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Ikamva Youth: Field Presentation

Kate Lassalle-Klein

Jake Prince

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Global Social Benefit

Fellowship

Kate Lassalle-Klein and Jake Prince

August 5, 2015

Global Social Benefit Fellowship | Santa Clara University

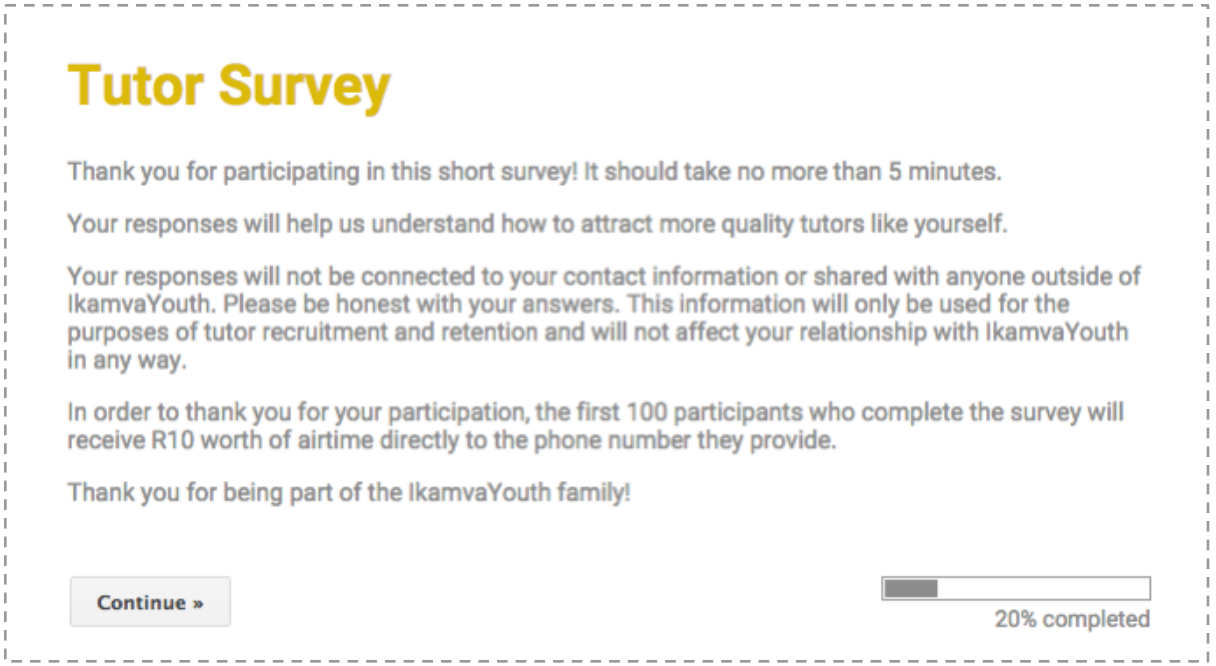
Online Tutor Survey

Demographics

- Age
- Gender
- Race
- Education

Tutoring

- Subjects
- Transportation
- Experience
- Frequency



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

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

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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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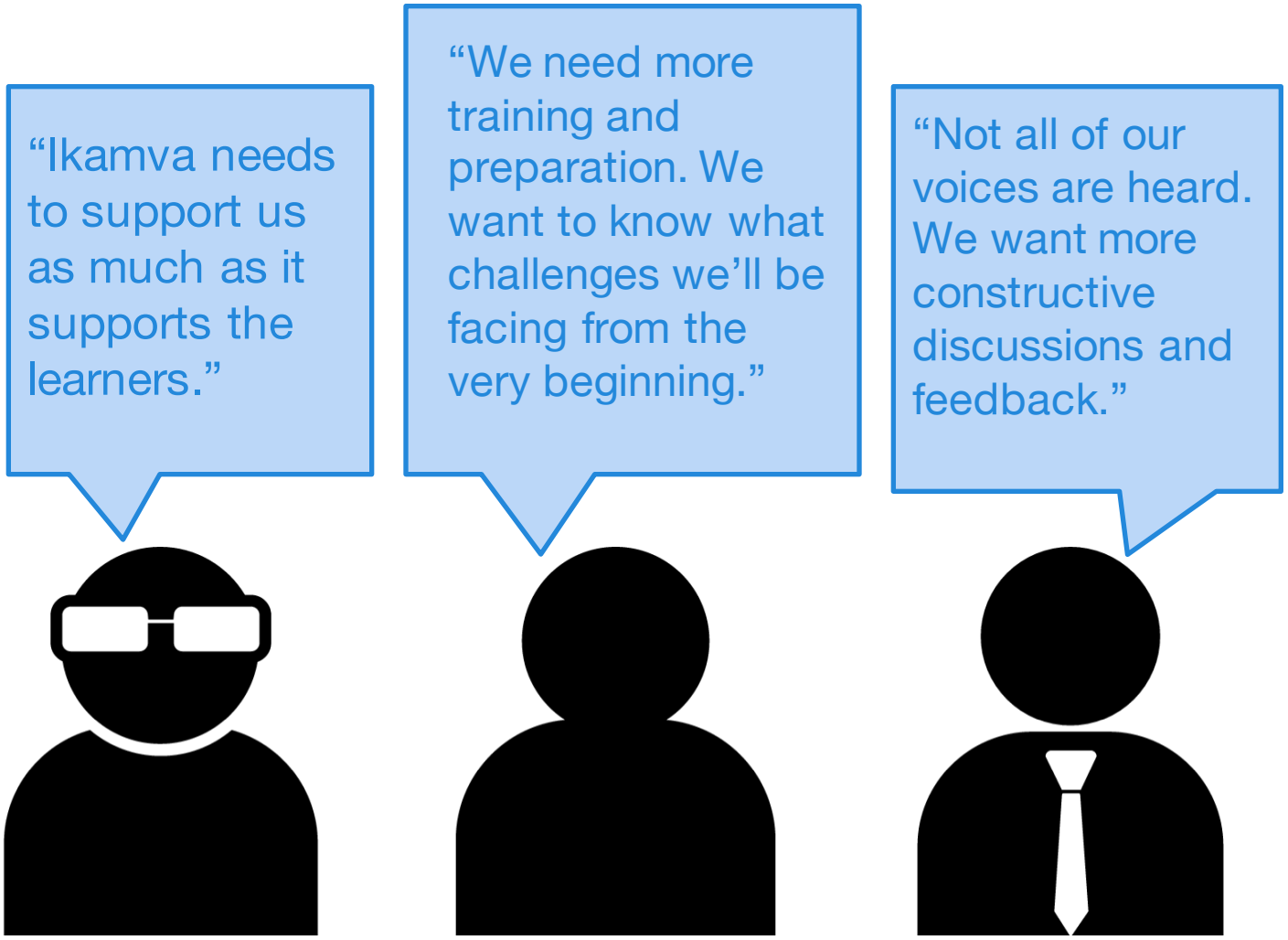
“Not all of our voices are heard. We want more constructive discussions and feedback.”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“We need more training and preparation. We want to know what challenges we’ll be facing from the very beginning.”
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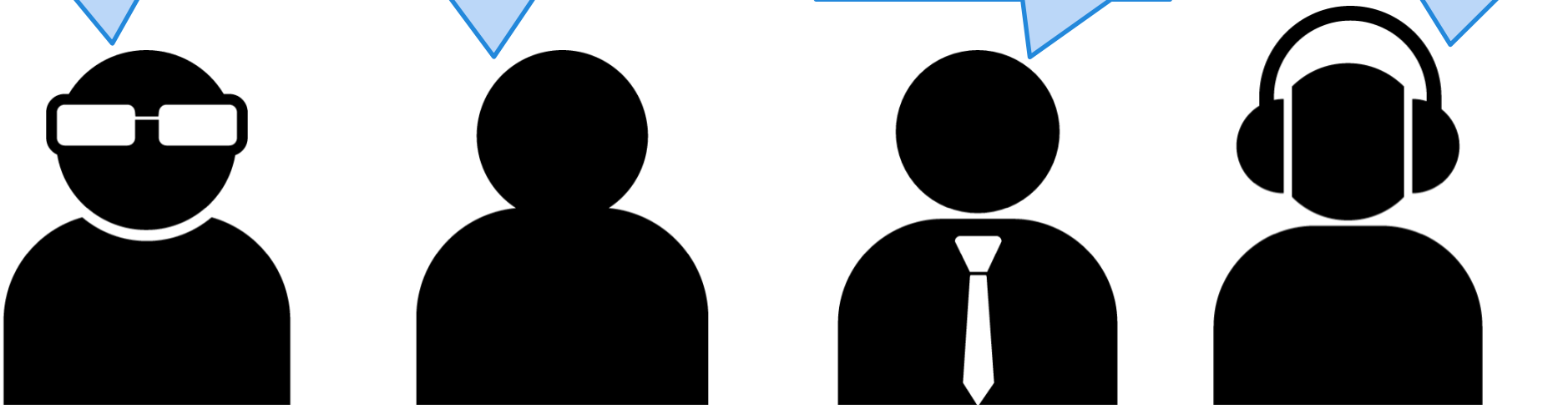
"Ikamva needs to support us as much as it supports the learners."

"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	Simple	Sustainable
Useful for all branches across the nation and essential to the continued success of the organization	Potential benefits must outweigh the burdens of implementation	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

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- do not understand the governance or structure
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- 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

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Governance, Structure, Contact Information
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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

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Solution

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

Tutor Engagement Plan

Components

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

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Limitations

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

Timeline

Returned to The United States	August 8

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	Compiled Deliverable Plans	August 22

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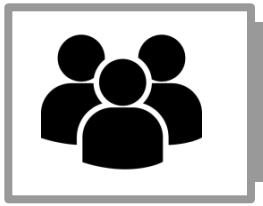	Collaborate during NSPW	Sep. 26 - Oct. 2

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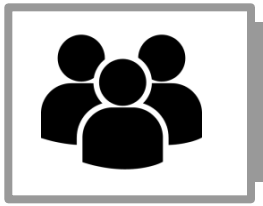
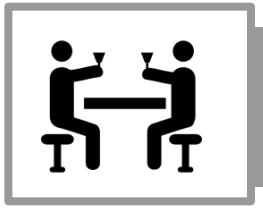
	Collaborate during NSPW	Sep. 26 - Oct. 2
	Provide Finalized Deliverables	Late November

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future is in

THANK YOU