

Coach Quick Reference Sheet

WHO TO CALL FOR ISSUES

Technology, Virtual Classroom or Communication (Google Meet, App or software) issues:

Contact **Zach** on chat or email zach.warren@educationaljustice.org or call/text 502-609-6265

Or **Ibrahim 502-322-3043**

- As of 10/29/23 All teams accounts are associated with the respective coaches' emails and personal phone numbers. In case of an Activist facing login challenges, ask the Activist to select “send code to phone number” and the code will be sent to your personal phone number, and then you can advise the Activist.
- Advise Activists not to try to reset the password of the respective team account!

Pairing Issues:

Tech issue in App contact Zach on Chat or Email

Student/Activist/Guardian is not happy or has a concern with their pairing call the staff member assigned to you

1. Mel on Chat, mel.benitez@educationaljustice.org or call/text at 502-553-8432
2. Cyndi on Chat, or text at 502-500-9238

Unresponsive Scholar Guardians and Activists:

1. Mel on Chat, mel.benitez@educationaljustice.org or call/text at 502-553-8432
2. Cyndi on Chat or text 502-500-9238
3. Bryan on Chat or text 502-558-7381

Device Request Form link: <https://forms.gle/Hws1HLFiTbYGqVvt6>

IXL and other assessments:

1. Mel on Chat, mel.benitez@educationaljustice.org or call/text at 502-553-8432

In order to best meet your needs, we assigned coaches to Cyndi and Melanie, who will be reaching out to each of you via Google chat to check in.

Coaches Assigned to:

Cyndi: (502) 500-9138

Reece Grace #15

Nicole Doelling #14

Shanti Satran #16

Hailey Turiczek #18

Kathryn Ruley #7

Katie Saylor #6

Melanie: (502) 553-8432

Maia Sapp #12

Ana Figueredo Zamora #3

Taylor Parker #17

Macy Shelton #11

Izzy Grass #4

Ananya Muddappali #1

Kristen Bloat #8
 Adrienne Sato #2
 Jaydon Michalczyk #5
 Avani Singal #19
 Erin Wedemeyer #23

Kristina Kourelis #9
 Mason Friedman #10
 Alana Fields #20
 Sandhya Lohano #21

Will Stern #22

ON CALL Duties

- a. Sign up using the Shift View  Coach Schedule 2024
- b. Day of Monitoring:
 - i. apply@educationaljustice.org Monitor OnCall phone and email for inquiries
 (login: Password: Apply@EJ2.0)

Google Phone: 1-502-233-1220

- ii. WebApp login for On Call coach

oncallcoach@educationaljustice.org

Password: Welcome@EJ

You'll log into this account any time you need to access information about an individual who is not on your Roster while on-call. This is the only reason you'd ever need to access this account.

Here is the order of operation for coaches:

ONBOARDING

1. Onboarding Coach notified of an activist pairing contact Activist within 48 hours via email and Google Voice text (login: apply@educationaljustice.org
 Password: Apply@EJ2.0) **Google Phone: 1-502-233-1220**
 - a. Set and Hold Interview
 - iii. Overview of program and their work
 - iv. Discuss their personal goals and alignment with EJ mission
 - v. Ask about Grades
 - vi. Ask for Name of recommender/reference
 - b. Approve if they meet our standards
2. Check on Activist pairing, work with staff to get them paired ASAP

3. Once pairing happens, Onboarding Coach schedules scholar/guardian/activist meeting or orientation time
 - a.
 - b. Activist gets invitation to IXL via email (check spam also). Share username and password for scholar with the activist. List is on the Coach Webpage (or in the Coach Resource folder in google).
 - c. Share Activist Post Session Log [Post Session Log](#)
 - d. In meeting
 - i. Pick primary and secondary meeting time
 - ii. Conveys Oncall meeting code and how to get onto session that to pair
 - iii. Ensure that pair has EJ CONNECT Mobile App Downloaded and able to log on
 1. To sign on they will use their account username (email address and password as they created).

iPhone

<https://apps.apple.com/us/app/educational-justice-connect/id1634329824>

Android

[Storehttps://play.google.com/store/apps/details?id=ejconnect.apk&pli=1](https://play.google.com/store/apps/details?id=ejconnect.apk&pli=1)

How To Video Link: <https://www.youtube.com/watch?v=j3ln8sqLIA0>

- iv. Review IXL and have the pair log into account to ensure they can find it and use it
 1. Coach needs to provide scholar user id and password to the scholar
 1/24/24 IXL Scholar usernames/passwords
 2. Works with pair to complete Confidence Survey if not already completed (in Coach Resources folder)
- v. Goes over communication rules on the Chat
 1. All contact with your scholar needs to go through Educational Justice Connect app (Sanctioned events or channels including in-person meetups, social events, communication and tutoring). This is to ensure your and your scholar's safety.
 2. No sharing of personal contact information (address, phone number, email, social media, etc)
 3. Respond within 24 hours to any communication from Coach, Scholar and/or Guardian
 4. No inappropriate language or behavior
 5. Contact your scholar at least 24 hours in advance of your session or change in schedule

TEAM COACHES

Set up monthly meeting times with Activists

1. At meeting:

- a. Review [Activist Post Session Log \(Google Survey Link\)](#)
- b. Review [Activist Post Session Log Data](#)
- c. What to do when no log is filled out by Activist?
 - I. Send message asking to fill it out
 - II. Wait 1-2 days, follow-up message & email to Activist (not guardian!!)
 - III. After complete day 3, move upward to call/text of Activist
 - IV. Send to name to either Cyndi or Mel after day 4
 - V. Set goals
 - VI. Check in and assist with any issues
 - VII. Reminder of operational guidelines, if needed
 - VIII. Planning for semester/year end

2. Semester/Year end

- a. Remind activists about communication of last days
- b. Fill out any surveys
- c. Communicate with Guardian on progress
- d. Discuss continuing into next year, if at year end

3. Regular Weekly Duties

- a. **** Match Activists post session logs data with session recordings, if not matched, ask the Activist to fill a post session log. If recordings do not exist, remind the Activist of the necessity to record sessions. Then, move your pairs tutoring videos to your Coaches Team folder:  Moving Recordings**
- b. Submit working hours to Gusto
- c. Complete [Coach log](#)

**** Activists and scholars should meet during the ONCALL session times. Recording meetings during those sessions aren't necessary since they are overseen by the Oncall Coach. They MUST, however, complete their Post Session Log (and make sure they are entering the correct times of the meeting). Only pairs that are still meeting using the individual codes must have recordings.**