

THE LEARNING EXCHANGE

Strategic Plan

2005 to 2008

STRATEGIC PLANNING TEAM

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Excellence in Literacy

Providing services since
1989



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Vision, Mission and Mandate

The Learning Exchange: Excellence in Literacy

Our Vision

The Learning Exchange strives for excellence in literacy by promoting and fostering a commitment to life-long learning through outreach, prevention, and training.

Our Mission

The Learning Exchange (THE LEARNING EXCHANGE)/Centre Lire-Écrire is a volunteer not-for-profit organization dedicated to addressing the needs of the Laval and North Shore English-speaking community. The Learning Exchange serves, recruits, trains, and supports members of the community through reading, writing, numeracy, and life-skills programs.

Our Mandate

The Learning Exchange (THE LEARNING EXCHANGE)/Centre Lire-Écrire is a volunteer not-for-profit organization dedicated to providing:

- Adult Literacy and Tutoring: one-on-one and small group instruction to adults in need
- Volunteer/Tutor Training
- Public Awareness and Sensitization
- Volunteer/Student Recruitment
- Community Resource and Learning Centre
- Volunteer/Student Outreach and Retention
- Prevention and Intervention



The Learning Exchange

About Us

Board of Directors 2004/2005

President: Mona Arsenault

Vice-President: Beverly Beauchamp

Secretary: Beth Green

Treasurer: Christiane Dabbagh

Directors:

- Christiane Chrenowski
- Donna Adrian

Staff

Executive Director: Darlene Brown

Administrative Assistant: Karen Mockler

Communications Consultant: Jacklyn Freedman-Spector

Financial Officer: Diane Richard

Tutor Trainers

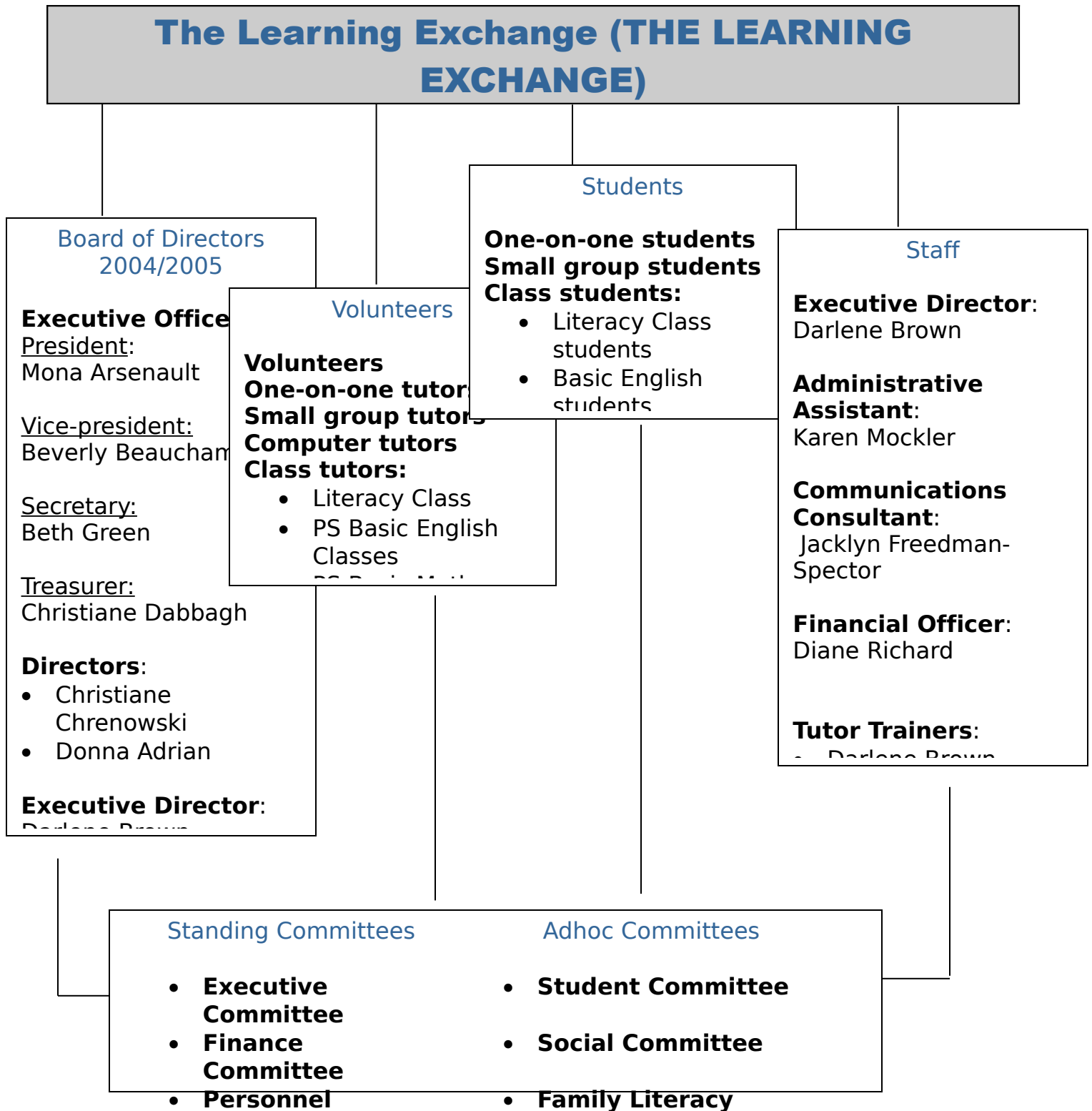
Darlene Brown

Jacklyn Freedman-Spector



The Learning Exchange

Structure





Funding Sources

General Information

PACTE

Programme d'action communautaire sur le terrain de l'éducation PACTE is a provincial grant administered by the *Direction de la formation générale des adultes* (DFGA.) The grant is designed to cover recurring operating expenses.

IFPCA

Initiatives fédérales provinciales conjointes en matière d'alphabétisation (Federal Provincial Literacy Initiatives Program) IFPCA is a joint federal and provincial grant designed to cover the cost of new or non-recurring projects, i.e. Strategic Planning. Yearly project proposals may be submitted for consideration and end of the year reports must be sent to the government.

CLCQ

Along with the other Laubach Literacy of Canada-Quebec/Literacy Volunteers of Quebec literacy councils across Quebec, The Learning Exchange is a part of the Concerted Literacy Councils of Quebec CLCQ. Yearly, a concerted IFPCA project may be submitted to the government for consideration, i.e. Learning Disabilities, Volunteer Retention and Recruitment, etc.

Other Funding Sources

The Learning Exchange seeks other sources of funding through project proposals, partnerships, private and corporate donors and sponsors.



History and Background

General Information

General Information

The Learning Exchange (THE LEARNING EXCHANGE), formerly The Laurenval Volunteer and Literacy Council (LVLC), is a not-for-profit literacy organization providing free, one-on-one or group tutoring to adults in need. The Learning Exchange is committed to lifelong learning and the promotion of literacy awareness. As a leader in the literacy community, The Learning Exchange promotes dignity, autonomy, and privacy in the delivery of its services.

Our History and Background

The Laurenval Volunteer and Literacy Council was established in 1987 to accommodate adult students in need of upgrading their literacy skills at all levels. Over the years, The Learning Exchange has worked collaboratively with the Chomedey Adult Education Centre of the Laurenval, now Sir Wilfrid Laurier School Board. Tutor training for volunteers was offered at the Chomedey Centre through Laubach Literacy of Canada, followed by matching trained tutors with adult students for home or library tutorials. In the spring of 1994, The Learning Exchange opened its Learning Centre, creating a resource centre for tutors and students to work. The centre now offers a diverse selection of resource and learning materials, including audiovisual equipment and resources, and Internet access. In 1999, LVLC officially changed its name to The Learning Exchange/Centre Lire-Écrire, and began working through its Strategic and Communication Plan.

To date, some of The Learning Exchange accomplishments include:

- Developing a Member's Manual for staff, Board members, tutors and volunteers
- Developing a Policy and Procedure document
- Launching a visibility and promotional campaign
- Establishing a popular newsletter called: News & Views
- Developing a web site
- Establishing new community partnerships
- Developing and implementing an efficient and effective resource centre library

- Establishing a diverse range of activities and events throughout the calendar year

Important Memberships

In 1995, The Learning Exchange officially became a member council of Laubach Literacy of Canada – Quebec/ Literacy Volunteers of Quebec (LLC-Q/LVQ) and the Concerted Literacy Councils of Quebec (CLCQ), now involving eleven English literacy councils throughout Quebec. In 1997, the member councils of LLC-Q/LVQ joined with the eleven school boards of the Quebec Literacy Working Group (QLWG) to form an alliance of English literacy providers, namely: the Quebec English Literacy Alliance (QELA), forming a strong and unified voice for the cause of literacy.



Achievements

Strategic Planning Priorities

2000 to 2005

Through the Strategic Planning Process, The Learning Exchange effectively achieved the following objectives and priorities:

- Promoted the recognition of The Learning Exchange and its mission, within the community, through a media and promotional campaign
- Increased outreach, recruitment, and retention of volunteers and students
- Significantly increased the number of students and tutors matched
- Fostered a strong sense of commitment to the cause of literacy
- Promoted a commitment to life-long learning
- Improved and strengthened The Learning Exchange overall infrastructure
- Developed a cohesive governing body able to work effectively together
- Established a Board of Directors that conveys a strong and effective leadership
- Provided support to the volunteer members of the Board and The Learning Exchange staff
- Improved access to literacy services
- Facilitated the intake and matching process

THE LEARNING EXCHANGE Strategic Plan 2005 to 2008

- Improved quality of services for students and volunteers
- Increased funding opportunities
- Promoted The Learning Exchange Resource and Learning Centre
- Increased involvement within the membership
- Provided networking opportunities for members, Board and staff
- Effectively disseminated information to members, community, and fellow councils



The Strategic Planning Team

The Strategic Planning Process

Strategic Planning is an inter-related set of activities, addressing long-term issues, affecting current decisions and improves the future. It determines and monitors the best use of resources, human and financial. It is a way of thinking; an attitude. It develops directions and priorities for an organization.

Facilitator: Ann Gauvin

President: Mona Arsenault

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Goals for the session

- Become familiar with the people in order to work with a greater knowledge of the association.
- To learn how to use Strategic Planning to reach the next level of our organization.
- To see how we can progress to move the organization forward.
- To produce a three to four-year action plan that is realistic and timely.

Benefits of the Strategic Planning process

- Knowing what to expect
- Helping us do things better
- Helping with expansion
- Seeing growth
- Seeing different perspectives
- Addressing policy and procedure issues

Concerns of the Strategic Planning process

- Funds for actions
- Human resources

- Short term: 3 years
- Long term: Goals for the future



The Situation

The Strategic Planning Process

History and Present Situation

Trends affecting our history and present situation:

- Reduction in money
- Increase in clientele
- Better technical and user-friendly resources
- Clarity of roles and actions (infra-structure is solid)
- Funding from outside government sources

Strengths

Solid infrastructure

HUMAN RESOURCES AND LEADERSHIP

- Solid reputation
- Involved Board of Directors
- Experienced staff
- Well-trained volunteers and tutors
- Executive Director's involvement at provincial and school board level

DOCUMENTATION/INFORMATION

- The Learning Exchange Member Manual
- Training Program
- Policy and Procedures
- New forms

RESOURCE CENTRE

- Excellent resources and materials
- Improved access for members

TRAINING

- The Learning Exchange Basic Tutor Training Program
- Well-trained and informed volunteers
- Volunteers with a strong sense of commitment to the cause of literacy
- Volunteers who motivate students

Public Relations, Partnerships and Community Outreach

- Solid relationship with Chomedey News and Courier Laval newspapers
- Ongoing partnership with local libraries and schools
- Leadership in literacy councils
- Many provincial networking opportunities
- Solid connection with other literacy providers (Quebec English Literacy Alliance)
- Partnership with Sir Wilfrid Laurier School Board and Sir Wilfrid Laurier Chomedey Adult Education Centre
- Good relationship with RECIT, Centre for Literacy and BIM
- Outreach through family literacy

Communication Activities

- Newsletter
- Web site
- Mailings and mail slots
- Database
- Tutor forms

Critical Issues

Core funding and fundraising
Human resources: more staff and/or hours needed
New competitors
Increase in clientele: students and volunteers
Technical resources and work space

Political and economic climate

Public awareness: lacking hours for a communications person
(need a PR team)

Education reform

Reviewing/revising documents, training manuals, paper work,
etc.

Identified Needs

- Frequency of training needs to be increased
- Need for a PR team
- Funding
- Need for more staff office hours
- Recruitment of volunteers/tutors
- Increased office space
- Updated computer equipment and software
- More functional office space/set up/accessibility/furniture
- Promotional materials

Opportunities and Threats

Clients, customers and stakeholders

OPPORTUNITIES

- Increased number of students
- Increased number of volunteers
- More resources and materials
- Improved infrastructure to service clientele
- Different economic and ethnic population
- Increased population in Laval
- Increased industry and business
- Partnership with Industry

THREATS

- Funding
- Shortage of volunteers
- Commitment and training for volunteers
- Shortage of consumables and cost
- Need for screening needed to determine if a student is truly a Literacy student or from English Second Language population
- Ability of industry to take advantage of The Learning Exchange (expecting free training for employees)

Competitors and allies

OPPORTUNITIES

- Increased student referrals
- Representation on Sir Wilfrid Laurier School Board's Chomedey Adult Education Centre's Governing Board
- Increased support from Sir Wilfrid Laurier School Board (space, resources, etc.)
- Increased networking opportunities to advocate for literacy
- Other councils
- Industry and business
- Government (federal, provincial, municipal)
- School boards
- French councils (have strong population base and have same funding as English councils)

THREATS:

- Change of location/space may no longer be available at the Chomedey Adult Education Centre.

Social, cultural, economic, political or technological forces

OPPORTUNITIES

- Publicity

- Government support (federal, provincial, municipal)
- Curriculum reform /changes in policy
- Multicultural demographics (more students)
- Population changing in Laval in number and demographics
- Clientele in need of our services because of economic, political or technological changes
- Working and networking with other associated groups

THREATS

- Lack of funding for human resources
- Shortage of human resource personnel for fundraising or proposal writing
- Shortage of, and outdated, computer equipment
- Changes resulting from the curriculum reform
- Increase in the cost of printing
- Changes in the socio-economic status of Laval community
- Changes in government policy on funding: remove funding or decrease funding



The Learning Exchange Strategic Plan

Strategic Planning Priorities

2005 to 2008

Through the Strategic Planning Process, The Learning Exchange has established the following objectives and priorities for 2005 to 2008:

Board of Directors and Staff

- Maintain a cohesive Board of Directors that conveys a strong and effective leadership
- Provide support to the volunteer members of the Board and The Learning Exchange staff

- Provide networking opportunities for members, Board and staff
- Update Policy and Procedures Manual and by-laws

Public Awareness and Public Relations

- Promote the recognition of The Learning Exchange and its vision and mission, within the community, through a public relations and marketing campaign
- Raise awareness and understanding of literacy and services available through The Learning Exchange
- Increase outreach, recruitment, and retention of volunteers and students
- Continue to foster a strong sense of commitment to the cause of literacy within the community

The Learning Exchange

- Continue to develop The Learning Exchange's overall infrastructure
- Provide appropriate facilities to accommodate the increasing needs of The Learning Exchange
- Become proactive in observing the political and economic influences (federal, provincial, municipal)
- Monitor the trends in literacy within the educational reform and adapt accordingly
- Increase funding opportunities
- Effectively disseminate information to members, community, and fellow councils

Students/Volunteers

- Improve screening and intake procedures for students and volunteers
- Facilitate the matching process
- Maintain quality of services for students and volunteers
- Provide students with the necessary tools and skills to function successfully in everyday life
- Aid in the development of our students' autonomy and enable them to participate actively in society
- Instil a commitment to life-long learning in our students
- Sustain involvement within the membership

Training

- Increase frequency of training and flexibility of training schedule ~ offer more training choices

- Convert Basic Tutor Training to a Power Point presentation

Information and Communication Technology

- Improve our technical resources
- Improve TLE's Website
- Provide Information and Communication Technology (ICT) training opportunities to The Learning Exchange members
- Use ICT training to increase the success rate of adult literacy students

The Learning Exchange Resource Centre

- Improve The Learning Exchange Resource and Learning Centre
- Improve access to literacy services
- Implement a circulation system for The Learning Exchange books and resources at the Learning Centre for its members
- Improve functionality of The Learning Exchange Resource Centre (i.e. furniture and storage)



Learning Exchange Action Plan

2005 to 2008

Board of Directors and Staff

Timing: 2005 - 2008 annually

Objectives:

- Maintain a cohesive Board of Directors that conveys a strong and effective leadership
- Provide support to the volunteer members of the Board and The Learning Exchange staff
- Provide networking opportunities for members, Board and staff
- Update Policy and Procedures Manual and by-laws

Target Population:

Current and new:
Board of Directors
Staff

ACTIONS:

- Hold annual information and training session for Board of Directors and staff
- Update and distribute The Learning Exchange Member Manual
- Keep Board of Directors informed through newsletters and Ministry of Education literacy information and news
- Create a correspondence folder to pass around at board meetings.
- Provide Board of Directors with an annual updated contact list of Board of Directors and staff
- Provide networking opportunities through workshops and training sessions
- Prepare an information/orientation Power Point slide show for presentation to new Board of Directors
- Set-up committee to review Policy and Procedures Manual
- Meet to review Policy and Procedures Manual
- Make recommendations to Board of Directors and implement changes

- Inform members of any changes
- Evaluate

Public Awareness and Public Relations

Timing: 2005 - 2008 immediate and ongoing (Extent to be defined by funding)

Objectives:

- Promote the recognition of The Learning Exchange and its vision and mission, within the community, through a public relations campaign
- Raise awareness and understanding of literacy and services available through The Learning Exchange
- Increase outreach, recruitment, and retention of volunteers and students
- Continue to foster a strong sense of commitment to the cause of literacy within the community

Target Population:

- Local communities
- Community organizations
- Sir Wilfrid Laurier School Board's school population
- Industry
- Local newspaper journalists
- New volunteers/tutors/students
- Current members
- Past students and tutors

ACTIONS:

- Seek funding sources through project proposals
- Train Public Relations Team
- Develop a promotional campaign and promotional materials
- Develop and strengthen a partnership network through the Public Relations Team
- Contact existing and potential partners/maintain ongoing partnerships and increase networking opportunities:
 - Tutor training nights
 - Open Houses
 - Visiting their Centres
 - Attending their events
- Promote The Learning Exchange and its services to target population
- Attend community events and maintain new contacts
- Ensure the communication of The Learning Exchange news and information to other literacy providers and community organizations
- Improve The Learning Exchange web site design and ease of use
- Increase information available on the web site
- Link The Learning Exchange web site to other literacy and community organizations

- Attend School Board meetings
- Appoint a PR/Spokesperson (past board member) or PR team (student and tutor) to create a calendar of community activities.
- Evaluate success

The Learning Exchange

Timing: 2005 - 2008 ongoing

Objectives:

- Continue to develop The Learning Exchange's overall infrastructure
- Provide appropriate facilities to accommodate the increasing needs of The Learning Exchange
- Become proactive in observing the political and economic influences (federal, provincial, municipal)
- Monitor the trends in literacy within the Education Reform and adapt accordingly
- Increase funding opportunities
- Effectively disseminate information to members, community, and fellow councils

Target Population:

- Community organizations
- Quebec English Literacy Alliance
- Ministry of Education
- Sir Wilfrid Laurier School Board
- Industry
- New volunteers/tutors/students
- Current members
- Past students and tutors

ACTIONS

- Hire a Communication's Director to research potential funding sources and opportunities
- Seek additional funding sources for possibility of a permanent facility (must be recurring funding)
- Investigate and research facilities to accommodate the increasing needs of The Learning Exchange
- Review the findings, challenges and issues of the Ministry of Education's policy on Adult Education: A Lifelong Journey and establish how it relates to The Learning Exchange and its adult student population
- Review the government Action Plan and see how it relates to The Learning Exchange population and potential new members

- Examine the trends affecting literacy practices (i.e. recruitment efforts, in-service training, etc.)
- Network with community and literacy organizations
- Provide professional development opportunities for Executive Director and staff
- Review pertinent documents/information
- Set goals, priorities and objectives for The Learning Exchange
- Develop timelines
- Ensure the communication of information to its members
- Evaluate

Students/Volunteers

Timing: 2005 immediate and ongoing

Objectives:

- Improve screening and intake procedures for students and volunteers
- Facilitate the matching process
- Maintain quality of services for students and volunteers
- Provide students with the necessary tools and skills to function successfully in everyday life
- Aid in the development of our students' autonomy and to enable them to participate actively in society
- Instil a commitment to life-long learning to our students
- Sustain involvement within the membership

Target Population:

- New volunteers/tutors/students
- Current members

ACTIONS:

- Implement the new process for screening and intake of students and volunteers
- Maintain current program and improve upon it where necessary
- Provide students with trained volunteers for tutorials
- Hold information sessions/meetings for returning and new students
- Hold bi-annual tutor meetings
- Update Basic Tutor Training Program

- Promote member involvement on The Learning Exchange committees (i.e. Student Committee, Social Committee, etc.)
- Increase the number of workshops and training sessions
- Ensure the communication of information to all members (i.e. newsletter and postings)

Training

Timing: 2005 - 2008 (To be defined by funding)

Objectives:

- Increase frequency of training and flexibility of training schedule ~ offer more training choices
- Convert Basic Tutor Training to a Power Point slide presentation

Target Population:

Tutor trainers

New volunteers/tutors/students

Current members

ACTIONS:

- Seek additional funding sources
- Establish the additional training content needed for tutor training (i.e. web site addresses)
- Review current Basic Tutor training content and organize sessions based on established needs
- Research and develop technology component for tutor training
- Transfer and adapt current materials and content to a Power Point slide presentation
- Adapt handouts and tutor binder to reflect implemented changes
- Train tutor trainers on the use of Power Point for presentations
- Establish an approach based on our students' needs that would enable and encourage their active involvement and expression

Resource Centre

Timing: 2005 - 2008 (To be defined by funding)

Objectives:

- Improve The Learning Exchange Resource and Learning Centre
- Improve access to literacy services
- Improve functionality of The Learning Exchange (i.e. furniture and storage)
- Implement a circulation system for The Learning Exchange books and resources at the Learning Centre for its members

Target Population:

- New volunteers/tutors/students
- Current members
- Past students and tutors
- Community members
- Community organizations
- QELA and other literacy organizations
- Sir Wilfrid Laurier Chomedey Adult Education Centre

ACTIONS:

- Identify the needs of members re: materials and resources and acquire materials/resources needed
- Seek a funding source to create and implement efficient circulation system

2006 - 2008

- Purchase Resource Mate database
- Input into database books/materials (i.e. title, category, level, summary, key words, etc.)
- Attach bar-code labels to all books and resources in Learning Centre
- Train library volunteers and staff on any new circulation procedures
- Link database with The Learning Exchange web site
- Prepare and distribute library cards for all members
- Implement a circulation procedure
- Create/post library circulation signs
- Obtain feedback from students and volunteers on the new system

- Review circulation statistics for evaluation

Information and Communication Technology

Timing: 2005 - 2008 (To be defined by funding)

Objectives:

- Improve our technical resources
- Provide Information and Communication Technology (ICT) training opportunities to The Learning Exchange members
- Use ICT training to increase the success rate of adult literacy students

Target Population:

- New volunteers/tutors/students
- Current members

ACTIONS:

- Seek additional funding sources
- Increase the number of computers available at The Learning Exchange for members to use
- Update and maintain computer equipment and software
- Develop new training initiatives and strategies to benefit students re: integrating technology into student tutorials to provide students with basic computer skills and competencies
- Develop a computer literacy training component for tutors to use with their students to enrich literacy training
- Provide the necessary support to tutors to successfully implement computer literacy component with students



e Learning Exchange Services

2005 to 2008

Book Club

A Reading Circle, run by volunteers, takes place at The Learning Exchange Centre on a monthly basis. Book club members select a book for each month from September to June at the beginning of the school year and come together each month for an enlightening discussion to share their ideas, and opinions.

Book Sales

A monthly book sale fundraiser, run by volunteers, takes place at the Sir Wilfrid Laurier Chomedey Adult Education Centre near the cafeteria. Hardcover books sell for \$1.00, soft cover books for \$0.50, and new books start at \$2.00. Book and monetary donations are welcome and appreciated throughout the year.

Computer Access

The Learning Exchange Resource Centre features a computer corner, equipped with three computers, Internet access, color printers and a scanner. The Learning Exchange members can sign up to use the computers or drop in during regular hours. Computer tutorials are available for students and tutors.

Events

Special events are held to recruit new members, offer opportunities for special recognition of individuals, and to show appreciation of all of our members. Volunteers and students are recognized throughout the year for their hard work and accomplishments. The Learning Exchange activities provide members with opportunities to meet other students, volunteers and tutors, and encourage participation and involvement throughout the year in the literacy program.

Family Literacy

The Learning Exchange Family Literacy/Prevention and Intervention Program consists of activities at The Learning Exchange centre, elementary school visits and participation in community family events within the North Shore area. These activities usually take place at key points in the year (i.e. International Literacy Day, Reading Week, Family Literacy Day, etc.) from September to June. The Learning Exchange works to strengthen literacy practices with children and their families, and helps increase intervention skills for parents of at-risk children.

News and Views

News & Views is The Learning Exchange newsletter, published five times a year, featuring a calendar of events and activities, information and updates, news from Board and staff members, puzzles, students' writing, committee updates, provincial and national news, and much more.

Projects

The Learning Exchange continually strives to increase and improve the services offered to its members. As a result, we have submitted project proposals and/or worked with fellow literacy organizations whenever possible to accomplish our goals and reach our vision. Past projects include:

- Strategic and Communication Planning
- Family Literacy: Training programs and book bag distribution
- Tutor and Student projects: Recruitment, Retention and Outreach strategies
- Learning Disabilities: Training programs
- Numeracy Training and Development

The Learning Exchange has worked on projects through partnership and/or funding from the following Provincial and National organizations:

Concerted Literacy Councils of Quebec (CLCQ)
 Federal/Provincial Initiatives Program (IFPCA)
 Laubach Literacy of Canada (LLC)
 Laubach Literacy of Canada – Quebec/
 Literacy Volunteers of Quebec (LLC-Q/LVQ)
 Quebec English Literacy Alliance (QELA)

Resource Centre

The Learning Exchange Resource and Learning Centre offers adult literacy students, tutors, volunteers, educators, parents, literacy providers and community organizations a professional environment in which to work. The Centre offers a diverse selection of resource and learning materials, including audiovisual equipment/resources, and Internet access. The centre is accessible throughout the school year during Sir Wilfrid Laurier School Board's Chomedey Adult Education Centre's regular school hours, September through August. Members may access the centre with a valid membership card, obtainable through The Learning Exchange office during regular hours.

Student Chat

Student Chat is an event organized several times during the school year for students to have the opportunity to meet with fellow students from The Learning Exchange and/or other literacy organizations.

Student Services

All students are entitled to a minimum of one, three-hour tutorial each week. Free workbooks, reading books and resource materials are given to all students; recommendations for individualized plans and programs are created for each

student following assessment. Follow ups are made on an ongoing basis with students and/or their tutors as needed. Other services include:

- Free workshops
- Use of The Learning Exchange Resource Centre and materials
- Local library access (library membership cards are arranged for students)
- Computer and Internet access: may include individualized computer instruction
- The Learning Exchange events for students

Tutorials

From September through August, trained volunteer tutors work one-on-one or in small groups with adult literacy students at The Learning Exchange Centre, at home or at a public library. All potential volunteer tutors are interviewed, screened, trained, and matched with one or more adult literacy students. Potential students are interviewed, reading and writing levels are assessed and the student is then matched with a suitable tutor. Tutors and students are offered ongoing academic and emotional support from the Executive Director regarding matches, materials, training, computer use, general resources and general progress. Student/tutor matches are adjusted as needed.

Through tutorials and training experience, tutors will assist students to increase:

- Levels of functional literacy
- Levels of confidence and self-esteem
- Independence
- Job opportunities through skills development
- Awareness of available technology and use (ATMs, Internet, etc.)
- Involvement within the community and council
- The ability to help their children with homework, and cope with their children's literacy/school needs

Tutor Talk and Volunteer Voices

The Learning Exchange is proud to offer support to its volunteers. Tutor Talk and Volunteer Voices was developed to bring The Learning Exchange volunteers together in an informal setting to meet and discuss tutoring and volunteering issues. Under the guidance of an experienced tutor, volunteers have the opportunity to exchange ideas and share their experiences.

Tutor Training

The Learning Exchange offers a six session, 18-hour Basic Tutor Training program for all new tutors. Tutors receive The Learning Exchange Tutor Training certificates upon completion of all sessions. Trained tutors are then matched with an adult student.

Basic Tutor Training Workshops:

- Orientation
- Reading
- Writing and Word Keys
- Learning Styles
- Materials and Goals

The Learning Exchange Basic Tutor Training features:

- Orientation to Literacy
- Reading and Writing Strategies
- Using Word Keys
- Learning Styles
- Materials and Resources
- Numeracy
- Setting Goals
- Getting Organized
- Student/Tutor Match Outlines
- Lesson Planning and Evaluation

Website

The Learning Exchange is proud to feature a newly designed and developed website on the National Adult Literacy Database (NALD) site:
www.nald.ca/thelearningexchange

The Learning Exchange website features:

- News & Views newsletter
- The Learning Exchange Services
- The Learning Exchange Events Calendar
- Contact Us

Workshops

Additional workshops and training sessions are offered throughout the year to tutors, volunteers, students, and parents based on the expressed needs of the members. In-service workshops and topics from previous years have included:

- Power Point Basics
- Board Development: By-Laws/Policy and Procedures
- Internet: Learning the Basics
- TV and Literacy
- Preventing Burnout
- Learning Styles
- Overcoming Adversity
- New Materials
- Numeracy
- Library and Resources



THE LEARNING EXCHANGE General Calendar

2005 to 2008

Calendar of Activities, Events and Deadlines

The following calendar is an overview of the activities, events and deadlines that occur on a regular basis during a typical year at The Learning Exchange

On-going/as needed

- Intake/assessment of new volunteers and students
- Tutor Training
- Matches
- Board meetings
- Staff meetings
- Committee meetings
- Quebec English Literacy Alliance meetings
- Laubach Literacy of Canada/Quebec-Literacy Volunteers of Quebec meetings
- Ministry of Education workshops/meetings
- In-service and outside workshops
- Professional development workshops/conferences
- Bookkeeping/finances
- Tutor Talk and Volunteer Voices: held twice a year

August

- The Learning Exchange Centre closed
- Public Service Announcements for Open House begin one month in advance
- Newsletter preparation and mailing
- Centre preparation and clean-up
- Finance: Preparation of Financial Statements and government report
- Begin to compile conference/convention dates and information (i.e. Teacher's convention)

September

- International Literacy Day September 8th
- New membership identification cards issued
- Open House event

- Confirmation of returning members, matches: day, location, time
- Board meeting
- Reading Circle
- Book sale
- Intake and assessment: new students and volunteers + student outlines
- Annual General Meeting preparation: i.e. nomination information

October

- Basic Tutor Training begins
- Finance: PACTE funding expected: budget revision if needed
- First Student Committee meeting/activity
- Reading Circle
- Book sale
- The Learning Exchange Annual General Meeting: Financial report due
- PROCEDE Conference
- Newsletter preparation and mailing

November

- Basic Tutor Training completed
- Matches: Tutors and students
- Reading Circle
- Book sale
- Laubach Literacy of Canada/Quebec-Literacy Volunteers of Quebec Annual General Meeting and workshops
- Teachers' Convention
- Board Retreat/Training

December

- Reading Circle
- Book Sale
- Quebec English Literacy Alliance meeting
- The Learning Exchange Holiday Party
- Newsletter preparation and mailing

January

- The Learning Exchange Open House Event
- Finance: Budget review
- Reading Circle
- Book Sale
- Basic Tutor Training begins
- Family Literacy Day January 27th

February

- Newsletter preparation and mailing
- Reading Circle
- Book sale
- Basic Tutor Training completed
- Finance: T4's prepared
- Reading for the Love of it Conference
- IFPCA proposal

March

- March Break: School closed for one week
- Matches made
- Quebec English Literacy Alliance Annual General Meeting
- Reading Circle
- Book sale

April

- Reading Circle
- Book sale
- Newsletter preparation and mailing
- Volunteer appreciation week: Volunteer Party
- Quebec Association of Adult Learners conference

May

- Reading Circle
- Book sale
- Springboards conference
- Gathering of volunteer hours
- Compiling information for PACTE report

June

- Board meeting: acceptance of next year's budget
- Reading Circle
- Book sale
- PACTE proposal and report due
- IFPCA report due
- Newsletter preparation for August mailing
- Student Event
- Phone blitz for materials/resources call-back
- Annual General Meeting preparation: i.e. nomination information
- Calendar for upcoming school year
- Cleaning/closing of The Learning Exchange Centre

July

- The Learning Exchange Centre closes