



Riley Hospital Remote Tutoring Hub Information

Here is how the process works:

- 1) Parents (employees of Riley) fill out a consent form on SurveyMonkey (shown on the flyer). Daily we export this information to a shared Excel sheet so that we have a list of the consents signed for what kids, and note anything that is shared on the consent form that we need to know (e.g. any IEP needs we should be aware of, if they only consented to phone call/email/sending video. but no video chatting). The parents can do this at any time, and only has to be done once. This is to ensure that Riley employees are utilizing it, as well as allows us to be sure that the parents are okay with us contacting their children whether they are present or not.
- 2) After the consent is signed, the student (or parents) can fill out a Remote Tutoring Request Form. This can be filled out an unlimited amount of times, so if a student has a question every day they can fill it out every day! There are 3 options for them to choose from on here:
 - i. Them sending us a picture (or writing in a text box) questions they need instruction on, receiving and video link from us with recorded instruction on the specific problems (link is via Google Drive)
 - ii. Sharing available times and a phone number to connect with a tutor via phone call (voice only)
 - iii. Sharing an email address where a tutor can contact them and utilize email correspondence for help
- 3) Once we get a request, the Hub Coordinator will cross-check with the consent Excel sheet that there is a consent for the student, and then triage the need based on availability of Riley teachers, student teachers, and volunteers.
 - a. Volunteers and student teachers are only able to help with the recorded instruction and phone call. Riley teachers are triaged email requests, as we did not want volunteers corresponding with students via personal email addresses
 - b. If the choice by the student is recorded video instruction, the tutor will be sent the problems, they will record themselves (via cell phone or computer), and then upload the video to a shared Google Drive Folder. They rename the video to be the first name, grade of student (i.e. Jane, 8th).
 - c. Once the video is uploaded by the tutor to the Google Folder, the Hub Coordinator sends out the link of the Google Drive video to the student via email or text (whatever they put down). The link is set up to be accessible to view by anyone with the link.
 - d. Volunteers/student teachers also utilize *67 prior to dialing the number of the student in order to not share their personal cell phone numbers.
 - e. We are not outright offering video chatting capabilities for this service (we are for out inpatient students that we would normally tutor), however teachers in our program can utilize their best judgement to set up these sessions once they speak with a student (and the consent indicates this is okay). Volunteers and students teachers are unable to video chat, as there were concerns from our legal team regarding them doing so from a personal device without an IU Health employee present.
 - f. *The Hub Coordinator reached out to volunteers to gauge interest and availability, and then did individual training sessions with each. Each volunteer/student teacher set up a Google Drive account (if they did not already have one), and was given access to edit the Remote Tutoring Hub Folder (set up by the Hub Coordinator). All tutors have access to this drive, and a training video was shared on how to upload*



instructional videos for students via cell phone. All volunteers were successful in navigating this prior to rollout of the Hub.

Other notes:

- We worked with our legal team, HR, Communications, and Special Ops in order to test the process and ensure it was okay on all of those fronts. This is the way that we could ensure legality, accessibility to collect data, streamline the process, and ensure accessibility of the videos (both uploading and receiving). Videos over a certain link cannot be texted or emailed, but Google Drive links work generally across the board as long as the settings are set properly. We tested this with numerous different devices, cell phone carriers, etc. The Google Drive proved to be easy to set up for those who did not have it, and easy to learn how to upload from a cell phone/rename with the video instruction and training we provided.
- Due to capacity, we are focusing on it on this as-needed basis versus signing up for tutoring slots. The purpose really is meant to be that we are there to check in with an ask questions like kids would be doing with their parents while parents are working!
- Volunteers and student teachers were very willing and excited to help remotely, as they were disappointed to not be able to return to the hospital this school year.
- Verbal feedback has been very positive from all levels, no issues have been shared about process. Requests have been light, so we are expanding to our adult hospital counterpart
- If there are any questions, please contact Sara Midura at smidura@iuhealth.org