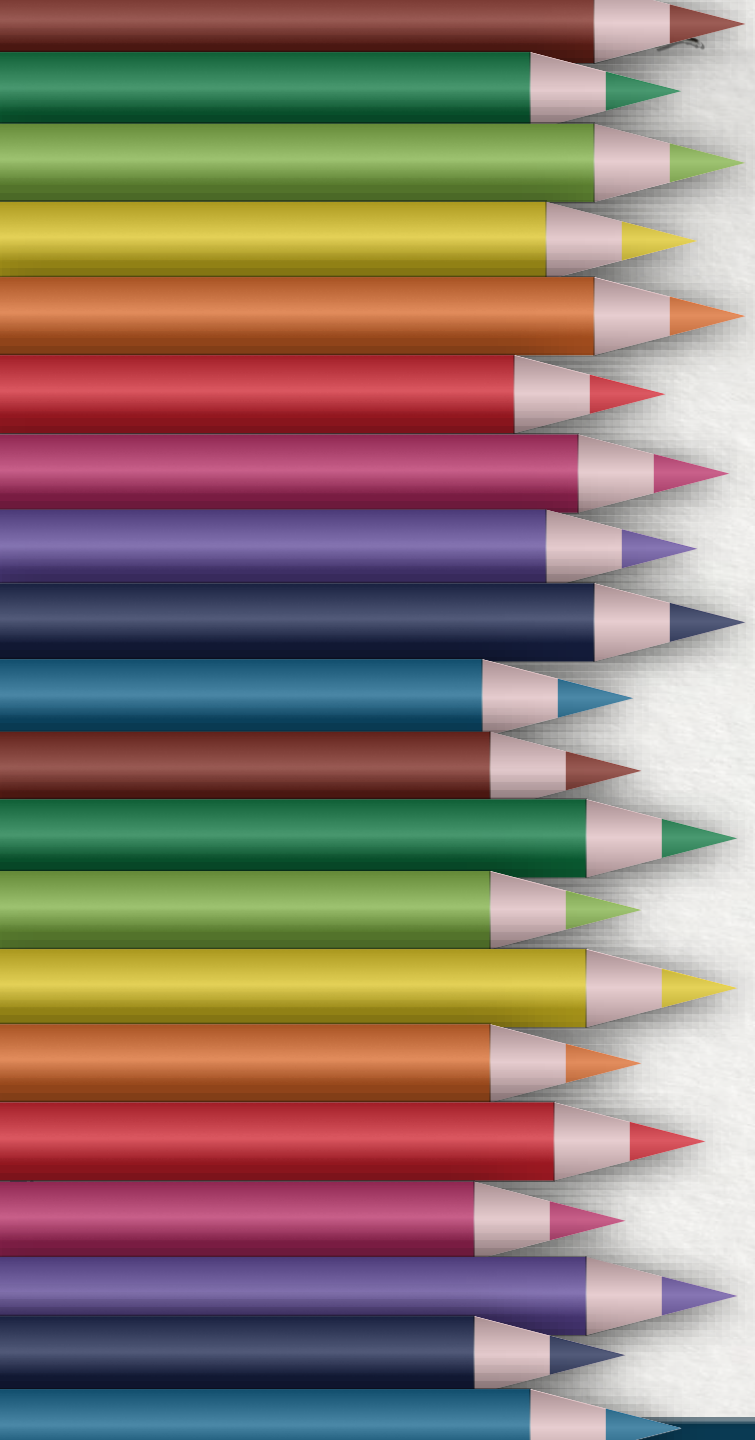

Intake to Outcomes (120) Online Tutor Training

Literacy Texas Annual Conference 2022

Kathy Houghton, Literacy New York

Literacy New York
Advancing Adult Literacy

Hello! I'm...

Kathy Houghton

Executive Director, Literacy New York

15+ years in volunteer literacy world; Lead Intake to Outcomes creator

National Trainer

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Icebreaker

Who and How Long?

- Stand up when your role is called (and stay standing!)

  -Literacy Program Director/ Executive Director

  -Program Coordinator

  -Volunteer Coordinator

  -Teacher/Tutor

  -Other?

Take a seat if...

Today we'll talk about...

Who Created 120?

Why ? How?

What Has Been the Impact?

What 120 Workshops Do We Get? What Support is Available?

How Will We Implement 120 Here?

What Are Our Next Steps?

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Literacy New York

Supporting volunteer tutors for nearly 50 years

Several New York State Department of Education contracts

- Support and Technical Assistance Center for volunteer/CBO sector (volunteer tutors)
- Regional Adult Education Networks for traditional programs (paid teachers)
- Creator of first facilitated, asynchronous online tutor training (2015)

The genesis of I2O…

Why did Literacy NY create Intake to Outcomes (I2O) training?

"We've been training tutors for years…Why change?"

- Inconsistent quality
- Uneven trainer competencies; aging trainer corps
- Limited quantity of workshops
- Outdated materials
- Cost savings

How did Literacy NY develop I2O?

With an innovative partnership of content developers, instructional designers, and training experts…

- Built "up and out" of quality materials
- Continual vetting and updating
- Vision to reality!

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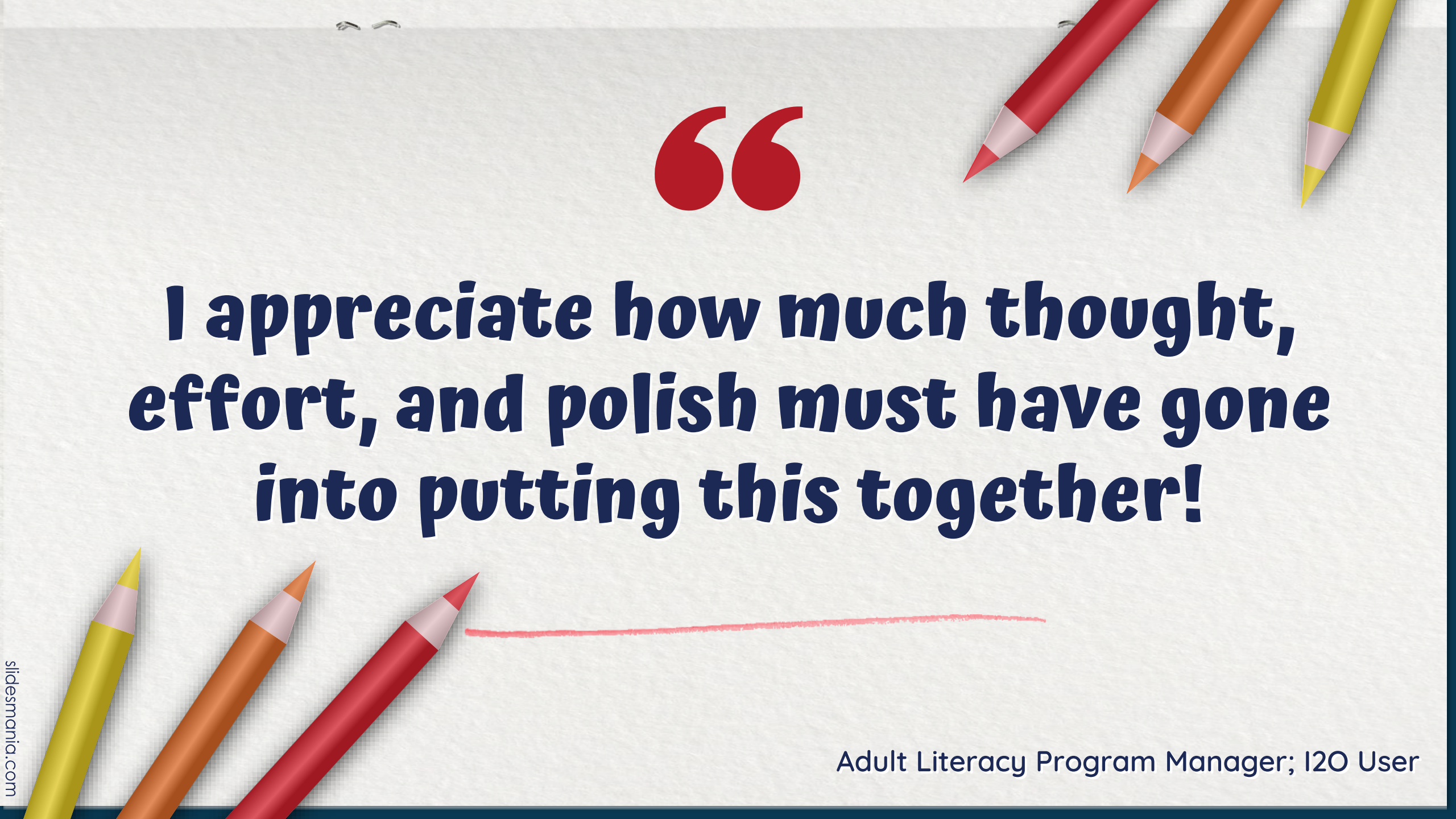
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I appreciate how much thought, effort, and polish must have gone into putting this together!
Adult Literacy Program Manager; I2O User
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How many tutor trainings do you offer each year?

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You are paying for tutor training now…

Face to Face

- Trainer @ $30/hr: $450 (regardless of numbers)
- Administration: $50 per
- Materials: $50 per
- Online Enrollment: $0

Total: $550

Consider “no shows” and “drop outs”…

Online with I2O

- Administration: $30
- Materials: $0
- Online Enrollment: ~~$25~~ TCALL covering cost!

Total: $30

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120 allows for continuous pipeline of tutors in training...

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Impacts of I2O online training

Thousands trained.

To date, 2000+ participants have accessed I2O online training

Students served effectively.

Programs utilizing I2O report meeting and exceeding state benchmarks and other measures of program effectiveness

Programs more efficient.

Programs report attracting wider variety of tutor applicants; students and tutors are matched quickly and continuously throughout the year; programs saving money

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Meet Some 120 Users!

Executive Director

- Pat Rajala is the longtime CEO of Literacy Solutions NY. Literacy Solutions NY serves counties just outside of New York City and helps over 500 adult learners each year. The program has been providing quality literacy instruction since 1983.

Volunteer Tutor

- Judy is a volunteer with Literacy Volunteers of Ontario and Yates Counties. She is currently working on math skills with her learner.

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How will this work for us?

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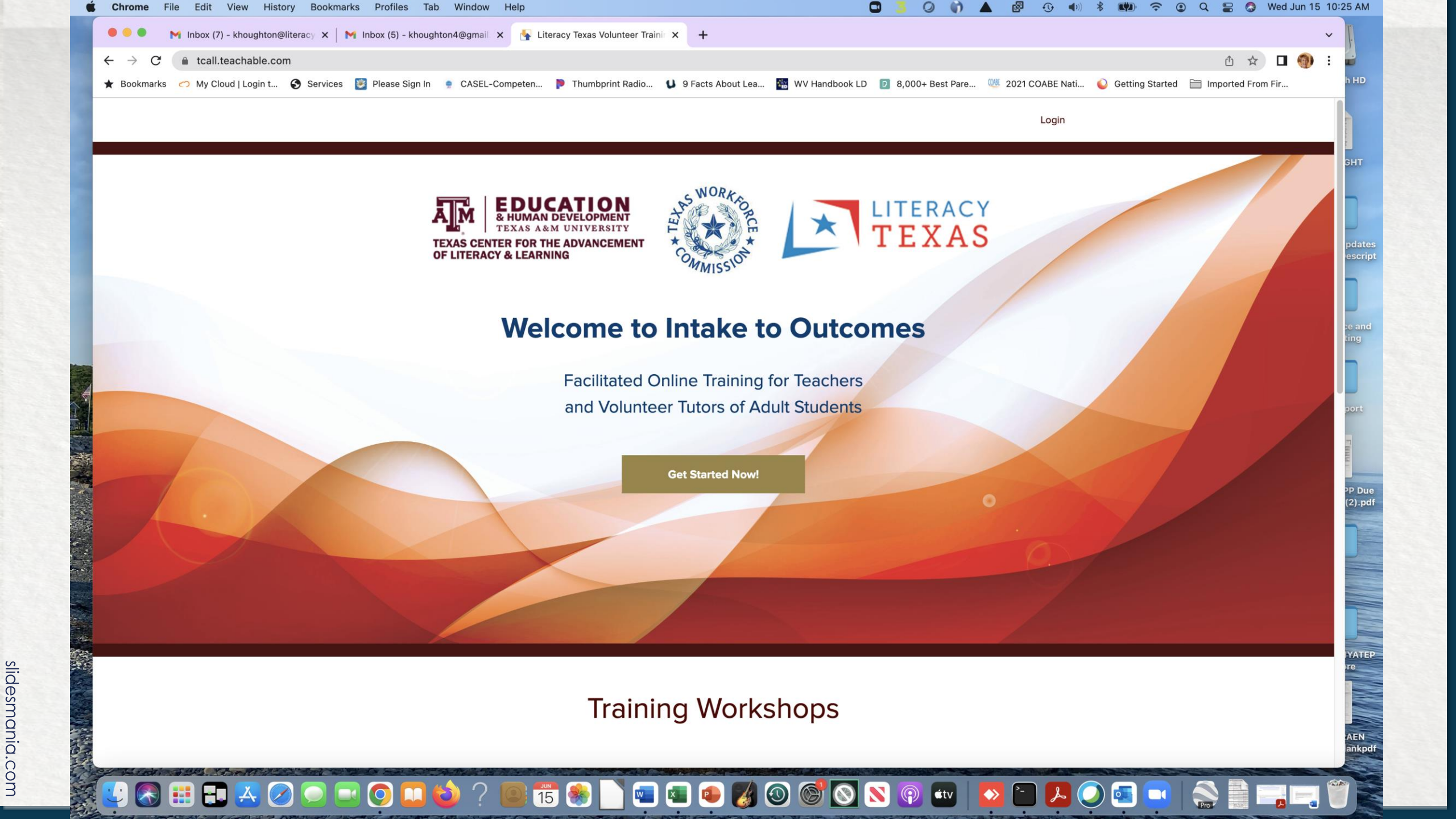
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Training Workshops

Reading Basics 2.0

A Workshop for Tutors of Basic Literacy Learners in Reading

I2O Training Team $25

Language Basics 2.0

A Workshop For Tutors of English Language Learners

I2O Training Team $25

Math Basics 2.0

A Workshop For Tutors of Basic Literacy Learners in Math

I2O Training Team $25

The Citizenship Coach

This workshop provides training in coaching an applicant to prepare and pass the citizenship test.

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Let's take a look at some workshop content!

Click here!

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Your I2O Team

Kitty Hotles-Samson

Kitty is a Literacy NY staff member, and works directly with programs and tutors. Kitty provides technical assistance, tracking, monitoring reports, and can answer process questions. Reach her at: khotlessamson@literacynewyork.org

Amy Mazur

Amy is a Master Trainer for Literacy New York with many years of experience in training and program management. Reach her at:
I2Otrainer@gmail.com

Kathy Houghton

I'm happy to help in any way I can! Reach me at: khoughton@literacynewyork.org

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I2O Process-- Program

Step 1	Step 2	Step 3	Step 4	Step 5
Programs interested in I2O start at literacytexas.org/I2O to get the basics	If they're interested in trying the online workshops for themselves, they contact Literacy Texas, who sends a 'Getting Started' packet	Program submits application to Literacy TX; Literacy TX sends back personalized packet with codes and instructions	Program begins allowing tutors access to I2O, providing them with self enrollment and navigation instructions created by Literacy TX	Program tracks tutor progress; Literacy NY available for reports, technical assistance, etc.

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120 Process-- Onsite

Step 1	Step 2	Step 3	Step 4	Step 5
Potential volunteer expresses interest in becoming a tutor	After program's application process, program offers pre-session (online or remote)	Tutor and program identify workshop(s); tutor provided with "Getting Started" email	Tutor self-enrolls training; program tracks tutor progress and deadlines; LNY provides technical assistance throughout	Tutor completes training and earns certificate; attends post-session at program; matches with student(s)

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I2O Tip Sheet

Assignments

- Assign just one to two modules at a time– can always come back for more! Suggest pre and post sessions.

Time

- Allow no longer than 2 weeks for completion of 1 module; 3 for 2 modules. I2O will keep track of progress (not one sitting).

Tracking

- Use Google calendar or other electronic calendar alerts to keep track of tutors; have alerts emailed to you

Check In

- Send a reminder first week after assigning; Literacy NY can provide data

Access to I2O

- Tutors can re-enter I2O at any time; Databank resources can be printed

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What is standing in your way?
How can I help?

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Next Step: Start Using I2O!

Handouts (also available electronically)

- I2O Process for Programs
- I2O Process for Tutors
- Sample Tutor Tracking Form
- I2O Tips

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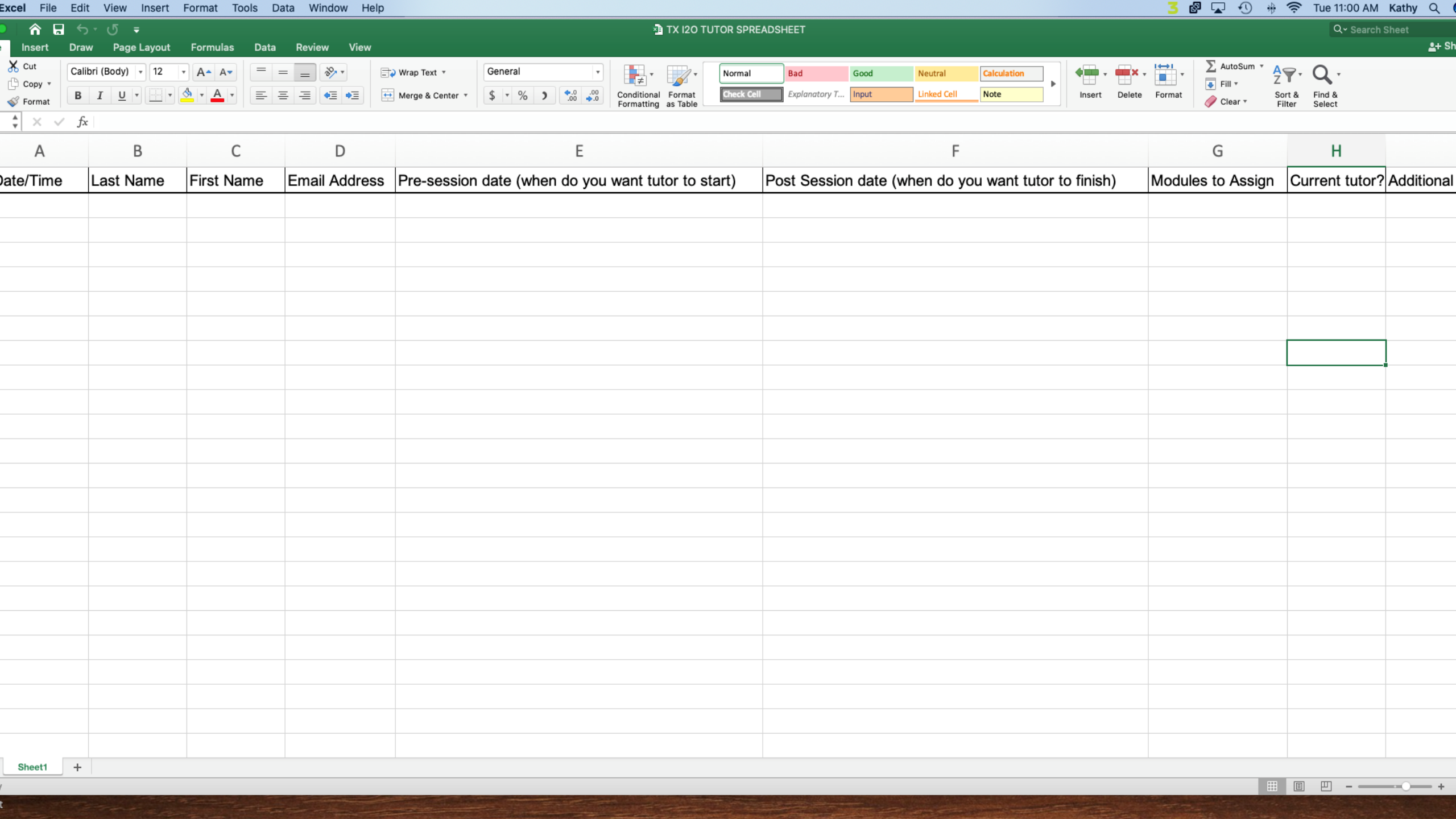
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Sort & Filter
Find & Select
A B C D E F G H
Date/Time
Last Name
First Name
Email Address
Pre-session date (when do you want tutor to start)
Post Session date (when do you want tutor to finish)
Modules to Assign
Current tutor?
Additional
Sheet1

Thank you!

Contact me with questions!

khoughton@literacynewyork.org

(716) 651-0465

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