



Centralized Volunteer Opportunity Database

2017 CAIFE

VISION/IMPACT

The impact of the successful implementation of centralized volunteer management would be creating a vibrant relationship that gives the community a sense that Fresno State is their university.



Brief Introduction

Executive Sponsors:

- Provost Lynnette Zelezny & Larry Salinas

Team:

Katie Adamo Bewarder

Tim Baker

Filomena Fagundes

T. Hasan Johnson

Team:

Steve Robertello

Don Simmons

Trisha Studt

Jake Ward

Fresno State's Strategic Plan

In alignment with Strategic Priority Four

“Grow and develop collaborative and engaged community partnerships to increase support for students and the University.”

FRESNO  **STATE**

Discovery. Diversity. Distinction.

Defining the Scope

1. **What is a volunteer?** An individual that gives their time freely without receipt of compensation
2. **Scope:** For the scope of this project, we are looking at community members and alumni coming on campus, independent from service learning, internships, and mentor programs.

ALUMNI



COMMUNITY
MEMBERS



Objectives

Research database
software

Measure the current
climate of
volunteerism on
campus

Recommend best
practices

Suggest a BOLD
implementation plan

Current Climate of Volunteerism

Focused Outreach – conducted with departments that utilize volunteers in their programs/operations

Common Themes

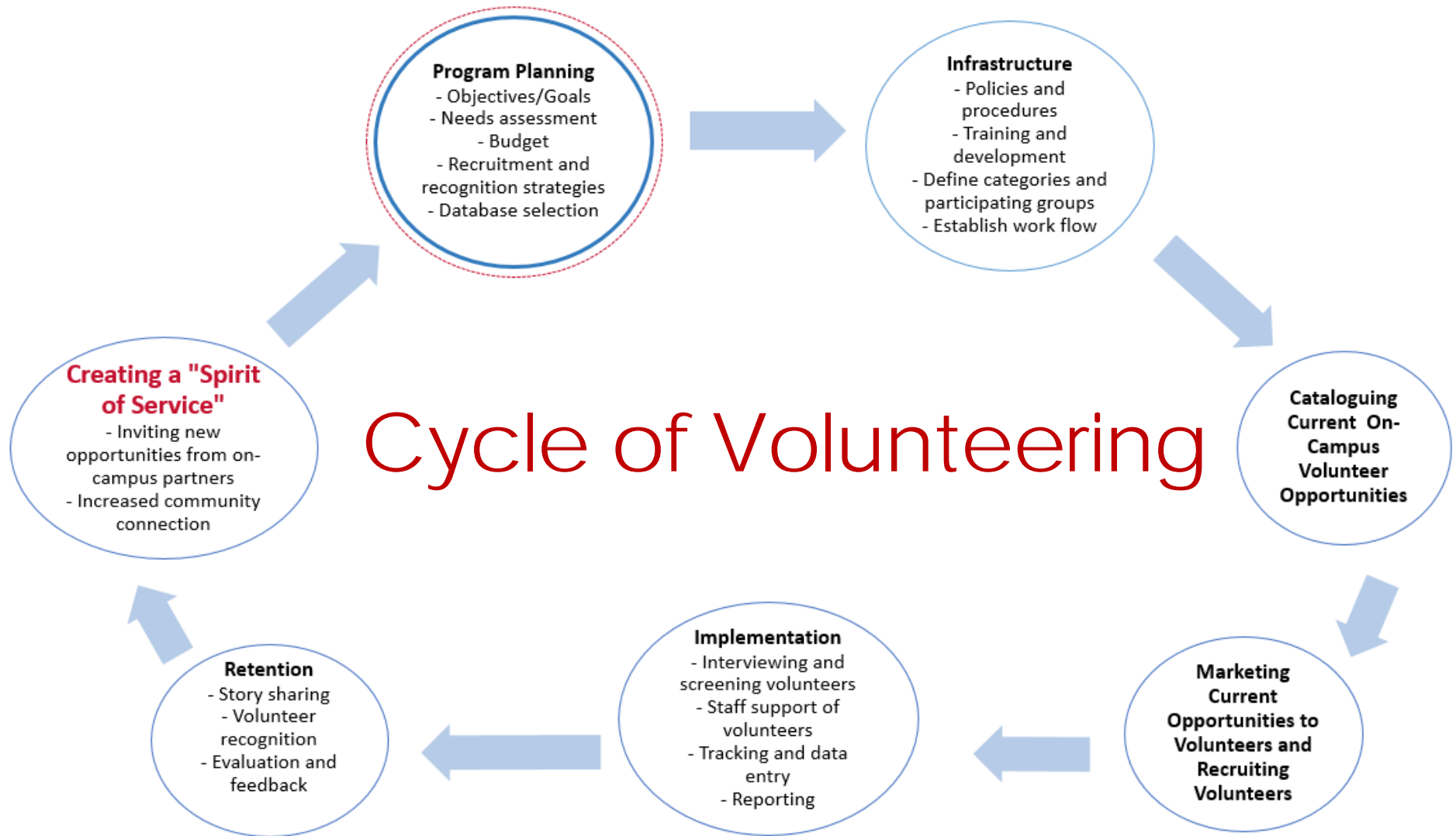
- Event based
- No formal process for recruiting, training, tracking, and recognizing volunteers
- Lists are kept by each department
- Opportunity for educating faculty and staff on the benefit of meaningful volunteerism

Current Guiding Policies


- CSU Volunteer Policy HR 2015-10
- CSU Background Check Policy HR 2016-08



Cycle of Volunteering



Special Considerations

- Understanding the current guiding policies
 - Liability insurance coverage and workers comp insurance for volunteers
 - Data security
 - Job displacement, assuring union representation
 - Keeping the passion in volunteerism while streamlining the process
 - Unique to CSU campuses, not higher education
- 

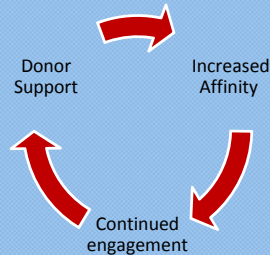
Benefits

TRACKING

- Quantifiable ROI (\$24.14 time valued per volunteer hour)
- Qualified pool of volunteers based on their interests and availability
- Grant qualification
- Increases accuracy of reporting

RECOGNIZING

- Shows appreciation
- Story sharing opportunities
- Increases affinity for Fresno State



RETAINING

- Experienced and trained pool
- Familiar with mission and vision of Fresno State
- Move through the pipeline of engagement
- Potential donors
- Long-term relationships

Recommendations

Centralized Office for Volunteer Engagement

- Create a mutually beneficial relationship that achieves the vision:
Creating a vibrant relationship that gives the community a sense that Fresno State is their university.
- Be a leader in the CSU for Centralized Volunteer Management
- Create meaningful volunteer opportunities to meet the needs where we have capacity gaps
- Capitalize on our unique community, we are the biggest game in town
- Software research

ANNUAL OPERATING BUDGET			
* Estimated			
EXPENSES	Year 1	Year 2	Year 3
Staffing			
Director	\$ 75,000.00	\$ 77,250.00	\$ 79,567.50
Program Coordinator	\$ 42,000.00	\$ 43,260.00	\$ 44,557.80
Administrative Assistant	\$ 36,000.00	\$ 37,080.00	\$ 38,192.40
Benefits	<u>\$ 30,600.00</u>	<u>\$ 31,518.00</u>	<u>\$ 32,463.54</u>
Total:	\$153,000.00	\$157,590.00	\$162,317.70
Operations			
Office Expense	\$ 45,000.00	\$ 45,000.00	\$ 45,000.00
Staff training - Professional Dev.	\$ 5,000.00	\$ 5,000.00	\$ 5,000.00
Database purchase - one time	\$ 8,000.00	\$ -	\$ -
Database training	\$ 2,500.00	\$ 1,000.00	\$ 1,000.00
Annual Subscription Fees	\$ 810.00	\$ 955.00	\$ 1,175.00
Workshops for Campus Staff	\$ 3,000.00	\$ 3,000.00	\$ 3,000.00
Volunteer Orientations	<u>\$ 4,000.00</u>	<u>\$ 4,000.00</u>	<u>\$ 4,000.00</u>
Total:	\$ 68,310.00	\$ 58,955.00	\$ 59,175.00
Marketing			
Recruitment materials	\$ 2,500.00	\$ 2,500.00	\$ 2,500.00
Print Costs	\$ 2,500.00	\$ 2,500.00	\$ 2,500.00
Paid Social Media	\$ 1,200.00	\$ 1,200.00	\$ 1,200.00
Promotional Items	<u>\$ 3,000.00</u>	<u>\$ 3,000.00</u>	<u>\$ 3,000.00</u>
Total:	\$ 9,200.00	\$ 9,200.00	\$ 9,200.00
Recognition/Retention			
Annual Event	\$ 5,000.00	\$ 5,000.00	\$ 5,000.00
Awards	<u>\$ 500.00</u>	<u>\$ 500.00</u>	<u>\$ 500.00</u>
Total:	\$ 5,500.00	\$ 5,500.00	\$ 5,500.00
Grand Total:	\$ 236,010.00	\$ 231,245.00	\$ 236,192.70

ROI – Value of a Volunteer Hour

ROI - FSAA Volunteers	
Description	FY: 2016-17
Number of Volunteers	200
Average Number of Hours	25
Total Number of Volunteer Hours	5886
Time Valued per Volunteer Hour	\$ 24.14
ROI Volunteer Dollars	\$ 142,088.04

ROI - Fresno State Volunteers	
Description	FY: 2016-17
Number of Volunteers	500
Average Number of Hours	25
Total Number of Volunteer Hours	12500
Time Valued per Volunteer Hour	\$ 24.14
ROI Volunteer Dollars	\$ 301,750.00

Recommendations – Better Impact

BETTER IMPACT Main People Communicate Activities Assign Reports Configuration

Home

Status Update

Volunteers	Administrators
Applicant 1 Inactive 48 Short Term (18) Long Term (30)	In Process 13 Archived 26 Didn't Start (16) Rejected (0) Dismissed (1) Moved (4) Quit (3) Deceased (1) Other (1)
Accepted 199 Custom Field Approvals (22) Qualification Approvals (14) Expiring Qualifications Expired Qualifications (7) Birthdays (1) Anniversaries (4) Hours Approvals (11) Volunteers on the Clock	

Your Current Volunteer Message

The Anytown Museum was so impressed with the student program run by the Education volunteers this year that they are expanding it to two other grades next year. Thank you to all that contributed to its success. Our annual volunteer luncheon will take place next month. As soon as we have a firm date, I will post it on the activity sign up list on [myVolunteerPage.com](#).

Support

Member Support - Search our knowledge base and send us your support questions.
800-844-1545

Feedback

[How can we make our software better?](#)

Get Social

Better Impact 1,052 likes
Liked [Contact Us](#)

Tweets [Follow](#)

Better Impact @BetterImpact 6h
@JFFixer Group now offers expanded online learning that's budget-friendly for non-profit professionals!
mavenclass.com
Expand

BETTER IMPACT Main People Communicate Activities Assign Reports Configuration

Hi Janet! You are working in Example City Museum [Help](#)

Search

Load a saved search

Add Search Criteria

Search Type

Search Type

- Contact Information
- Custom Fields
- Qualifications
- General Interests
- General Availability
- Committees
- Activity Category
- Activity
- Activity Shift
- Schedule Date
- Qualified for Activity
- Hours Logged
- Feedback Fields
- Birthday
- Date of Birth
- Date Joined
- Login Date
- Activity Classification
- Community Classification

Module and Status Filters

Select All

Volunteer

- Applicant
- In Process
- Accepted
- Inactive
- Short Term
- Long Term

Administrator

- Active
- Archived

People that have ANY of the selected modules and status filters

People that have ALL of the selected modules and status filters

Email Filters

[Add Search Criteria](#) [Clear](#) [Save](#) [Search](#)

Example City Museum Volunteer Impact

Recommendations – Better Impact

Example City Museum

Volunteer - Learn - Thrive
Example City Museum



Image Gallery



Corporate Group Tour



Working on Museum Expansion



Spring Volunteer Social

General Interests

- [Administration](#)
- [Board Leadership](#)
- [Boards and Committees](#)
- [Emergency Response Team](#)
- [Guest Services](#)
- [Special Events](#)

I would like to volunteer

- [Fill in an application](#)
- [Log in to your account](#)

Get Social

Share this [f](#) [t](#) [+](#)

Tweets

[Follow](#)

M Anytown Museum @ExCityMuseum 27 Mar 13
Our Winter Gala tickets will go on sale this Saturday. They won't last long so be sure to get your as soon as you can.

M Anytown Museum @ExCityMuseum 27 Mar 13
We just broke an all-time weekly attendance record with over 10,124

Example City Museum

Volunteer - Learn - Thrive



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[MY PROFILE](#) ▾

My Profile - Contact Information

[? Help](#) [Log Out](#)

Contact Information

NAME FIELDS

Username [PM](#) [▼](#)

Title

Legal First Name

First Name [PM](#)

Middle Name

Last Name [PM](#)

Suffix

ADDRESS

Address line 1 [PM](#)



[Remove Photo](#)

[Update Photo](#)

JANE DOE

120 High Street
Flat12
Wellington 1234
New Zealand

Privacy Settings

Privacy Settings for the Schedule

- I want other volunteers to be able to see my name in the list of scheduled volunteers.
- I want my last name included.
- I want my photo included.

[Save](#)

Recommendations

What can be done **NOW**

- Converting Volunteer Paper forms into digital forms via Qualtrics
- Create an online submission process that allows employees to submit campus volunteers to HR faster and more efficiently
- Communicate to employees the current policies in place regarding volunteering and compliance
- Create a resource website for Fresno State employees that manage volunteers

