Preparing to Serve: Online Training Modules

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PREPARING TO SERVE: ONLINE TRAINING MODULES

- PROFESSIONALISM
- CULTURAL SENSITIVITY
- ETHICS
- INTRODUCTION TO TUTORING AND MENTORING
- MENTORING
- TUTORING
- PRE-COLLEGE KNOWLEDGE
- FERPA

HTTP://WWW.WEBER.EDU/COMMUNITYINVOLVEMENT/PREPARING_TO_SERVE.HTML

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Professionalism

TRAINING MODULE

Massen, A. (2010). *Professionalism Training Module.*
http://www.weber.edu/CommunityInvolvement/Mentoring_Tutoring.html

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Professionalism

This section will discuss the importance of acting and appearing professional in a volunteer setting. The areas of focus are as follows:

- Time Management
- Appearance
- Understanding Your Role
- Expectations
- Behavior

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Time Management

You are expected to show up **on time** to your volunteer site when you are scheduled to be there. If for some reason you are unable to make it on time, need to leave early, or cannot make it at all, please be sure to inform the site supervisor and/or the volunteer coordinator of the organization.

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Time Management

Please do not stand around. Ask a site supervisor if you need something to do. They will be more than willing to give you something, or point you in the direction of someone who needs help.

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Time Management

Check out the link below for some useful tips on how to better manage your time.

- Helpful Time Management Tips

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Appearance

To ensure that you are dressed accordingly please follow the **dress code of the organization that you are volunteering with.** For example, a school will have a stricter dress code policy than Habitat for Humanity. If you are unsure about what to wear, call the organization and ask about their dress code.

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Appearance

Dress codes and appropriate appearance for volunteers in school settings is often provided by the schools themselves.

Let's take a look at the Ogden City School District dress code as an example of appearance guidelines in school settings. This example also provides good guidelines for appropriate dress and appearance at most community organizations.

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Appearance

- **Ogden City School District Dress Code**
  - Students should wear appropriate clothing that is modest. A student who wears clothing that exposes his or her chest, shoulders, midriff, lower back, or other parts of the body will immediately be asked to change his or her clothes.
  - Shorts and skirts must be mid-thigh in length.
  - Headgear; such as caps/hats; bandanas; or sunglasses are inappropriate to wear indoors at school unless the student obtains prior written approval of the principal or the principal's designee for an appropriate uniform (R.O.T.C.Scouts, etc.) or a medical condition requiring accommodation as demonstrated by a written note from a physician.
  - Clothing appropriate for outdoor use, except officially accepted school letter jackets/sweaters, should not be worn indoors without prior approval from the school's administration.
  - Footwear is required to be worn.
  - Offensive or obscene clothing will not be worn at school including slogans or logos that depict:
    - Controlled substances: alcohol, drugs and tobacco. Foul, profane, vulgar, or abusive language.
    - Sexual overtones.
    - Excessive violence.
  - Clothing, makeup or hairstyles that are disruptive to the instructional process may be considered inappropriate and restricted by the school staff/administration.
  - Clothing or paraphernalia that is interpreted by the building administration as "gang related" is prohibited.

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Appearance

Wearing some “credential” is often necessary when serving in community organizations. Sometimes this is in the form of a “uniform” or an identification badge. At Weber State University, for example, the Community Involvement Center and the Education Access and Outreach office ask that you wear your purple polo shirt when mentoring in the schools. It is the easiest way for school personnel to recognize who you are. If you forget your polo, make sure you wear a lanyard (if you have one), or go to the school’s main office and pick up a “visitor’s pass.” You will need one of those three things to be in the schools because of safety and security procedures.

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Appearance

Please be clean and presentable when serving in community organizations and schools. Showering regularly, brushing your teeth and hair, and washing your hands after using the restroom or touching your face. These practices are the basics of good hygiene. It is important that you use these practices when volunteering. Lastly, be sure to wear clean, ironed clothes that are not ripped, wet, torn or stained unless the organization states otherwise.

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Appearance

Tattoos and piercings are permitted in moderation as long as they are covered to the best of your ability. (Ear piercings are acceptable but gauges are negotiable). Although body adornment is accepted on most college campuses, the directors of community organizations and the principal of each school has the final say about acceptable appearance standards. Anything that may be gang related will not be tolerated.

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Appearance

The link below has some great examples of how to dress and present yourself while serving in a community organization or school. It is related to job interviewing, but many aspects of it are applicable to mentoring, tutoring and serving as a volunteer in general.

What to Wear…?

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Understanding Your Role

You must respect the volunteer guidelines of the organization that you are volunteering, mentoring or tutoring with. A site supervisor should be able to go over what those are. Remember you are a guest at that organization, if you fail to abide by their guidelines you could be removed permanently from volunteering with that organization.

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Understanding Your Role

As a college student, you must respect the code of conduct at your institution (i.e. Weber State University's code of conduct) when volunteering as part of a class, club or university run program. You are representing your institution (WSU) when serving in such a capacity, which means that you are expected to behave in accordance with institution policy. If you fail to adhere to the code of conduct you could be removed permanently from the organization that you are volunteering with.

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Understanding Your Role

The site supervisor at each organization knows best. You need to respect their direction and authority. When working with another employee of the organization you need to respect their practices and teachings as well. You may know of a better or easier way of doing something, but that is not for you to share. You are there to help as they see fit. Please adhere to the teaching and/or intervention methods that they use. If you feel that an employee or site supervisor is doing something wrong please let your volunteer coordinator at Weber State University know.

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Understanding Your Role

Discrimination is **NOT** acceptable, and will not be tolerated while you are volunteering, mentoring, or tutoring. Discrimination encompasses any of the following groups: a person's ethnicity, socio-economic status, gender, sexual orientation, veteran status, marital status, education level and disability.

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Understanding Your Role

When mentoring students or serving clients in community organizations you need to be in **line of sight*** of a site supervisor or organization employee at all times. Even if you have passed a background check recently, you need to keep in line of sight unless otherwise instructed. If you have a background check**, and are asked to be alone with students or clients make sure all doors are open.

* Line of sight means that you are always seen by an organization employee or someone with a background check. You are **never** to be alone with students or clients.

**Note: If you have a background check it cannot be over a year old in order to be considered valid for a mentoring position in Ogden City School District.

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Understanding Your Role

When mentoring/tutoring especially, contact with a student outside of the school environment is strictly prohibited. Never give out your phone number, address, email, or social networking accounts to students. Likewise, never contact a student outside of school. This includes calling, texting, emailing, social networking or visiting a student at their home.

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Understanding Your Role

As a mentor, tutor or volunteer in a community organization, you must ensure the safety of students and/or clients as well as that of your own. In order to ensure the safety of students, clients and you, refrain from touching students and clients unless it is a high five or handshake.

Never give a student or client a ride home. Students, in particular, have to sign permissions slips to be transported by anyone other than a parent or guardian. This practice guarantees no wrong doing on either part.

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Expectations

You are expected to act in the best interest of the individuals you are serving. For example, as a mentor or tutor, your only concerns should be the student's academic success and safety. If you suspect that something is going on outside of school, please tell a site supervisor.

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Expectations

Seek to understand students' and clients' personal and cultural background. You will be mentoring or tutoring students and working with people in the community who have different religions, cultures, and socio-economic backgrounds than yourself. Try to be respectful of them.

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Expectations

We ask that you do not share personal information with students and/or clients. Please be careful about talking about your personal life, religious beliefs or political opinions. Such information can influence or offend students and/or clients. As a tutor or mentor for example, it is suggested that you keep to neutral subjects (school, sports, music, etc.) that relate to education. Some examples of conversation topics may be: telling students what it is like taking college courses, or talking about extra curricular activities like volleyball practice, or play rehearsals.

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Expectations

Always be kind and respectful to other volunteers, site employees/supervisors and volunteer coordinators. Tell a site supervisor if a student or client is acting out or being disrespectful. Do not feel that you need to discipline individuals, or manage a program or classroom.

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Expectations

Using respectful language that provides individuals with choices and consequences for their actions is also expected. For example, as a tutor, you might say something like this: “If you work on your homework assignment now, you won’t have to do it at home.” A site supervisor should be able to provide you with language and guidelines that will help you approach those kinds of situations.

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Behavior

The most important behavior you can exhibit is respect.

Please click on the link below for an example of respectful behavior in a volunteer setting.

MENTORING

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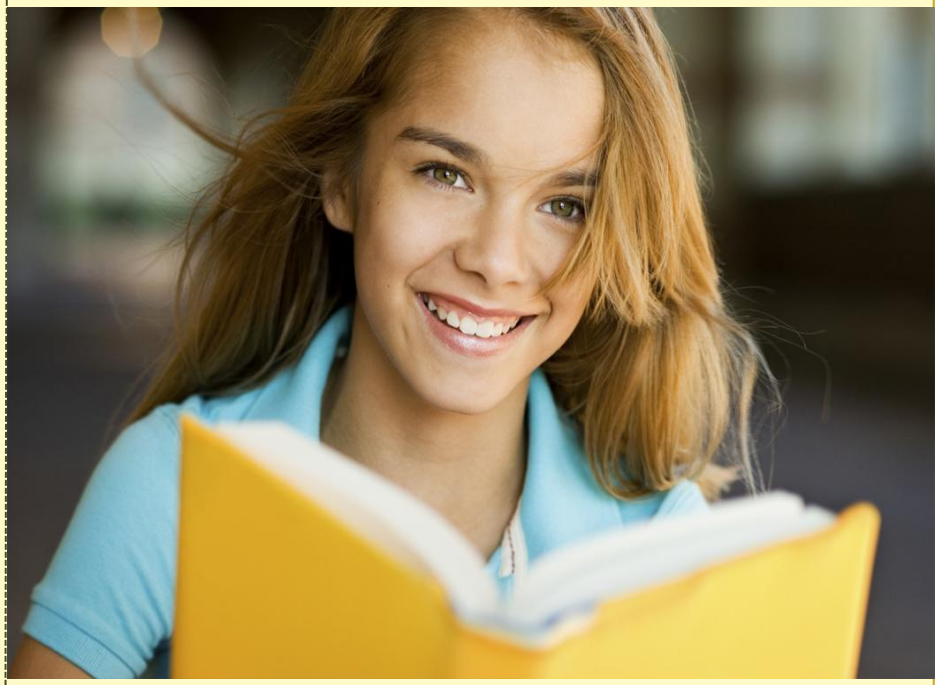
Behavior

Try to be open to sudden changes. The way things are scheduled and the way they turn out are often different. Keep a positive and enthusiastic mind set if this happens.



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REMEMBER VOLUNTEERING IS A PRIVILEGE!

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Review Questions

Please go to the following website and complete the review questions for this module. You will need to pass this quiz with a 80% or higher score. If you score lower than that, please review this module and retake the quiz.

https://chitester.weber.edu/test.cfm?testID=35911

You will only be able to print your *Certificate of Completion* once you successfully pass the quiz for this module.

NOTE: If you are not a Weber State University student or employee, you can login and complete the quiz by creating a new account.

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