



Student Voluntary Services

Program Coordinator Handbook 2012-2013



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www.bsu.edu/svs

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Student Voluntary Services

Who

is

SVS?

Welcome Program Coordinators!

Welcome to Student Voluntary Services! You are now part of a Ball State tradition of service since 1965. We are thrilled to have you as will your agency and volunteers. This binder is meant to help you better understand your job as a Program Coordinator (PC), but feel free to ask any of the staff for help.

As a PC, you will volunteer at the site of your choice, but your role is also to lead a group of volunteers as they serve their site on a scheduled day of the week. Wherever you're volunteering, PC's always have the support and assistance of their agency and the SVS staff.

Your job is very important because you help your fellow volunteers learn and grow through the volunteering experience. But there are also benefits for you:

- ◇ Developing leadership, communication, time management, and interpersonal skills
- ◇ Documenting service experiences on resumes for scholarships, internships, and job interviews
- ◇ Meeting new people and making new friends.
- ◇ It's FUN! Enjoy your experience! You are making a difference in people's lives, and you can feel good about that!



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What is Student Voluntary Services (SVS)?

SVS provides students with educationally valuable experiences through community service which develops leadership, communication, and interpersonal skills. Students work within agency guidelines, but have the flexibility to provide ideas or organize activities in consultation with agency and SVS office staff. Volunteers work to meet the needs of both the agencies and the populations they serve.

SVS boasts one of the largest active memberships among Ball State student groups, with more than 2,000 service placements annually. SVS collaborates with more than 100 local service agencies as well as with state and national organizations including AmeriCorps and Indiana Campus Compact.

STUDENT VOLUNTARY SERVICES MISSION STATEMENT

In order to improve and sustain the quality of life on the Ball State campus and surrounding communities, Student Voluntary Services promotes education, Leadership, and the environment through volunteerism and service learning.

-Adopted September 2007

SVS offers coordinated programs (transportation is usually arranged for volunteers) and Independent programs (transportation and scheduling is the responsibility of the volunteer). You will be in charge of a coordinated program.

Coordinated Programs:

SVS sponsors approximately 40 coordinated programs each semester which includes placement in a semester long program which typically meets once a week for 12 weeks. Most programs are two hours long (travel time has been included into this time) and are usually supervised by a PC.

Independent Programs:

Volunteers will coordinate individually with the agencies and arrange days and times for their service opportunity as well as their own transportation. At times, the site can be reached via public transportation (MITS), which is free to Ball State students. Volunteers will also be expected to keep track of their own hours utilizing the Service Hours Verification time sheet which is available in the Student Life Office, SC 118 or can be downloaded from the SVS Web site.

Student Voluntary Services Coordinating Board

All Student Voluntary Services procedures, policies, and activities are developed and implemented by the Coordinating Board. The Board is comprised of the Program Coordinators as well as any interested volunteer and is advised by the Advisor of Student Voluntary Services, or his/her designee(s).

Executive Officers

During the Spring semester, before new Program Coordinators are selected for the following year, the election of officers shall be held. Nominations for President, Vice President, Secretary and SGA Representative shall be taken two weeks prior to elections. Nominations will be re-opened at the following meeting and elections will be held at that time. The Program Coordinators elected to these positions hold office for one academic year. For further information, please refer to the Constitution.

Constitution, Section 6 All officers will be held accountable for these duties and obligations.

President:

- a. Preside over program coordinator meetings.
- b. Be responsible for the coordination of SVS program coordinators.
- c. Preside over the Executive Board.
- d. Provide Advisor with any and all information in a timely manner.

Vice-President:

- a. Assume the role of President in his/her absence.
- b. Serve on each one-time event committee.
- c. Act as the SVS office manager.

Secretary:

- a. Record and distribute minutes of the meetings to the Advisor of SVS and Program Coordinators within eight hours following scheduled meetings.
- b. Coordinate all correspondence for the Executive Board to Program Coordinators and volunteers.

SGA Representative

- a. Attend all Student Government Association meetings and act as liaison between the SGA and SVS.
- b. Uphold all requirements needed to participate in SGA.
- c. Carry out the task of voting on issues concerning Ball State University and the student body after consultation with the Coordinating Board.
- d. Report/voice all issues to and from SVS to the SGA.

Constitution of Student Voluntary Services
Ball State University
Approved as of April 2010

Article I – Name

The name of the organization shall be Student Voluntary Services (SVS).

Article II – Purpose

Sec. 1 In order to improve and sustain the quality of life on the Ball State campus and surrounding communities, Student Voluntary Services promotes education, leadership, and the community development through volunteerism, service learning, and social awareness.

Sec. 2 The service work is designed to help students develop while:

- a. exploring potential careers;
- b. practicing specific skills;
- c. gaining practical work experiences in conjunction with classroom instruction;
- d. relating to members of other cultures, backgrounds, and ages;
- e. strengthening interpersonal skills; and
- f. encouraging a lifetime commitment to service.

Article III – Membership

Sec. 1 Membership in Student Voluntary Services shall be limited to all students, faculty, and staff of Ball State University.

Sec. 2 Membership in this organization shall consist of three functioning bodies. They are the Executive Board, the Program Coordinating Board, and the Volunteers Corps.

Sec. 3 The commitment of members is by semester and each member agrees to actively volunteer at one of the designated community agencies, institutions, or other facilities for the designated term of service.

Sec. 4 Members will not be discriminated against on the basis of race, gender, religion, color, national origin, physical or mental ability, age, **or** sexual orientation.

Sec. 5 Members can and will be dismissed from their positions due to improper conduct during organization activities as determined by the Executive Board and the Advisor (or his/her designee(s)).

Article IV - Executive Board Officers

- Sec. 1 The officers of the Executive Board shall consist of the following positions: President, Vice-President, Secretary and SGA Senator. SVS Special Events chairs and Standing Committee chairs shall serve as ex-officio members of the Executive Board, as needed.
- Sec. 2 Each candidate for Executive Board office must have served at least one semester as a Program Coordinator prior to beginning their term of office and must serve as a Program Coordinator concurrently to holding an Executive office position. Each candidate must have at least a 2.5 cumulative GPA.
- Sec. 3 Candidates for SGA Senator must additionally meet all requirements to serve as an Organizational Senator, as determined by Student Senate.
- Sec. 4 All returning Program Coordinators are eligible to run for Executive Board offices. In the case that there are no eligible Program Coordinators interested in running for an office, a decision to allow any other Program Coordinator to be nominated will be made between the Advisor and Executive Board. Current Executive Board members may seek additional terms in future elections.
- Sec. 5 Elections will be held as follows:
- a. Nominations for the position of President and Vice President will occur between the 3rd and 5th weeks of the Spring Semester academic schedule;
 - b. Elections for the position of President and Vice President will occur at the meeting on or closest to the 5th week of the Spring Semester academic schedule;
 - c. Nominations for the positions of Secretary and SGA Representative will occur between the 5th and 7th weeks of the Spring Semester academic schedule;
 - d. Elections for the positions of Secretary and SGA Representative will occur at the meeting on or closest to the 7th week of the Spring Semester academic schedule.
 - e. Those wishing to be nominated for one of the preceding positions must be physically present at the time of nomination in order to accept the nomination and be considered for the position. Exceptions to this rule are as follows:
 - i. If prospective nominee must attend a class at the time of the meeting where nominations are being held, he or she may speak with a member of the Executive Board or Advisor PRIOR to the meeting; the Executive Board may put for nomination on behalf of the individual.
 - f. Members must be physically present at the meeting in which voting occurs in order to cast a vote for the preceding positions; proxies will not be accepted.
- Sec. 6 The Executive Board members may only occupy one executive office per one-year term, commencing at the induction ceremony in April. Successful candidates commence officer-elect responsibilities immediately upon election and participate in Executive Board activities as ex-officio members for transition and planning purposes, particularly related to budget development, organizational goal development, member recruitment & retention, and training & retreat planning purposes.
- Sec. 7 All officers will be held accountable for these duties and obligations.

- President:
- a. Preside over Coordinating Board meetings;
 - b. responsible for the coordination of SVS Program Coordinators;
 - c. preside over the Executive Board;
 - d. provide Advisor and/or designee(s) with any and all information in a timely manner;
 - e. lead organizational planning and resource allocation efforts; and
- Vice-President:
- a. Assume the role of president in his/her absence;
 - b. will serve on each onetime event committee;
 - c. coordinate SVS training, retreats and in-service activities; and
- Secretary:
- a. Record and distribute minutes of the meetings to the Coordinating Board and Advisor(s) of SVS within one day following scheduled meetings;
 - b. coordinate all correspondence for the Executive Board to Coordinating Board and volunteers and all other external audiences/constituents; and
- SGA Senator:
- a. Serve as the primary liaison to Student Senate;
 - b. Assess the needs of constituents involved in service;
 - c. Communicate and advocate issues through Senate;
 - d. Propose legislation, as appropriate, related to concerns/issues identified;
 - e. Provide regular reports to SVS membership of SGA issues and actions;
 - f. Other duties as identified; and

Sec. 8 Responsibilities of the Executive Board

- a. To act on behalf of SVS between its regularly scheduled Coordinating Board meetings;
- b. to serve as executors of SVS;
- c. to carry out all mandates of SVS;
- d. to appoint chairpersons for Special Event committees; and
- e. to have a presence at all SVS events.

Sec. 9 In the event that the President is unable to fulfill his/her duties for the remainder of the elected term, the Vice-President shall have the option of filling the office, with an approval vote of the membership. If the Vice-President succeeds the President, a new election shall be held to fill the position of the Vice-President for the remainder of the term. In the event that the Vice-President elects to remain in that office, an election shall be held for the position of the President. When any other office is vacated, a new election will be held to fill that position for the remainder of the term.

Article V - Coordinating Board

- Sec. 1 The Coordinating Board shall include the President, Vice-President, Secretary, SGA Senator, Chairpersons, Program Coordinators, and Special Event Chairs.
- Sec. 2 Each Program Coordinator must submit an application and possess the qualifications of interpersonal skills, leadership skills, and the ability to take on new challenges.
- Sec. 3 Program Coordinators will be held accountable for these duties and obligations:
- a. be responsible for leading their individual volunteer programs;
 - b. act as a liaison between and among the volunteers, fellow Program Coordinators, respective volunteer agency, and SVS staff;
 - c. arrange administrative details of the program, including schedule for visits, orientation time, special training and/or screening requirements, as needed, and evaluation with the respective agency;
 - d. actively recruit volunteers in conjunction with Student Voluntary Services;
 - e. actively participate in Coordinating Board meetings, retreats and training opportunities;
 - f. maintain volunteer service hours as requested by the office in a timely manner;
 - g. follow the regulations set forth by the respective agencies; and
 - h. prepare travel arrangement with the Transportation coordinator.
- Sec. 4 Special Events Committees within SVS are listed below. Additional committees may be formed as necessary. Committee chairperson(s) are appointed by the Executive Board and report to the Vice President.
- a. Second Saturday Service Programs;
 - b. Fall Festival;
 - c. Leaf Raking Service Day(s);
 - d. Project Angel Tree;
 - e. MLK Day of Service;
 - f. Dr. Seuss Literacy and Arts Fair;
 - g. Lend-A-Hand Day; and
 - h. Spring Luau.

Article VI – Advisor

- Sec. 1 The Co-Advisor(s) of Student Voluntary Services is (are) appointed by the Director of Student Life.
- Sec. 2 Responsibilities of the Advisor(s):

- a. To advise Executive Board, Coordinating Board, Special Events Committees, and volunteers at large;
- b. To advise on preparation of a budget at the end of each year for the following year;
- c. To supervise the daily operations of SVS including staff and transportation;
- d. To sign for all financial transactions by SVS and oversee any and all special projects sponsored by SVS; and
- e. To serve as Ex Officio member(s) of the Executive Board and Coordinating Board.

Article VII – Meetings

Sec. 1 The regular meeting day/time of the Coordinating Board shall be selected by the Executive Board prior to the first official Coordinating Board meeting of the academic year. Each meeting shall be open to all Coordinating Board members, SVS volunteers and visitors.

Sec. 2 The Executive Board may call or cancel a meeting.

Article VIII – Finances

Sec. 1 Funds are obtained from the Student Activity Fee Committee and are requested through an annual budget prepared and submitted by the Advisor and the Executive Board.

Sec. 2 Funds obtained through the BSU Foundation, grants and alternative sources will be the responsibility of the Advisor(s).

Article IX – Amendments

Sec. 1 Constitutional amendments must be proposed at a meeting of the program coordinators and voting on the amendments is to take place at the following meeting of the coordinators.

Sec. 2 Amendments to the constitution must be ratified by two-thirds of the voting members present and then immediately become effective.

Article X – History of Revisions/Amendments

1965	Original
1992	with minor subsequent revisions
2002, October	Approved unanimously (13-0), on 10/03/02
2005, February	Approved unanimously (22-0), on 2/3/05 to reflect addition of SGA Senator position and minor revisions, following Student Senate approval of permanent senator seat for SVS (December, 2004)
2007, February	Approved changes to Article 3, Section 4. Approved changes to Article 4, Section 2 (GPA requirement) Approved changes to Article 4, Section 7 (VP duties) Approved updates to Article 5, Section 5 (Special Events)
2007, September	Approval of Article 10 (Chairperson's Council) Approval of Article 2, Section 1 (Mission Statement)
2009, January	Constitution format revisions
2009, August	Revision to the Mission Statement, Elimination of the Chairperson Council
2010, April	Approved addition of Article 4, Section 5, e thru f (voting procedures)

Student Voluntary Services Historical Overview

- 1962-1965 Newman Center, Student Education Association and Wesley Foundation provided volunteer opportunities for Ball State students.
- 1964 Religious Programs formally became a full-time office located in the Student Center on the second floor.
- 1966 Allen Bernard organized a service project through Religious Council with Parkview Nursing Home, advised by George W. Jones, then Director of Religious Programs. Religious Programs moved to Student Center B-13 and Student Voluntary Services was formally established.
- 1967 Bill Nichols - first Doctoral Fellow for SVS
- 1968 William Putt and Mary Ann Jonson were Doctoral Fellows assigned to assist with SVS.
- 1969 Gretchen Camfield was the first secretary hired to work with SVS.
SVS elected first student officers.
SVS received a grant from Sears-Roebuck for \$22,000 and used it to purchase its first van.
- 1970 Richard Harris was hired as the first Assistant Director to work with SVS.
SVS received a second Sears-Roebuck grant.
- 1972 Religious Programs/SVS moved to a house at 400 N. McKinley.
Michele White was hired as Assistant Director to work with SVS.
- 1973-74 Helen (Philebaum) Stephenson was hired as Secretary to SVS.
- 1975 Patricia Volp was hired as Assistant Director to work with SVS.
- 1978 Student Voluntary Services officially separated from Religious Programs and received its own budget.
Tari Ball was hired as Secretary for SVS.
- 1979 Title for administrator for SVS changed from Assistant Director of Religious Programs to Director of Student Voluntary Services.
- 1979-80 Bonnie Van Gorder was hired as Director of SVS.
- 1980-81 Susan Wanzer was hired as Director of SVS.
Denise Stiffler was hired as secretary for SVS.
- 1981-82 Marcia Ressler Lindenlaub hired as secretary for SVS.
Hearing Impaired Support Services was added to office responsibilities.
- 1983-84 Carol Conley was hired as secretary for SVS.
- 1984-85 Kathy Haghani was hired as secretary for SVS.
- 1986-87 Helen (Philebaum) Stephenson returned as SVS secretary after a 9 year "maternity leave".
- 1987-88 Wheelchair ramp was added to SVS house November 11, 1987.
- 1989-90 25th anniversary of SVS. In the spring of 1989, program coordinators developed a program for the economically disadvantaged of Delaware County by establishing the annual "Lend A Hand

Day” project. This project collected clothing and canned food to be distributed the first Saturday of April to anyone in need. The main idea was to provide items that cannot be purchased with food stamps to individuals without making them “prove” their need, thus eliminating “red tape”. A sack lunch was also given to each individual who came to the event.

- 1991 Reorganizing of the area placed SVS under the area of Student Activities.
- 1992-95 SVS was awarded a 3 year grant from the Commission on National and Community Service totaling \$98,000. TEACH (Tutoring to Educate Adults and Children) was developed using the grant funds.
- 1992 Ron Dalton was hired as an Assistant Director of Student Activities with responsibilities for advising SVS.
- 1994 In August, SVS moved from a house at 400 N. McKinley to the newly remodeled lower level of the Student Center L-19.
- 1995-96 A name change for Student Activities was implemented to better describe the mission statement for the area. The name became Leadership & Service Programs. Peter Young was hired as an Assistant Director of Leadership & Service Programs with responsibilities for advising SVS.
- Lend-A-Hand Day received a Community Service Mini-grant from Indiana Campus Compact of \$900, allowing SVS to add cleaning supplies to the list of items to be given away.
- 1995-98 Indiana Campus Compact awarded a grant to SVS to fund a Service Learning Coordinator position. The Service Learning Coordinator served as the liaison between the academic education faculty and SVS. Bonnie Wible served in this position with a grant from ICC of \$17,495 (1995-96), \$16,422 (1996-97) and \$15,490 (1997-98).
- 1997 Ball State was awarded a \$3 million dollar grant from the Lilly Foundation and SVS was the recipient of a portion of that money to implement a service learning component with faculty and academic departments. SVS was awarded grants from Indiana Campus Compact/AmeriCorps to help continue the tutoring program and work with youth in the community. Grant funds added 2 AmeriCorps Program Assistant positions annually to coordinate the largest tutoring program in the state of Indiana, Indiana Reading Corps, utilizing the Reading Coaches model. The grant amounts were as follows: \$18,840 (1997-98, only one AmeriCorps Member), \$36,873 (1998-99, second AmeriCorps Member added, for remaining years), \$38,679 (1999-2000), \$43,043 (2000-2001), \$44,326 (2001-2002), \$46,883 (2002-2003), \$47,220 (2003-2004) and \$48,453 (2004-2005).
- 1998-99 The position title that includes responsibility for advising SVS was changed from assistant director to associate director, furthering the restructuring of the Leadership & Service Programs office. SVS was awarded a grant, renewed for three additional years, to support 1 Promise Fellow Program Assistant position, designed to support positive youth development in the community, implementing the 5 Promises of the America’s Promise initiative. Beginning with the third year of the program, a partnership was developed with the Muncie Children’s Museum to support the creation of the Youth Academy for Community Leadership, and a second advanced program for YACL graduates called Youth As Community Builders \$25,531 (1999-2000), \$19,686 (2000-2001), \$18,918 (2001-2002) and \$21,123 (2002-2003).
- 1999-2000 Daniel Stallings was hired as an Associate Director of Leadership & Service Programs with responsibilities for advising SVS. Lutheran Brotherhood funded SVS for student-led service projects of \$300 (\$150 for Leaf Raking, and \$150 for Beds and Britches).
- 1999-2001 Several students in the SVS leadership were successful in acquiring significant grants. Two such grants were the recently-created Student Citizenship Fellowships to support significant student lead projects, including \$4000 for Julie Racich to create a community literacy series (1999-2000), and \$4,000 for Cori Tilker to address professional development and increased volunteer recognition/retention.

SVS purchased another 15 passenger van after paying off the cost of another vehicle, increasing the transportation pool to 1 mini-van and 3 15-passenger vans.

In the summer of 2001, the Office of Leadership and Service Programs was re-organized into two distinct offices: the office of Student Organizations and Activities and the office of Leadership and Service Learning. Both offices remained in the same locations, sharing the existing space in L-1, but selected new directors: Lynda Malugen (SOA) and Daniel Stallings (LSL). SVS continued to be advised out of Leadership and Service Learning.

- 2000-2001 There were 762 volunteer placements serving 19,606 hours at 88 different service sites/programs. The SVS on-line sign up website was developed by University Computing Services at BSU and launched during 2000-01.
- 2001-02 BSU, along with universities and non-profits around the country, responded to a NHTSA report regarding the safety of 15-passenger vans, eliminated 15-passenger vans from the transportation pool, requiring SVS to begin utilizing all 7-passenger vans and 5-passenger cars for transportation purposes. 754 volunteer placements served over 16,911 hours in 82 different service sites/programs.
- During the summer of 2002, the office of Leadership and Service Learning moved into its new office space in the former bookstore of the Student Center, now known as SC 118. SVS moved to 118 from L-19, along with LSL.
- 2002-03 898 volunteers served 22,010 hours at 113 different service sites/programs. SVS developed a partnership with the CAPE initiative, resulting in a sizeable increase in the number of volunteers as well as sites needing transportation, and requiring new strategies to address the need. SVS continued to maintain 4 7-passenger vans and 2 5-passenger cars behind the Student Center. Additionally, a chartered shuttle bus would transport a group of drivers and volunteers (and program coordinators) out to the transportation yard to pick up 2 additional 7-passenger vans and 4 additional 5-passenger cars. These volunteers would travel to their service sites, but return the vehicle to the SVS office, and trade keys with the second afternoon shift of volunteers, who would return the vehicles to the transportation yard and take a waiting shuttle bus back to the Student Center to complete their shift.
- AmeriCorps Promise Fellow Grant ended resulting in a loss of one professional staff person. A temporary full-time program advisor position was added with responsibilities for enhancing civic engagement activities with the support of additional funding from the University. (\$15,000) Additional programming included A Week of Action, Alternative Spring Break and Civic Engagement Campus Mapping Assessment. Because of our partnership with CAPE and the Elementary Education Department at BSU, funding was secured to pay for an additional graduate assistant within the Leadership and Service Learning office. The CAPE dollars also funded some transportation costs, student assistant hours and a second graduate assistant totaling over \$33,000. Lend A Hand Day was awarded a mini grant for \$200 through Indiana Campus Compact.
- 2003-04 980 volunteers served over 21,869 hours at 100 different service sites/programs.
- 2004-05 The temporary full-time program advisor position was re-funded through the 2001-2005 Lilly Grant. (\$29,500). M3C Citizen Scholar grant was funded (\$17,512.00). Thus providing SVS and LSL with the opportunity to hire 12 Citizen Scholars who are eligible for Federal Work Study funds, incoming freshmen or students in transition during the 2005-06 academic year. They will serve as program coordinators and are to complete 300 hours during the academic year and receive a \$1000.00 education award at the end of the year. These students operate in a similar capacity as the part-time AmeriCorps members only they will work with community service programs. There were 949 volunteers serving over 19,189 hours in 101 different agency sites during the year. Daniel Stallings, Director of Leadership and Service Learning and advisor for SVS resigned effective June 3, 2005.

- 2005-06 In the absence of a full time Advisor for SVS, Kathy Smith, Associate Director in Leadership and Service Learning was named as the acting advisor for SVS. The 12 M3C Citizen Scholars were hired for the academic year. SVS saw 1,048 volunteers perform 16,886 service hours at 132 different volunteer sites/programs. Due to reorganization within the Student Affairs area of the university, the offices of Leadership and Service Learning and Student Organizations and Activities were re-joined effective July 1, 2006. They re-named the office "Student Life".
- 2006-07 Over 1,400 volunteers utilized SVS for their volunteer/service learning sites during this academic year. Collectively, they contributed 15,404 hours of service to the East Central Indiana community. The CAPE program was continued for the last year of funding using left over Title I dollars by several agency partners. Kathy Smith continued as the advisor for SVS and as one of the Associate Directors of Student Life. SVS had 40 program coordinators and had 141 different programs in which students served. Transportation continued to be a challenge. The transportation office and SVS utilized 4 on site mini vans, 2 on site cars, 2 mini vans rented weekly Monday – Thursday and a shuttle bus that transported a large group of students to and from Motivate Our Minds for both semesters. This tactic saved time, energy and transportation dollars for the program.
- 2007-08 Student Voluntary Services continued to operate within the office of Student Life and remained in the Student Center Room 118. Kathy Smith again served as the advisor for SVS as well as Associate Director in Student Life. SVS had approximately 40 program coordinators working with the ongoing coordinated programs. There were 1,580 volunteers serving 142 different volunteer sites completing 19,715 service hours. We continued to transport volunteers to sites this year by utilizing the BSU shuttle buses to take two programs at a time out to the agency sites, thus cutting costs significantly. The GrowIndiana grant was implemented and was very successful. We brought on board 5 middle schools by sending students to math tutoring programs both semesters. SVS received a grant from the Office of Faith Based Initiatives and AmeriCorps through Indiana Campus Compact working with middle school students in the area of math. This grant (GrowIndiana) supported the governor's initiative to increase levels of math and science skills in middle school students in Indiana. This grant was scheduled to begin in August, 2007 with the new academic year and included salary money to hire a full time AmeriCorps member. Robin Tate was hired in October 2007 to serve as the full time AmeriCorps Member.
- 2008-09 Student Voluntary Services maintained its relationship with over 70 community agencies, had approximately 50 program coordinators and placed over 1,400 volunteers for the academic year. SVS continued to operate under the jurisdiction of the Student Life office. Kathy Smith continued to serve as the Advisor of SVS as well as one of two Associate Directors in the Student Life office. We were once again funded for the GrowIndiana Math grant through Indiana Campus Compact/AmeriCorps and hired Amanda Estes as the full time AmeriCorps member to facilitate this program. Amanda was previously an active participant in SVS as an undergraduate student, serving as both a volunteer and a Program Coordinator. SVS also played a key role in utilizing Citizen Scholars through the continuing M3C grant from Mid-West Campus Compact. We utilized the campus shuttle to transport volunteers/pc's to the Motivate Our Minds center four days a week and continued to use 4 mini vans and 2 cars on site as well as reserving 2 mini vans Mondays through Thursdays each week to transport volunteers to the coordinated agency sites. The SVS office was located in the Student Center, room 118 until May, 2009 when we moved temporarily into a house behind the Student Center (305 N. College Avenue). We will be housed there until the renovations on the west end of the Student Center are completed.
- 2009-2010 SVS started the academic year in their temporary location, 305 N. College. We operated the ICC GrowIndiana Math grant again and hired Leitia McHugh as the full time AmeriCorps member. SVS also continued with the M3C Citizen Scholar grant for 12 students serving as SVS Program Coordinators. Transportation continued as last year with the use of four on-site mini vans and 2 cars, two mini vans utilized through the week, but returned on Thursdays to Transportation, and made use of the BSU shuttle took a large number of volunteers to and from Motivate Our Minds for two programs four days a week. In February, 2010, SVS moved back into the newly renovated

Student Center. The student office was in half of the original space with a new office number of SC 136. Leitia and the graduate assistants were housed in the SC 136 area as well, while Kathy Smith, the advisor for SVS was located in an office two doors down from the SVS office while the administrative staff was moved into the Student Life office in SC 133 across the hall. SVS had a little over 1600 volunteers signed up during the year.

2010 – 2011

SVS had a total of 1680 students participated in 2978 different placements providing a total of over 25,290 hours of service. There were approximately 45 student program coordinators, 25 of which were minimum time AmeriCorps members serving in the Citizen Scholar and Service Engagement Corps positions with SVS. Kathy Smith continued to serve as the Advisor for SVS. SVS utilized 5 mini vans and 2 cars as well as using the shuttle 4 days a week to transport volunteers to sites each week. SVS began a partnership with the Muncie P3 Enrichment Program. This program was initiated with the help of a grant the Department of Elementary Education received. We reactivated a program with Habitat for Humanity and tried to strengthen our currently existing programs. Once again, SVS hosted our regular one-time events (Leaf Raking, Fall Festival, Angel Tree, MLK Day, Dr. Seuss Literacy & Arts Fair, and Lend A Hand Day) as well as Second Saturday service projects.



Student Voluntary Services

Programs

and

Events

One Time Opportunities/Special Events

- 6th Annual Fall Festival
- 2nd Annual Make a Difference Day
- 21st Annual Fall Leaf Raking
- 21st Annual Angel Tree
- 6th Annual Martin Luther King Jr. Day of Service
- 8th Annual Spring Luau
- 7th Annual Dr. Seuss Literacy and Arts Fair
- 25th Annual Lend-A-Hand Day
- 4th Annual Arbor Day Event
- Second Saturday Service Projects

Fall Festival (October 26, 2012) – started in 2007

SVS invites you to take part in brightening the lives of foster children from the community by taking part in a festival of games and fun held here on campus.

Fall Leaf Raking (November 3, 2012) – started in 1992

SVS invites you to take part in a Ball State tradition of helping the elderly and disabled of Muncie. We will be assisting in the removal of leaves to help get these houses ready for winter.

Last year's program was a success thanks to Ball State students' hard work and dedication to serving the Muncie community.

Angel Tree (December, 2012) – started in 1992

Help us help others. Angel Tree involves setting up the Christmas tree in the Student Life office, SC 118 where the angels will be hung. As people begin taking angels from the tree, they will be catalogued. When the presents have all been turned in, they will be wrapped and sent to underprivileged children. Student MUST have a smile, a sense of humor, a love for holiday music, an infectious holiday spirit, and a willingness to help those less fortunate. Volunteers help set up events, hang flyers, cut out paper angels, decorate the Christmas tree, and wrap presents for area children.

MLK Jr. National Day of Service (Monday, January 21, 2013) - started in 2008

Martin Luther King, Jr. Day is a celebration of Dr. King's life and work toward bringing our diverse and multicultural society together. He believed that people should never be judged by color, culture, or class but rather that people should commit to making a better life for all. "I

have a dream that one day this nation will rise up and live out the true meaning of its creed - we hold these truths to be self-evident that all men are created equal.” (Martin Luther King, Jr.)

Since his lifelong work was to educate our country through peaceful means, Martin Luther King Jr. Day was a “day on”, not a “day off”. This was meant to motivate people to utilize their time off from work and school to participate in some kind of educational or volunteer activity. This began in 1994 and each year continues to grow with the hope that some day the norm for all Americans will be to participate in enriching their community on Martin Luther King, Jr. Day.

Ball State volunteers and AmeriCorps Members provided the children’s portion of the event by holding a literacy fair with educational activities, storytelling, and providing free books to all who attended. If you would like more information about the MLK Day of Service, check out www.mlkday.org.

Dr. Seuss Literacy and Arts Fair (February 23, 2013) - started in 2007

The Dr. Seuss Literacy and Arts Fair originally began as an AmeriCorps program with full-time and part-time members organizing and overseeing the project. In 2007, the Fair became an SVS sponsored program when the AmeriCorps grant was not renewed. Held at the Maring-Hunt Library in South Muncie, the Fair encourages children to explore the world of books and the arts as well as encourages parental involvement in these activities.

Lend a Hand Day (March 31, 2012) – started in 1988

The Lend A Hand Day project is a semester-long program devoted to collecting items to donate to needy members of the community. Barrels will be set up where items can be placed and these barrels will be picked up weekly. Storage area is provided. An actual date will be chosen to be the "Lend A Hand Day", where members of the community can receive the donated items.

Spring Luau (April 6, 2013) - started in 2006

Originally envisioned as a “senior prom”, the Spring Luau has quickly become a favorite SVS sponsored program. In partnership with Liberty Village Nursing Home, SVS volunteers organize a spring dance complete with music, decorations, and food.

Second Saturday Service Projects (various dates) – started in 2008

A new program designed to give individuals and student organizations the opportunity to participate in one day service projects. These projects will be held at various agencies in the community.

Program Descriptions – Community Service Sites

- This is a brief listing of the available community service sites. This list continues to grow; especially with the Independent programs that we offer that do not have SVS transportation provided for them.

- **A Better Way**
A crisis-oriented shelter for battered women and their children. Services include shelter, food, clothing, domestic violence education, support groups, parenting groups, a children's program, Independents, casework advocacy and transportation.

- **Cornerstone Center for the Arts**
Cornerstone Center for the Arts is a community arts center in Muncie, Indiana that provides opportunities for creative expression, educational programs, and events in a historic setting.

The Cornerstone Arts Program partners with area community centers, Muncie Schools, all Delaware County Schools, Ball State University, Taylor University, Muncie Music Center and other community groups to offer 2 semesters of 12-week classes and a full summer session in visual arts, movement & dance, cultural and language arts, writing, martial arts, theatre, and music (group and private lessons).

- **Harvest Soup Kitchen**
An agency that provides meals to those in need.
- **Hillcroft – Camp Isanogel**
This agency provides recreational, educational, and social activities for youth and adults (ages 5 and older) with special needs. Isanogel promotes fun, education, socialization, and independence during such activities as summer camp, day camp, resident camp, museum visits, weekend retreats, dances, sporting events, parties, movies, shopping, dining out, etc. Service providers provide interaction, supervision, and assistance where needed along with the Program Director.
- **M.O.P.S. (Mothers of Pre-Schoolers)**
Volunteers will meet in the one-eighty building of Union Chapel Ministries. They will work as a teacher's assistant with children ages ranging from infant to 4 years of age.
- **Muncie Children's Museum**
An educational, "hands on" learning experience for children of all ages. The Muncie Children's Museum is available for various activities such as floor monitors as well as seasonal activities.

- **Muncie Mission**
 Founded in 1930, Muncie Mission is a 24 hour, 56 bed rescue facility/shelter for homeless men that provides a variety of services including food and shelter and a drug recovery program. Services include hot meals, emergency and long-term shelter, personal counseling, chapel services, job training, educational opportunities, clothing distribution, and family services. Located in Muncie, the mission serves residents of Delaware County and the surrounding five counties.

- **Muncie Mission Attic Window**
 The Muncie Mission is a Christian organization committed to assisting those in need in the name of Jesus Christ. We expect that Mission volunteers will respect and abide by our principles in manner of dress, speech, and conduct while on Mission property.

- **Parkview Nursing Home**
 This is a nursing care facility that provides long and short-term skilled and intermediate care.

- **Ross Recreation**
 Program is for athletes; volunteers will teach the fundamentals of volleyball and flag-football, and basketball to children ages 5-15.

- **Salvation Army Food Pantry**
 This is a community food pantry helping to meet the needs of people who are in crisis and in need of food. Service providers are in need of stock and distribute food and perform the duties of a receptionist. In addition to the previously mentioned duties, service providers may be asked to assist in other duties in the building including but not limited to: general clerical work, assisting with maintenance & grounds keeping (weather permitting).

- **United Day Care**
 This is a licensed child-care center providing quality, affordable child care to children between the ages of three and six, 95% of who come from low-income families and 15% of who are referred to the center due to abuse or neglect.

Program Descriptions – Tutoring Sites

Tutoring Sites: Tutors work with at-risk children. Tutors work with the children helping them with homework or areas in which they need assistance.

- **Buley Tutoring**
Program assists children ages 4-10 with homework help and math tutoring.
- **Albany, Eaton, Royerton and Burriss**
These sites are held at elementary schools. The students at these schools have been identified as candidates for homework assistance.
- **Great Achievers MPL Tutoring**
Sponsored by the Muncie Public Library, this after-school tutoring program services children from Southview Elementary and Grissom Elementary.
- **MarketPlace Tutoring**
This site is affiliated with a local church in Muncie. This is an after-school tutoring and enrichment program for students in grades K-12. It meets Monday through Thursday for the whole semester.
- **Math tutoring**
The Governor initiated Grow Indiana Project targets those students in 6th through 8th grade who are struggling to grasp the mathematical concepts for their respective grade level. Tutors for these programs will work with up to 3 students at the following middle schools: Cowan School, Northside Middle School, Delta Middle School, and with the Boy's and Girl's Club in Muncie.
- **MOM's**
Motivate Our Minds (MOM) is a community after school learning center. This program was designed to educate, develop, stimulate, and protect at-risk youth in the after school hours. It is a continually expanding and truly amazing program.
- **Ross Community Center Tutoring**
Students at Ross Community Center are those indentified as needing additional help with homework and school work. Volunteers will go one or two days a week to assist these students.



Student Voluntary Services

Housekeeping

Criminal Background Check Screening Guidelines

(More information available in the
“Tips for Completing Screening Requirements” brochure
available in the Student Life office, Room 133)

Background: Due to the increase in the number of agencies requiring enhanced screening requirements, including criminal background checks, and the requirements of various grants that we ensure compliance with completing criminal background checks on volunteers who work with minors, the office of Student Life, Room 118 established a fee waiver with the Indiana State Police and web search access through *AccessIndiana* in Summer 2003. We initially provided a background check service for one community agency partner (CAPE) as part of a grant fiscal arrangement to increase the efficiency and maximize the cost-effectiveness of this process compared to the individually administered paper-based process for the county or state fee-associated processes.

Purpose: Provide an efficient and cost-effective (free) service to BSU students, academic departments, agencies, and fiscal funding sources (grants, etc.) to complete Indiana state-wide criminal background checks to ensure that all students are screened prior to the start of their service experience at locations which require them to interface with minors or otherwise require a criminal background check.

Screening Requirements: Agencies will be required to indicate all screening requirements, including a criminal background check, in advance to students and the office of Student Life so that both are familiar in advance with the requirements and so that students are ensured a successful service placement.

Notification: Students will be notified that a criminal background check is required prior to beginning their service experience, thus ensuring that they know a criminal background check will be completed for them if they register for a designated program. This will also allow the student the option of selecting another program if they so choose or refuse to submit to a criminal background check.

Public Record: The information that is requested in an Indiana state-wide criminal background check is already a matter of public record; sealed, expunged or juvenile records will not be reported and therefore will not be considered in the decision. Since this is a matter of public record, there is no due harm to the students.

Process: Once a student registers to volunteer for an agency that requires a criminal background check and has indicated a willingness for SVS to complete that check by signing up through SVS, a designated professional or support staff will complete the on-line checks using the on-line legal name and date of birth from their BSU profile, as provided through arrangement for this purpose only from UCS. The background check process must be conducted in a reasonably private, secure space to ensure that other individuals are not able to inadvertently review the search results. The username and password access to the on-line search will be secured and kept confidential among the authorized users.

Evidence of Check: After each individual check is entered, the inquiry response screen will be printed and a copy of each check will be sent to the relevant agency (or agencies, if multiple are

involved that require a background check).

It is our duty to maintain documentation that agencies were notified of the results of the check for each volunteer. This may include sending results via certified mail (which would require signature proof of receipt), particularly if we are notifying the agency of an applicant with an identified record. This will prevent the agency from claiming that we failed to notify them of a present risk.

If a search results in a found record of criminal activity: In the event that a search results in a name which shows a record of criminal activity, the documentation of criminal record will be sent to the agency for further action on the potential volunteer, based on their screening standards.

Notification of Agency: As the agency is responsible for determining its own screening requirements, criteria for disqualifying events, and circumstances that impact site/client safety, it is only our duty to notify the designated agency of the results of the criminal background check for them to take action as they deem appropriate, whether that be to approve or decline the volunteer. Documentation will be provided to each agency that a volunteer is serving at that requires a criminal background check (if serving at multiple agencies). A check will be completed each semester a student participates to ensure current record review.

Agency Action: The agency can determine if they will approve or decline volunteer participation based on their identified screening requirement guidelines. If a volunteer is declined to serve with an agency, it will be the volunteer's responsibility to seek another appropriate placement.

Notification of Volunteer: The agency will be responsible for notifying the volunteer applicant if they have been declined from participating.

Students participating as part of a course requirement or disciplinary sanction: Students generally have a range of choices in completing a service or service learning requirement. Therefore, they would have choices on how to complete their requirement with a site that may not otherwise preclude them from serving based on the existence of a criminal background. Further, advance notice of screening requirement provides ample notice to select another option prior to experiencing a rejection.

Commitment to not defame or slander: Staff involved agree to not use this service to conduct searches that are not necessary for the intended purpose. Further, staff can share this information only to appropriate agency staff as needed and will not further distort or embellish this information.

* Based on discussion with Larry Cistrelli, 3/23/04, revised 7/16/04

Student Voluntary Services Confidentiality Agreement

In accordance with the trust placed in us by the university and our users, Student Voluntary Services Program Coordinators are responsible for maintaining the confidentiality of the data with which they work and for keeping data secure and accessible only to those who have rights to this information.

Student Voluntary Services requires that strict confidentiality be maintained with respect to all information obtained by Program Coordinators concerning Student Voluntary Services, as well as the not-for-profit agency, clients, and others they serve.

As a Program Coordinator, I understand that I may have access to confidential information relating to students, volunteers, staff and the not-for-profit agencies.

I understand, and agree, that all such information is to be treated confidentially and discussed only within the boundaries of my PC position.

I understand, and agree, that I shall not disclose any information obtained in the course of his/her PC placement to any third parties without prior written consent from Student Voluntary Services.

No information concerning any volunteer will be divulged without prior written consent of the volunteer. This includes addresses, telephone numbers, email addresses, etc.

I understand that failure to comply with these confidentiality policies may result in disciplinary actions, including dismissal of the PC position.

I understand the above and agree to uphold the confidentiality of these matters both during and following my service as a Program Coordinator for Student Voluntary Services.

I have read the above agreement and affirm that I will abide by this agreement.

Program Coordinator (printed)

Date

Program Coordinator Signature

Student Voluntary Services Advisor

Date



Student Voluntary Services

What a Program Coordinator Does

Program Coordinator Roles

1. Communication Liaison
 - a. Facilitating communication between agencies, volunteers and SVS staff

2. Administrative Assistant
 - a. Office hours and coverage
 - b. Tracking and logging volunteer hours
 - c. Recruitment Fair responsibilities

3. Transportation Agent
 - a. Drive safely and responsibly
 - b. Completing passenger lists
 - c. Assigning a back-up driver
 - d. Keeping the vehicles clean

4. Volunteer Development Coordinator
 - a. Orientation presentation each semester
 - b. Setting the tone
 - c. Reflection facilitation

5. Program Planner
 - a. One Time Event committees
 - b. Homecoming

6. Volunteer
 - a. Modeling the way
 - b. Keeping a positive attitude

7. SVS Advocate
 - a. Positive talk about SVS programs
 - b. Actively recruit new volunteers
 - c. Wear SVS apparel

Program Coordinator Responsibilities:

This section describes the responsibilities for Program Coordinators (PC's).

1. **Agency contact**- The first thing you will need to do is contact your agency at the beginning of each semester. You need to do the following:
 - introduce yourself and exchange contact information with your site coordinator
 - confirm days/times you and your volunteers will be coming to the site
 - ask if they will hold an orientation for the volunteers and if so, when
 - confirm directions to the site*You will find more information in the Contacting Your Agency section.
2. **Participant List**- After you've completed an application and signed up for a program, you will be given access to your volunteers contact information. As a Program Coordinator, you have on-line access to all participants in your program. You can e-mail the entire group about updates to your program and record the number of hours completed by each volunteer. You are then responsible for accepting the volunteers on-line and contacting the volunteer within **one week** of the day they signed up. Inform them of where and when the group will be meeting to go to the agency.
3. **Transportation**- A significant part of a successful program is taking care of the travel arrangements for your volunteers. Some programs are within walking distance to campus, others are accessible using public transportation (ex: MITS), and some programs do not use groups of volunteers. These volunteers must arrange for their own individual transportation (Independent program). Often, you are the primary driver for the coordinated programs. The Transportation Office requires approval to drive, mandates Drivers Training, handles requested transportation needs, and requires maintaining a passenger list for each trip.
* You will find more information in the Transportation section.
4. **Attendance Log**- Though your volunteer's attendance will be proven through the faxed passenger lists, it's a good idea to keep an accurate attendance record in case something happens to the passenger lists or if you have in-service activities at BSU that are not documented on the passenger lists. This record can aid you in evaluating the participants at the end of the semester and, occasionally, must be provided for professors or court officials to document participant hours.

Attendance is integral to the service program. Stressing regular attendance is required to maintain both a good rapport with the clients and for continuity of the program. Establish attendance standards for all of your participants in writing and incorporate it within your orientation. It is recommended that you allow only one absence with advance notice.

You may discontinue a student's participation in the program if they are consistently absent, do not fulfill performance expectations, ignores/breaks agency or SVS rules outlined during orientation, and/or shows no interest in the program. This action should be taken only after consulting with the advisor of SVS.

5. **Orientation**- Each of you are required to conduct a pre-service orientation meeting. Orientation and trainings are integral parts of participant development. It is important

that they get to know each other. Ice breakers are a good way to get to know a little bit about each other so the first volunteer date is more comfortable. A benefit of serving in a group is being able to rely on each other for support.

* Please review the Orientation section of the notebook. Along with the program orientation, some agencies hold their own training during the first week.

6. **Reflection**- Reflection is an essential element of service-learning, and allows the volunteer to integrate experience with personal values and course content. You should encourage reflection through topical discussion while en route to and from service sites and/or through participation in other activities such as lectures or movies.

* You will find materials on how to use reflection later in this manual. (page 12)

7. **Course Requirements**- Since there are a number of Ball State courses that include a service-learning component, you will need to be aware of those students who are participating in your program as part of a course requirement. You will need to determine at the beginning of each semester which students need an evaluation completed for their participation and/or have an hourly requirement. Become thoroughly knowledgeable of the requirements and expectations of these students.

When completing participant evaluations, it will be vital to be objective, factual, and fair. Keeping accurate records of attendance and performance is imperative to this process. As the direct site supervisor, you may be asked for feedback on your volunteer's performance by staff or faculty. Once again, please provide accurate, constructive, and objective feedback on volunteer performance. Please consult with SVS staff for guidance if you have questions about this process.

What To Do Before Your Program Starts:

1. Check in with SVS
 - Give SVS your contact information (including cell phone number). If you have already done so in previous semesters, please verify that the information we have is correct.
 - Make sure you understand the transportation for your program.
 - Review map to site.
 - Take a test run to the site to make sure you know how to get there during the week before programs start.
 - Assign a back-up driver in case you need to miss your program; this person needs to have their driver's license copied by us and they also need to sign the driver commitment form.

2. Contact Your Agency (explained further on next page)
 - Introduce yourself as the Program Coordinator.
 - Mention that you're from Ball State University, Student Voluntary Services.
 - Provide them with any information they may need to know (accommodations for volunteers with special needs, etc.)
 - Gain a clear understanding of the agency's expectations, goals, and restrictions.
 - Confirm day and time of program and beginning and ending date, any days your program is not meeting and any orientation dates and locations.

3. Contact Your Volunteers
 - E-mail your volunteers and introduce yourself (name, PC).
 - Ask if they have special needs.
 - Give all volunteers your contact info.
 - Schedule and hold an **orientation** for your volunteers. (explained later)

4. Make sure you have a system for keeping attendance and logging your volunteers' hours (the latter can be done during your office hour).

5. As always, if you have any questions, or need to clarify anything, please contact an SVS staff member; we're happy to help!

Contacting Your Agency:

After you have signed up for your desired agency or SVS has helped place you at an agency, you will need to contact your agency. Below is a description of what you need to tell your agency and what information you need to obtain from the agency.

1. Ask to speak to the volunteer coordinator at your agency. His/her name will be available with the agency's phone number at www.bsu.edu/svs. If the contact person's name is different from what you find online, be sure to inform SVS of the change (frequent changes occur in non-profit organizations).
 - Introduce yourself as the Program Coordinator from SVS at BSU. You might have to refresh his/her memory regarding the program that we are continuing at his/her agency.
2. Confirm the following information from the agency's volunteer coordinator:
 - When our program is scheduled to begin with their agency. Are there days that the agency will be closed (Martin Luther King Jr., etc.)? Though they have received the BSU holiday listing on the MOU form, you should still refresh their memory since they could have forgotten (i.e. Fall/Spring Break, Christmas Break, etc.)
 - Is there a mandatory orientation or would he/she be willing to hold an orientation or training? Offer your assistance. This orientation is **in addition to the one you hold for your program participants**, however, it can be held on the same day.
 - What are the responsibilities of volunteers? Have there been any major changes to the program that would affect how our participants help the agency to meet its goals?
 - Are there any special parking instructions? Any screening requirements that must be obtained before volunteers can begin participating?
3. If there is any contradictory information that you have gathered that does not match what is found on-line at the SVS website, contact SVS no later than the day before the Volunteer Recruitment Fair is held, so that on-line listings may be updated if necessary.
4. Remember, if you have any questions or trouble obtaining the needed information from your agency representative, you must call the SVS administrative staff at (285-3476).

Contact your Volunteers: Volunteer Orientation -

You are required to conduct an orientation meeting before any volunteer programs begin. Following is a suggested outline that will guide you in developing an orientation session. Feel free to present the material in whatever way you feel most comfortable, but make sure you cover all of the information.

1. Tell the participants a little about yourself.
Be positive and enthusiastic! They will pick up on it if you are not.
Describe how you became involved with SVS.
Tell the group why you became a Program Coordinator.
Explain your role as a Program Coordinator.
Provide tips to make their experience rewarding for them.
Explain their role and the kind of work they will be doing.
Clearly define your expectations of participants.
2. Have participants get acquainted—Ice Breaker/Introduction.
3. Explain the structure of SVS.
4. **Give them some background material on service.**
Discuss the importance in society for service providers.
5. **The benefits of volunteering.**
Experiences can be used on resumes for scholarships, internships, & job interviews.
Develop leadership, communication, time management, and interpersonal skills.
Opportunity to apply lessons learned in the classroom.
How to see their volunteer record on the SVS database.
6. **Explain your agency's purpose, structure, and clientele.**
Take a tour of the agency to meet the personnel, if possible.
Share any special rules your agency might have – this includes special screening requirements, dress codes, etc.
7. **Stress importance of commitment to participate.**
Describe service as a work commitment, agency relies on assistance.
Discuss why it is important (i.e. benefit agency receives)
Responsibility to clients, other volunteers, and coordinators.
Describe what happens when they don't show up—importance of attendance!
8. Explain how SVS transportation works for your program.
- encourage everyone to bring their driver's license each time they volunteer.
9. Let them ask questions and talk about concerns, anxieties, etc.

First Volunteer Day “To Do” List:

1. Wear your SVS lanyard and be sure that your Ball State University ID is clearly visible.
2. Welcome your volunteers! If this is the first time that you have met your volunteers, introduce yourself to them and talk with them about their expectations for the volunteer experience. If you plan to require reflection (which we strongly urge), make this known right away so they will know what to expect.
3. Be sure to get the appropriate vehicle key and fax your passenger list **BEFORE** you leave. The list should be signed by your volunteers and **ONLY** include the names of those students who will be riding in the vehicle with you.
4. Be prompt. It is very important that you arrive at your site on time.
5. Introduce yourself to your agency contact when you arrive at the site as an SVS Program Coordinator.

Who Do I Call When....?

1. **Who should you call if there is an emergency and you cannot attend your program?**
* You should call your back up driver first, and let them know that you will not be attending your program. You should also call SVS administrative staff at 765-285-3476.
2. **Who should you call to find out if your program has been cancelled?**
* Whenever possible, SVS will inform you of closings/cancellations via your BSU e-mail account. If you are concerned that your program may not be going out on a particular day due to weather, you may call SVS at 765-285-3476 or check the SVS Blog on our website.
3. **Who should I call if there has been an accident with the BSU vehicle or the vehicle has been vandalized or broken into?**
* You will find this information in every BSU vehicle in an envelope in the glove box. You should first call the police, and then the SVS administrative staff at 765-285-3476. If it is after hours, Kathy Smith, SVS Advisor (765-760-1932), Helen Stephenson, Office Coordinator (765-789-4257), and University Police (listed on the clipboard in the SVS vehicles). If you are on campus, call University Police first.
4. **When in doubt about anything, call the SVS office!! (765-285-3476).**

Reflection with your Volunteers:

* Experience or written descriptions of one's service activities doesn't necessarily consummate learning, but discussions, directed writing, journals, and personal activity logs that foster analysis and reflection of service experiences are necessary for a complete learning process.

* There isn't one way that's the right way, just be yourself!

During Reflection time remember these tips:

1. Listen to your volunteers, do nothing else but listen.
2. Make sure you understand what they're saying, if you're confused, ask them to clarify.
3. Don't give advice unless specifically asked. This is a time to hear what your volunteers are thinking/feeling.
4. Ask them questions. - Ask how volunteers felt about the day's events, see what they enjoyed, what was difficult, what they'd like to change next time, etc.
5. Encourage your volunteers to keep talking, but make sure that everyone has equal chance to talk. You don't want one volunteer overshadowing all of the others.
6. Work to draw out the quiet volunteers. This could be touchy, but try to involve them in the group, perhaps by specifically asking them a question or looking at them as you speak. Though they may not come out of their shell, they just might surprise you.

Components of Effective Communication:

1. Eye Contact
2. Body posture, gestures, facial expressions –nod, lean forward, look interested
3. Voice – tone, inflection, volume
4. Listen – we have two ears and one mouth, use your ears twice as much
5. Be comfortable with silence, don't hurry to fill it

* There will be many different types of people: contributor, opinion seeker, oriented person that keeps everyone on track, critic, group clown, but your job as the Program Coordinator is:

-to keep your volunteers on track as well as compliant with one another, but you also clarify and note relationships among the ideas and suggestions that have been provided by others and help them reflect upon their experience and gain knowledge and understanding from these experiences.

Sample Reflection Questions for Service Projects

In order for your volunteers to gain the most from their experience, you must make time for reflection. This will make them think about their experience as well as draw them closer as a group. Get them talking about what they've been thinking and feeling about their experience. This will be a good chance for you to learn what is on your volunteer's minds and possibly learn fears or problems they are having. If you're not sure how to help them, contact the SVS staff for help.

BEFORE: Pre-Service Assessment

How did you feel before starting your service assignment? What thoughts did you have before starting your service?

WHAT? Observations

What did you observe from your service experience? Describe what you noticed. What activities did you participate in? What was going on around you?

SO WHAT? Analysis

How did you feel about the service project?

How was this project similar or different to what you expected?

Was this an educational experience? In which ways was it similar or dissimilar to other educational activities?

What, if anything, did you learn about the people you worked with and the clientele that was served?

Did you learn anything about yourself or for yourself?

Were there any other outcomes for you from this experience?

NOW WHAT? New or Further Applications

If you were planning a similar project for your peers, what type of preparation would you like them to have?

If you had done this activity with school children, in what ways might you use the experience for further their learning and understanding of the issues that were presented?

What thoughts, if any, does this experience offer for you about diversity?

CLOSING (Synthesis)

If you could take one image or photograph in your mind with you from this service project, what would it be?

PC Quick Tips:

Communication Tips:

- All PC's have a mailbox in the office, please check it frequently. During holidays, you may just find a surprise waiting for you.
- Check your BSU email account; this is how we will contact you. Also, this is how we will alert you of breaking news about programs or if there is a new volunteer opportunity that was just made available.

On-Site Tips:

- Some sites will require you to wear a nametag. You can borrow one of our SVS lanyards hanging by the PC mailboxes and slip your BSU ID inside. **(Please return lanyards)**

Driving Tips:

- Before driving your volunteers the first day, you will need to fill out a driver commitment form and we will need to make a copy of your license. Always make sure you have your license on you when transporting volunteers to and from sites. There will be a state police Driver's License check done on you by the office of Transportation at BSU.
- In the event you might be sick or have to miss a day, you will need to choose a backup driver. However, there is always a chance that the backup driver might miss as well. It is a good idea to always have your volunteers bring their licenses every time so we can put them on file and if need be, they can drive the SVS vehicle.
- When your program starts, you will need to always remember to fill out a passenger list **before leaving** with an SVS vehicle (every volunteer must print their name). This sheet is then faxed to the Transportation office so they can keep track of where BSU vehicles are going as well as to know who is in a vehicle in case there is an accident.
- Remember – while driving, you must follow all speed limits and traffic signs. If you are ticketed, you may lose driving privileges to drive BSU vehicles AND you will have to pay the ticket yourself.
- After you sign out the key and get in the vehicle, you'll find a clipboard. Fill out the information and keep track of the mileage, **this is very important** not to forget.
- If your program doesn't end until after 5:00 pm, there is a drop box outside the office. When you enter the Student Center, (the Tally on your right, the Post Office on your left,) turn left before you pass the Post Office and walk until you can't walk anymore. There will be two large wooden doors to your right and a slit to drop off SVS keys. There are signs to help you.
- When returning to SVS, you **cannot** drop off your volunteers anywhere else but at the office. If they request you drop them off at a building or their dorm, please explain that due to liability reasons, we cannot drop them off anywhere except the Student Center. We are covered to and from your agency; any variation from this pattern or unplanned stops will nullify insurance coverage. Thank you for your cooperation!
- If your program doesn't start until after 5:00 pm, you must come before the office closes, (5:00 pm) and sign out the key for your program. Grab a passenger list before you leave and fax the passenger list to the Transportation Office (their number is on the form) on the fax machine at the Hotel Desk in the Student Center **before you leave for your site**.
- As a PC, you will be expected to record volunteer hours. The faxed passenger sheets you filled out serve as proof of their presence. These faxed sheets will be placed in 3-ring binders on the desk behind the reception desk in the office. The reception desk is where you'll sign out the SVS vehicle keys
- **FINALLY...** Remember to enjoy your experience. This is FUN!!!!



Student Voluntary Services

Transportation

Driver Training

Student
Voluntary
Services



I. Differences between Vans and Passenger Vehicles

- Site lines/blind spots → Adjust mirrors
- Heavier weight
 - Acceleration (slower start)
 - Stopping (greater stopping distance → more following distance)
- Backing up
- Do not drive under the influence of alcohol/other drugs.
- Check vehicle for safe and proper operating conditions
 - Steering wheel column angle
- Adjust- Seat and Mirrors
- Wear seat belts
- Be familiar with controls-wipers, headlights

II. Safe Driving Skills

- Maintain a “Cushion of Safety”
 - Front
 - Behind
 - Sides-use mirrors, lean forward, turn head
- Safe distances
 - Allow a 4 second following distance during good conditions
 - Increase following distance during inclement weather
 - Increase following distance if being tail-gated (slow down!)
- Scan mirrors each 3-5 seconds

III. Driving Environments

- Scan your driving environment
 - Scan 12-15 seconds ahead (1-½ blocks ahead)
- Maintain a safe following distance
- Watch for:
 - Pedestrians
 - Lights
 - Obstacles
 - Entering/Exiting Vehicles
 - Watch for left turning traffic from opposing direction
- Turning
 - Signal early
 - Keep wheels straight while waiting
 - Check mirrors
 - Wide right turns (avoid curbs, pedestrians, telephone poles!)
 - Avoid left turns when possible
- Stopping
 - Allow extra stopping distance
 - Stop behind crosswalk

- Rural Areas
 - Less congested
 - Fewer “out” options to avoid obstacles
 - Single lanes
 - Soft shoulders
 - Sharp drop-offs
 - Hidden driveways
 - Thick Vegetation
 - Utility/Telephone poles
 - Entering vehicles from blind driveways
 - 4-Way intersections
- Correcting from soft shoulders
 - Do not over-correct when returning to the road from entering the shoulder
 - Slow down/stop, return to the road and gradually accelerate
 - Returning to road from shoulder at full speed can cause steering to pulled and/or over-corrected with little time to react at full speed
- Limited Access Highways/Freeways
 - Increase following distance at high speeds
 - Check Conditions
 - Use Mirrors
 - Watch for construction, lane closures, and merging traffic
 - Know your exit – avoid quick lane changes or sudden swerves
 - Do NOT back up on the highway

IV. Special Considerations

- Backing up
 - Check for obstacles
 - Check for pedestrians
 - Roll down windows and turn down radio
 - Back slowly
 - Check mirrors
 - Watch for overhead clearances
 - Have someone assist you and agree on hand signals
- Be aware of road construction
- Rain/Snow/Fog
 - Slick roads and reduced visibility require extra caution
 - Clear windows for good view (plan extra time before departure)
 - Reduce speeds and increase following distances
 - Watch for ice and hydro-plane conditions
- Night time driving
 - Use of High Beams
 - Look to right edge of your lane (white line) if you are driving into another vehicle’s high-beams

V. Transporting Passengers

- Stop and start slowly and smoothly
- Picking up/ dropping off
- Stop close to curb – allow for easy entrance/exit of vehicle
- Have passengers seated and **seat belted** properly

VI. University & SVS Regulations

- All passengers must wear **seat-belts**
- University vehicles are **non-smoking** environments
- Driving while impaired is prohibited (no alcohol or other drugs)
- Driving while using a mobile/cell phone or other device is prohibited
- University vehicles must only transport BSU students/faculty/staff. Do not transport any non-BSU individuals in the van (staff and/or clients from individual service sites are not permitted)
- Complete and fax **accurate passenger lists** prior to **each** departure
- Check vehicle for damage and safe operating conditions before departure
- Report accidents/damage immediately (follow University Procedures, as described in the glove compartment). Call local police for a damage/injury report to document the incident; notify the SVS/University staff
- Pick-up and Drop-off passengers at the **Student Center ONLY**. Do not drop off passengers at individual locations around campus.
- Do not drive during unsafe operating conditions. Most days with heavy snow or ice, programs will be cancelled, but check the conditions before you depart.

VII. Driver Requirements

- Must possess a valid U.S. vehicle operator license, must carry it with them when operating SVS vehicles, and must be in good standing regarding moving violations.
- Must complete a Driver Commitment Form
- Must provide a photocopy of their current Driver's License.
- Must attend a driver training session.
- Confirm dates of your program and request transportation for each day you are going; identify with your agency any days the program will be cancelled due to agency closure.
- Must comply with all state laws and BSU vehicle policies and regulations
- Must maintain and fax an accurate passenger list prior to departure and maintain mileage log (within the vehicle)
- When returning vehicles, turn off lights, close windows, lock doors.
- Return vehicles to assigned parking spaces; if none are available, park in any other legal spot and report this information to the SL office (285-3476)

General Rules for Transportation

1. Every driver must have a signed driver commitment form, photo copy of driver's license on file with SVS office and be trained on transportation rules of driving.
2. Every Program Coordinator (PC) must designate a "back up" driver for their program and must go over transportation rules and training with their back up driver(s). (Two back up drivers are recommended).
3. Every PC must confirm transportation requirements with the SVS transportation coordinator as soon as possible. (Remember to indicate any dates that your program may not be going to your site due to in-service days, school days off, etc.) Make sure to give the beginning and ending dates you will need transportation to your program site. Any deviations from your regular transportation schedule **MUST** be cleared by the SVS staff **BEFORE** you can use a vehicle.
4. Every program must have each volunteer sign a passenger list **EACH TIME** the van leaves to go to the programs. This form must be faxed out to transportation **BEFORE LEAVING CAMPUS**. SVS staff will fax it to Transportation Office before 5:00 pm.
* After 5:00 pm, programs will need to go to the Student Center Hotel Desk to have their passenger lists faxed.
5. Each driver must return the keys immediately to the SVS office or elsewhere (depending on instructions you are given).
6. You will pick up keys from the reception desk in the SVS office for your assigned vehicle. You will need to return the keys to that desk unless the office is closed. If the office is closed, use the SVS key drop box (located within the glassed front doors of the house – 305 N. College).

Parking

Park the SVS vehicles in one of the designated spaces south of the Student Center in the C-6 commuter lot. Look for the SVS Vehicle Reserved signs posted in that lot.

If someone is in one of the SVS spots, come to the office and notify a staff member immediately. If it is after hours, call the University Police. If you park one of the SVS vehicles in a space other than in our assigned spaces, it should be only because someone else is in our space and you must tell a staff member immediately. If it is after hours, leave a note in the key drop box with the vehicle number and location on the note.

Make sure you park straight within the lines and not crowd each of the other parking spaces.

Transportation: PC Driver Responsibilities -

*** All Drivers Must Have a Valid Driver's License on File with SVS**

You must confirm use of a vehicle with the SVS office transportation coordinator at the beginning of the semester. If you need a vehicle for special events or arrangements, you need to inform the SVS office transportation coordinator in advance. Each PC must drive students to and from the program. In case of an emergency, you should have at least one person to act as the back up driver for the semester. It is a good idea to have two back up drivers! Some programs require two vehicles for the program, so you'll have to appoint another volunteer to drive the other vehicle, and then have two back-up drivers.

Each driver needs to sign the Driver Commitment Form which states he/she will act according to SVS and University guidelines, provide proof of a valid driver's license and be responsible for the vehicles while in his/her possession. A state police driver's license background check will be performed by the Transportation Office at BSU. Ball State's insurance provider will make the final decision as to who is allowed to drive BSU vehicles. You will be notified if there is a problem.

SVS vehicles are parked south of the Student Center in the C-6 commuter lot in specially marked and reserved spaces. The MOM's shuttle will pick up and drop off on the East side of the Student Center Parking Structure.

When a program is going out, the driver of SVS vehicles must come to the Student Life Office in the Student Center Rm 133 on the day of the program to pick up the keys. If your program uses a University vehicle, you will be given special instructions. If your program goes out after office hours (M-F; 8 am – 5 pm) you **MUST** come in to get keys and a passenger list before we close. Passenger lists must be faxed from the SC Hotel Desk if the office is closed.

* **ALL DRIVERS** of either SVS vehicles or passengers of the shuttle must **completely fill out a passenger list** that must be turned in **prior** to leaving the office. The information must be faxed to the Transportation office. Drivers of university vehicles **must** complete **all** information on the vehicle request form as instructed. **OUR PRIVILEGE OF USING VANS COULD BE WITHDRAWN IF WE FAIL TO FOLLOW THE STEPS REQUESTED BY THE UNIVERSITY.**

Upon returning to campus, park the vehicle in the designated space, fill in the time of arrival, mileage and report any problems with the vehicle to the SVS office. Return the key to the SVS office **immediately**. If there is a non-SVS vehicle in the SVS reserved spaces, park the vehicle in another space and immediately notify the SVS Office where you parked the vehicle.

If a problem or accident occurs with the van (engine trouble, flat tire, etc.), please call SVS administrative office (765 285-3476) or if after hours, at home (Kathy Smith, SVS Advisor 765 760-1932; Maria Bumbalough, Secretary, 941-526-6173) and follow the "Accident Checklist" located in the glove compartment of your vehicle. You will be able to call campus using the toll-free number included in the packet. Arrangements will be made to have the group picked up and returned to campus if the vehicle is unable to make it back to BSU.

Student Voluntary Services Driving Guidelines

- Your First Day
 1. Fill out a passenger list available in front of Helen's desk.
 2. Each volunteer must sign this sheet, print clearly and use pen.
 3. Turn this sheet in to SVS Staff member, and they will sign out your key.
- Your Vehicle
 1. All vehicles are parked in C-6 commuter parking lot behind the Student Center. Each spot is clearly marked as being reserved for SVS.
 2. Always return your vehicle to this lot and always park in an SVS reserved spot.
- Vehicle Mileage
 1. Always fill out the mileage sheet on the clipboard in your vehicle.
 2. Remember to fill in ending mileage when you return the vehicle.
- Driving the Vehicle
 1. Always have your passengers wear seat belts
 2. Follow all speed limits
 3. If you are driving a van, always take corners slower and don't cut too sharply.
 4. If it has rained or snowed, give yourself extra time to stop.
 5. Never drop volunteers off anywhere but at the Student Center. BSU Insurance will only cover the vehicle from the Student Center to your site and back. If you have an accident off that designated path, you could be liable.
 6. Always lock doors and never leave backpacks/personal items in the vehicles. Vehicles have been broken into, so if volunteers bring personal items encourage them to leave them in the SL office or take inside at agency.
- In an Accident
 1. Immediately stop and get the accident packet from the glove box. This will tell you what to do. **DO NOT MOVE THE VEHICLE!**
 2. If you are unsure, you can call the emergency numbers included in the packet.
 3. If you are in an accident/incident, never try to hide it. Be up front with the office, we understand accidents do happen.
- Leaving Your Site
 1. Please leave your site in time to have your vehicle back to the office by your scheduled time. There are other volunteers waiting to use your vehicle.
- When You Return
 1. Once your vehicle is parked back in the lot, you will turn in your key at the front desk where you signed it out. If you return after 5 p.m. and the office is closed, return the key in the drop box inside glassed in door at 305 N. College.
- IMPORTANT
 1. Never go anywhere but to your site. Mileage is regularly checked to verify to ensure vehicles are being used appropriately. If you are lost, call the office for help, don't just wander around.
 2. Please keep SVS vehicles clean. Pitch any trash you find or take in vehicles.
 3. In the winter, before you leave your site, always use the ice scraper provided clear off ALL windows. You may need to clean off the vehicles before leaving campus if you are the first to use it since it last snowed.
- Vehicle Trouble
 1. If you have a problem with the vehicle notify the office immediately.

Name (print): _____ Date: _____

I _____, acknowledge that as part of policy orientation, I have read, understood, and will follow these Ball State and Student Life guidelines whenever I am driving a BSU/Student Voluntary Services vehicle.

DRIVER COMMITMENT FORM

Student Voluntary Services

All SVS drivers are required to read the following and sign below. Your signature means that you have read, understand and will abide by these conditions.

1. The SVS vehicles are for the purpose of transporting student participants to and from projects during authorized programs. All other uses must be cleared with SVS in advance.
2. Drivers must possess a valid U.S. vehicle operator license, must carry it with them when driving the SVS vehicles and must be in good standing with the state in regard to moving traffic violations. **Driver must attend drivers training.** No person may drive a SVS vehicle if he/she has six or more points against his/her license. The transportation office will conduct a background check.
3. The maximum passenger load must not exceed normal capacity of each vehicle. All vehicle occupants must wear seatbelts at all times.
4. Drivers will at all times be held accountable for their actions and any driving violations incurred while driving an SVS vehicle. Insurance coverage does not extend to any activity or person not authorized by SVS.
5. No person driving an SVS vehicle will be under the influence of alcohol or any controlled substance while having responsibility for driving the vehicle; furthermore, no passengers are permitted to ride in the vehicle while under the influence of alcohol or any controlled substance or while in the possession of same. All drivers are expected to obey all federal, state and local laws while operating a university vehicle.
6. The parking spaces for the SVS vehicles are located in the lot south of the Student Center. If another vehicle is parked in one of the SVS reserved spaces, park the vehicle in any other legal space and report this information to the Student Life office (285-3476). If the Student Life office is closed, attach a note indicating location when keys are dropped off.
7. There are mileage logs in each of the vehicles. Each driver must sign in and out each time he/she uses the vehicles.
8. If you are driving out of town, you may be given credit cards to use for gas or services. **DO NOT USE THE CREDIT CARDS IN MUNCIE.** We buy our gas at a reduced cost from the BSU garage. In the unlikely event you find the vehicle does not have enough gas, contact SVS. If the office is closed, buy a small amount of gas, get a receipt and SVS will reimburse you. If you must use the credit card, only put enough gas into the van to get you to and from your program. Most often you will have enough gas to get where you are going.
9. In the event of an accident or breakdown, the driver must follow the "Accident Checklist" found in the vehicle glove compartment and must contact the Advisor at the Student Life office (285-3476). You may use the toll-free (800) number to contact the University. Do not leave the scene of an accident until the Police have arrived and taken an accident report. This documentation is required for university coverage to take effect.
10. Each driver must complete this Driver Commitment Form and is subject to license review prior to receiving authorization. A driving privilege is conditional on approval from the transportation office.

Vehicle drivers assume responsibility for all of the above mentioned. Drivers will be held accountable for any and all actions that occur in connection with the usage of the SVS vehicle.

I have read and agree to abide by the rules & procedures outlined in this document, the transportation department procedures, and accident checklist.

Date _____

Local Phone # _____

Name (Print) _____

Name (Signature) _____

Program Name _____

Program Day/Time _____

THIS FORM MUST BE FAXED TO TRANSPORTATION (5-2078) BEFORE LEAVING CAMPUS.

Passenger List
Student Voluntary Services

Vehicle Number: _____ Program Name: _____

Driver Name: _____ Date: _____

Passengers:

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

**PLEASE RETURN FORM TO SVS STAFF
BEFORE LEAVING THE BUILDING/CAMPUS**



Student Voluntary Services

Resources

Team Member Needs

Adapted from T.J. Schmitz, CEP, Tau Kappa Epsilon

If you want my loyalty, interest, and best efforts, remember that:

1. I need a sense of belonging...a feeling that I am honestly needed for my total self, not just for my hands, not because I can take orders well and carry them out exactly as prescribed.
2. I need to have a sense of sharing in planning objectives. My need will be satisfied when I feel that my ideas have had a fair hearing.
3. I need to feel that the goals and objectives arrived at are within reach and that they make sense to me.
4. I need to feel that what I'm doing has a real purpose; that my being in the organization makes a difference to someone; that the value of my contribution extends beyond my personal gain-or yours.
5. I need to share in making the ground rules by which together we shall work toward our goals.
6. I need to know in some clear detail just what is expected of me, not only my detailed job, but also where I have opportunity to make personal decisions.
7. I need to have some responsibilities that challenge, that are within my range of abilities and interests, and that contribute toward reaching my assigned goal and the goals of the organization.
8. I need to see that progress is being made toward the goal that we have set.
9. I need to be kept informed. What I'm not up on, I may be down on. Keeping me informed is one way to give me status as an individual.
10. I need to have confidence in my supervisors and leaders.
11. Confidence based upon assurance of consistent fair treatment, or recognition when it is due, and trust that loyalty will bring increased security. Remember and understand that my values may be different than yours. What makes sense to you may not make sense to me.

Key Steps in Motivating of Volunteers

As a Program Coordinator you need to:

1. Identify group member needs.
2. As a group, identify goals based on those needs.
3. Keep the group informed of ideas and decisions.
4. Help the group achieve personal goals while contributing to organizational goals.
5. Engage in constant evaluation and on-going assessment to determine whether or not goals have been reached—or whether new and appropriate goals need to be established.
6. Provide a supportive environment of trust and responsibility.
7. Ask people in your group to lead a project or be in charge of something.

Motivation Checklist

Have I made everyone in the group feel as if they belong?

Have I allowed everyone to share in the planning of the group goal?

Have I allowed everyone to make the rules for the group?

Have I clearly stated what I expect from the group members?

Have I given everyone an opportunity to state their expectations of me?

Have I provided responsibilities that challenge?

Have I given group members every reason to believe that I am fair and loyal?

Have I made every effort to keep members up to date on what's going on?

Have I given group members a chance to use special skills or learn new skills?

Have I provided the group members with recognition where appropriate?

Have I provided a communicative environment, characterized by trust, caring, and understanding?

Have I acted in a way that reflects commitment to the organization and concern for each member?

TWENTY-ONE TIPS ON BEING A LEADER

1. Decide what needs to be done—goals and objectives.
2. Learn to ask the right question.
3. Choose the right person for the task.
4. Identify strengths and weak points of individuals and then concentrate on the strong points.
5. Delegate, delegate, delegate! Make others feel needed.
6. Use your time and your group's time effectively (time management, meet deadlines).
7. Identify your resources—use your advisors.
8. Be creative—use new ways.
9. Be a risk-taker.
10. Be a good group member.
11. Smile! Be positive and enthusiastic.
12. Say “Thank You” as often as possible.
13. Admonish in private. Praise in public.
14. Learn as much as you can about everything.
15. Be loyal and committed.
16. Be observant.
17. Work within the system that's set up—know where and who to go to.
18. Be compassionate and caring.
19. Be patient.
20. Look and act like a leader.
21. Stand back and allow the credit to go to the group.

Share the power and the glory!

ARE YOU?

Are you an active member,
the kind that would be missed?

Or are you just contented
that your name is on the list?

Do you attend the meetings
and mingle with the flock?

Or do you stay at home
and criticize and knock?

Do you ever go and visit
a member that is sick?

Or leave the work for just a few
and talk about the clique?

Come to the meetings often,
and help with hand and heart!

Don't criticize another,
Pitch in and do your part.

Don't just be a member,
You do know right from wrong;

Are you an active member,
or do you just belong?

Student Voluntary Services Organizational Chart

