Global Social Benefit Fellowship

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August 5, 2015
Online Tutor Survey

Demographics
- Age
- Gender
- Race
- Education

Tutoring
- Subjects
- Transportation
- Experience
- Frequency

Tutor Survey

Thank you for participating in this short survey! It should take no more than 5 minutes.

Your responses will help us understand how to attract more quality tutors like yourself.

Your responses will not be connected to your contact information or shared with anyone outside of IkamvaYouth. Please be honest with your answers. This information will only be used for the purposes of tutor recruitment and retention and will not affect your relationship with IkamvaYouth in any way.

In order to thank you for your participation, the first 100 participants who complete the survey will receive R10 worth of airtime directly to the phone number they provide.

Thank you for being part of the IkamvaYouth family!
**Tutor & Staff Interviews**

**Time Period**
- Winter School (Eastern, Western)
- Matric Camp

**Tutor Interviews**
- Individual: 31
- Group: 4

**Staff Interviews**
- Masi: Nico & Zuki
- Makhaza: Busi
- Nyanga: Nokukhanya & Naledi

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1. Demographics
   a. What is your name?
   b. What branch do you tutor at?
   c. Are you an ex-learner?
   d. Have you tutored with IY before Winter School?

2. IkamvaYouth → Potential Tutors (Communication, Media)
   a. How did you first hear about the opportunity to tutor for IY?
   b. How have fellow tutors of yours heard about IkamvaYouth?

3. Volunteering & Tutoring & Tutoring with IY
   a. What first drew you to tutoring vs. other forms of community involvement?
   b. What drew you to IkamvaYouth specifically?

4. Interested tutors → IkamvaYouth (Communication, Media)
   a. How did you contact IkamvaYouth to become a tutor?
   b. Would a website with a sign-up page have made the process easier for you?

5. Tutor Wellness
   a. What about being a tutor do you enjoy? Why do you keep coming back to tutor?
   b. What do you wish you had known about IkamvaYouth before you joined?

6. Improving tutor experience (Development, Retention)
   a. What are some challenges you face as a tutor?
   b. What could be done to make your life as a tutor easier?
Interview Trends

What are the highlights of tutoring?

- I contribute to the success of learners
- I maintain personal relationships with learners
- I get to witness the fruit of my labor, the learners doing well
Interview Trends

What are the highlights of tutoring?
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- I get to witness the fruit of my labor, the

What are the challenges of tutoring?
- I was not fully prepared for the difficulties of working with learners
- My voice is not heard or my opinion is not valued
- I am upset with the level of disorganization
“We need more training and preparation. We want to know what challenges we’ll be facing from the very beginning.”
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“Not all of our voices are heard. We want more constructive discussions and feedback.”
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“We need more training and preparation. We want to know what challenges we’ll be facing from the very beginning.”

“Not all of our voices are heard. We want more constructive discussions and feedback.”

“It’s not clear as to where the democracy begins and ends.”
Deliverables: Criteria

Urgent

Useful for all branches across the nation and essential to the continued success of the organization

Simple

Potential benefits must outweigh the burdens of implementation

Sustainable

Flexible and capable of being updated as the organization continues to grow and change
Orientation Guide

Problems
Tutors...
  are underprepared for challenges
  do not understand the governance or structure
  do not know who to voice their problems to
  do not know the core values
  feel that IkamvaYouth is disorganized
Orientation Guide

Problems
Tutors...
- are underprepared for challenges
- do not understand the governance or structure
- do not know who to voice their problems to
- do not know the core values
- feel that IkamvaYouth is disorganized

Solution
A tangible, comprehensive orientation guide for new tutors that is constantly being improved and updated at the branch, district, and national levels
Orientation Guide

Components

- General Organizational Information
- Governance, Structure, Contact Information
- Rules and Expectations
- Tutoring Instructions
- Frequently Asked Questions (FAQ)
- Promotional Materials
Orientation Guide

Components

General Organizational Information
Governance, Structure, Contact Information
Rules and Expectations
Tutoring Instructions
Frequently Asked Questions (FAQ)
Promotional Materials

Limitations

- Individual branches have different orientation processes
- The guide will be a good start, but it will require some work to “fill in blanks”
- The guide will not replace tutor training seminars
Tutor Engagement Plan

Problems

Tutors...
- do not believe that their voices are heard
- do not get valuable feedback when they voice a concern
- voice the same concerns repeatedly without seeing change
- feel underappreciated and unrecognized as a part of the larger IY
Tutor Engagement Plan

Problems
Tutors...
- do not believe that their voices are heard
- do not get valuable feedback when they voice a concern
- voice the same concerns repeatedly without seeing change
- feel underappreciated and unrecognized as a part of the larger IY

Solution
An implementable plan for BCs to coordinate tutor engagement discussions, including protocols for how feedback will be returned to tutors within IY
Components

- Short Training for the leader of the tutor engagement discussions
- Updateable Tutor Engagement Discussion Guide/Outline
- Tutor/BC Feedback Protocols for IY
Tutor Engagement Plan

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- Short Training for the leader of the tutor engagement discussions
- Updateable Tutor Engagement Discussion Guide/Outline
- Tutor/BC Feedback Protocols for IY

Limitations
- Will not replace the function of BranchCom
- Implementation will depend on cooperation of individual BCs
Timeline

Returned to The United States
August 8
Timeline

- Returned to The United States: August 8
- Compiled Deliverable Plans: August 22
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- Compiled Deliverable Plans: August 22
- Collaborate during NSPW: Sep. 26 - Oct. 2
## Timeline

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<tr>
<td>Provide Finalized Deliverables</td>
<td>Late November</td>
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THANK YOU