

 FAQ

VOLUNTEER & COMMUNITY MEMBER

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INFO SESSIONS

Since July I've been emailing a session report including volunteer hours, lessons, and observations on my student's progress and method of learning. Should I expect feedback to these reports or is the on-going assessment process your best source of student progress?

As we move forward with virtual programming, these session reports fulfill a variety of purposes in terms of communication and tracking. Program staff monitor your notes closely and make any necessary adjustments to the students' Personal Education Plans. They may reach out with general feedback or resource suggestions based on the information you provide, but if you are seeking specific answers, it is best to contact the staff member directly or ask your questions within the report. This is also how we determine students' study time and tutors' volunteer hours, so it is important that we maintain this practice as learning continues outside of our centers.

Are funds available to supply students with internet access and devices?

Since COVID began, LSW has been diligent about seeking additional funding opportunities to support increased access to technology for students. To date, LSW has provided over 160 students with laptops or tablets for at-home remote learning accessibility. That said, LSW has served over 500 students this year. We will continue to raise funds and find new ways to support our students' remote learning technology needs.

You mentioned you have a computer loan program now for the virtual learning. Do all the students have access to computers now?

As mentioned above, unfortunately no. However, LSW is committed to connecting students through a variety of methods. We have found social media and Facetime to be an accessible form of virtual communication for many. Google Classroom is also available on most smartphones.

Where can I find more info about resources to help students with work?

LSW has an abundance of online resources. Program Coordinators and Support Specialists are available to assist you in locating additional resources to support your student's academic work. Please contact them directly to discuss your student's needs. If there is enough interest in a specific topic or resource area, LSW staff will work to provide a more widely accessible option.

Are you aware that United States Citizenship and Immigration Services updated their 100 questions to 128 questions for naturalization?

Yes, LSW is tracking these changes and updating our resources accordingly. We will offer more information for volunteer tutors this spring.

If my student and I want to continue tutoring virtually post-COVID, is that an option?

This is a great question! Many LSW volunteers and students are wondering what LSW classes and tutoring will look like post-COVID. LSW is committed to providing as many opportunities for students to learn as possible. COVID has allowed us to explore several virtual options that will very likely continue in some form once we figure out our new normal. We have no intention of disrupting the workflow that tutors and students have developed. We just need to ensure that we are still able to monitor academic progress and provide ongoing support as usual. We hope to provide a more comprehensive update in June.

Can I have a calendar of dates for LSW closures?

Yes, a printer-friendly PDF of LSW's 2021 calendar can be found here:
<https://literacyservices.org/events/>

Updates on specific programs?

As of Spring 2021, all of LSW's pre-COVID class options, as well as several new offerings, have been converted to a virtual format and are available to all students online. Each department has been very active in faithfully adapting their services while taking advantage of the unique benefits afforded by online programming. In addition to the usual slate of one-on-one tutoring, small group sessions, and leveled classroom sections that LSW is known for, ELL has introduced the Ventures and Burlington English curricula to be better able to reach a wider range of students. ABE continues delivering Wilson Reading instruction and has realigned some courses to further connect students to the HSED program, which has grown in size and scope through the Google Classroom platform. GED tutoring is ongoing and focused on including more career exploration content that will help LSW students prepare for their next steps in a changing world.

What training is there for new tutors?

Tutor training varies by academic program (ABE, ASE, ELL) and may include prerecorded videos, instructional documents, and presentations or workshops led by program staff. In most cases, our program managers will suggest trainings for new tutors based on subject area interest and student needs. After a tutor has been placed with a program or student, the program staff may offer additional trainings and development opportunities. Training for specific curricula (Wilson Reading System, Burlington English Core) is offered by program staff several times each year based on needs and volunteer interest.