Ten Steps to a Great Volunteer Program!
There’s no better way to enrich your school community than by engaging parent and community volunteers to share their special talents and knowledge with students, teachers and staff. The need for volunteers is unique to each school, but the need to find the best way to manage and cultivate the volunteer relationship is something we all share.

Through a partnership of the **Guilford Education Alliance, the Guilford County Council of PTAs, Guilford County Schools and the Volunteer Center of Greensboro**, this toolkit was designed to help you create and/or strengthen your volunteer program. It is divided into step-by-step sections with district guidelines, program examples and ideas you can use to develop your school’s volunteer program.

**Why Do You Need a Volunteer Program?**

There are countless benefits that a well run volunteer program can bring to your school:

**For students**
- Increased individual attention
- Increased self-esteem through knowing an adult volunteer cares about them
- More trust of adults through mentoring, tutoring
- A chance to learn and expand their world view from the wealth of experience an adult volunteer can bring

**For teachers**
- More time for lesson planning
- Another set of adult hands and eyes to monitor the classroom, provide assistance and help reduce discipline problems
- Access to the experience and talents of volunteers to enrich lesson plans

**For staff**
- Lighten the burden of paperwork
- Provide assistance with answering phones or greeting visitors

**For the school**
- Access to a team of community ambassadors to advocate for your school
- Access to the volunteer’s community/business relationships for needed resources
What You’ll Need

Here is a checklist of things to have in place before starting a volunteer program. Each item on this checklist will be discussed in this toolkit.

- Volunteer Coordinator(s)
- Volunteer needs assessment
- Volunteer program mission statement
- Position descriptions for volunteers
- Volunteer recruitment strategies
- Screening
- Training
- Systems for tracking and reporting
- Volunteer recognition ideas
- Program evaluation

Step 1 – Volunteer Coordinator

The principal and PTA president should name a parent or staff volunteer coordinator who will be responsible for the overall management of the program. This person or persons should have a strong working relationship with both school administration and the PTA. Designate and e-mail this person’s name and contact information to Cecilia Adams, manager of community partnerships, before the beginning of the school year.

Adamsc4@gcsnc.com

Step 2 – Needs Assessment

Ask your principal and a cross section of students, teachers, staff and parents what they think are the major areas in the school that would benefit from volunteers. This can be done either through a survey or a group meeting. A sample survey is provided for you in this toolkit. Use what you learn to help formulate your program and your volunteer job descriptions. Your School Based Leadership Team would be a good group to tap for help in this area.
Step 3 – Mission Statement

You can also use the information from your needs assessment to help you craft a volunteer mission statement. You can use the same group of students, teachers, staff, parents and your principal to help you.

► Writing your mission statement requires an open and honest discussion of the value of volunteers to your school.
► Ask the question the mission statement will answer. For example, “Even if there was all the money in the world to pay for all the staff and teachers we need, why would we still want to involve volunteers?” How you answer this or a similar question is the platform for your statement.
► Here are a couple of example statements:
  ◆ “At XYZ School, our volunteers are our partners in teaching, supporting and preparing our students to be productive members of our community.”
  ◆ ABC Elementary’s volunteer program exists to enrich our school community. We welcome the many diverse talents our volunteers bring, and we honor their commitment to our staff and students.”

Step 4 – Job Descriptions

► Look at the needs identified in your volunteer assessment as a starting point. From here you can break down the broad areas into specific job titles with specific roles.
► By supplying a diverse and creative variety of options, you have more opportunity to attract more volunteers. Use the volunteer position description worksheet in this toolkit to guide you.
► Create positions that do not require large amounts of time. Make sure to include the length of time needed in the description.
► Remember to create volunteer positions that are suitable for all ages and backgrounds.
► Include as many details in the description as you can. The better you define what you want, the more able the volunteer will be to meet your needs.
Step 5 – Recruitment Strategies

- Make your job positions come alive with recruitment statements that get at the heart of your need, state how the volunteer can help and show them the rewards they will reap for their service. Here are a few examples:
  - Just one hour a week can make a big difference in the life of a child. An XYZ Elementary student needs you as a lunch buddy! Spend just one hour a week having lunch, talking and being an adult role model. You’ll make a difference, and you just might make a friend for life! ...
  - They have gloves, bats and softballs, but no coach! Seventy-five ABC Middle School students are anxious to play and are waiting for you to coach them…
- Love to talk? Help DEF school by being our phone ambassador! …
- Identify groups that would be potential volunteers for your school. Besides parents, which are your number one source, volunteers can come from a neighboring high school, a college/university sorority or fraternity, a local business, a faith community or a nearby retirement center.
- Think about the natural connections your schools have to these various groups. Does a teacher’s spouse work at a company that has an employee volunteer program? Does a staff member have a son or daughter at the university or a parent or grandparent involved at the retirement center? Use your existing network of contacts to help spread the word about your volunteer opportunities.
- Take advantage of Guilford County School’s avenues for recruitment. Send an e-mail to goodnews@gcsnc.com to help advertise your volunteer program. Or send a notice to Friday Notes through your principal.
- List your opportunities with the Volunteer Center of Greensboro or the High Point United Way.
- When potential volunteers inquire about the opportunities at your school, have them fill out a volunteer application. This will help you match their skills and interests with your needs. An application is provided in this toolkit.

Step 6 – Screening

GCS district policy requires a background check on all volunteers who have unsupervised contact with students. This does not necessarily mean that all volunteers need to be screened. Check with your principal for your school’s specific policy. A GCS background check form is included with this toolkit.
Step 7 – Training

- Keep in mind that no one volunteers to do a bad job! Your volunteers' success depends largely on how well they are trained and supported by your school.
- Determine a time for training that is convenient for you and the volunteer.
- Give the volunteer a copy of the job description. Compare the job description to the volunteer questionnaire. This should help you determine the level of training needed.
- Build the training on the volunteer's experience.
- Make training interactive and as fun as possible.
- Give volunteers an immediate chance to try out their job.
- Make sure the volunteer understands applicable school policies and procedures.
- Continually check in with the volunteer to make sure they are doing what you need and you are providing enough information to make it a rewarding experience.

Step 8 – Tracking and Reporting

- GCS requires all visitors to check in and out at the front office. This means all volunteers as well.
- Along with your visitor check-in book, keep a volunteer sign-in sheet at your front desk and require your volunteers to fill it in every time they visit. A volunteer sign in form is included in this toolkit.
- Have volunteers wear nametags. This will help your staff and students get to know them and identify them as a friend of your school.
- At the end of every month, GCS requires all schools to report its number of volunteer visits and hours. We use this data to help us gauge the level of community involvement in our schools. The form should be sent via e-mail, fax or courier to the District Relations office. We have provided it for you in this toolkit.
**Step 9 - Recognition**

Want to have a big party at the end of the school year to honor all your volunteers? Great idea! But can you afford it? Volunteer recognition does not have to be grand, but it must be from the heart.

- Recognition starts with placing your volunteers in the positions most suitable for their talents and interests. Job satisfaction is a great reward!
- Get to know your volunteers and find out what is meaningful to them. Sometimes the best recognition can be as simple as a small gift that represents an interest or hobby.
- Hand-written notes or drawings from students can be a treasured reward.
- Have a “volunteer of the month” column in your school’s newsletter.
- Display volunteers’ pictures and thank-you notes on a volunteer bulletin board
- Formal rewards should feel sincere, not automatic. GCS provides volunteer appreciation certificates each spring that you can customize. They are signed by the superintendent and the chair of the Board of Education. You will receive an e-mail from the District Relations office in February asking you for a count of how many you will need.
- If you do have the funds or have found a community sponsor for a volunteer banquet, don’t let that be the only time you recognize volunteers. Let your volunteers know how much you appreciate them all year long.

**Step 10 – Evaluation**

There are several ways to gauge the effectiveness of your volunteer program. Written evaluation forms can provide valuable information. We have provided these forms in this toolkit.

- Make sure that your volunteers know you value their feedback. Periodically ask them for their ideas on how to improve the program.
- Ask that your principal include the volunteer program as a topic in a staff meeting. Ask staff members to give their opinions on how things are going.
- Have the PTA put discussion of the volunteer program on a meeting agenda. Seek their input on ways to improve the program.
Volunteer Needs Assessment Survey

Please take a few minutes to answer the following questions. Your responses will help us develop or improve the involvement of volunteers in our school.

1. Do you currently have parents or community volunteers working in your classroom or in your area?
   Yes □ No □

2. If no, do you see a need for volunteers in your classroom or area?
   Yes □ No □

3. How would you rate the need for volunteers helping in the following areas?

<table>
<thead>
<tr>
<th>No need</th>
<th>Some need</th>
<th>Great need</th>
</tr>
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</table>
   a. Support tasks such as gathering resources, setting up displays or learning centers | ☐ | ☐ | ☐ |
   b. Arranging for speakers or field trips | ☐ | ☐ | ☐ |
   c. Answering phones, filing, general office support | ☐ | ☐ | ☐ |
   d. Monitoring bus, playground or cafeteria | ☐ | ☐ | ☐ |
   e. One-on-one teaching assistance such as listening to a student read, practicing vocabulary, math coaching, etc. | ☐ | ☐ | ☐ |
   f. Talking with students about careers/hobbies | ☐ | ☐ | ☐ |
   g. Assisting with art projects | ☐ | ☐ | ☐ |
   h. Practicing or performing music | ☐ | ☐ | ☐ |
   i. Coaching or assisting with athletics | ☐ | ☐ | ☐ |

4. In what other areas do you see a need for volunteers?

   ___________________________________________________________
   ___________________________________________________________
   ___________________________________________________________
   ___________________________________________________________

5. Other comments or ideas that you think may help our volunteer program

   ___________________________________________________________
   ___________________________________________________________
   ___________________________________________________________
   ___________________________________________________________

Name ___________________________ Position ___________________________

In compliance with federal laws, Guilford County Schools administers all educational programs, employment activities and admissions without discrimination because of race, religion, national or ethnic origin, color, age, military service, disability or gender, except where exemption is appropriate and allowed by law. Refer to the Board of Education’s Discrimination Free Environment Policy AC for a complete statement. Inquiries or complaints should be directed to the Guilford County Schools Compliance Officer, 120 Franklin Boulevard, Greensboro, NC 27401; 336-370-2323.
Volunteer Position Description Worksheet

School Name:

Volunteer Position Title:

Major objectives of position:

Major responsibilities of role:

Qualifications needed to perform role:

Is there a background check required? _____

Training and preparation (to be provided by school):

Time requirements and location:

Length of commitment:

Benefits to the volunteer:

Amount of supervision required:

Name of supervisor:
Volunteer Application Form

Last Name __________________________ First ____________________ MI __________
Address __________________________ City ____________________ Zip __________
Day phone __________________________ Evening phone __________________________
Other (cell, pager, etc.) ____________ E-mail __________________________

Do you have students at our school? If so, please list:

Name __________________________ Grade __________
Name __________________________ Grade __________
Name __________________________ Grade __________

Please let us know the specific days of the week and times of day that you are available and willing to volunteer.

Days/Times of Day:

________________________________________ ____________
________________________________________ ____________
________________________________________ ____________

☐ I am interested in volunteering on a regular basis

☐ I am interested in volunteering occasionally. Please call me when you need help.

Volunteer Opportunities

Below are some examples of volunteer opportunities. We will provide you with more specific volunteer job descriptions once we get an idea of the kinds of things that interest you.

My volunteer interests are:

☐ Serving on the school leadership team
☐ Assisting in the classroom
☐ Assisting in the front office
☐ Coaching or assisting with athletics
☐ Chaperone for field trips
☐ Test monitor
☐ Fundraising
☐ Music program
☐ Student activity advisor
☐ Drama program
☐ Mentor/lunch buddy
☐ Bus, playground or cafeteria monitor
☐ Soliciting community partners
☐ Other

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REQUEST TO CHECK CRIMINAL BACKGROUND ON VOLUNTEER (Form GBDCA)

Requesting School: __________________________________________
Date: ______________

Volunteer Name:
last first middle maiden

List any other names used in the past:
____________________________________________________________
____________________________________________________________

Social Security #: __________________________ Gender: __________
Race: __________

Present Address:
____________________________________________________________

Years at this address: __________________________

Telephone number: ______________

Record of past address for last 10 years (attach other sheet if needed):
From (year) _______ to (year) _______
street address, city, state zip

From (year) _______ to (year) _______
street address, city, state zip

From (year) _______ to (year) _______
street address, city, state zip

From (year) _______ to (year) _______
street address, city, state zip
List all arrests/dispositions of all such matters in states other than North Carolina and in federal courts:

<table>
<thead>
<tr>
<th>Date of incident</th>
<th>Location</th>
<th>Allegation</th>
<th>Outcome of case</th>
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I certify that all the foregoing is complete, accurate and true and agree to notify the district of any change in the foregoing information. Further, I certify that I have never been convicted of criminal behavior which includes either an act of violence or of a sexual nature. I hereby authorize the Guilford County Board of Education, its designated employees or agents to secure any and all information on my background and direct the holders of any and all such information about me to release it to the Guilford County Board of Education, its designees and agents. I hereby expressly waive any claims against the holders of any such information for their compliance with this directive.

__________________________________________
Signature of prospective volunteer, date

For office use only:
Date of in-state check: _________________
Recommendation:
_____ Encourage to volunteer with no conditions.
_____ OK to volunteer with following conditions:
_____ Deny as volunteer.
By: _____________________________________ Human Resources Designee

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### Volunteer Sign-In Sheet

Month __________________________ Year __________ School ________________________________

<table>
<thead>
<tr>
<th>Date</th>
<th>Name</th>
<th>Teacher/Staff</th>
<th>Assignment</th>
<th>Time In</th>
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<th>Total Time</th>
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Sheet to be kept in school office
Volunteer Statistics - Monthly Report

School___________________________________________________________

Person completing form____________________________________________

Month ___________________ Date Filed _____________________________

Volunteers

Total number of volunteer visits this month___________________________

Total number of volunteer hours given this month_____________________

This report should be submitted via school courier to the
District Relations Office
712 N. Eugene Street, Greensboro
Or via email to
adamsc4@gcsnc.com
by the 10th of each month for the previous month’s report.
June report is due by the last teacher workday of the school year
July should also be reported, even if numbers are 0
*Use one form per month only*
Volunteer’s Evaluation

Thank you for your part in making our volunteer program a success! We would appreciate your answers to the following questions so that we can evaluate this year’s program and improve the program for next year. Please return this form to the volunteer coordinator by ________________.

1. Why did you decide to become a school volunteer?

2. How were you recruited?

3. How many days per week do you volunteer? ______ How many hours per week? ______

4. Describe briefly what you do as a volunteer.

5. How would you describe your relationship with the teacher or staff person you are assisting?
   - Excellent
   - Satisfactory
   - Unsatisfactory

6. Is a work plan prepared when you arrive at school?
   - Always
   - Sometimes
   - Never
   - N/A

7. Are materials available for doing the job?
   - Always
   - Sometimes
   - Never

8. Do you feel you had adequate help and supervision?
   - Yes
   - No

9. If working with children, do you feel they are progressing?
   - Yes
   - No

10. Have you been able to form a good relationship with students?
    - Yes
    - No

11. Please rate the volunteer training in terms of its effectiveness in helping you with your present volunteer position.
    - Very effective
    - Moderate
    - Not effective

12. Please make suggestions for future volunteer training.

13. Comment on your experience as a volunteer: was it rewarding?

14. Please check one. I am a:
    - Parent
    - Student
    - Senior citizen
    - Interested citizen
    - Business partner

15. Are you interested in volunteering again next year?
    - Yes
    - No

16. If yes, would you like additional training?
    - Yes
    - No
    - If yes, please list training needs.

17. If you are not going to volunteer again next year, will you tell us why?

Name __________________________________________
Address ________________________________________
City __________________ State ____ Zip ____________
Day Phone __________________ Evening Phone ______
E-mail ________________________________
Teacher/Staff Evaluation
We would appreciate your answers to the following questions so that we can evaluate this year’s program and improve the program for next year. Please return this form to the volunteer coordinator by ________________

1. How often do you work with a volunteer? ☐ Regularly ☐ Occasionally

2. How many volunteers do you work with? __________ In what capacity: ☐ Teacher assistant
☑ Classroom resource ☐ student mentor ☐ clerical ☐ other (please list)

3. Were volunteers able to effectively implement your work plans? ☐ Yes ☐ No

4. How would you rate your relationship with volunteers? ☐ Excellent ☐ Good ☐ Fair ☐ Poor

5. Were volunteers present as scheduled? ☐ 80-100% of the time ☐ 50-80% of the time
☐ Less than 50% of the time

6. How many of your students were served during the school year either in one-to-one tutoring or in groups?

7. Do you feel that students have progressed as a result of their relationships with volunteers?
☐ Yes ☐ No Please explain:

8. Was working with volunteers beneficial? ☐ Yes ☐ No

Please explain. __________________________________________________________

______________________________________________________________

9. Would you like to work with volunteers again next year? ☐ Yes ☐ No

10. Do you feel the volunteer training program was worthwhile? ☐ Yes ☐ No

11. What suggestions do you have for future volunteer training?
______________________________________________________________

______________________________________________________________

12. Other comments_____________________________________________________

Name______________________________________________________________

Position_____________________________________________________________