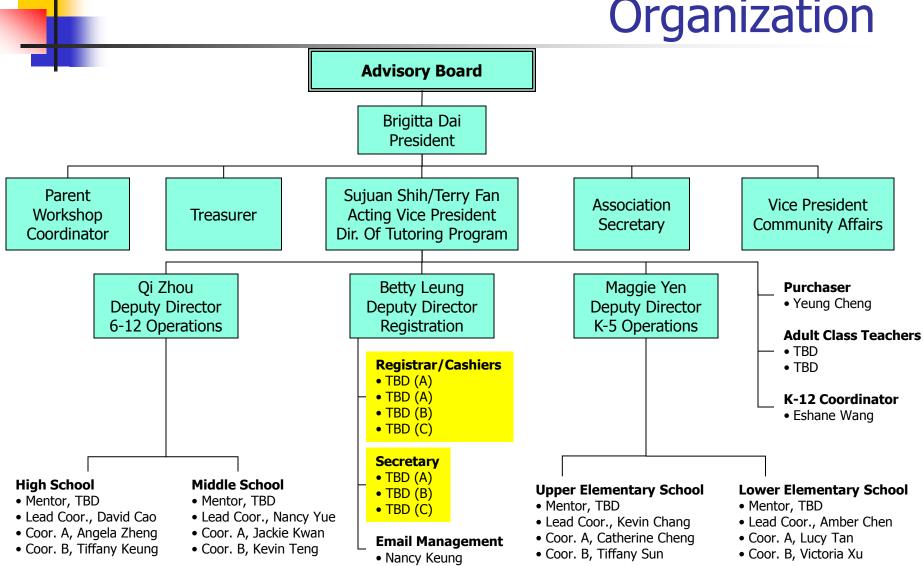
CAPSA Missions & Activities

CAPSA missions:

- To present education-related issues and needs to Montgomery County Public Schools, Maryland (MCPS)
- To promote cross-cultural understanding in Montgomery County, Maryland
- To mobilize and utilize resources to enhance the multicultural environment within MCPS and Montgomery County
- To provide new immigrants and needy families with assistance in adjusting to the Montgomery County educational system
- Primary activities (100% supported by volunteers):
 - Tutoring program
 - Parent workshops
 - Cultural displays & paper cutting
 - Interaction with MCPS Division of ESOL/Bilingual Programs



2010-11 CAPSA Organization





CAPSA Tutoring Program Missions

- Provide tutoring services to new immigrants and needy students
- Share experiences with new immigrant families to help them better adjust to living in Montgomery County
- Provide community service and leadership opportunities to qualified high school and middle school students
- Present education-related issues and needs to Montgomery County Public Schools

How to Attain Our Missions

<u>Tutees</u>

- Our constituents
- New immigrants
- Needy K-12 students



<u>Tutors</u>

- Our resources
- Maintain 1-1 ratio
- Excess is worse



Coordinators

• Leaders of the groups

Volunteers

- Facilitators
- Mature supporters

Quality Service

- Rapid acclimation to society
- Effective educational assistance
- Great teaching experience
- Successful leadership training
- Improving the community



Roles & Responsibilities

- Basic requirements
- Leadership
- Communications
- Tutor qualifications & interviews
- Tutee & parent interviews
- Tutor-tutee match up
- Site preparation & clean up
- Attendance check
- Tutor training
- Monitoring teaching performance
- Dealing with problems
- Additional duties for lead coordinators
- Teamwork
- Other ways you can help



- Participate in all tutoring sessions except when formal SAT/ACT exams conflict. Maximum of 3 excused absences allowed
- Inform deputy director (K-5 or 6-12) and lead coordinator as soon as possible regarding absences
- Do not socialize with other coordinators and friends
- Arrive no later than 9:50 am. Arrive no later than 9:45 am if it is the parent's assigned Saturday to open CAPSA cabinet
- Sign in and wear nametag on lapel upon arrival
- Contact tutors/tutees for emergency announcements, e.g. closure due to inclement weather. A phone tree will be established
- Provide data entry support and printing during tutoring sessions, when scheduled
- Duties extending beyond CAPSA tutoring sessions
 - Necessary paperwork (e.g. documents, recommendations, agendas, presentations, etc.)
 - Assess and identify teaching material
 - Master of Ceremony (MC)



Leadership 101

- Power comes with responsibilities
 - Understand that your actions affect a larger audience than just yourself
 - Assess consequences before any action
- Be responsive to management's requests
 - Partnership with director, deputy directors and other adult volunteers
 - Ask for clarification whenever you have doubts
- Pay attention to your performance
 - Timeliness On schedule
 - Quality of services Continuous improvement
 - Cost-consciousness Rarely involve coordinators
- Leadership by example
 - Organization is key to maintaining order
 - Be positive role models for both tutors and tutees to earn their respect



Leadership 101

- Support members of your group
 - Listen to and assess their ideas for improvement
 - Recognize their achievements
 - Fight for their interests within reasonable bounds and within scope of CAPSA missions
- Make use of additional resources
 - Mentors & adult volunteers, materials, and rules & regulations
 - Be ready to ask for management support
- Stay objective
 - Make decisions based on facts, not personal relationships
 - Be consistent regardless of friendship, age and grade
- Leadership goal
 - Get the best out of everyone in your group
 - Maximize performance Time/Quality/\$ (TQM)

Communications

- Mentors will minimize their interference to maximize your leadership opportunities – do not abuse these opportunities
- Need responsive but simple email acknowledgement for online communications – like a "Got it" or "Thanks" reply
- Establish a good relationship with your mentor a valuable resource
- Monitor due dates on the coordinator operations schedule a handy time management and reminder tool
- By 11:00 am, provide the communication folder and sign-in books to the front desk
 - Attendance record, weekly matchup list, & coordinator checklist
 - New tutor/tutee application forms, if any
 - Notice of tutor/tutee withdrawal
 - Your anticipated absences or late arrivals
 - Unexcused absence follow-up record
 - Other issues
- Communicate with and acquire help from adult volunteers Don't put yourself in a difficult situation alone; remember that CAPSA is a group effort.
- Distribute important notices make a note of those absent from the session and redistribute the notice to them as soon as they return.



- Check all basic requirements for potential tutors
 - At least 7^{th} grade, latest GPA \geq 3.20, and either an average or current English grade of B or above
 - No sport, talent, or extracurricular activity that will conflict with CAPSA tutoring schedule
 - Available immediately with no expected prolonged absence
- Check for fluency in Mandarin/Cantonese and a solid comprehension of English grammar
- Explain attendance requirements
 - Contact lead coordinator as soon as possible for absences
 - On time arrival at 10 am
- Ask for:
 - Reason they want to be a tutor
 - Experience as a tutor and a leader
 - Level of commitment
 - Strengths & weaknesses, including subject(s) on which they excel
 - How they would handle certain tutoring scenarios, e.g. tutee brings no homework
- Make a decision Accept, place on wait list, refer to other groups, or recommend rejection to K-5 or 6-12 deputy director (Always take detailed notes on each potential tutor e.g. outgoing, introverted, enthusiastic, passive, etc.)



Tutee/Parent Interview

- Check age at least 5 or older
- Try and gauge discipline level of tutee by talking to him/her
- Identify language ability (Speak? Read? Write?)
- Identify subjects/areas that need help
- Consult tutees' parents for young tutees
- Explain attendance requirements
 - No sport, talent, or extracurricular activity that will conflict with CAPSA tutoring schedule
 - On time arrival at 10 am
 - Contact lead coordinator as soon as possible ahead for absences
 - If tutee is late, a consistent tutor is not guaranteed
- Explain importance of providing updates on changes of address and phone number
- Make a decision Accept, refer to other program, place on wait list, or recommend rejection to K-5 or 6-12 deputy director (must take detailed notes – special needs, personality & concerns)



Tutor-Tutee Match up

- Base it upon tutee's requirements, capabilities of the tutor, and tutee/parental preference
- Preferably maintain consistent tutor-tutee pair
- Change match-up if a pair does not work out
- Require that both tutors & tutees arrive by 10 am
- Assign each tutee a tutor regardless of match up list by 10:05 am
- By mid-October, create a match-up roster with names, grade and phone numbers of tutors and tutees
- Prepare an updated roster in February



Site Preparation & Clean Up

- Before each session:
 - Each coordinator is responsible for taking materials for the group out of the CAPSA cabinet in the back room
 - Sign-in books, nametags, placards & stationary
 - Supplemental reading materials and workbooks
 - Prepare the assigned seats for tutors/tutees in the group
 - Prepare the sign-in books for the group
- After each session:
 - Remind tutors/tutees to pick up excess paper, trash, etc.
 - Return materials back to the CAPSA cabinet
 - Clean up any leftover items and litter



Attendance Check

- Arrive on time to monitor tutor & tutee sign-in
- Draw lines on sign-in books at 10, 10:05 and 10:15 am (end line)
- Issue late notices to late arrivals
- Update attendance record weekly
- Identify and report any chronically late tutors/tutees
- Call those with unexcused absences and complete Unexcused Absence Follow-Up Record. Follow up again if unable to reach the person during session. If necessary, ask mentor for help.
- Distribute and collect tutor and tutee records
- Review completeness of all record sheets and signed off service hours



- All tutors need to attend the training held on 9/18/10, from 9:25 am to 9:55 am
- Coordinators need to conduct new tutor training if the tutor misses the group training on 9/18/10
- Most tutors are earnest but inexperienced; they may make numerous mistakes, but they are eager to learn and it is the coordinator's responsibility to teach them
- Use available tutor training materials from front desk and teaching materials from tutoring advisor
- Use shadowing if necessary only with good tutors and avoid pairing friends together
- Continuously gauge their teaching skills by walking around
- Offer help by example



Monitor Teaching Performance

- Review tutor and tutee records for potential problems
- Walk around the group area unless you are busy on other assignments
 - Ensure smooth operations of the group
 - Get to know all tutors and tutees in detail personality, style, ability, knowledge, attitude, behavior and skills
 - Constantly assess effectiveness of each tutor-tutee pair
 - Guide tutors on proper teaching approach and methods
 - Offer or seek additional help for tutors
 - Arrange instant assistance from other tutors with specialized capabilities, e.g. Cantonese, French, Biology, etc.
- Don't wait until the formal tutor/tutee evaluation to monitor teaching performance
- Acquire mentor/monitor/tutoring advisor assistance if necessary
- Identify materials & resources for tutors
 - Label supplemental reading materials & workbook with group ID
 - Compile new teaching materials or homework assignments
 - Organize workbooks and other educational materials
- Participate in tutoring in case of tutor shortage



Dealing with Problems

- Socializing group
 - Implement assigned seating to separate them into different areas
- Unruly or off task tutors/tutees
 - Verbal warning
 - Notify mentor for help
- Tutees without homework
 - Ask tutees if it helps to bring their textbooks from school
 - Provide reading material, workbooks, magazines and newspaper articles
 - Advise tutor to bring/prepare additional assignments
- Tutor/tutee withdrawn from the program
 - Contact them to identify reason & report to the deputy director
- Chronic situations
 - Hold conference with them and include mentor and/or deputy director if necessary
- Chronically tardy and frequently absent tutors/tutees
 - Verbal warning
 - Letter sent home detailing the extent of the lateness and absences



Additional Duties for Lead Coordinators

- Responsible for the operations of the entire group
- Interview new tutors
- Assist mentor to interview new tutees/parents
- Assign work and balance workload among coordinators in the group
- Train new coordinators and tutors
- Coordinate with other groups in tutor sharing
- Chair coordinator meetings
 - 1st meeting Lead coordinators of the UES & LES
 - 2nd meeting Lead coordinators of the MS & HS
- Maintain, assess, and restock teaching material
- Report group progress and problems at coordinator meetings
- Contact unexcused absent tutors and tutees



K-12 Coordinators

- Take copier from/to the cabinet
- Monitor coordinator sign-in
- Assist coordinators with directing tutors/tutees to their proper areas/assigned seats
- Walk the teaching area to monitor tutoring performance and ensure safe and smooth operations
- Review group sign-in books, attendance record
- Review completeness of attendance/unexcused absence follow-up records
- Distribute, collect and review coordinator records
- Distribute hardcopy announcements and forms
- Distribute the snacks to each group at 10:55 am
- Tutoring support



Teamwork

- Lead Coordinators are experienced coordinators
- Lead Coordinators need to divide workload among coordinators and give each person opportunities to learn all coordinator functions
- Work with coordinators in other groups when sharing excess tutor resources and reading materials
- Teamwork is key

Sample Division of Work

Lead Coordinator

Coordinator 1

(Coord. A in A-week, Coord. B in B-week)

Coordinator 2

(Coord. B in A-week, Coord. A in B-week)

Set Up Area

Welcome Tutors/Tutees & Match up

- Monitor tutoring activity
- Evaluate new tutees
- Interview/train new tutors
- Coordinate with other groups in tutor sharing
- Contact unexcused absences
- Receive and record excused absences
- Issue problem/absence/late notice
- Distribute any relevant announcements
- Organize workbooks and other educational materials
- Identify materials & resources for tutors
- Review completeness of tutor and tutee record sheets

- Monitor tutor and tutee sign-in
- Distribute yellow late notice
- Monitor tutoring activity
- · Check attendance
- Write up Match Up List
- Distribute any relevant announcements
- Identify materials & resources for tutors
- Distribute and collect tutor and tutee record sheets
- Assist other coordinators as needed

- Enter data entry for new tutors and tutees and print their placards
- Monitor tutoring activity
- Monitor tutor performance and train tutors
- Monitor area and assist tutors
- Organize workbooks and other educational materials
- Identify materials & resources for tutors
- Tutor upon tutor shortage
- Assist other coordinators as needed

Work with tutors & tutees to clean up tutoring area and put away materials and clean up trash in entire perimeter. Also, inquire if the adult volunteers require assistance

A weeks: September 18, 2010 - January 15, 2011

B weeks: January 22, 2011 - May 21, 2011



Other Ways You Can Help

- Bring in your old books/workbooks (appropriate and in good condition)
- Recruit fellow classmates who you believe to be responsible and qualified
- Help promote CAPSA in your community so that other newly immigrated/in-need families can join the program
- Take note of anything that needs replacing and alert the front desk (e.g. pencils, crayons, etc.)
- Don't be afraid to share your ideas

4

Major Events

- Annual award ceremony May 22 (All arrive by 9:15 am)
- Coordinator/volunteer workshop August 29, 1:30 pm 4:30 pm
- Registration September 11 (All arrive no later than 9:30 am)
- First Tutoring Session September 18 (All arrive no later than 9:10 am)
- Distribute match-up roster October 23
- 1st coordinator meeting November 13 (All arrive by 9:15 am)
- Holiday party December 18 (All arrive by 9:15 am)
- Distribute updated match-up roster Feb. 5, 2011
- 2nd coordinator meeting February 19, 2011 (All arrive by 9:15 am)
- New coordinator selection April 2011
- Coordinator/volunteer orientation May 14, 2011
- Annual award ceremony May 21, 2011 (All arrive by 9:15 am)

4

Key Changes

- Coordinators provide data entry for new tutors and tutees and print the placards for their group
 - Sep 11 Lead coordinators complete data entry at home
 - Sep 18 Coordinators 1 and 2 complete data entry at home
 - After Sep 18 Coordinator 2 complete data entry & print the placards during tutoring sessions. A laptop and printer will be available at the front desk
- Coordinators and parents share facility and cabinet opening responsibilities
- Swapping of ES group reading materials (Do not swap workbooks)
 - May 15, 2010 -> Angela Zheng, Kevin Teng, Catherine Cheng and Victoria Xu
 - Dec 11, 2010 -> Tiffany Keung, Eshane Wang, Tiffany Sun and Lucy Tan
 - May 14, 2011 -> 2011-2012 coordinators
- One dedicated purchaser for snack purchases

Operational Schedule

Date	Description	Responsible Person(s)
8/29/10	Adult Volunteer & Coordinator Workshop - 1:30 pm to 4:30 pm	Coordinators & volunteers
9/11/10	Registration Day - 10 am to 12 noon, set up @ 9:30 am	Coordinators & volunteers
9/12/10	Complete entering applicant data into Excel file and turn in all files/forms to the director by 12 noon	Lead Coordinators
9/13/10	Send tutor acceptance /waitlist letters by mail	Program director
9/14/10	Contact admitted tutors by 9 pm	Lead Coordinators
9/18/10	Tutor Training - 9:25 am to 9:55 am, setup @ 9:10 am	Program director
10/16/10	Email draft match-up rosters for review (will provided template in Excel format)	Lead coordinators
10/23/10	Distribute match-up rosters to all tutors and tutees	Deputy Director for K-5 or 6-12
11/6/10	Email draft agenda for 1st coordinator meeting for review (Chaired by LES /UES Group Leads)	ES groups lead coordinators
11/13/10	1st coordinator meeting - 9:15 am to 10 am	Coordinators & mentors
12/4/10	Distribute unsigned MCPS SSL activity verification form to all coordinators and tutors	Program director
12/11/10	Collect and turn in all MCPS SSL forms with student information completed by 11 am	Coordinators
	Complete and turn in 1st tutor/tutee evaluation forms to the director for review	Lead coordinators
	Turn in tutor & tutee records for review	Lead coordinators
12/18/10	Holiday party - 11 am to 12:45 pm, setup starts @ 9:15 am	Coordinators & volunteers
1/29/11	Draft revised match-up rosters for review	Lead coordinators
2/5/11	Distribute revised match-up rosters to all tutors and tutees	Deputy Director for K-5 or 6-12
2/12/11	Email draft agenda for 2nd coordinator meeting for review (Chaired by MS/HS Group Leads)	HS/ MS groups lead coordinators
2/19/11	2nd coordinator meeting - 9:15 am to 10 am	Coordinators & mentors
3/12/11	Distribute unsigned MCPS SSL activity verification form to all seniors	Program director
3/19/11	Distribute signed MCPS SSL activity verification form to all seniors	Program director
4/9/11	Complete and turn in 2nd tutor/tutee evaluation forms to the director for review	Lead coordinators
	Turn in tutor & tutee records to the director for review	Lead coordinators
4/16/11	Email recommendations for 2010-2011 coordinator applicants	Lead coordinators
	Distribute unsigned MCPS SSL activity verification form to all coordinators and tutors	Program director
5/7/11	Nominate outstanding tutors and tutees attendance & achievement awardees	Lead coordinators
	Collect and turn in all MCPS SSL forms with student information completed	Coordinators
	Turn in tutor & tutee records for review	Lead coordinators
	Annual award ceremony - 11 am to 12:45 pm Setup starts @ 9:15 am	Coordinators & volunteers
	Distribute signed MCPS SSL activity verification form	Program director
	Return all tutoring program documents to the director	Lead coordinators

^{*} Please report the hours on the coordinator record that you have spent at home in supporting CAPSA tutor program and other CAPSA activities like meetings, match-up rosters, recommendations, paper cutting, evaluations and contacting tutors and tutees for emergency announcements.



Coordinator Transition

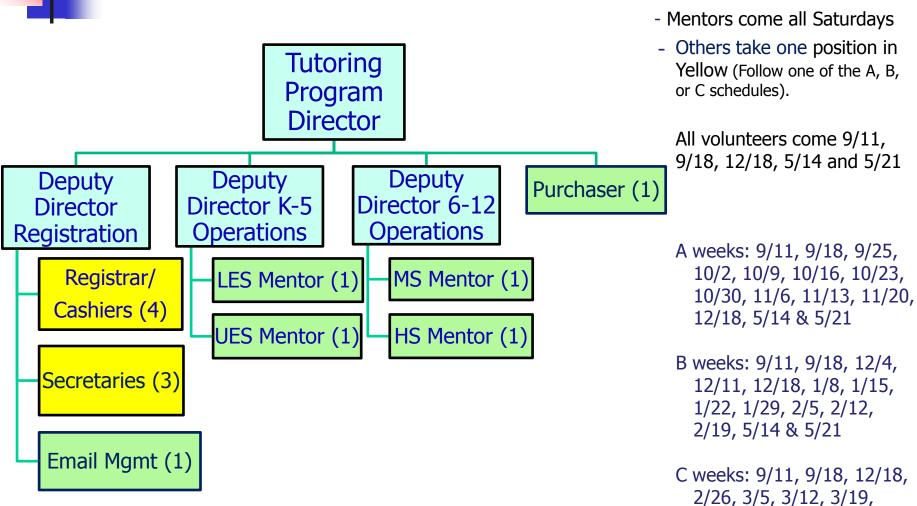
- Complete agreement promptly
- New coordinators go to assigned group and learn from current lead coordinator of the group
 - Special attentions and precautions
 - Check and identify new school supplies
 - Swap teaching materials
- Return to your current assignment on May 22



- Share facility opening and closing responsibilities
- Setup facility including opening tables as necessary
- Help purchase individually wrapped snacks for weekly distribution, and supplies and food for party events
- Wear nametag on lapel upon arrival
- If unable to attend a session/event, please look for a substitute for your duties and inform the Deputy Director as soon as possible in advance
- Conduct group discussions outside the cafeteria



2010-11 Adult Volunteer Organization



3/26, 4/2, 4/9, 4/30, 5/7,

30

5/14 & 5/21



Open Positions

- Mentors (4) 4 openings
- Others:
 - Cashiers/Registrars (4) 4 openings
 - Secretaries (3) 3 openings



- Lead Coordinator's parent preferred but need harmony with your son/daughter and willingness to offer help when needed
- Need to attend all tutoring sessions
- Arrive on time: no later than 9:50 am
- Provide necessary guidance and support to the coordinators
 - Advise coordinators on tutoring quality improvement
 - Interview and evaluate new tutees
 - Review tutor/tutee records to identify potential tutoring issue
 - Familiarize yourself with parents of tutees and offer tutee and parent counseling
 - Assist coordinator with reviewing and managing documents
 - Assist in calming a disruptive or troublesome tutor/tutee
- Help coordinator call unexcused absences and follow up again if unable to reach them during session
- Need the right personality for these duties Patience, enthusiasm, and firmness are a must



Registrar/Cashier

- Rotated in alternating schedule (A, B or C weeks)
- Arrive no later than 9:45 am to open Cabinet
- Take front desk stationary from/to the cabinet
- Stay at the front desk most of the time
 - Distribute application forms to tutor and tutee applicants
 - Explain general operations and policies
 - Review application forms for completion
 - Collect and issue receipts for shared facility rental fee and donations
 - Deposit funds into CAPSA bank account
 - Maintain weekly record of income and deposits
- Ring the bell at 11:00 am, 11:10 am and 12:00 noon
- Provide copying support
- Assist secretary if needed
- Walk the tutoring area and monitor tutoring quality when not busy
- Redirect members at Robert Frost MS between 9:45 am and 10:20 am on Saturdays during facility change



- Rotated in alternating schedule (A, B, or C weeks)
- Arrive no later than 9:45 am to open CAPSA Cabinet
- Take copier/front desk stationary from/to the cabinet
- Stay at the front desk most of the time
 - Provide data entry support
 - Knowledge of Microsoft Word and Excel is preferred
 - Collect membership and "Become a Friend of CAPSA" forms
 - Collect tutor and tutee application forms
 - Manage database of all CAPSA tutoring program participants
 - Prepare, print and distribute program announcements, forms and documents
 - Assist registrar/cashier if needed
- Walk the tutoring area and monitor tutoring quality when not busy



Email Management

- Send email announcements to the CAPSA community – use Bcc to hide their email addresses
 - Tutoring program announcements
 - Change of tutoring schedule and/or facility
 - Notices for major events, e.g. holiday party & annual award ceremony
 - Reminders for scheduled holidays and closures
- Be very cautious to avoid spamming our members
- Do not release the CAPSA mailing list to the public

Summary and Q&A

- Coordinators and volunteers are crucial to the success of CAPSA
 - We depend upon your commitment and dependability
 - Besides routine responsibilities, be creative, resourceful and assertive
- Parental support sets a good example to your child(ren) and other youth in our community.

For more information, please contact:

Sujuan Shih, Acting VP & Director of Tutoring Program (301) 384-1337

Terry Fan, Acting VP & Director of Tutoring Program (301) 424-0776

Betty Leung, Deputy Director, Registration (301) 251-9280

Or visit: www.capsa-mc.org





CAPSA Adult Volunteer Agreement

I,	(Name), have attended	the CAPSA volunteer orientat	ion. I agree to
join the CAPSA Tutoring Program	as a $\ \square$ Mentor (come all	Saturdays) of the	(Group)
or as a [Please put 1(highest pref	ference) through 3 (lowest _l	preference) next to the position	on/schedule preferred.]
Registrar/Cashier	Secretary		
A Weeks	B Weeks	C Weeks	
I will support data entry, docume	nt review, and editing, as w	ell as any tutoring program-r	elated activities to be
assigned to me in 2010-11. I hav	ve read and fully understood	d the roles and responsibilities	s of the position. I will
support all weeks assigned to my	position, unless reasonable	excuse is given with advance	e notice.
	(Signature)		(Chinese Name)
	(Date)		(Email Address)
A Weeks: 9/11*, 9/18*, 9/25, 10/2, 3 B Weeks: 9/11*, 9/18*, 12/4, 12/11, C Weeks: 9/11*, 9/18*, 12/18*, 2/26	12/18*, 1/8, 1/15, 1/22, 1/29, 2	2/5, 2/12, 2/19, 5/14* & 5/21*	* for A, B and C

Please return this form to Sujuan Shih in person or by email (with scanned signature) to sujuan_shih@yahoo.com no later than 12 37 noon Saturday, May 22, 2010.



CAPSA Coordinator Agreement

,(<u>Name</u>), have attended the orientation for CAPSA							
coordinators on May 15, 2010.	I agree to join the C	APSA tutoring program as	a				
☐ Lead Coordinator ☐ Coordina	tor of the	(Group) and h	ave read and				
fully understood the roles and res	sponsibilities of the	position. In addition, I wil	I arrive no later than				
9:45 am if my parent is assigned	to open the CAPSA	cabinet for the Saturday.	If I am unable to				
fulfill my assigned duties, I will resign from the coordinator position.							
	(Coordinato	o <u>r Signature)</u>					
	(Parer	nt Signature)	(Date)				

Please return this form to Sujuan Shih in person or by email (with scanned signature) to sujuan_shih@yahoo.com no later than 12 noon Saturday, May 22, 2010.