**Florida Atlantic University**

Introduction to Volunteer Management

PAD 4148

Three (3) Credit Hours

Instructor: Dr. Cliff McCue, Associate Professor

Office Location: College for Design & Social Inquiry, SO 202C

Office Hours: By appointment on campus or via Facetime/Skype/Collaborate

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Course Prerequisites: NONE

Placement in Program: Elective course for BPM and minor in Non Profit Management

**Course description**

This introductory course will review volunteer management as an essential element in the nonprofit field. Introduction to Volunteer Management will cover the history and purpose of volunteer usage in nonprofit organizations, how to recruit, retain and motivate volunteers, as well as application review, screening procedures as well as ethical issues and potential legal liabilities. There are no required prerequisites for this course although Intro to Nonprofit Sector would be helpful.

**Course Objectives and Goals**

By the completion of this course you should be able to:

* Understand the role and duties of volunteer programs and volunteer administration in a nonprofit organization
* Acquire a broad understanding of the theory and practical applications affecting the 3 R’s in volunteer management (recruitment, retention, recognition)
* Recognize both the risks and rewards of using volunteers

**Required Texts & Materials**

* Sakadusky, Nancy (2013). *Managing Volunteers: How to Maximize Your Most Valuable Resource.* Praeger Publishing. **ISBN-13:** 978-1440803642 Bookstore $49.35 (new), Amazon approx. $35.15, Kindle $29.60.
* Fader, Sunny (2010). *365 Ideas for Recruiting, Retaining, Motivating and Rewarding Your Volunteers: A Complete Guide for Nonprofit Organizations*. Atlantic Publishing Group, Inc. **ISBN-13:** 978-1601381491 Bookstore. $24.95 (new), Amazon approx. $20.93, Kindle $9.99

Supplemental readings will be assigned throughout the course. They will be made available either on Blackboard or via FAU’s online library. Students are responsible for accessing and reading all supplemental materials.

**Grading Scale & Student Assessments**

All assignments, including discussion board and journal postings should be professional, well organized, grammatically correct and free of typos. All assignment submissions should be typed using a word processing program such as Microsoft Word, double spaced and use the appropriate APA format for citations and reference listings (suggested link <http://owl.english.purdue.edu/owl/resource/560/01/>). Whenever you quote from, make reference to, or use ideas attributable to others in your writing, you must identify these sources in citations and acknowledge them in your bibliography. Failing to do so is committing plagiarism (refer to Academic Integrity section for more information).

Grading Scale

A 93-100 C 73 – 76.99

A- 90 – 92.99 C- 70 – 72.99

B+ 87 – 89.99 D+ 67 – 69.99

B 83 – 86.99 D 63 – 66.99

B- 80 – 82.99 D- 60 – 62.99

C+ 77 – 79.99 F 00 – 59.99

***Assignments***

Midterm Quiz 10%

Volunteer Hours 15%

Reflection Papers (5% each) 10%

Weekly Activities (5% each) 45%

Final Portfolio 20%

100%

* ***Midterm Quiz*–** There will be one midterm quiz. The midterm quiz will be open book but students must work alone. The quiz will consist of true/false, multiple choice, matching, short answers and/or essay questions
* ***Volunteering*** – One of the best ways to understand how to run a volunteer program is to experience it from the volunteer (rather than management) perspective. Therefore, as part of your course requirement you will need to do at least four (4) hours of volunteer service at a local nonprofit. **These activities are worth 8% of your course grade. You will not receive a numerical grade, just a pass/fail for completing the tasks (e.g. 0% or 100%).** However, you must complete the volunteer hours in order to write your reflection papers which will be graded.
* ***Reflection Papers*** – Students will need to write two papers reflecting on their volunteer experience and how the reality compares to what we are studying. The papers should be approx. 2 pages and include contact info for the nonprofit agency (for random verification). Further details on the topics for the reflection papers can be found later in the syllabus and reprinted in blackboard.

* ***Weekly Activities*** – There will be a number of required assignments within each weekly module. Make sure to complete ALL parts of the weekly assignment to receive full credit. The quickest way to tank your final grade in the course is to skip all or parts of the weekly assignment. The assignments must be completed and posted in the discussion board or specified section by the closing date for that week. The weekly activities are designed to help you start building the materials for your final portfolio. Students will frequently be required to post constructive comments or suggestions on their fellow student’s assignments. Students will then have a chance to revise their assignment based on student and instructor feedback before submitting it as part of their final portfolio project as described below.

* ***Final Portfolio –*** Each student will submit a portfolio project that simulates many of the duties of a volunteer manager. The portfolio will be built through the module assignments throughout the course. Students will have a chance to revise\* their various modules based on student and instructor feedback before submitting their final portfolio.

\*NOTE: Do not just print out your weekly assignments and submit them in the portfolio. You should be revising and modifying your work for inclusion in the final project. You should think of your portfolio as something you could use in a job interview to demonstrate your ability to be a volunteer manager. So make your portfolio a polished project (and keep a copy for your future personal use).

**Late Work**Each module and assignment will have a deadline as noted on the course schedule. ***Late work will not be accepted after the deadline***. You can always turn in an assignment early.

**Extra Credit Volunteering Option**

Students have the option of earning extra credit for doing additional volunteer service and reflection journal reports at various nonprofit organizations (with approval of the instructor). Student may earn a 1% bonus on your final grade for every 2 hours of volunteer service at a separate organization for a maximum of 5%. In other words, you must volunteer at 5 separate organizations for 2 hours each to earn the maximum bonus points. You may do the bonus volunteer hours on your own or with some of your fellow classmates but each student must submit their own reflection journal report. The purpose of the extra credit is to have you learn about the multitude of different ways organizations run their volunteer programs and registration process.

**Academic Integrity**

Public administrators and nonprofit organizers are standard bearers for the public faith and the public purse whether through tax dollars or public donations and are therefore held to a higher standard of ethical behavior. All FAU students are expected to be honest and principled in all their course work however, much like public sector employees, it is essential that public administration students hold themselves to a higher standard.

***Even though this is an online course, included within the academic integrity policy is the assumption that all work completed for this course will be done by the registered student only, with exceptions approved by the instructor and/or Office for Students with Disabilities.***

**Code of Academic Integrity Policy Statement:**

Students at Florida Atlantic University are expected to maintain the highest ethical standards. Academic dishonesty is considered a serious breach of these ethical standards, because it interferes with the University mission to provide a high quality education in which no student enjoys an unfair advantage over any other. Academic dishonesty is also destructive of the University community, which is grounded in a system of mutual trust and places high value on personal integrity and individual responsibility. Harsh penalties are associated with academic dishonesty. For more information, see the Code of Academic Integrity in the University Regulations at: <http://www.fau.edu/regulations/chapter4/4.001_Code_of_Academic_Integrity.pdf>

So just a few notes on **plagiarism**… You will need to properly cite all non-original ideas and not just direct quotations. Quotations are fine within your written materials but use them sparingly. On the other hand, do not go sparingly with your citations. I do warn you that I am strict about plagiarism and I frequently spot check assignments and papers with plagiarism software. By this stage of your college career you should have received training in proper writing and citation styles but if you haven’t then you may want to contact one of the following student resources:

**University Center for Excellence in Writing (UCEW**) – <http://www.fau.edu/UCEW>

**Center for Learning and Student Success (CLASS) -** <http://www.fau.edu/class/>

**Grievance Procedure**

If you should feel ill-treated your first course of action is to address the issue with the person whom it involves. If this does not provide a satisfactory outcome then the university grievance and arbitration procedures can be found at <http://www.fau.edu/provost/files/article20.pdf> . If for whatever reason you are unable to obtain these documents please let me know and I will provide them to you.

**Disability Policy Statement**

In compliance with the Americans with Disabilities Act Amendments Act (ADAAA), students who require reasonable accommodations due to a disability to properly execute coursework must register with Student Accessibility Services (SAS)—in Boca Raton, SU 133 (561-297-3880); in Davie, LA 203 (954-236-1222); or in Jupiter, SR 110 (561-799-8585) —and follow all SAS procedures.

Introduction to Volunteer Management

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| **Week** | **Intro & Background** | **Assigned Reading** | **Tasks** |
| 1 | Introduction & Syllabus Review | * Course syllabus * Read classmates intro bios | * Intro bio * Orientation quiz * Scavenger hunt |
| 2 | Overview of Nonprofits and Volunteerism | * PDF What You Should Know about Nonprofits * PDF Nonprofit Sector in Brief * Sakaduski - Intro | * What is a nonprofit? * Nonprofit Wiki |
| 3 | Volunteer Manager & Volunteers: Roles & Duties | * Sakaduski – Ch 1 * Fader – Intro, Ch 2 | * Discussion Board posting |
| 4 | Virtual Volunteering  Online Resources | * Sakaduski p32-36 * Fader – Ch 5 * Virtual Vol PDF – Ch 1 | * Review 2 nonprofit volunteer websites |
| 5 | Structure of a Vol. Program & Registration | * Sakaduski – Ch 3 * Hager & Brudney PDF * Idiots Guide Excerpt PDF | * Draft volunteer form * Classmate comments |
| 6 | Policies & Procedures  Risk Management & Protective Behaviors | Sakaduski – Ch 6  Fader – Ch 12 | * Protective Behaviors * Vol Form recommended adjustments |
| 7 | Strategies for Management of Volunteers  Job assignment, customizing needs for populations, firing volunteers | Sakaduski – Ch 7 & pgs 139-141, p145-151 | * Special Kinds of Volunteers * Be working on your volunteer hours |
| 8 | Reflection & Assessment Activities | No reading. Good time to catch up on some volunteer hours. | * Quiz * Reflection Journal |
| **9** | **Spring Break March 2-8** |  | * **Sleep & watch TV** |
| 10 | Recruitment Strategies | Fader – Ch 4 (Refresh Ch 5)  Sakaduski – Ch 2 | * Sample recruitment flyer |
| 11 | Volunteer Training & Orientation  Communication Strategies | Sakaduski – Ch 4  Fader – Ch 6 | * Sample orientation agenda * Review vol brochure |
| 12 | Why do people volunteer? Motivation Strategies | Fader – Ch 7, 11 & 13 | * Motivation discussion board posting |
| 13 | Retention & Recognition Strategies | Fader – Ch 9 & 10  Sakaduski – Ch 8 | * Recognition activity recommendations |
| 14 | Catch up on your volunteer hours. | No reading. Good time to finish off your volunteer hours. | * Be working on your volunteer hours * Start putting together your portfolio |
| 15 | Reflection & Assessment Activities |  | * Reflection Journal * Submit volunteer hours verification form |
| 16 | **Final Portfolio Project** |  | **Final Portfolio Due** |

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**Volunteer Hours Verification/Reflection**

**(Form available for download in Blackboard)**

**Student Name:**

This information will NOT be provided to the nonprofit organization so feel free to be open and honest with your comments. Remember that the purpose of your volunteer service is an extension of the class learning experience. By thinking and writing about your experiences you will gain invaluable real-world knowledge through the application of course skills.

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| --- | --- | --- | --- | --- | --- |
| Nonprofit Name | Address  (mailing address or where you volunteered) | Name of Volunteer Manager | Phone and/or Email | Dates of volunteer. | # of hours |
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**Reflection Papers**

**Worth 10% of your final grade (5% each)**

**Reflection paper #1**

Write a 2 page paper discussing how you connected with the nonprofit organization where you will be volunteering and how your experience compares with what we have been learning so far in the class. For instance, include discussion of the following points in your paper:

* Organization Name, contact person name & email
* How did you contact the organization (email, phone, via a friend)?
* How quickly did they respond to you?
* Did you have to contact more than one nonprofit before finding somewhere to volunteer?
* Was it easy to arrange for a volunteer activity?
* Describe the type of project are will be working on? Does it match with one of our weekly topics? If so, which week/subject?
* Will you be able to do the service project “virtually” or will you be going to their office or other site?

**Reflection paper #2**

Write a 2 page paper discussing your volunteer experience, what you’ve gained and how you helped your nonprofit. Include discussion of both points below:

* How you benefitted from this hands-on experience. As you write your paper reflect on what special skills and experience you gained through volunteering.
* What skills or experience from volunteering do you anticipate being able to use in your future work experiences?
* How can you use your volunteer experience to demonstrate your knowledge and abilities in a future job interview as a volunteer manager?
* Would you recommend any changes to the nonprofit volunteer program based on what you’ve learned in this class?