To: Dr. Erika Paterson, Instructor, ENGL 301, UBC

From: Aran Chang, Student, ENGL 301

Date: June 19, 2018

Subject: Proposal for Improving Tutoring Session Scheduling at Pathways to Education

**Introduction**

Pathways to education is a youth Education service that supports youth grades eight to twelve in Vancouver and Surrey to graduate from high school and move on to employment or further education after high school. The program provides tutoring, mentoring, financial aid and one-to-one support. It offers students a myriad of resources for their particular subject needs. Due to the complications of COVID-19, Pathways has adapted to host online learning sessions, matching students with volunteers capable of aiding their specific needs. This report is directed at Pathways to Education management team consisting of Brenda Lao, Melissa Lee, Farrell Docherty.

**Statement of Problem**

The hosting of each tutoring session requires the support of an appropriate volunteer who is able to assist with the need of the student. However, many of the hosted sessions are cancelled or cut short due to the lack of available appropriate support to students. Additionally, many of the volunteers are left without the opportunity to volunteer due to the scheduling of the system. The organization and sessions have become sporadic, as opposed to the consistent and organized system, prior to the pandemic.

**Proposed Solution**

The proposed solution is requires the staff at Pathways to Educator to collect a report of the students and their required subject needs once a week. Moving the scheduling from a month-by month basis, a daily email will be sent out, detailing times of availability for students and volunteers, allowing them to decide who they would like to work with, and when the tutoring session should take place. Initially, this email will be blank, but as time passes, volunteers and students should fill up the timetable. This becomes akin to a booking system, that updates daily. This solution allows for students to best obtain the help that they require. Additionally, the flexible time schedule allows for volunteers to assign their own time blocks, appropriate to their schedule. The solution implement is to provide the best help available to the students, while maintaining the flexible schedules for the volunteers.

**Scope**

To assess the viability of improving the student and volunteer pairing process, I plan to investigate the following areas of inquiry:

1. How often do students finish their work during the tutoring session?
2. How often are sessions cut short due to a lack of available tutors for the subject choice of the student?
3. What time is preferred for volunteers to sign up for tutoring sessions.
4. What is the most preferred time for students and volunteers to host tutoring sessions?
5. What is the spread of required subject areas students most require aid in?

**Methods**

To gather information on the feasibility of my proposed solution, I will survey current Pathways to Education staff, student and volunteers. I will provide a link to an anonymous google survey that will provide information on the proposed problem and solution. The survey will be my primary data source in determining the viability of the proposed strategy. Additionally, I will also consult members on the staff team at Pathways to Education for insight to the practicality of this method for scheduling in future cases of both online and offline learning.

**My Qualifications**

I am a University of British Columbia undergraduate student in my fourth year. From all my experience with data gathering and planning, I have had experiences with piecing and organizing many groups and individuals into a concise and inclusive schedule. I believe my experiences with data and time management will serve me well in organizing a concise and organized plan and schedule for the participants at Pathways to Education.

**Conclusion**

By addressing the five areas of inquiry mentioned earlier, I can determine the feasibility of implementing a method to concisely and quickly match volunteers to students to create impactful and efficient tutoring sessions. I predict that these solutions will help students and volunteers to find the best situation that is catered to their preferences.