Using the Coordinator Dashboard

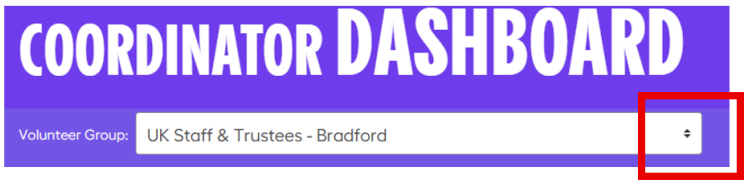
This guide is to show Chapter One Volunteer Coordinators how to get the most out of the valuable information offered within the Coordinator Dashboard.

To access the Coordinator Dashboard:
Login at https://app.chapterone.org.uk. Click *Coordinator Dashboard* on the left menu.

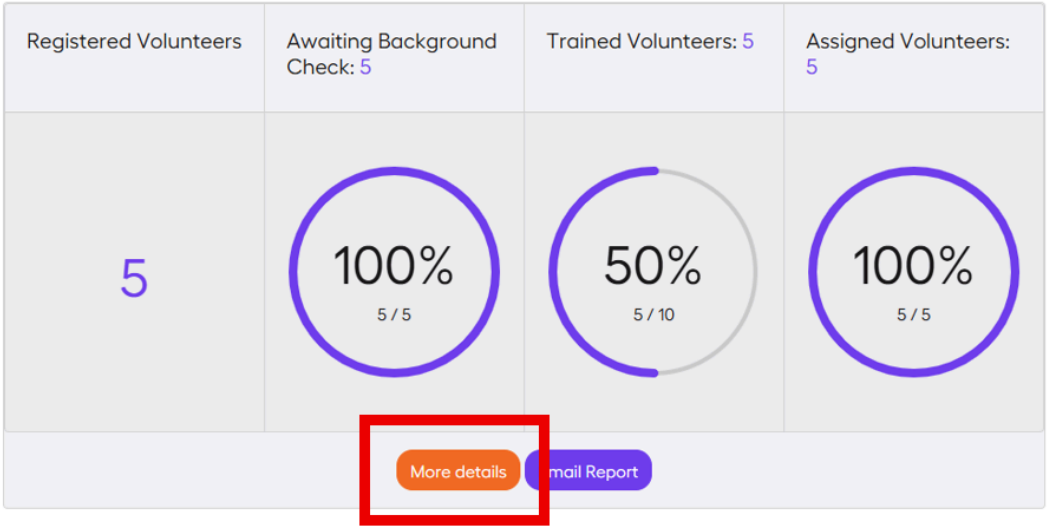
Section 1: Volunteer registrations, background check status and pupil matches

The first section you will see relates to registrations and pupil matching, and is more likely to be used earlier in the academic year while the programme is starting up. Please note that DBS/PVG and background check are the same thing - we use both terms interchangeably.

*If applicable - **Top tip:*** Click the **Volunteer Group** dropdown if you have multiple volunteer groups in various locations or teams. Select another group name to change the dashboard view:



Click the **orange More Details button** to see an on screen list of each registered volunteer and their current status:



Note: The above is an example graphic, this is not data for your organisation.

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Click the **purple Email Report button** (next to the More details button) to receive a CSV file to your registered email address within 5 minutes. This will come from no-reply@chapterone.org, and will contain all volunteer data across all volunteer groups (if applicable).

Interpreting the CSV Report:

Column A: Which volunteer group (ie location or team) they are registered within. This will be the same for all volunteers if you only have one volunteer location/team

Columns B – E: Volunteer registration data

Column F: Shows TRUE if they are DBS/PVG cleared, or FALSE if they are not

Column G: Shows TRUE if they have complete mandatory training, or FALSE if they have not

Column H: Shows TRUE if they have withdrawn from the programme, or FALSE if they are a current reading volunteer

Column I: The reason that a volunteer has been withdrawn (only if column H shows TRUE)

Columns J: Shows TRUE if they are matched with a child (columns K, M & N will also be populated for these volunteers), or FALSE if they are not (K, M & N will be blank)

Column K: The date the pupil assignment was made

Column L: Shows TRUE if a volunteer-pupil relationship had been in place but is now archived. This may be because the pupil left the school.

Column M - N: When assigned, shows the school and classroom the volunteer is matched with

Column O: Shows TRUE if they are on a waiting list due to the volunteer group being at maximum capacity, or FALSE if this is not applicable

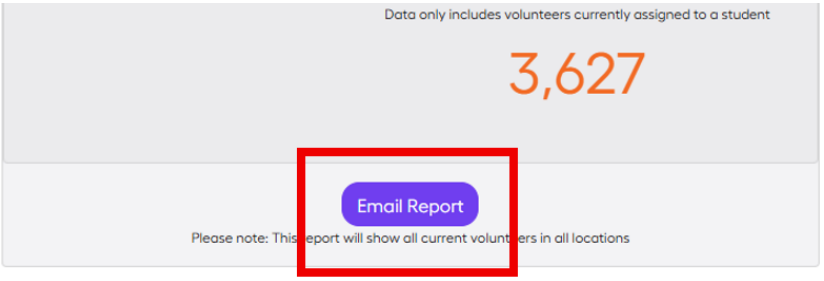
Continues on next page: Section 2: Volunteer performance

Section 2: Volunteer performance

On the dashboard, scroll down to the second section named **Reading Session Activity.** This is useful to use on an ongoing basis once your volunteers have been matched with pupils. Here you can quickly see some summary data. **Please note:** This section only contains data for volunteers that are currently active on the programme; session data for withdrawn volunteers is not included.

Note: The above is an example graphic, this is not data for your organisation.

Click the **purple Email Report button** to receive a CSV file to your registered email address within 5 minutes. This will come from no-reply@chapterone.org, and will contain session information for all currently active volunteers.



Interpreting the CSV Report:

Columns A – D: Volunteer registration data. A volunteer will be shown more than once if they read with more than one child, or if they had started reading with a pupil who has now withdrawn (see col F below)

Column E: Will always show FALSE, as all are current volunteers

Column F: Shows TRUE if a volunteer-pupil relationship had been in place but is now archived. This may be because the pupil left the school. Shows FALSE if the match is current.

Column G: The date on which the volunteer was assigned to this child

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Column H: Which volunteer group (ie location or team) they are registered within. This will be the same for all volunteers if you only have one volunteer location/team

Columns I, K & L: The school, child and classroom the volunteer is matched with

Column J: Shows TRUE if the volunteer has a future reading session booked in, or FALSE if they do not. We recommend monitoring this column as we do encourage all volunteers to always have their next session booked in as reading slots can be extremely limited.

Column M: The date of the volunteer's most recent reading session. We recommend monitoring this column too as we do encourage all volunteers to have one reading session per week.

Column N: The number of reading sessions the volunteer has had within the last month

Column O: The total reading sessions that the volunteer has completed with this child

Column P: The total number of reading minutes the volunteer has completed with this child

Column Q: The percentage of sessions that the volunteer rated as good in the End of session Feedback Form which is sent through to the Volunteer Support Team

Column R: The percentage of sessions for which the volunteer left feedback *(if this is low, it should be taken into consideration when interpreting Column Q)*

If you have any questions or require any assistance, please contact your designated contact within the Chapter One Corporate Partnerships Team!