Tutoring Procedures

The Matching Process:
The matching process takes time and coordination to pair waiting learners with tutors. At times matching can happen very quickly and a tutor may be placed within a week after training, but at times it can take much longer, even a few months depending on a variety of factors.

4 Steps to the matching process:
- Coordinator completes 90 minute orientation with each waiting learner
- Learner is chosen for match and learner profile is sent to tutor for approval
- Coordinator proposes a schedule and location
- First meeting with learner and tutor

Program coordinators take many factors into consideration when matching tutors and learners including:
- Availability
- Preferred location
- Personality traits
- Work experience
- Personal interests

Coordinating a match often requires many phone calls and e-mails. We appreciate your patience and flexibility during the matching process!

The First Meeting:
For the first meeting no lesson plan is required. This is time to get acquainted. If possible, the ELL Coordinator will attend to lead the meeting. Depending on how much tutor and learner have to discuss, this session may take about 30 minutes. These meetings are usually very brief for tutors of beginning level learners that do not speak much English, but can be longer when working with intermediate or advanced learners who can carry on longer conversations. It is normal for a tutor to be nervous prior to the first meeting and it is important to keep in mind that the learner is often nervous as well.

During the first meeting it is helpful to
- Review expectations
- Exchange phone numbers
- Confirm on-going schedule
- Bring an icebreaker such as pictures of family, life event or favorite hobbies
- Discuss learner goals

It often helps to have copies of a calendar to fill out together with the tutoring schedule. You can find calendar templates online. It is also helpful to talk about what to do if an emergency comes up and the learner or tutor need to cancel. If the learner needs additional vocabulary and practice to make this type of phone call, this is a possible topic for an upcoming lesson.

Monthly Reporting:
Each month we ask you to fill out a report about your tutoring work.

The monthly report includes:
- Hours spent in tutoring, preparation, travel
- Learner goals set and met
- Information about materials and activities you are using
- Questions you may have about additional materials to use or issues you may be having

The record created by reporting is useful to track learner progress as we look back to see what goals have been completed over time. The information provided in the reports is also crucial as it helps our agency report to our funders so that we can continue to do the work that we do - training and supporting tutors in Whatcom County.

Our monthly e-newsletter includes a reminder to submit your tutor report. Or you can access the form from our website *Resources* tab, *Tutor Toolbox* page, *Monthly Reports*, *ELL Tutor Report Form*: www.whatcomliteracy.org/tutors_ell.html

On-going Support
After training, the ELL Coordinator is available for on-going support for tutors as needed. If you have questions about lesson planning, resources or would like to trouble shoot an issue you are having please contact the coordinator by e-mail, phone or set up an appointment to meet in person.

Whatcom Literacy Council
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Tutoring Procedures Check

Please answer the following questions:

1. After training, the matching process takes
    a. one week
    b. one month
    c. three months
    d. it varies for each tutor depending on multiple factors

2. At the first meeting… (circle the following statements that are true)
    a. exchange phone numbers with the learner
    b. you are required to have a lesson plan
    c. you can review the learner goals
    d. tutor and learner can bring photos to share as an icebreaker

3. Tutors are required to submit a report each:
    a. day
    b. week
    c. month
    d. quarter

4. After training you may contact the ELL coordinator
    a. for lesson planning questions
    b. to ask about ELL techniques and materials
    c. to troubleshoot a specific issue you are having with your learner
    d. all of the above

5. Do you have any questions about WLC Tutoring Procedures?