

Introducing the DL Call Center for Just-in-Time Help with Math

TWC and the StudentNest Foundation
2017 Gulf Coast Symposium
March 10th, 2017
Room C
10:30 AM to 12:00 PM



The Vision

- “Lifeline” for participants struggling with math
- Provide feedback to local programs on their participants
- Improve retention and success via support through distance learning
- Expand instruction options for AEL participants, including ESL students
- Improve TxCHSE pass rates and rates of transitions to training programs, college and work

The Services

- Live support from 6:00 AM – 10:00 PM CST, Monday through Friday
- Saturday and Sunday by appointment
(call toll-free to make appointment)
- Callers receive assistance via phone, computer or tablet with interactive whiteboard
 - Phone - Caller can access system via their mobile phone with an iPhone or Android app
 - Computer - Tutors or callers can share *their* computer screens to discuss a math issue (for example, a problem from a distance learning program)
- Caller can access a *recording* of their tutoring session

The Basics

- Participant should have a specific question they need help with
- Not a course, but support for a student who is taking a course or a self-study program
- Tutors will provide assistance, but they will not do homework for the callers
- Callers should know the name of the AEL program they are with, if any
- Assistance is for math only

Who can access the DL Call Center?

- All AEL participants are eligible, including ESL students
 - Enrolled in TEAMS (TEAMS record number expedites services)
 - DL Call Center provides data to program
- Other adults can access service if they are otherwise eligible for AEL services. Not enrolled in TEAMS but attest to:
 - Resident of Texas
 - 19 years old or older
 - Out of school
 - Need to improve basic skills in mathematics

Why bilingual tutors?

- Integrating math and science content with ESL instruction
- Need to accelerate instruction
- Easier to build personal relationship, more comfortable discussing complex content in Spanish

What's it like?

Student view

To Ms. Cynthia Wong

I am very grateful for the opportunity Studentnest live support has given me.

First,

I would like to explain this marvelous program; they have facilitated the way I choose my own days and hours of tutoring. I would like to participate all day but I have to work and help my daughter. I would like to thank Ms. Wong so much for the patience and effort she puts into working with me because I am also learning how to use the computer, which is not easy, and also learn the math terminology. Thank you very much for giving me the necessary help so I can have a better future.

Mrs. Patricia Pena

San Antonio TX

NISD Adult Education and Literacy

What's it like?

Teacher view

- Stacey Lee from the Houston Community College will talk about her experience with the DL Call Center and working with the SNF team (video file)

https://drive.google.com/file/d/0B_rjNZIjPdWYUDY5V1pnYXhFa2s/view?invite=CLaa068E&ts=58929b22

How the DL Call Center works

A live demonstration of the call center.

What's it like?

Tutor view

An interview with Cynthia Wong

<https://www.dropbox.com/s/o1qrjabciqgkpv/Student%20Nest-%28ZF-10033-91817-1-001%29.mp4?dl=0>

Resources







TRAIN PD CENTER @ TCALL

[Home](#) [TRAIN PD](#) [AEL](#) [Provider Directory](#) [PD Institutes](#) [PD Portal](#)

Distance Learning Math Call Center

Contact Information	
Toll Free	(888) 295-3916
Web	www.studentnest.com Click on "Live Support" Email
Email	tutoring@studentnest.com
Questions about the program? Contact: adulthoodeducation@twc.state.tx.us	

Click below to view flyers.

 Participants (English)	 Participants (Spanish)	 Non- AEL Participants	 How to Locate TEAMS Record Numbers
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<http://tcall.tamu.edu/PD-Technology-MathCallCenter.html>

More Resources

- What your students will need to know to download the StudentNest app.

<https://www.youtube.com/watch?v=9oZ1MGhGAjc>

- Upcoming Tech & Tell
- F2F support available

FAQs

- Can an AEL participant access the DL Call Center if his teacher hasn't given him the TEAMS Record Number?
- Is the DL Call Center open on Saturday or Sunday?
- Will my students be asked to purchase anything if they call the DL Call Center?
- Can an AEL participant use the call center if he is 16, 17 or 18 years old?
- What happens if a caller is not eligible for AEL services?
- Can we get help in English language arts?
- Can a hearing-impaired person access the center?

Questions and Suggestions

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