

## X. RESOURCES

*A prudent question is one half of wisdom.  
Francis Bacon*

This guidebook cannot answer all of your questions about implementing and developing a literacy project using senior volunteers. Nor can it provide all the tools and materials you and your staff will need. However, we can get you started on locating more information about subjects we've touched on, and provide you with a list of resources that will help you obtain general operational support, as well as additional knowledge and materials for your program.

### A. Corporation for National Service - Web Site



The Corporation for National Service Web site is a gateway to information, resources, and links that are all related to National Service programs. You may access the CNS site from either of two different addresses: [www.cns.gov](http://www.cns.gov), or [nationalservice.org](http://nationalservice.org). Either address takes you to the same CNS Web site Home page.

Your **network of peers** – others who are involved in National Service programs -- is a valuable resource at all

stages of your program's implementation, development and ongoing operation. National Service Partners in your state can provide ideas, guidance, and the benefit of shared experiences and effective practices. You can find a list of National Service grantees in each state by going to the Corporation's Home page and clicking on **State Profiles** near the bottom of the page. Select your state, and see where other National Service grantees are located and what they're doing. A link from the State Profiles page takes you to contact information for each state's office and Commission.



### B. Corporation for National Service - AmeriCorps\*VISTA

Project directors have been helped enormously with the addition of a VISTA volunteer to their staff when there is more work on-site than they or their sponsor organization can keep up with. During the first phase of the Seniors for Schools demonstration project, some project directors applied for more than one AmeriCorps\*VISTA volunteer, one for each school in their city.

VISTAs can help with recruiting volunteers and can also orient volunteers to the project. In general, they can become the Volunteer Coordinators for the schools and facilitate meetings, coordinate training, maintain the liaison with school staff, and generally manage the individual sites where the tutoring projects are taking place. This frees up the project director's time to work with sponsor organizations on program development, expansion to other schools, and sustaining the program beyond the period of federal funding.

It is **through your sponsor organization** that you apply for an AmeriCorps\*VISTA volunteer for your project. **Your sponsor organization** must contact the **Corporation State Office** covering the geographical area where your project is located. They will be able to discuss application requirements and procedures.

Generally, the State Office or a Regional Office sends an AmeriCorps\*VISTA **project application** to the sponsor, and provides technical assistance during the application process. You may also visit [www.cns.gov](http://www.cns.gov) for application information, or contact the AmeriCorps\*VISTA national office at **800-942-2677**.

You may want to **interest someone locally** in becoming your VISTA volunteer -- someone you already know, or someone you identify by launching a local recruiting effort. You can then facilitate application to AmeriCorps\*VISTA for the person you've recruited.

For an individual to apply to become a VISTA volunteer, he or she should request an application packet by sending an e-mail to [acorps@infosystec.com](mailto:acorps@infosystec.com) with the subject "application packet."

### **C. Corporation for National Service - National Training and Technical Assistance Providers**

#### **1. ETR Associates/National Service Resource Center (NSRC)**

The **National Service Resource Center (NSRC)** is a one-stop-shopping source of knowledge, publications, tools and materials for your literacy program. A division of Education, Training, Research Associates, Inc., or **ETR**, NSRC is funded by CNS and **exists to support** National Service programs nationwide.

#### **What services are provided by NSRC?**

NSRC is a clearinghouse of comprehensive information related to community service projects, including articles, books, videos, newsletters, activities, how-to instructional guides, and links to other resources that can help you enhance the overall success of your program.

NSRC is one of your most valuable resources and you should **begin using their services right away** because of the wealth of knowledge, publications and support they offer. The summary of information on the next two pages provide a brief overview of this valuable, ongoing resource.

**ETR Associates**  
**National Service Resource Center - NSRC**  
**PO Box 1830**  
**Santa Cruz, CA 95061-1830**

**800-860-2684**  
**831-438-4060**

**TDD: 831-461-0205**  
**FAX: 831-430-9471**

**E-mail:** [susan@etr-associates.org](mailto:susan@etr-associates.org)  
**Web site:** <http://www.etr-associates.org/NSRC/>  
<http://www.etr.org/NSRC>

**ETR Staff:**

Susan Hillyard, MLS ext. 105  
Program Manager

Mark Fulop ext. 214  
Program Director

Zac Mutrux ext. 130  
Information Specialist

Alexa Keihl ext. 143  
Publications Coordinator

Jennifer Ryan, ext. 260  
Resource Center Assistant

**ETR provides information on topics such as:**

- Service Project Design
- Program Management
- Best Practice Models
- Organizational Development
- Fiscal Management
- Evaluation
- Fund Raising
- Conflict Resolution
- Community Partnerships
- Training and Supervision
- Recruitment and Orientation
- Diversity
- Citizenship
- School Success
- School Readiness
- Preventive Health

**NSRC services can be accessed directly from the NSRC Web site, and include:**

- **Reference and Referral.** A collection of curricula, books, and videos.
- **Training and Technical Assistance (T/TA) Resource Guide.** A gold mine of information, this guide provides you with **a list of all** the Corporation for National Service-funded training and technical assistance providers, including contact information and how to access their services.
- **Sample Forms Collection.** This is a collection of forms from other National Service projects that you can use as a starting point to develop your own forms, or use directly. Individual forms can be downloaded from the Web site.
- **Literature Searches.** NSRC will locate information for you on a variety of subjects by searching over 500 online databases and the Internet.
- **Lending Library Services.** NSRC circulates books, videos, program guides, and other materials related to building strong organizations. You must complete a **Lending Agreement Form**, which can be downloaded from the Web site, and you may check out items using a **Materials Request Form** that can also be downloaded. You can borrow two items at a time for three weeks. The only cost to your program is returning the materials to NSRC. A Web site search function helps you find publications to suit your needs.
- **Information Exchange.** NSRC collects up-to-date information on service projects, and training and technical assistance resources and events. This, too, is available on the Web site. These resources include the training and technical assistance **Master Calendar** of national and regional conferences, workshops, and trainings. There is also a collection of **training briefs** with ideas and information on volunteer training and development. An interactive National Service effective practices database (Epicenter) will be launched in Spring 2000.
- **Newsletter.** NSRC's quarterly newsletter, *The Resource Connection*, contains articles about other National Service programs, training and technical assistance, and resources available from NSRC and other agencies. Individual issues of the newsletter are developed around themes relevant to National Service programs. For example, Vol.4, No.2, is all about building sustainability into your program. Newsletter articles and whole issues can be downloaded from the Web site.
- **America Reads Resources.** Download online America Reads publications and find links to other America Reads Web sites. The page includes a downloadable America Reads resource list and a calendar of events. Subscribe to the America Reads **listserv** by sending an e-mail: [join-americanreads@lists.etr.org](mailto:join-americanreads@lists.etr.org).
- **Online Publications:** downloadable publications in PDF and HTML format.

## 2. Project STAR

The Corporation for National Service has exclusive contracts with a number of training and technical assistance providers that are dedicated to providing information, training, and technical support to National Service programs. Project STAR is the Corporation for National Service's provider for evaluation and record keeping.

As mentioned in Chapter IX, one of the most complicated and intimidating tasks facing project directors is evaluation and record keeping. STAR provides individual and group training on how to implement these program components, and their staff is available to you for technical assistance as you go about the six basic requirements of evaluation: 1) writing your program's objectives, 2) developing the evaluation plan for your program, 3) developing the instruments for evaluating your program, 4) data collection, 5) data analysis, and 6) reporting evaluation results.

Project Star recommends that **you begin your evaluation and record keeping tasks at the beginning of your project.** Here is information about contacting Project STAR:

### **Project STAR**

480 East 4<sup>th</sup> Ave., Unit A

San Mateo, CA 94401-3349

Contact: Ken Terao

Phone: 800-548-3656 • FAX: 425-795-1499

E-mail: [star@aiweb.com](mailto:star@aiweb.com)

Web site: [www.projectstar.org](http://www.projectstar.org)



Project STAR's Web site provides information about evaluation techniques and how to access STAR for evaluation materials and assistance in using them. The site also provides resources that you can download, as well as links to other sites.

## 3. LEARNS -

### Linking Education and **America Reads** through **National Service**

The LEARNS partnership provides comprehensive training and technical assistance specifically to National Service education and literacy programs. The partnership provides support by gathering and sharing information from current **education and literacy research and practice.** They also develop new instruments and materials for literacy projects. You can call either LEARNS partner at their toll free 'hotline' numbers to obtain help in **project design and implementation,** as well as **direct technical help** in support of information or materials they provide. The two organizations that make up the LEARNS partnership are:

- Northwest Regional Educational Lab (NWREL)
- Bank Street College of Education.

The **Northwest Regional Educational Laboratory** is one of nine regional education “labs” funded by Congress, which for 30 years has helped education agencies improve learning results for children, youths, and adults. Through its LEARNS agreement, NWREL brings customized training and technical assistance to project staff of education-focused National Service programs throughout the United States. NWREL is the organization that guides the LEARNS partnership.

Founded in 1916, **Bank Street College of Education** is an independent, fully accredited graduate institution in New York City. It is a recognized leader in early childhood education and was a pioneer in improving classroom conditions. The College has published the Bank Street Readers, the first multi-racial, urban-oriented readers for young children. They work with government at all levels to design legislation and programs beneficial to children and families. Bank Street College of Education was an early supporter of the America Reads initiative.

---

**Northwest Regional Educational Laboratory  
(NWREL)**  
**101 SW Main Street Suite 500**  
**Portland, OR 97204**  
**800-361-7890**  
**Fax: 503-275-0133**  
[www.nwrel.org](http://www.nwrel.org) or [www.nwrel.org/learns](http://www.nwrel.org/learns)  
E-mail: [learns@nwrel.org](mailto:learns@nwrel.org)

**Bank Street College of  
Education**  
**610 W 112<sup>th</sup> Street**  
**New York, NY 10025**  
**800-930-5664**  
**Fax: 212-875-4547**  
[www.bnkst.edu](http://www.bnkst.edu)

---

The **LEARNS Web site** is chock full of information and tools for starting up, developing and even assessing your literacy program. On the Home Page, they feature new materials available from LEARNS. A valuable new tool for assessing student and overall project progress is called the *LEARNS Literacy Assessment Profile (LLAP)*. “*Day One in the Life of a Program Coordinator*,” provides how-to guidance and resources for getting your program off the ground. There is also a button on the Home Page that will take you to electronic copies of *The Tutor* newsletter -- including back issues -- providing overviews of the Seniors for Schools demonstration project sites, and excellent articles on basic components of literacy projects. These resources are available for downloading from the Web site in PDF format.

From the Resources page you can obtain more information and support specifically for start-up: [www.nwrel.org/learns/resources/startup](http://www.nwrel.org/learns/resources/startup). Be sure to review *Identifying Local Resources for Your Literacy Program, Guide for National Service Programs*. The *Guide* helps literacy programs identify partners and stakeholders in the community who support National Service education programs in the form of information, materials, collaboration on joint projects, as well as monetary or in-kind contributions.

Also check out *Guidelines for Reading Tutoring Sessions*, specifically addressing the approach to tutoring children from kindergarten through third grade, with a clear, easy to follow format and tutoring activities. From the Resources page you can link to **training tips**, as well as more games and word activities to use in tutoring.

#### 4. CHP International

CHP International provides training and technical assistance for human relations and diversity issues, such as supervising diverse teams, building relationships with diverse communities, and facilitating diversity awareness. CHP assists individual programs to develop action plans and appropriate interventions when dealing with the complexities of diversity issues. They will provide your project with materials to help you become more effective at working with diversity, and they will recommend training activities to facilitate diversity awareness.

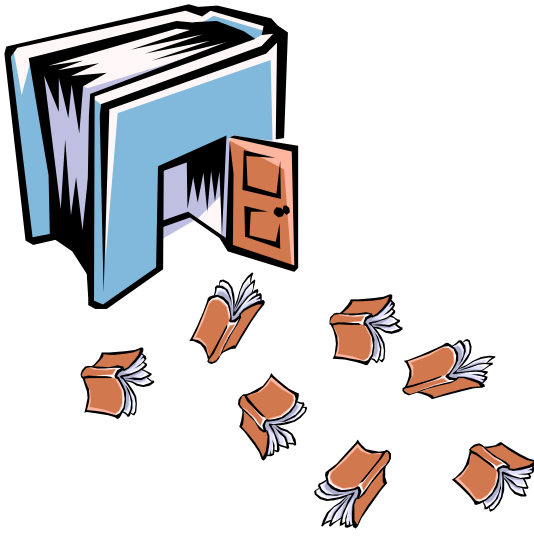
You can contact CHP via their toll free telephone number, by mail, or e-mail.

CHP International  
1040 North Boulevard, Suite 220  
Oak Park, Illinois 60301  
800-635-6675, or 708-848-9650  
FAX: 708-848-3191  
E-mail [CHPdiverse@aol.com](mailto:CHPdiverse@aol.com)

Web site at [www.chpinternational.com](http://www.chpinternational.com).

#### 5. Learn and Serve America National Service-Learning Clearinghouse

The Learn and Serve National Service-Learning Clearinghouse is a source of comprehensive information about service-learning in school- and community-based literacy initiatives, for kindergarten through higher education.



National Service-Learning Clearinghouse  
R-460 VoTech Education Building  
University of Minnesota  
1954 Buford Avenue  
St. Paul, MN 55108

800-808-SERV (7378)  
Fax: 612-625-6277  
[www.nicsl.coled.umn.edu](http://www.nicsl.coled.umn.edu)  
E-mail: [serve@tc.umn.edu](mailto:serve@tc.umn.edu)

On the Learn and Serve Web site there is a handy index of the site's contents that remains in place even as you move around the Web site from page to page. The Resources index includes a list of publications and links to other resources on service-learning, mentoring and literacy. You can also find descriptions of Learn and Serve America projects by state, with contact information: select LINKS on the Index, and then select LSA Grantees.

## D. US Department of Education

A co-sponsor of the America Reads program, the Agency provides numerous publications for National Service literacy programs. Many of the publications mentioned in this chapter are available from the Department, at 877-4ED-PUBS (433-7827). Visit their America Reads Web site page, which is crisp, colorful and easy to read, and you can see the materials available for downloading, or for ordering by phone or e-mail: [www.ed.gov/inits/americanreads](http://www.ed.gov/inits/americanreads).

The US Department of Education also maintains a Web page dedicated to providing resources to parents for helping their children with schoolwork. You may find ideas on this Web page to use in development of family literacy activities, [www.ed.gov/pubs/parents](http://www.ed.gov/pubs/parents).

It may be helpful to make contact with Department of Education programs in your state:

- **21<sup>st</sup> Century Community Learning Center Grantees.** These grantee school sites provide safe Out-Of-School Time locations for young people in their communities and include tutoring as a key activity. Contact the grantees in your town, county, or team. You can find a list of grantees on the Department of Education's 21<sup>st</sup> Century Community Learning Center Web page: [www.ed.gov/21stccclc/awards.html](http://www.ed.gov/21stccclc/awards.html).
- **Reading Coalitions.** Most states have some sort of 'reading coalition.' Contact the Chief State School Officer in your state for information on your state's coalition or team. The list of officers is posted on the Council of Chief State School Officer's Web site: [www.ccsso.org/whos96.html](http://www.ccsso.org/whos96.html).
- **Reading Excellence Grantees.** Many state coalitions applied for funding under the Reading Excellence Act. Seventeen state coalitions were awarded grants. Go to the Web page [www.ed.gov/offices/OESE/REA/1999awardees.html](http://www.ed.gov/offices/OESE/REA/1999awardees.html) to see whether there's a grantee in your state.
- **Title I Coordinators.** Some literacy programs in underserved areas tap into their district's Title I resources for training and materials. Contact your local education agency to find the Title I Coordinator in your district or state.
- **Federal Work Study Programs.** Approximately 3300 colleges and universities receive money through Federal Work Study (FWS) that they must match -- unless the students are engaged in children's or family literacy programs. Beginning in July 2000, all FWS institutions will be required to have at least one reading tutoring program. Contact your local college or university's Financial Aid Office to see if you can work out a collaborative arrangement that will benefit your program and satisfy the FWS requirement for the college or university. You might also check to see if the institution is a Learn and Serve America grantee and then contact the project director.

## E. Selected Individual Resources

The resources in the following lists have proven useful and valuable for literacy projects. They include print resources as well as organizations that provide information and services relevant to the work and operation of Senior Corps tutoring programs. These lists are just the tip of the iceberg, a starting point for you in your quest for more information, ideas, and support for your project. Information on where to obtain publications is provided with the item, but in most cases you can bypass individual phone numbers and Web sites by **contacting NSRC**. Many materials are available for downloading from the individual Web sites, or from the NSRC Web site.

**Copyright and usage restrictions** apply to some materials. Be sure to find out whether they apply to publications you wish to obtain, and what the restrictions are. The **Resource Center Assistant at NSRC** can provide this information, and how to comply with restrictions.

### 1. General Guidance for Literacy Programs

- ***Principles and Key Components for High Quality America Reads National Service Program Initiatives***. The title says it all. A joint effort of the Corporation for National Service, ETR Associates, and the US Department of Education, this booklet is available from NSRC at 800-860-2684, ext. 260, or e-mail, [jennifer@etr-associates.org](mailto:jennifer@etr-associates.org). Read it on the CNS web page, at [www.cns.gov/areads/about/principles.html](http://www.cns.gov/areads/about/principles.html). Or you can download it from the NSRC Web site: [www.etr.org/nsrc/amreads.html](http://www.etr.org/nsrc/amreads.html).
- ***On the Road to Reading: A Guide for Community Partners***, prepared by Derry Koralek and Raymond C. Collins, PhD, of the Early Childhood Technical Assistance Center (ECTAC); a joint project of the Corporation for National Service, US Department of Education, and the US Department of Health and Human Services. In addition to addressing community partnerships, this publication describes how children learn to read and how tutors can help young readers. Available from the US Department of Education at 877-4ED-PUBS (433-7827), or contact NSRC. (This is meant to be used in conjunction with *Reading Helpers, A Handbook for Training Tutors*.)
- ***The Read\*Write\*Now Partners Tutoring Program***, compiled by Richard L. Venezky, University of Delaware; a joint project of Hadassah, The Women's Zionist Organization of America, Inc., and the US Department of Education. Poster, kit and tip sheet for developing a Community Reading Program. Available from the US Department of Education at 877-4ED-PUBS, or from the Web site [www.ed.gov/inits/americanreads](http://www.ed.gov/inits/americanreads).
- ***Start Early, Finish Strong – How to Help Every Child Become a Reader***. Developed by the Department of Education, this booklet provides the latest research, resources, referrals, and recommendations on how to help children succeed in reading. Includes examples of research-based principles in practice. Single copies available for free by calling 877-4ED-PUBS (433-7827), or at [www.ed.gov/pubs/startearly](http://www.ed.gov/pubs/startearly).

- ***Volunteer Tutoring Programs: A Review of Research on Achievement Outcomes***, by Barbara A. Wasik. This report provides a comprehensive review of the current state of knowledge about the achievement effects of various volunteer tutoring programs in reading. Check with the Resource Center Assistant at NSRC, at 800-860-2684, ext. 260, to see if they have copies available, or order from the Center for Social Organization of Schools (CSOS) at Johns Hopkins University Web site: [www.csos.jhu.edu](http://www.csos.jhu.edu).
- ***Using Volunteers as Reading Tutors: Guidelines for Successful Practices***, by Barbara A. Wasik. Published originally in *The Reading Teacher*, Volume 51, No. 7, April 1998, a publication of the International Reading Association. Contact them for information on obtaining a reprint, at 302-731-1600, or ask the NSRC Resource Center Assistant for help in tracking down a copy: 800-860-2684, ext. 260.
- **Glossary of Terms.** Though you're probably not confused by the difference between a phoneme and a phonogram, a digraph and a diphthong, some of your staff or tutors might be happy to have a list of such terms and what they mean. The Department of Education Web site has a glossary of literacy terms, as well as brief descriptions of other groups and agencies involved in literacy programs: [www.ed.gov/pubs/RoadtoRead/appendix\\_a.html](http://www.ed.gov/pubs/RoadtoRead/appendix_a.html)

## 2. Tutoring

- ***Teach Someone to READ, A Step-by-Step Guide for Literacy Tutors***, Nadine Rosenthal, Director, Center for Reading Improvement, San Francisco State University, Fearon/Janus/Quercus, 1987. Available on loan from the NSRC Library. Contact the NSRC Resource Center Assistant at 800-860-2684, ext. 260.
- ***Help America Read***, by Gay Su Pinnell and Irene C. Fountas, Heinemann Press, 1997, a handbook for literacy tutors, **written by two literacy volunteers**. Order from the publisher's Internet site: [www.heinemann.com](http://www.heinemann.com).
- ***Book Buddies, Guidelines for Volunteer Tutors***, by Marcia Invernezzi, Francine Johnston, and Connie Juel. Order from the University of Virginia bookstore in Charlottesville, 804-924-1066. (Cost is \$19.99 + \$4.50 shipping and handling). Or you can check out a copy from the NSRC library. There is also an accompanying videotape for providing training on the Book Buddies program.
- ***The Master Tutor, A Guidebook for More Effective Tutoring***, Ross B. MacDonald, PhD, The Cambridge Stratford Study Skills Institute™, 1994. Copies available on loan from the NSRC library. Call the Resource Center Assistant at 800-860-2684, ext. 260.
- **The New York Public Library System** Web site, [www.nypl.org/branch](http://www.nypl.org/branch) offers games and activities, book lists, and other resources for working with young children.

- **The Alphabet Superhighway** is a Web site sponsored by the US Department of Education's READ\*WRITE\*NOW! initiative that offers **ideas for tutoring sessions**, activities for children, books lists and other resources for encouraging young children to read: [www.ash.udel.edu/ash](http://www.ash.udel.edu/ash)

### 3. Literacy

- **Read\*Write\*Now** is also available for family literacy projects. Call 877-4ED-PUBS (433-7827). Your local libraries may be able to provide kits. The kits are also available through the Department of Education Web site, [www.ed.gov/Family](http://www.ed.gov/Family).
- **Ready\*Set\*Read for Families** and **Ready\*Set\*Read for Caregivers, Early Childhood Language Activities for Children from Birth through Age Five**, an America Reads Challenge publication that is a joint project of the Corporation for National Service, US Department of Education, and US Department of Health and Human Services. Copies can be obtained from the US Department of Education at 877-4ED-PUBS (433-7827). The full text of these booklets can also be found on the Department of Education Web site, [www.ed.gov/inits/americareads](http://www.ed.gov/inits/americareads).
- **A Compact for Reading Guide: A Reading Partnership Action Kit**, explains how to develop an effective written agreement among families, teachers, principals, students and community members, including tutors, in support of teaching children from kindergarten through third grade how to read. The **School-Home Links Kit** that goes with the Guide includes 100 one-page reading activities for each level, kindergarten through third grade. The guide and kit are available online at [www.ed.gov/pubs/CompactforReading/](http://www.ed.gov/pubs/CompactforReading/), or find it available for downloading in HTML format from the NSRC Web site: from the Home Page go to America Reads Resources.
- **A Guide to Promoting Children's Reading Success**, explains how children read and how adults can help them learn to read. Developed by the National Research Council, it is based on the Council's 1998 report, *Preventing Reading Difficulties in Young Children*, (see next item) and provides ideas that parents, educators, policy-makers, and others can use to prevent reading difficulties in early childhood and the primary grades. Copies are available from the National Academy Press at 800-624-6242.
- **Preventing Reading Difficulties in Young Children**, the National Research Council's 1998 report that synthesizes the wealth of research on early reading development. It correlates the findings on how reading develops in young children with how reading instruction should proceed. The book includes recommendations for practice and further research. Available from the National Academy Press, at 800-624-6242. Because the publication is \$35.95 plus shipping and handling, you may want to check it out first from the NSRC library. Contact the NSRC Resource Center Assistant at 800-860-2684, ext. 260, to see whether one of their copies is available.

- **Checkpoint for Progress in Reading and Writing: For Families and Communities, or For Teachers and Learning Partners.** Provides an overview of what children may be expected to be able to read and write at grade and age level. Available free by calling 877-4ED-PUBS (433-7827), or at [www.ed.gov/americanreads](http://www.ed.gov/americanreads).
- **Reading with Children**, a literacy program developed by Literacy Volunteers of America (LVA), Syracuse, New York, provides curriculum materials and program ideas for family literacy, and for teaching parents strategies on helping their children learn to read. Call LVA direct at 315-472-0001, or visit their Web site: [www.literacyvolunteers.org](http://www.literacyvolunteers.org).
- **Parents as Teachers National Centers**, in St. Louis, Missouri, is an early childhood family education and support program that helps communities start Parents as Teachers programs, either stand alone or with an existing program. Call them at 314-432-4330, Fax them at 314-432-8963, or visit their Web site at [www.patnc.org/](http://www.patnc.org/).
- The **Family Education Network** hosts a Web site with literacy activities for children and their parents, that are useful to tutors and teachers, too: [www.familyeducation.com](http://www.familyeducation.com).
- The **American Library Association** Web site provides information and online articles on aspects of designing a family literacy program, such as recruiting volunteers and building partnerships with the community: [www.ala.org/literacy](http://www.ala.org/literacy).
- **Center for the Improvement of Early Reading Achievement (CIERA)**, at the University of Michigan School of Education, is a resource for educators, parents, policymakers, researchers and supporter of early literacy opportunities for children. CIERA's focus is on beginning readers, and supports research and front-line efforts to improve early reading achievement. Their Web site, [www.ciera.org](http://www.ciera.org), offers free information about literacy and teaching reading. They are a good resource for keeping abreast of current thinking and research in the field of literacy.
- **National Institute for Literacy**. Focused primarily on adult literacy, NIL provides a National Hotline for Literacy Programs, 800-228-8813, and a great Web site, **LINCS**. LINCS provides a point of entry for literacy information available on the Internet. LINCS is an interactive system that enables sharing resources and expertise in real time through online discussion forums. Explore their Web site to find your best links to literacy resources: <http://novel.nifl.gov/>. (The Web address does not begin with www.)
- The **National Adult Literacy Database** provides over 60 links to family literacy topics and programs, including literacy activities for children. The Web site provides one of the more comprehensive lists of sites in the United States and Canada, including different agencies involved in family literacy, [www.nald.ca/netlinks/ed\\_res\\_f.htm](http://www.nald.ca/netlinks/ed_res_f.htm).



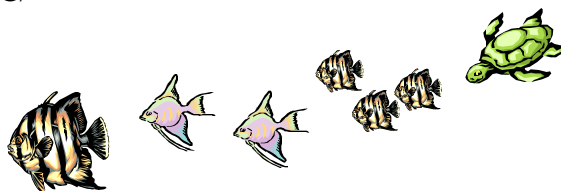
- **International Reading Association** is focused on promoting literacy by improving the quality of reading instruction. Their focus is on research into reading processes and teaching techniques. They serve as a clearinghouse to disseminate reading research through conferences and publications. Visit their Web site at [www.reading.org](http://www.reading.org).

#### 4. Training

- ***Reading Helpers, A Handbook for Training Tutors***, prepared by Raymond C. Collins, PhD, of the Early Childhood Technical Assistance Center (ECTAC); a joint project of the Corporation for National Service, US Department of Education, and the US Department of Health and Human Services. A thorough, step-by-step guide on tutoring and how to train tutors. Contains an excellent list of resources for training tutors, as well as transparencies that can be used in training sessions. Available from National Child Care Information Center (NCCIC) at 800-616-2242, or US Department of Education, 877-4ED-PUBS; also **available for downloading in PDF format from the NSRC Web site:** from the home page go to American Reads Resources. (This publication is meant to be used in conjunction with *On the Road to Reading: A Guide to Community Partners*.)
- ***Starting Strong: A Guide to Pre-Service Training***. Designed for AmeriCorps programs, this manual provides basic guidance for planning and delivering effective pre-service training. Its user-friendly approach is **perfect for staff with limited training experience**. The manual explains in detail how to design effective training and provides over 35 sample training activities. The complete manual is available for downloading from the NSRC Web site: [www.etr.org/NSRC](http://www.etr.org/NSRC). From the Home Page, click Resources, click Online Documents, scroll down to Training.
- **Training Briefs**, useful information and innovative ideas for member training and development from MOSAICA, available for downloading from the NSRC Web site: [www.etr.org/NSRC/](http://www.etr.org/NSRC/). A sampling of subjects covered:
  - Ten Tips for Successful Pre-Service Training
  - Big Results from Small Groups
  - Strengthen Sessions with Style
  - Low-Cost Training Resources: Your Members
  - Guest Trainers: Ensuring Success
  - Guest Trainers: Where to Find Them
  - Assessing and Addressing Member Training Needs
  - Dealing with Difficult Training Situations
  - Choosing Icebreakers with a Purpose

- **LEARNS Web site:** [www.nwrel.org/LEARNS](http://www.nwrel.org/LEARNS). Information about training for you, your staff, and your volunteers. The site also offers training activities. Join their Peer Trainer listserv to receive proven **training materials** to use for your project, as well as information that applies to your literacy program. To join the **training listserv**, send an e-mail to [learns@nwrel.org](mailto:learns@nwrel.org).
- **National Institute on Out-of-School Time (NIOST):** The staff of the National Institute for Out of School Time (NIOST) at Wellesley College, a former Corporation training and technical assistance provider, have developed a series of tipsheets for national service project directors that can be used alone or as part of training activities. The tipsheets focus on such out of school time issues as behavior management, program design, literacy and homework help. The tipsheets can be downloaded from the National Resource Center website at [www.etr.org/nsrc/online\\_docs.html](http://www.etr.org/nsrc/online_docs.html). Additional resources for out of school time projects are listed on the NIOST site at [www.wellesley.edu/WCW/CRW/SAC/](http://www.wellesley.edu/WCW/CRW/SAC/)

## 5. Diversity



- **Multicultural Web Links,** [www.isomedia.com/homes/jmele/mcultlink.html](http://www.isomedia.com/homes/jmele/mcultlink.html) provides links to other multicultural sites, as well as sites that are of interest to educators.
- The **National Clearinghouse for Bilingual Education**, which is operated by George Washington University in Washington, DC, provides excellent publications on community and parent involvement in literacy programs. The publications are designed for a culturally diverse learning environment. Materials may be ordered from their Web site, [www.ncbe.gwu.edu/library/parent.htm](http://www.ncbe.gwu.edu/library/parent.htm).
- **United Cerebral Palsy** offers a state-by-state directory of UCP affiliates on their Web site. You can contact the affiliate nearest your location to obtain pamphlets and general information on issues related to individuals with disabilities: [www.ucp.org](http://www.ucp.org). From the Home page you can also link to information specific to National Service programs by clicking Projects and Grants and scrolling down to Access AmeriCorps.
- **Recruiting and Retaining Members with Disabilities**, Volume 3, Number 3, of *The Resource Connection*, the newsletter of the NSRC, includes articles on recruiting individuals with disabilities and how to respond appropriately to people with disabilities. You can download individual articles from the NSRC Web site, [www.etr.org/NSRC](http://www.etr.org/NSRC).
- **National Institute for ESL Literacy Action**, [www.cal.org/ncl](http://www.cal.org/ncl), provided by the National Clearinghouse for ESL Literacy Education, the only national clearinghouse focusing on literacy education for adults learning English as a second language. This may be a valuable resource in **helping parents of children in your program who are themselves struggling to learn to read English**.

## 6. Information about Seniors

- **Temple University Center for Intergenerational Learning**, Temple University, Philadelphia. The Web site provides an on-line resource library and links to other resources: [www.temple.edu/CIL/](http://www.temple.edu/CIL/). From the Web site you can read and download on-line copies of *Interchange*, the Center's national newsletter that focuses on issues related to intergenerational exchange. The newsletter addresses the potential contribution of older adults to society, and provides insights into the place of older adults in American culture, as well as other cultures world wide.
- *A Profile of Older Americans: 1999*, American Association of Retired Persons, 601 E Street, Washington, DC 20049, 202-434-2277. They will send you a copy of the report at no charge. AARP Web site: [www.aarp.org/](http://www.aarp.org/).
- *Seniors in National and Community Service: A Report Prepared for the Commonwealth Fund's Americans Over 55 At Work Program*, by Marc Freedman, Public/Private Ventures, Philadelphia, Pa., 1994. This is the report that inspired the Seniors for Schools initiative. A copy of the report can be obtained on loan from the NSRC library, by contacting the Resource Center Assistant at 800-860-2684, ext. 260.
- *Aging in the United States – Past, Present, and Future*, US National Institute on Aging, US Department of Commerce, Economic and Statistics Administration, Population Division, Bureau of the Census. E-mail: [ipc@census.gov](mailto:ipc@census.gov); Fax: 301-457-1539. National Institute for the Aging Web site: [www.nih.gov/nia/](http://www.nih.gov/nia/).
- **National Council on the Aging**, Washington, DC, 202-479-1200. Their Web site has a variety of articles and links for information about seniors in America: [www.ncoa.org/](http://www.ncoa.org/).



# Seniors for Schools Effective Practices Guidebook

## Evaluation Form

The Corporation for National Service and the National Senior Service Corps request your feedback and ideas as to improving this Guidebook, as well as keeping it current. Your input is invaluable to us and we would appreciate your taking the time to complete this form and returning it to CNS at the address or fax number provided below.

---

Please **circle your response** according to the following scale: **4 = Yes 3 = Mostly 2 = Somewhat 1 = No.**

1. Does the information in the Guidebook help you better operate your own senior volunteer project?

4            3            2            1

2. Does the Guidebook contain ideas, tools and materials that you can use for your project?

4            3            2            1

3. Does the format and organization of information in the guidebook make it easy to use?

4            3            2            1

4. Is the information provided in the Resources chapter helpful and useful?

4            3            2            1

5. What would you say is the **a) most helpful chapter** in this Guidebook; the **b) least helpful chapter**?

a) \_\_\_\_\_ b) \_\_\_\_\_

a) Why most? \_\_\_\_\_

\_\_\_\_\_

b) Why least? \_\_\_\_\_

\_\_\_\_\_

6. What is your overall rating of the Guidebook?

Excellent            Good            Average            Below Average            Poor

7. Please provide your comments regarding any aspect of the Guidebook. You may elaborate on questions asked above, or express your feelings about information provided that may not be necessary. Are there chapters that provide too much information, too little information?...subjects you wish had been covered but weren't? Etc.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

8. Type of Senior Corps project you represent:      SFS            FGP            RSVP            SCP

---

Please return the completed evaluation form, with any materials you would like to offer for possible inclusion in a Guidebook update, to: Angela Roberts, MSW, Program Officer, Corporation for National Service, 1201 New York Avenue, NW, Washington, DC 20525. Or Fax to 202-565-2743.