

digital sherpa™ Format Guide

digital sherpa™ can be delivered in three formats. The format(s) that works best for you can be a combination of the three formats, all three formats, or just one format depending on your need. Overtime your needs may change, and we encourage you to explore all the formats until you find the format(s) that works best for you and serves the needs of your community.

Please find the curriculum for both students (sherpas) and participants below:

- [Curriculum Outline for Participant Orientation](#)
- [Curriculum Outline for sherpa \(Student\) Orientation](#)

digital sherpa™ Workshop Format

Workshop participants will meet with volunteer college students who have been specially trained as internet “sherpas” to offer a workshop about what the internet and social media can offer and how they can use these tools to become more knowledgeable and proactive in managing their disease.

STEP 1: Planning a Workshop:

When beginning to plan a digital sherpa™ workshop:

1. Set a date and time that works for you and your volunteer sherpas.
 - a. Allow 2 hours for workshop.
2. Use the Outreach & Promotional Guide to start recruiting members. It is a good idea to have a target number of members you would like to recruit.
3. Send training video and quiz to student volunteers - give 7-10 days to complete.
 - a. May need to send reminders if students do not complete in allotted time.
 - b. Training Video Link: <https://youtu.be/WkuzBTUsqsA>
 - c. Student Volunteer Quiz: [Example](#)
4. Once you hit your target number, it is time to start sending out reminders to both students and members:
 - a. Week before workshop
 - b. Day before workshop
 - c. Day of workshop

5. As you get closer to the workshop date, gather materials to ensure a successful workshop.

a. Needs: student and patient folders, pens, extra changers, name tags, water
i. Student Folders (Includes: cheat sheet, survey, checklist, icebreaker, photo release)

ii. Patient Folders (Includes: cheat sheet, survey, PEN one-pager, photo release)

iii. Please feel free to include any other materials you have and would like to distribute

STEP 2: Setting Up Workshop:

1. Physical layout - We have found that the best layout is a large room filled with tables and chairs. Even though the ideal student to participate ratio is 1-on-1, it helps facilitate the conversation and break the ice to have pairs sit together at large tables.

2. To see previous workshops in action, [click here](#).

3. Materials - print and assemble folders

STEP 3: Day of Workshop:

Schedule:

1. Invite students about 30 minutes early to go over any last-minute questions and details:

a. Assess each student's personal experience with cancer by asking what prompted them to volunteer for the program.

b. Ask students their course of study to determine if any of them have specific skills or expertise that may be applicable during the workshop.

c. Review common scenarios to help students visualize the program and navigate any issues that may arise

d. Review folder contents and the "Checklist" of items that students must cover with their participant (i.e.: Join the digital sherpa™ Facebook group, Cancer Experience Registry, etc.)

e. Students are reminded not to feel compelled to give their personal contact information to their participants. PEN staff contact information is provided to participants if additional support is needed following the workshop.

2. Orientation Outline:

a. Welcome and Introductions

b. About PEN and Partner

c. What is the digital sherpa™ program? ([Show video](#))

d. Understanding the goals of the program

- a. Meeting your participant where they are: understanding their need/interest
 - b. What to teach, depending on participant need/interest
 - i. Basics
 - ii. Social media
 - iii. Self-advocacy resources
 - iv. Ride share apps
 - v. Review Checklist and Cheat Sheet
 - vi. Introduction to Cancer Support Community Cancer Experience Registry – why and how to participate
 - vii. Scenarios –active learning
 - viii. Questions and concerns
 - ix. Patients arrive for digital sherpa™ Workshop
 - x. **Note:** Returning sherpas do not need to participate in the full orientation. We do occasionally ask them to join us for the last part to talk about their experience and work through scenarios.
2. Welcome (15 minutes)
 - o Pass out photo release and folders to participants.
 3. 1:1 (60 minutes)
 - o Pair up students and participants – good idea to match android/apple users.
 4. Conclusion (15 minutes)
 - o Ask 2-3 groups to share what they went over/learned.
 - o Remind everyone to fill out the post-workshop survey.

STEP 4: After Workshop:

As part of the partnership with the Patient Empowerment Network (PEN), please share any final numbers, metrics, and survey results with Team PEN. These include, but are not limited to:

- Number of participants
- Number of volunteers
- Post- workshop survey results
- Satisfaction ratings
- Feedback on workshops
- Etc.

digital sherpa™ Help Desk Format

Participants will meet with volunteer college students who have been specially trained as internet “sherpas” during set hours designated by the participating organization and volunteers. It will operate similar to how university “office hours” work.

STEP 1: Organizing Volunteers:

When beginning to set up a help desk, begin by training and organizing your student volunteers:

1. Send training video and quiz to student volunteers – give 7-10 days to complete.
 - a. May need to send reminders if students do not complete in allotted time.
 - b. Training Video Link: <https://youtu.be/WkuzBTUsqsA>
 - c. Student Volunteer Quiz: [Example](#)
2. Once student volunteers are trained, select a time and day of the week that they can be available to participants on a regular basis (i.e., Every Tuesday from 3-5pm)
 - a. If scheduling allows, may be beneficial to have more than one sherpa on duty
3. For maximum visibility, we suggest you schedule the help desk following or preceding an event or support group meeting

STEP 2: Promote the Help Desk:

1. Use the Outreach & Promotional Guide to start spreading the word to members about the help desk.
2. Adjust language to reflect “office hours” format.
 - a. Communicate that participants can drop-in at any time during the allotted time frame for a 20-minute “appointment” with a sherpa
 - b. **Best Practice Tip:** Depending on popularity and size of your community, it might be best for participants to sign up for a time slot. This might be best done with a sign-up sheet at the reception desk.

STEP 3: Setting Up & Operating the Help Desk:

1. The help desk would be best located in a quiet area with a table and chairs.
2. If the help desk is overwhelmed with participants or there is not enough time to answer everyone’s questions, we suggest you host a workshop. Please see above.

STEP 4: Reporting:

Please share final numbers and survey results with Team PEN on a quarterly basis.

digital sherpa™ ON DEMAND LEARNING

Do you have members that are not able to come to an in-person digital sherpa™ Workshop or visit the Help Desk, but are still wanting to upscale their digital and tech skills? Introduce them to [Digitally Empowered™!](#)

Digitally Empowered™ is a series of easy-to-follow video modules, coupled with resource guides, that will open the door to a whole new world of knowledge and tools. This 10-module course is completely free, accessible online 24/7/365, and available in English and Spanish.