Volunteer Management

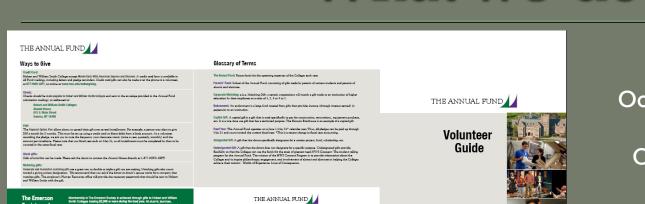
Elizabeth Anderson, Lafayette Skylar Beaver, Hobart and William Smith

Goals of Presentation

- Discussion on Volunteer Management at STAFF Schools
- Best Practices: Online Modules, Recruitment, Training, Timelines/Duties, Recognition, Retention
- What you always wanted to know about STAFF school volunteer programs- now is your time to ask!

What we do at Lafayette

What we do at HWS



HOBART AND WILLIAM SMITH COLLEGES Alareni Hossa 615 S. Main Street

October & April are Class Agent **Outreach Months**

Agents make classmate selections, receive **HWS Volunteer** Guide (includes individual Prospect Report) and then receive Progress Reports as updates





Make connections.

Cut resequenced with the alterni and alternate you are calling by revisioning their information on their Prospect Report. Find

HOBART AND WILLIAM SMITH COLLEGES

oord a specific pledge. Often en alam vill confirm that he,the will be sending a gift, but will not share the specific or helpful and important that we secure actual dollar amounts both to benchmark our overall process toward our goal and to step us from constroing to send the classmate gift appeal letters. We have the greatest success with also also used Millian pledges when specific dollar arounds have been skentified.

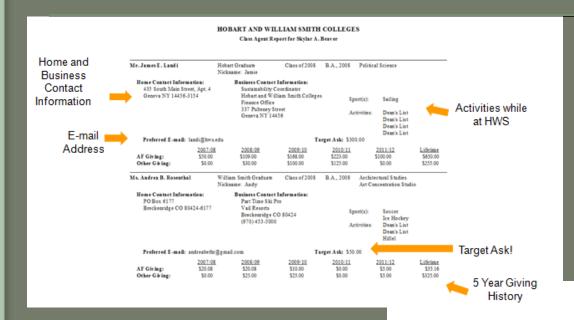
After the Call

Be sure to write down any notes from the cell including contact information updates and any gifts or pledges. When your cells are complete, return all materials to your cell basen in Alarms House.

HOBART AND WILLIAM SMITH COLLEGES

Suggested Responses to Common Questions and Concerns

What we do at HWS cont.



Sample Prospect
Report

FY 12 CLASS AGENT PROGRESS REPORT

5/22/2012

61	ha A. Parana	FY 12 AF Received	FY 12 AF Pledge Balance
SKY.	lar A. Beaver		
My prospects"	James E. Landi	\$100.00	\$0.00
	Andrea B. Rosenthal	\$5.00	\$0.00
		\$105.00	\$0.00
100.00% (2 out of 2) gave/pledged			
-			
Shows my			
progres	-		

Sample Progress
Report

Online Module vs. "Old School" Volunteer Management

- Who is using an online module vs. the "old school" method?
- For online module vol users: what do you wish you would have known? What changes would you make to your system? Do your volunteers use it the way it was intended?
- For "old school" vol managers: what do you want to know about STAFF schools' online modules or why are you content with what you have?

Recruiting Volunteers

- How do you identify new volunteers?
- How do you recruit them?
- Who recruits them?

Training Volunteers

- Who is training their volunteers best?
 - Tell us your secret!

On-campus training session

Print and electronic training manuals



Off-campus training session

Regional training sessions

Timelines/Duties

- When are your volunteers doing outreach?
- How do Class Agents overlap with student calling programs and staff member prospect management?
- How much freedom do your volunteers have when "authoring" solicitation letters?
- How do you communicate goals and report out on progress with your agents?

Recognition

• How are you THANKING your

Special note

Gift

Recognition Event

> Video Message



"Insider" information

Discount to College Store

> Honor Roll Listing

Retention

- How are "terms" communicated?
- How do you "fire" a bad volunteer?
- Class Agents and Reunion?

What you always wanted to know about Volunteers but never had the opportunity to ask?

- Staffing Structure
- How do you get your volunteers to REALLY do the work
- How to build accountability with volunteers
- Transforming an inactive volunteer into an active one
- Working with other campus volunteer managers to collaborate