



Welcome to Vello, Volunteer Tutors!

Dear Community Leader,

Thank you / We're proud to introduce you to Vello — a 21st Century Online Tutoring program that connects you, passionate professional volunteers, to kids in our local community. We're using the power of technology to create a meaningful connection and support students while they open new worlds of possibility through reading. How cool is that? Together, volunteer tutors and local kids read enjoyable e-books tied to modern learning standards, while teachers can unlock new supplemental reading resources.

Our charge / Learning to read is the most important milestone in a child's education. Through Vello, you are joining countless United Way volunteers and partners working to support students across the country in kindergarten through 5th grade as they work toward reading milestones. Every student needs a co-pilot, and Vello makes it happen.

Urgency / As a passionate professional, we know you care about your community and want to give back, but often don't have options that are flexible with your professional obligations. Vello makes volunteering easy through simple screen sharing and audio — just like a webinar or virtual meeting. With just one click, you see the same books that kids are reading in their classroom. On the other end is a student ready to read at a classroom kiosk fully loaded with books and activities. Vello will help reading soar to new heights.

What you will do / You are part of a tutor team at your workplace and United Way has matched you to a local classroom. Your role is to sign-up and tutor a student each week for 30 minutes. That's it, 30 minutes and you select your own schedule!

Your story starts here! Thank you.

A black and white illustration of an astronaut in a space suit climbing a ladder to enter a rocket. A dog is sitting on the ground next to the rocket's base. The background is a textured, grey wall.

Table of Contents

Calendar At-a-Glance **3**

How does Vello Work and Your Role as a Tutor **4**

Startup Checklist **5**

Scheduling **6**

Help Center and Troubleshooting **7**



Calendar At-a-Glance

Quarter 1

- **School begins**
Teachers and students get ready to Vello
- **Tutor training**
Background screenings, Vello Portal tour, self-guided training modules
- **Scheduling**
Teachers post calendars for the semester and volunteers begin to sign up
- **LIVE SESSIONS!**
- **Quarter 1 breaks and events that may impact tutoring:**
 - Labor Day
 - Fall Break
 - Conferences

Quarter 2

- Teachers ensure Vello schedule is updated through the end of December
- **School visits**
Let's plan an onsite celebration!
- Volunteer teams should continue to recruit new volunteers
- Get ready for Winter Break and a pause
- Extra encouragement as Break approaches
- Teachers should post their second

semester schedules before winter break

- Volunteer can start signing up in late December/early January
- **MID-YEAR REPORTS**
Data collected now, reports available in January
- **Quarter 2 breaks that may impact tutoring:**
 - Halloween
 - Veteran's Day
 - Thanksgiving
 - Winter Quarter

Quarter 3

- Do students need to be re-leveled?
- **Volunteer refresh**
Make sure you're ready for the new semester.
- Schedule your tutoring!
- **Post Winter Break Classroom Computer Check**
Is everything plugged in? Is Zoom connecting? RAZ levels updated?
- **TUTORING STARTS!**
- **Quarter 3 breaks that may impact tutoring:**
 - Start of a new semester (new kids, new schedules)
 - MLK Day
 - Valentine's Day
 - Spring Break

Quarter 4

- Students will be testing and need extra encouragement from tutors!
- Be patient with scheduling shifts, as many variables are at play.
- **End of year visit**
Plan your trip to the classroom for a final send off! Tutoring ends in May.
- Data collection from teachers, surveys for all users, and the EOY Impact Report. Report available in July.
- **Quarter 4 breaks that may impact tutoring:**
 - Spring Break
 - Testing Days (district/state exams)
 - Last Week of Vello!

Summer Break

- Well-deserved break for all Vello participants.
- Re-commit your team and recruit additional tutors.
- Potential opportunities to help teachers get ready for back to school (check with your local program admin)
- Vello Impact Report posted on Vello.org

How Does Vello Work?

First / Tutor Teams of 15 or more volunteers organize, and Vello matches their team to a local classroom — where they will provide 5-6 students with one-on-one tutoring for the entire school year.

Next / Teachers connect to the **Vello Portal** and set-up student availability. Volunteers utilize the Vello Portal to link to student sessions, and to prepare for tutoring by conducting a background check and training.

Last / Students take a seat at the Vello classroom computer station, and volunteers link to the classroom via screen-sharing software. In a one-on-one setting, students and volunteers read and complete activities to build fluency, comprehension, and other grade-level skills.

My Role as a Vello Tutor

Time Commitment — 30 Minutes Each Week

Occasionally, your tutor team might need you to sub-in if your colleague happens to have a conflict come up. However, Vello has proven to be the best part of the week for many volunteers and they choose to sign-up for 2-3 sessions each week. If schedules permit, go for it!

Vello Communications

1. **Vello Portal** sends automatic emails when you sign-up for sessions and/or when you or a teacher cancels. Make sure to keep an eye on your email and let us know if something isn't coming through immediately.
2. **Tutor Team** captains will communicate with you occasionally to keep sign-ups, and when there are upcoming sessions that need energy. Look for their emails now and then.
3. **Teachers** have the option of making notes about students when they schedule sessions on their end – check those out, as there could be some helpful tips that will make your session more powerful!
4. Your local **United Way** is the bridge for Vello in your community. Utilize your local United Way contact if you are curious how to expand your community impact.
5. ALL breakdowns in your experience should be communicated through our **Vello Support** number or email. We can launch a session remotely if there is a tech issue, help you navigate your Vello calendar, assist with cancellations, and jot down any notes that might help Vello become even better for volunteers like you! Vello Support number is in the footer!

Startup Checklist

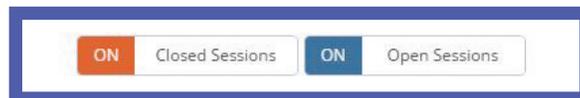
- Make sure you know who your tutor team captain is internally.
- Check your email for an **invite to the Vello Portal**. Register via the link and confirm your email. Fill out all information in profile and be sure to use your home address, not your work address (important for the background check).
- Complete your **background check** when prompted via email. Your screening will be from Verified Volunteers (@theadvocates email address) or a different local screening partner.
- Complete mandatory training on the 'Training' page of your Vello Portal.
 - Video modules
 - E-library tour
 - Demo tutor session video
 - Practice connecting through Zoom
 - Volunteer tutor toolkit for ethics and best practices
- Background checks will clear in approx 3 days, THEN your tutor schedule will be open for sign ups.
- Make sure you receive emails from the address **info@vello.org** (Vello info, newsletter, and session notifications).
- Vello Support:** Go to the Help Center on Vello Portal and make sure you are familiar with how Vello supports you. Live chat and phone are primarily for LIVE SESSIONS, while our search tool-bar is for most other answers and troubleshooting.
- We recommend you **sign-up** for at least 1 session/week and sign-up at least 1 month at a time.
- Print** your Vello Session Guide so you are all set to tutor! You'll need this by your side during each session (or at least your first few).

Your Vello Schedule

Schedule Your Sessions: Schedule is the big, red button on the top-left of your Vello Portal.



1. Filter at the top will help you sort sessions. **BLUE** — needs a tutor, **GREEN** — selected by your team mater, **ORANGE** — your sessions



2. Click on any **BLUE** session that fits your work and personal schedule. Session details will pop-up.
3. Click VOLUNTEER to sign-up for that session. Session will now turn **GREEN**.



4. A confirmation email with calendar attachment will automatically send to your email.

Cancel a Session

1. Go to your Vello Portal schedule. Click to open the session you wish to cancel.
2. Click UNVOLUNTEER



3. A notification will go to your team mates asking for a sub.
4. **Please Note:** Be careful about same day cancellations, as there is limited time to find a sub tutor and teachers may not receive the notification. It is ok to cancel on the same day, but try to limit same day cancellations. If you need help, please contact Vello Support.

Common Troubleshooting You Should Know

I can't hear my student / Sometimes the headphones get unplugged or need a refresh. If you can hear your student but they are not responding, let us know and we can solve the issue. Call support!

My assigned student isn't on the other line / Sometimes teachers make a last-minute change. Roll with it and let us know if there is need for assistance after the session.

I don't think my student is showing up, but I don't want to bail / Please do not wait around for more than five minutes. Call Vello Support or email about the situation and we will find an answer. Trust us — you will NOT get detention if you disconnect after five minutes of waiting.

Previous session ran a little long / Sometimes kids get engrossed in a book and can't put it down. If you stumble upon a session "in-progress," please just stay on until it ends. You can go on mute after you let them know you have a session.

I can hear other kids in the background / Classrooms are noisy, thought-filled places for learning. If background noise is disrupting your session, please ask your student to speak up and then let Vello Support know.

I can't find a time that fits my schedule / Scheduling is always tough no matter what it is. Please work with your team captain and other tutor team members to see if there is a resolution. If you can't make it work within your team, ask your team captain to reach out directly to the teacher and see if he/she is flexible. We can always help if needed, so don't hesitate to call.

Vello Help Center — your support hub!

