



LITERACY VOLUNTEERS OF CHEMUNG AND SCHUYLER COUNTIES

Potential New Tutor Intake Process

- Potential tutor at local program; tutor is asked to complete electronic common application (Google Doc) there (if possible—if not, give tutor link to application). The program can print the application for their records if desired. The Tutor is to complete the online application. LNY notified via Google Doc of new application. Kitty emails a copy of the application to the agency contact. <https://goo.gl/forms/fqUKSm2DHNRmV0b2>
- Agency schedules pre-session with tutor(s). Agency completes “live” Tutor Request form (via Google Docs) telling LNY pre session date, post session date, modules, coordinator. This is considered an internal document and should only be completed by the agency contact. <https://goo.gl/forms/a5qJp6Xxc6nFFOD2>
- LNY generates coupon codes and emails codes to tutors, with Intake to Outcomes (I2O) URL (<https://intake-to-outcomes.teachable.com>) and instructions, after scheduled pre session
- Tutor logs into I2O on Teachable and creates username and password; LNY notified of new user, new user starting workshop
- LNY adds tutor to Google Calendar, sets notifications. Note: all tutors get “check-in” at around 1 week and “completion check” at 3 weeks unless otherwise directed by local program.
- Standardized messages sent at check-ins and completion checks and copied to local coordinator
- At scheduled completion date, LNY checks status, sends “thank you” email to tutor and copies agency.
- If the tutor has not completed the online tutor training by the assigned completion date, Kitty reaches out to agency for direction. Agency shares how to proceed with this tutor training completion plan.

(formatting 10/2022)

