

**4.7 Describe how volunteers are utilized and trained in the consortium. Address the following:**

- **What are common activities and roles for volunteers?**
- **How do volunteers enhance student success in the consortium?**
- **How are the consortium's volunteers oriented and trained? (Training requirements are outlined in the Volunteer Training Standards Policy.)**
- **What training is provided and/or required on an ongoing basis for volunteers, locally and/or through other entities? (Volunteers who have tutored for more than one year are required to participate in a minimum of 2 hours of professional development annually after initial training, as outlined in the Volunteer Training Standards Policy.)**

Duluth Adult Education has a history of volunteer involvement and considers it fortunate to have community members who volunteer their time, resources and energy to support our programming.

#### Roles for Volunteers

Volunteers have been most active in the following: Core Skills program building reading and math skills and English Language program offering direct student support in small groups or on an individual basis as directed by instructional staff. The majority of Duluth Adult Education volunteers are directed to these programs due to consistent attendance. Volunteers do not have instructional decision making ability.

#### Volunteers Enhance Student Success

Over time, volunteers develop relationships with students and staff that enhance learning and improve student retention. Duluth Adult Education has been fortunate to attract committed volunteers whose life and work experience and educational background make them ideal partners for learners at all levels.

#### Volunteer Orientation and Training

Here is a basic outline of volunteer policies and practices:

- Community members contact Duluth Adult Education regarding volunteer opportunities and complete a volunteer application.
- The Duluth Adult Education Volunteer Manager interviews volunteer candidates regarding the following:
  - Relevant life experience
  - Employment background
  - Educational background
  - Previous experience in tutoring or teaching
  - Other volunteer experience
  - Availability
- Suitable candidates receive an email with instructions on how to complete the initial required volunteer training (per the MNABE Volunteer Training Standard Policy) and information on the required background check.

- Once the background check is complete, volunteers are connected with the teacher they will be working with to determine schedule and volunteer duties.
- When the volunteer arrives the teacher gives orients them to their role in the classroom and requirements such as signing in on an attendance sheet.
- Quarterly reports are run to determine if volunteers have completed the training requirements and the Volunteer Manager reaches out by phone and email to volunteers as necessary.

#### Volunteer Ongoing Training

At this point in time, volunteers are notified twice per year with a reminder to complete yearly ongoing training (per the MNABE Volunteer Training Standard Policy). The email contains links to Literacy Minnesota volunteer training opportunities. Duluth Adult Education plans to offer in house training for ongoing volunteers in the future, but has not yet had capacity to develop this.