



OAKLAND
PUBLIC EDUCATION FUND



OAKLAND
SCHOOL
VOLUNTEERS

ANTICIPATING ROADBLOCKS TO VIRTUAL TUTORING

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I. Common Roadblocks & Recommended Actions

PURPOSE: During remote tutoring, there are a number of factors that may affect tutoring sessions, including: a student’s chronic absences; distracting, or disruptive student behavior; poor internet connectivity; and more. This document lists some common roadblocks that virtual tutors have experienced and recommended actions to address them.

DEFINING COMMON ROADBLOCKS:

1. **Student Does Not Attend a Session:** Without prior notice and explanation from the student’s family, the student fails to join a scheduled session within 15 minutes of the scheduled start time
2. **Student Does Not Attend Multiple Sessions in a Row:** The student’s family cancels two consecutive of the student’s most recent scheduling tutoring sessions, without explanation (even if advance notice was provided), unless the tutor and the student’s teacher agree that extraordinary circumstance warranted the cancellations (*Ex: holiday seasons, illness, competing priorities, etc.*)
3. **Uncooperative/Distracting Student Behavior:** The student displays significant distracting/disruptive behavior at a session
4. **Technology Problems:** Problems at the student’s end (electronic device and/or internet connection problems) make it difficult to conduct an effective session

RECOMMENDED ACTIONS TO ADDRESS ROADBLOCKS TO VIRTUAL TUTORING:

#1: Student Does Not Attend a Session

Tutor will either A) Contact the parent/guardian by phone OR B) Contact teacher/educator:

- To remind them about the regularly scheduled tutoring session
- To ask if the tutoring session timing still works well for the family and to discuss alternative times, as needed
 - If the session timing changes, the tutor should email the student's teacher to let them know

Example text message to family:

Hi {Parent/guardian name}, I missed {student name} at our tutoring session today at {time}. I wanted to reach out to make sure that this time still works well for your family? If not, please let me know, and we can try to find a new time that works for us. Thank you! - {Tutor Name}

#2: Student Does Not Attend Multiple Sessions in a Row

Tutor will contact the student's teacher via email and cc: osv@oaklandfund.org to:

- Promptly notify the teacher that the student has missed two sessions in a row
- Provide context about any past communications with the student's parent/guardian (ex: if parent/guardian has let them know in advance about absences)
- Ask the teacher to get in touch with the parent/guardian to discuss:
 - Whether the family would like the student to continue with tutoring
 - If tutoring will continue: agree on a course of action about absences in the future

**Please note:* If the teacher does not respond to the email, the tutor should email osv@oaklandfund.org in the same email thread, and we can attempt to text the teacher to get in touch.

#3: Uncooperative/Distracting Behavior

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A tutor's efforts will vary depending on contributing factors to the distracting behavior:

- Start by discussing the behavior with the student using 'I Statements,' to describe why the behavior is challenging, for ex: "I have noticed that you seem really distracted during our time together. When you look away from the screen, we can't do [x, y, z]. What can we do together to keep your attention on the computer screen?"
 - Look for opportunities for your student to lead parts of the session or "do the driving" during the session, including allowing the student to screen share during activities you are working on together
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- Ask the educator what common “attention-getters” they like to use in class and try incorporating those into virtual tutoring sessions.
 - Lots of students don’t have control over the setting they attend their sessions from, and it’s important for tutors to model empathy for individual situations. If you have concerns and want to discuss your student, email us at osv@oaklandedfund.org

Please note:* Disciplinary action is **not the volunteer’s responsibility, and should be handled by the teachers and school staff.

#4: Technology Problems

Occasionally, tech problems are totally out of the tutor’s hands. If your student’s device is not working, the tutor may:

- Contact the parent/guardian and ask them to visit www.oaklandundivided.org/tech-check. Parent/guardian can take the tech check survey to receive a permanent Oakland Undivided device. If they have previously applied they can also check on the status or request a temporary laptop. **Please note:* if they need to see the information in another language, the yellow bar at the top of the page allows users to change the language.
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II. Required Follow-Up with Oakland School Volunteers

If any of the above challenges become consistent and the teacher & family decide tutoring should stop, the tutor must email osv@oaklandedfund.org to inform the Oakland School Volunteers staff that tutoring has ceased. Our program is required to track this information for the Oakland Unified School District, and accurate records will ensure that the tutor does not receive unnecessary reporting emails.