Shambhala Training Alternative Form: "Shambhala Tutors"
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Document Purpose: The purpose of this document is to present a form for the online delivery for mentorship and tutoring for those interested in the practice and study of the Shambhala contemplative tradition.

Document Definitions:
- SGS: Shambhala Global Services; the central administrative body of the Shambhala global mandala
- SDB: Shambhala Database; the central data repository for Shambhala members and participants, maintained by SGS
- Shambhala Online: "Shambhala Online offers live events, interactive programs, online courses and an extensive media library of recordings from senior teachers in the Shambhala lineage. Our mission is to support Shambhala teaching and learning across the boundaries of time and geography through technology."

Form Overview: The "Shambhala Tutors" form would offer an online communications hub between student warriors on the path of practice and study of the Shambhala contemplative tradition via online delivery.

Form Purpose: The purpose of this form is to:
- **create an organic network of mentorship and tutorship** for those training in the Shambhala contemplative tradition
- **provide feedback and quality assurance** to those participants on paths such as "Path of Ashe" and "Warrior Guides", **via clarifying interviews and certificate of accomplishment interviews**
- provide both **participants and tutors with a useful, path-oriented feedback and rating** based upon the interview interaction
- provide some avenue for **online livelihood or donation service** for Shambhala Tutors, based on interview rates

Form Application:
- To explore an application of the "Shambhala Tutors" form, a hypothetical program is presented here. General use cases follow.
- *Note: one possible implementation of the "Shambhala Tutors" form is as a module of Shambhala Online. If such a thing desirable for the stakeholders of Shambhala Online, blue-highlighted sections below may already be included in the Shambhala Online implementation, and thus could be overlooked while exploring this form application.*

A "Shambhala Tutors" participant (learner) would:
- **Sign up for access to "Shambhala Tutors" through a third-party hosted, cloud-based solution.**
  - A "Shambhala Tutors" solution could be created and delivered by a professional development team in consultation with stakeholders, emphasizing Shambhala-values-informed simplicity and ease of use, and market alignment to, for example, an online education delivery platform such as Khan Academy.

- A "Shambhala Tutors" solution would have permissions-limited, secure read/write access to the Shambhala database in order to update and retrieve participant data via some kind of API.
- **Securely sign in to created account to access solution information such as individual profile, tutor feedback, tutor meeting schedule reminders, and other options such as requesting scheduled Shambhala Tutor sessions**
  - Solution should ensure location-appropriate data privacy, e.g. compliance to GDPR, etc.
- **Securely enter credit card / debit card / pay card / generosity coupon information to credit their personal account.**
  - 'Generosity coupons' could be coded coupons purchased and gifted individually or in bulk from SGS.
- **View and Browse tutor profiles**
  - Including access to such information as:
    - tutor name(s) and photo
    - roll-up tutor rating (ie. the sum of their ratings)
    - tutor authorizations (e.g. certificates of accomplishment / SGS authorizations)
    - tutor preferences (e.g. for meeting times and meeting courses / path-related topics of interest)
      - availability will be displayed in partipant's time zone
    - tutor pay rate (normalized to 15m / half hour rates), and
    - tutor pay target (e.g. "Tutor Livelihood" (ie. pay to tutor), "Karme Choling", etc.)
- **As inspired, request paid, scheduled session with a tutor for additional questions, comments, or instruction related to course materials or meditation instruction in general**
  - Access to tutor may be scheduled by a tutor's stated and actual availability met with one of learner's requested time slots.
  - For "Ashe Path" and "Warrior Guides" participants, balance between learner payment and Shambhala Tutor asking price may be paid by program underwriter (e.g. regular donors, SGS, etc.)
  - Learner participant should state purpose of meeting for their invitation to a tutor
- **Meet online with tutor via meeting software (e.g. Zoom, Teams, etc.) at scheduled time**
- **Leave tutor feedback after interview**
  - Feedback includes rating (e.g. $1 - 5$ stars) and optional comments
  - Comments will be visible to participant and tutor, and to "Shambhala Tutors" administrators if participant or tutor so chooses

A "Shambhala Tutors" participant (tutor) would:
- **Sign up for access to "Shambhala Tutors" through a third-party hosted, cloud-based solution.**
  - A "Shambhala Tutors" solution could be created and delivered by a professional development team in consultation with stakeholders, emphasizing Shambhala-values-informed simplicity and ease of use, and market alignment to, for example, an online education delivery platform such as Khan Academy.
  - A "Shambhala Tutors" solution would have permissions-limited, secure read/write access to the Shambhala database in order to update and retrieve participant data via some kind of API.
- **Securely sign in to created account to access solution information such as individual profile, tutor feedback, tutor meeting schedule reminders, and other options such as requesting scheduled Shambhala Tutor sessions**
  - Solution should ensure location-appropriate data privacy, e.g. compliance to GDPR, etc.

- **Securely enter ACH / payment address / Paypal / etc. information to their personal account to receive payments.**
- **Update and Maintain Shambhala Tutor profile**
  - Including access to such information as:
    - tutor name(s) and photo
    - tutor preferences (e.g. for meeting times and meeting courses / topics)
    - tutor availability (e.g. 'weeknights, 6p US-American PDT')
      - availability will be entered using tutor's time zone
    - tutor pay rate (normalized to 15m / half hour rates), and
    - tutor pay target (e.g. "Tutor Livelihood" (ie. pay to tutor), "Karme Choling", etc.)
- **Respond to scheduled interview session requests from learners**
  - Information presented to tutor will be:
    - Link to learner profile, displaying their name and photo
    - Roll-up learner rating (ie. from other tutors)
    - Learner authorizations (e.g. "Path of Ashe", "Tiger Path", advanced programs, etc)
    - Learner preferences (e.g. path-related topics of interest)
  - A tutor may request a short clarification of learner's meeting request intention if the tutor needs more information to make a decision
  - A meeting is scheduled when the tutor accepts a learner's request for a meeting time and purpose that works for both of them.
- **Meet online with learner via meeting software (e.g. Zoom, Teams, etc.) at scheduled time**
  - If purpose of interview is to request 'certificate of accomplishment', tutor may choose to approve certificate during or after interview, as appropriate
- **Leave learner feedback after interview**
  - Feedback includes rating (e.g. 1 – 5 stars) and optional comments
  - Comments will be visible to participant and tutor, and to "Shambhala Tutors" administrators if participant or tutor so chooses

A "Shambhala Tutors" administrator would:
- Work to ensure the operational success of the "Shambhala Tutors" program by providing quality customer service to the users of the solution.

A "Shambhala Tutors" program owner would:
- Procure professional services to build and maintain a solution to meet the needs of the "Shambhala Tutors" program delivery
- Hire or enlist "Shambhala Tutors" administrators to ensure the operational success of the program
- Work to ensure the strategic success of the "Shambhala Tutors" program

A "Shambhala Tutors" underwriter would:
- Commit to subsidizing operational and strategic costs of program
- Commit to subsidizing tutor time in order to keep costs low for "Path of Ashe" and "Warrior Guides" participants while providing a reasonable rate of pay for tutor's time
- Be in periodic contact with the "Shambhala Tutors" program owner, re: program strategic health, as a stakeholder would

A "Shambhala Tutors" stakeholder would:
- Be in periodic contact with the "Shambhala Tutors" program owner, re: program strategic health

Questions and Comments:
- Does the "Shambhala Tutors" form need to by implemented in a new solution? Or could Shambhala Online be adapted to support it?
  - Shambhala Online could be adapted to support the "Shambhala Tutors" form if that is desirable for the stakeholders of Shambhala Online.