

Reports to Modular Coordinator

Do you enjoy working in a classroom or online environment? Do you want to share your computer skills and experience with other adults? Can you encourage as well as educate?

We are looking for volunteers to help our students as they learn computer basics and how to access learning in one of TLG's Zoom classrooms. Computer Tutors help students work through TLG's Computer Curriculum, use online resources and complete Northstar Digital Assessments.

Benefits of being a Computer Tutor

- Flexible hours and commitment level
- Have the benefits of working in a classroom or online with no lesson planning
- Expand your teaching skills through mentoring and becoming a Northstar Proctor

Volunteer Skills and Requirements:

- Have strong, fluent English communication skills (verbal and written)
- Be able to develop rapport and connect with a variety of learners
- Have excellent computer skills (See pg. 2 for details)
- Follow directions given by Modular Coordinator
- Have excellent problem-solving skills
- Have versatile skills but be willing to learn with the student

Training Required

- All volunteers will complete TLG online training
- All volunteers will complete mentoring
- All computer tutors will certify as Northstar Proctors

Role Responsibilities

- 1 or 2 hours of weekly training for pre-assessed adults (one-to-one or pairs)
- Modify delivery style (with TLG staff assistance) to accommodate varying skills of learners
- Update TLG staff members on availability for tutoring
- Provide feedback to TLG program staff for continuous improvement of program
- Provide learner progress reports to Modular Coordinator

Digital Skills Requirements

TLG Computer tutors require strong digital and problem-solving skills before being matched with learners. Tutors do not have to be computer experts to be tutors but they must be comfortable using technology and be prepared to participate in training and mentoring to ensure their comfort working with the resources used with TLG learners.

Computer tutors will be working with learners in a variety of ways:

- Tutoring online using Zoom
- Tutoring in person
- Helping learners complete TLG's 4 Computer Modules
- Coaching learners as they connect to Zoom classrooms and online computer tutoring
- Proctoring Learners as they complete Northstar Digital Assessments
- Assisting learners to problem-solve their digital barriers and trouble-shoot various hardware and software applications

Tutors should have experience with or be prepared to quickly learn in TLG's tutor training, how to use Zoom including:

- Joining and leaving meetings
- Configuring audio and video settings
- Using annotation tools
- Using in-meeting features like reactions, raising hands, mute, stop video
- Using screen-share and remote control
- Using the chat function
- Using virtual backgrounds for privacy
- Checking for Zoom updates
- Basic differences between desktop and mobile Zoom applications

Tutors will also need to be familiar with Google products, particularly:

- Gmail

Tutors may also need to be able to assist learners to work with PDF files including;

- Downloading
- Saving
- Filling
- Attaching
- Sending