

To: Eric Waddell  
From: Cindy Boothby, Mentor/Volunteer Coordinator  
Date: June 11, 2020  
Re: June Quarterly Report

- What challenges did you and your department need to overcome when we entered a remote learning deployment?

There were many challenges for the mentor/volunteer program when we entered the remote learning environment. Communication between mentors and their students was the biggest challenge. In the beginning, students and mentors were allowed to communicate via cards and letters. I was the go-between. Letters, cards and other items came to me from mentors and I forwarded them on to students, and vice versa. After a while, due to the virus, students and mentors were no longer allowed to send physical items, but were allowed to send email back and forth, again with me being the go-between. After a while, I asked permission from parents to allow direct contact between mentors and their students and a few parents welcomed the connection. Not all mentors and families participated. I think that more families and mentors would have been on board earlier, if the direct contact was implemented at the beginning.

- Looking forward and recognizing that 'business as usual' may not be upon us in the fall, how will you adjust in order for your department to meet the needs of our students?

I would adjust by pursuing permission for mentors to be able to use student email addresses in order to communicate with their students. If that permission is given, I would encourage all mentors and students to be on board from the start of remote learning. If in-school education is the plan, I would also pursue this avenue of communication when mentors are uncomfortable or unable to mentor their students in school. If we continue with remote learning, I will seek approval for direct contact through paths such as phone calls and Facetime.

Respectfully submitted, Cindy Boothby, Mentor/Volunteer Coordinator