

OΔK® National Day of Service

Saturday, April 10, 2009

Project Planning Information

Getting Started

While no two projects will be the same, successful projects will share a few common practices. We encourage you to incorporate the following elements into your service project:

- Create a team with your ODK Circle, friends or neighbors to share the effort
- Set outcome-based goals and track your progress to those goals
- Celebrate your successes together

The Challenge: Many community-based organizations do not have enough capacity to manage a large number of volunteers, so they need you to organize yourself in coordination with them.

This tool kit is designed to either help you organize a group and be a positive addition to a community-based organization, or, if such an organization does not exist, to be a well-organized independently run group that fills a needed gap in the community.

A step-by-step guide to getting started and executing service activities follows. Please let us know how your project goes and what you learn by telling your story at www.odk.org.

Step One: Identify Local Needs

No one knows your community better than you and your neighbors do. Take proactive steps to address the challenges you see daily and generate solutions that work in your neighborhood.

Whether you and your Circle decide to partner with the local library to refurbish reading rooms or to organize meal distribution at a community center, you already have the resources you need to get started.

- Find out what's already happening in your community. If you see a service gap, consider creating your own project.
- Brainstorm with your ODK Circle members, alumni, faculty, friends and local leaders about what your community most needs.

Step Two: Build a Team

As a national honor leadership society, we hope you will call upon your local Circle members and alumni to build a team for your project. The members of your Circle can serve as your team or you can ask your family, friends, colleagues, and neighbors to serve with you. Teams can help share the work, motivate members, and hold each other accountable. Teams build community.

- Host an informal meeting to choose a project, set goals, recruit volunteers, and plan next steps.
- Post your service activity on www.odk.org to recruit new volunteers.

Step Three: Set a Goal

Set a service goal for April 10, 2010 and hold yourself accountable. Commit as individuals and as a team to making a measurable impact. Set your goals high to stretch yourself. Then keep track of how you are doing and designate someone to be responsible for updating the group on how you are progressing toward your goals. You'll be surprised at how much you can do when you commit, focus, and follow through.

Make sure your goals are impact-based so you are measuring your accomplishments, not just the time you've committed. While it's important to calculate volunteer hours and volunteer participation, it's as important to know that you are making a difference. If you're working to

reduce hunger, measure the exact number of meals you've secured. If you are working to reduce pollution in your community, measure the tons of carbon your project has saved.

- As an individual, I will _____ this by April 10, 2010.
- As a team, we will _____ this April 10, 2010.

Part of setting good goals is thinking about how you will achieve them. As a group or an individual, think about process-based goals as well to map out how you will hit your goals above:

- As an individual, I will ask _____ friends, family members, and colleagues to join our service group to support _____.
- I will recruit _____ volunteers to join our service group to support _____.

Step Four: Serve Your Community

The key to effective service is planning. Organize your materials, make confirmation calls and, if you have time, read supplemental materials before you volunteer.

As you lead a service team, there are valuable lessons you can put into practice in order to sustain your team and continue momentum.

On your own and with your teammates, consider the aspects of a good team activity. Use these tactics to continue to build your community throughout the year.

Good Practices to employ with your team:

- Set clear expectations and achievable goals.
- Routinely tell stories about what these goals mean & why your team members in particular matter for reaching these goals.
- Strategize with team members (ask for suggestions, feedback on process).
- Give all team members meaningful decisions to make about how they will meet their goals.
- Motivate people into action through supportive leadership and goal-setting.
- Allow your team to make mistakes. Evaluate often so you can learn from your failures as well as successes.
- Probe: When presented with problems and questions, ask for suggestions and solutions (rather than dwelling on problems or giving the solution yourself).
- Be open and honest. Share stories about your past failures as well as accomplishments. People are more receptive when they can learn through your failures as well as your success stories.
- Stay positive, acknowledge challenges, and focus on solutions.

Step Five: Report and Celebrate Successes

Your team members, your college or university, the community, and Omicron Delta Kappa want to know about your successes and hear your stories. Share your accomplishments by reporting your results. We will highlight your stories throughout the summer and next academic year. Tell us about your successes and what you have learned, or just tell your story of service at www.odk.org.

Assessing Community Needs

Remember, it's important that you find a service project that you and your Circle members are passionate about, but it's also important that your project has a true impact because it fills a need in the community. By working within the community and with the community members themselves, you can gather information about the sorts of wants that the community has for itself. Plus, working with the community you will build community awareness and help to ensure community support for your service activities.

Here are some suggestions for ways to assess community needs:

- **Brainstorm**
 1. Gather students, university personnel, and/or other community members to brainstorm community issues/needs. As a group, examine the causes and effects of the issue and then brainstorm potential projects to address the needs identified.
- **Community Dreams**
 1. Make an effort to meet and mingle with people living in the community you're working with, and ask them about the changes they would like to see happen. If they had unlimited resources, what would they like to change? How would they go about changing it?
- **Community Walk**
 1. Take a walk through the community where you want to serve. Write down and/or take pictures of what you see. Take note of potential project sites, such as parks or schools, as well as potential project partners, including businesses and community service organizations (CSO's). What are specific needs that you find?
- **Survey**
 1. Conduct an informal survey of community members to identify issues/needs. Surveys might include questions such as:
 1. What problems do you see in the community?
 2. What are the most pressing issues in the community right now?
 3. What types of service projects would be most beneficial for the community?
 4. List two things you want to change in the community.

Finding Money to Fund Your Project

You can find a lot of the resources and tools you need for your service project around your campus or town. Requesting donations from the existing structures within the community or university also has the added benefit of spreading the word about your project, and getting support from local businesses and organizations for your service goals.

Consider everything you will need that could be found locally. One primary need that you already able to obtain for free is information about the community. You can obtain a lot of information from your college or university, from local faith-based groups, and from neighborhood organizations just to name a few.

Below are a few more basic ideas of where you can find resources and support locally:

- Your college or university
 1. Community research
 2. Course presenters
 3. Meeting space
- Businesses
 1. Corporate sponsorships
 2. In-kind donations (like beverages, snacks, T-shirts, printing of materials)
- Faith groups
 1. Community research
 2. Course presenters
 3. In-kind donations
 4. Meeting space
- Foundations
 1. Grants to support service activity
 2. Technical assistance for program development, marketing and evaluation
 3. Community research and presenters
- Neighborhood associations and civic groups
 1. Community outreach and recruitment
 2. In-kind donations
- Non-profits
 1. Grants to support service activity
 2. Community research
 3. Course presenters
 4. Community outreach and recruitment
 5. Meeting space

Sample Timeline for Planning Your Project

This sample timeline can help guide your project planning process.

6-8 Weeks before the Project

- Identify potential community partner agencies and potential projects.
- Check project options/opportunities with potential agency partners.
- Contact potential agency partners, introduce yourself (if necessary), and schedule a face-to-face or phone meeting to discuss a project idea. If they are interested, determine the next steps.
- Make an initial project planning site visit to the partner agency site.
- The purpose an initial site visit is to plan the project with the agency/school representative. At the site visit, determine that the date, Saturday, April 10, 2010 is convenient and also arrange a time that the project will be held and begin to develop an understanding of how to manage the project throughout the day of the event.
- Use the Site Visit Checklist to guide your visit. You can find the checklist in the Project Planning Kit or download it from our website (www.odk.org).
- Begin planning your project with using the Project Planning Checklist.

4-6 Weeks before the Project

- Complete your project plans using the Project Planning Worksheet. It can be found in the Project Planning Kit or downloaded from our website www.odk.org. Also, submit your Project Description Form to OΔK through our website or email it to Matt Hopper at matthopper@odk.org.
- Use the Project Supply List to identify the tools and materials the project will require and how it will be secured (donated or purchased).
- Recruit other volunteers to serve as Task Leaders to lead small groups of volunteers during your project.
- Confirm agency/school involvement. Make sure a representative from the agency/school will be at the project to thank and welcome volunteers and explain the importance of the project to the agency/school.
- Brief other project leaders on all aspects of the project and involve them in any further planning and preparation.
- Begin volunteer recruitment.
- Create the first draft of the your Project Agenda. Use the Sample Project Agenda, you can download it from our website
- Craft a PR/media plan to handle publicity for your event.
- Discuss documentation (photos, video) of your event. Appoint one of your Circle members to be in charge of documenting the event and submitting the photos, videos and stories to the Omicron Delta Kappa National Headquarters.
- Order event t-shirts, signage or other collateral as needed.
- Plan any transportation, catering or other logistics as needed. Be sure you communicate with volunteers if they are expected to bring their own refreshments.

- Outline a safety/emergency plan. Assign a safety point person for the day of the project and know the location of the nearest first-aid kit and hospital. Be sure you have a phone and the physical address of the service site in case you need to call 911.

2-4 Weeks before the Project

- Make an additional site visit. Address any remaining questions and concerns.
- Secure needed tools and materials.
- Secure volunteers (with appropriate skills as necessary).
- Reserve heavy equipment as needed.
- Plan your service project evaluation activities. Download the Project Evaluation Form at our website (www.odk.org).
- Secure attendance of all volunteers as needed for the day's agenda.
- Brief volunteers, task leaders, and agency/school partners on the agenda and solicit feedback.
- Finalize the Project Planning Worksheet. Make sure that all the project leaders are comfortable with the scope of the project.
- Establish contingency plans in case of inclement weather, too few or too many volunteers, and any other problems that can be anticipated.
- Communicate details with volunteers. Use the information on the Project Information Form for Volunteers to communicate the appropriate information to your Circle members and volunteers.

1-2 Weeks before the Project

- Confirm all final project details.
- Create a contact list. Exchange cell phone numbers with all key contacts. Make a contact list to carry with you during the project.
- Check to make sure there will be ample trash containers and recycle bins with bin liners.
- Make sure you will have tables and chairs for all project stations (registration, refreshments, media center, etc.).
- Review contingency plans and safety/emergency plans.
- Check, double check, and triple check all project details!
- Confirm that all tools and materials are on site.
- Conduct final communication with volunteers.
- Pack a Volunteer Leader "project kit" to include things such as:
 1. first aid kit
 2. sign-in sheets
 3. waivers
 4. evaluation sheets/surveys
 5. signage
 6. banners
 7. name tags
 8. pens
 9. markers
 10. tape
 11. poster board
 12. rope/bungee cords

13. extra paper/card stock/poster board
14. clipboards
15. handouts or flyers about the next project or opportunity
16. CD player or music to create a fun, energizing atmosphere
17. bug spray
18. camera

1-3 hours before the Project

- Wear your project T-shirt (if you had them made).
- Review the day's activities. Confirm your task and project priority list.
- Deliver any final supplies and materials to the site.
- Arrive at the project site at least one hour early to prepare. Volunteers often arrive early and may throw off your set-up plans!
- Meet your contacts at the project site and make sure they are prepared to give a brief overview of their organization and how the project will benefit the agency/school and community.
- Unpack supplies and make sure tools are ready and accounted for.
- Have all tools and materials ready and waiting at the location where a particular task will take place.
- Take "before" photos.
- Arrange any handouts, nametags, and volunteer sign-in sheets.
- Post any necessary signs, such as those to welcome and direct volunteers.
- Designate stations for tools, refreshments, etc.

Start the Project

- Welcome volunteers.
 - Ask volunteers to sign in, fill out any necessary forms (such as liability waivers) and take a nametag.
 - Gather volunteers together to thank them for participating and introduce yourself and project partners.
 - Welcome and introduce volunteers.
 - Give a brief orientation, including an overview of the project and its importance.
 - As the agency/school contact to spend a few moments talking about the mission and history of the organization and how the project will affect the community, agency/school, and the people you are serving.
- Go over the agenda for the day, discussing the schedule and tasks and reminding volunteers that you will have a brief time for reflection and evaluation at the end of the project.
- Review safety procedures
 - Set a goal for the first half of the project.
 - Assign tasks. Describe the task to be completed. Introduce the task leader (or assign leaders if necessary). Assign volunteers to the different work areas, making sure that each task has the correct number of volunteers and that each volunteer feels comfortable and prepared to complete the task.
 - Distribute tools and supplies. Remind volunteers of the safety procedures.

Throughout the Project

- Be a leader!

- Know your outcome and convey it to the volunteers.
- Be organized and delegate work to volunteers. Keep the project on schedule.
- HAVE FUN and encourage volunteers to enjoy the service, too.
- Give positive reinforcement.
- Be a public relations agent for your project with volunteers, agency/school contact, and the community.
- Take pictures.
- If the volunteers take a lunch/snack break, encourage volunteers to interact with each other, especially people they may not know. Take this time to give an update on the day's progress and go over the schedule for the rest of the day.
- Thank volunteers.

Before the End of the Project

- Be sure to start clean-up efforts at least 30 minutes before the scheduled end of the project. Encourage volunteers to help with cleaning up the area.
- Lead a reflection activity or discussion with all volunteers. Encourage everyone to examine their service and what it meant to them personally.
- Ask volunteers and/or partners to complete an evaluation.
- Thank volunteers.
- CELEBRATE!

Before You Leave the Project Site

- Take “after” photos.
- Have a final debrief with the agency/school contact.
- Survey the site to make sure you are leaving it better than you found it. Make sure all the trash is picked up, lights are turned off, etc.
- Assess any follow-up work that is needed.

Immediately after the Project

- Set a follow-up meeting with project leaders for the next week.
- Assess work completed.
- Complete an evaluation as the Volunteer Leader.
- Review results from the evaluations collected at the project.
- Remember to gather and record any anecdotal evaluation (i.e., stories shared during reflection, observations made during the project).
- Confirm project attendance and calculate total volunteer hours contributed.
- Determine if the needs of the agency/school were met. If there are any unmet needs, discuss how and when they will be addressed.
- Identify how to improve the project next time.
- Send follow-up correspondence to volunteers and/or host a recognition event for them.

**OAK® National Day of Service
Circle Project Description Form**

Please submit this form by **March 1, 2009** to Matt Hopper at matthopper@odk.org

ODK Circle: _____

Service Activity: _____

Description: _____

Location: _____

Date: April 10, 2009 Start Time: _____ End Time: _____

What are the goals of this activity? _____

Who/what will benefit from this activity? _____

What will the benefits be? _____

Project Leader:

Name: _____

Phone: _____ e-mail: _____

Safety:

Emergency Contact: _____ Phone: _____

Sample Checklist for Your Project Site Visit

The purpose of a site visit is to plan prospective projects with a community service organization (CSO) representative. You should begin thinking about the types of projects you will host and begin to develop an understanding of how you will manage the project throughout the day of the event.

Here is what you should accomplish during the site visit:

- **Verify directions.** As you drive to your initial site visit, take note of the driving directions that were given to you. Make sure that they are accurate, as you may need to provide driving directions to volunteers.
- **Learn about the agency/school needs.** During the site visit, ask questions that will help you understand what the agency's/school's greatest needs are and the ways that one-time volunteer support can have the greatest impact.
- **Start planning.** Discuss possible project opportunities with the agency/school. What projects can you work on together? What goals do you both wish to accomplish within the community?
- **Identify tools and materials needed.** Brainstorm with the agency/school about the types and amounts of materials that will be needed to complete prospective projects. Also, discuss how they've secured tools and materials in the past. Can they provide any of the materials needed? Do they currently have partnerships with that provide in-kind donations for project materials?
- **Confirm agency/school involvement and participation.** Determine the type of participation you can expect from the agency/school during projects. Will they have supervisors and potential volunteers to work with you at the project? What will their level of involvement be? Are they donating any materials, services, etc.? Will they speak to volunteers before or after projects? In addition, discuss how they have recruited volunteers in the past and if your program will have access to their volunteers (and/or volunteer database).
- **Create backup plans.** Identify projects that can be expanded or reduced based on weather, volunteer attrition, and/or other unforeseen circumstances.
- **Become familiar with the site and its amenities.** Important details about the site should not be overlooked including accessibility to water (for cleanup, drinking, etc.), restroom facilities, adequate parking, first-aid kits, and nearest hospital.

Project Planning Form

Below is sample planning tool with topics and questions that can help you create a comprehensive project plan. A written plan will be vital in keeping you on track and organized throughout your service activity. You will most likely need to add or remove certain topics, depending on the nature of your particular project. Just remember to check and double check this again during the weeks or days leading up to and during your service activity for key pieces of information that you may have left off.

Service Activity:

Description: _____

Issue Area: _____

Location: _____

Date: April 10, 2009 Start Time: _____ End Time: _____

What are the goals of this activity?

Who/what will benefit from this activity?

What will the benefits be?

Project Leader:

Name: _____

Phone: _____ e-mail: _____

Contingency Plans:

Briefly describe back-up activities:

How can this activity proceed in the event of inclement weather?

Safety:

What potential dangers exist while performing service activity?

Emergency Contact: _____ Phone: _____

Briefly describe safety/emergency plan: _____

Volunteers needed:

Will volunteers pre-register? Yes or No If yes, how? _____

If pre-registered, how will you keep track of volunteer contact and info? _____

Things to bring or wear: _____

What time should volunteers arrive? _____

Will there be an orientation/training before service activity? _____

If yes, describe the details of the training: _____

Material/Site Details:

Are food and beverages provided? Yes or No If yes, who will provide? _____

Does the service site have restroom facilities? Yes or No If no, is there an alternative? _____

Is the project site accessible for persons with disabilities? Yes or No

If no, what is the alternative? _____

Are there detailed driving/public transit directions to the service site, as needed? Yes or No

Where should participants park? _____

Sample Checklist for the Day of Your Project

If you plan your service event well beforehand, you can expect things to run pretty smoothly during the actual service. But we all know that sometimes things don't go as expected. Here is a checklist to help you manage logistics for your service event:

Scheduling

- Do you have a printed schedule for the event?
- Have you assigned volunteers to serve as task leaders to work with specific parts of the event?
- Has time been allotted for set up, breaks, lunch, clean-up, reflection and evaluation?
- Are volunteers aware of their scheduled volunteer time?

Access to Event Site

- Do volunteers have directions to the event?
- Is the project site accessible to people with disabilities?
- If the site is normally closed/secured, who will be available to provide access to the facilities?
- Is there a place where can volunteers put personal belongings?
- Do you know where should volunteers park?
- Do you have a way to tell volunteers where to park (sign, other volunteers to direct traffic, etc.)?

Volunteers

- Has an area been designated for volunteer check-in?
- Do you have writing utensils?
- Do you have/need volunteer nametags?
- Have your leaders been trained on how to sign in volunteers?
- Do volunteers know whom to contact in case of a cancellation/emergency?

Weather and Attire

- Have you made contingency plans in the event of bad weather?
- Do volunteers know how to find out about a change in plans?
- Do you have a way to contact volunteers in case of an emergency?
- Do volunteers know how they should dress for the project?

Safety

- Are there first-aid kits, a water station, phones, as well as volunteer safety accessories on-site?
- Are there any special safety concerns for the use of special tools/supplies being used? Do you have instructional handouts for any tools being utilized?
- Do you have a plan for monitoring the site if there are construction tools being used?
- Do you know how you can encourage everyone to be safe and have fun?

Food, Beverages and Breaks

- Do you have a food/beverage station?
- Do you know if there is a specific place for volunteers to eat/drink or can it be anywhere on site?

- Do you have a volunteer who will help distribute the food and drinks?
- Do you have a plan to ensure that volunteers get a break?
- Do you have a volunteer who will monitor food/beverages and get more if necessary?

Evaluation and Feedback

- Has an evaluation form been developed and printed?
- Has a feedback form been developed and printed?
- Do you have a volunteer to manage evaluations?
- Do you have pens and extra evaluation forms?

Sample Project Agendas

If you are conducting your service project in **one day**, this is an example of what your agenda could look like:

Time	Activity
8:30 a.m. - 9:00 a.m.	Arrive at your project site Perform necessary set up
9:30 a.m. – 9:45 a.m.	Greet volunteers Distribute name tags Have volunteers sign-in Introduce agency contact Agency contact welcome and comments
9:45 a.m. – 12:00 p.m.	Project Coordinators and task leaders direct volunteers in project tasks
12:00 p.m. – 12:45 p.m.	Lunch break
12:45 p.m. – 2:30 p.m.	Lead and direct volunteers to completion of project
2:30 p.m. – 3:00 p.m.	Begin all clean-up tasks
3:00 p.m. – 3:30 p.m.	Lead a group reflection activity Have volunteers fill out evaluations
3:30 p.m. – 5:00 p.m.	Thank volunteers and celebrate!

This is an example of what a **half-day** service project agenda might look like.

Time	Activity
8:30 a.m. - 9:00 a.m.	Arrive at your project site Perform necessary set up
9:30 a.m. – 10:00 a.m.	Greet volunteers Distribute name tags Have volunteers sign-in Introduce agency contact Agency contact welcome and comments
10:00 a.m. – 12:00 p.m.	Project Coordinators and task leaders direct volunteers in project tasks
12:00 p.m. – 12:45 p.m.	Lunch break
12:45 p.m. – 2:00 p.m.	Lead and direct volunteers to completion of project
2:00 p.m. – 2:30 p.m.	Clean-up & Evaluation

Project Management Tips

Here are a few tips to help you manage your service project:

- Before the project begins, introduce the agency/school representative and have him/her share a little about the site's history and community/people served. Thank the agency/school representative for hosting the project. Then explain the tasks that are happening and why each task is important.
- Introduce the Task Leaders
- Have the Task Leaders lead volunteers to their task area and begin working. Utilize volunteers to gather tools and move materials to appropriate areas.
- Manage the "organized chaos." The first 30 minutes of every project may seem a little chaotic to volunteers as they get acclimated to their task area, receive answers to their questions about the task and late volunteers arrive on the project site. However, the project coordinator should be calm and confident in the project and the Task Leaders. The project coordinator's calm, confidence will set the tone and reassure volunteers.
- Make sure volunteers are engaged, busy and happy during the project. If volunteers are sitting around it is likely that they are going to end up feeling that their time was not well spent and that the project was disorganized. If you see volunteers drifting away from the task, sitting around or looking bored, be sure to go and talk with them one on one. Find out if they are just taking a break, if they need additional materials or direction or if they might like to be re-assigned to a different task.
- Continuously thank volunteers for their efforts and compliment good work.
- Make sure a team of volunteers is assigned as the clean up task force and that everyone is doing their part. Ask Task Leaders to lead volunteers in cleaning up their task areas and leaving them looking better than they did when they arrived. All materials should be used or donated to the agency/school. All tools should be returned to the project materials load-out area.
- Thank volunteers again. Volunteers can't be thanked enough! Be sure to thank them often
- Lead a reflection activity that will engage the volunteers in discussion and challenge them to make a commitment to volunteering on an on-going basis.

Project Evaluation Information

You should always try to evaluate your service projects. It provides great information and will show the impact of the project on the community and/or the agency/school you're serving. Evaluation will also help you in planning, managing, and implementing your next project.

Start planning your evaluation as you are planning your project. Think about how you will evaluate, whom you will involve, and how you will use the results. You can consider three types of evaluation:

- Goal-based: Did you meet the goals of the project?
- Process-based: Was the project planned, managed, and implemented effectively?
- Outcome-based: Did you achieve the objectives of the project?

If you never know what volunteers and/or community contacts think, you will never be able to adequately address future needs. So, don't hesitate to ask people for their feedback! Most people will be happy that you asked and are interested in their replies.

To get feedback, ask those involved (volunteers, community members, people from the agency/school) to complete a Service Evaluation Survey at the end of the project before everyone leaves. You already have them there; the experience is fresh on their minds; and you can get it from them quickly.

Don't ask people to put their names on the forms. People are more comfortable giving feedback anonymously. Don't read the surveys or react to comments while at the project site. If a volunteer gives his/her name and contact information, you should call him/her to discuss the survey further shortly after the project.

If immediate feedback is not an option, you can mail or e-mail participants a survey within a week of the project. You can attach a survey to the thank-you letter or follow-up correspondence. If you are mailing the survey, be sure to include a stamped return envelope to increase the likelihood of getting the survey returned.

Use the sample Service Evaluation Survey provided by downloading one from our website at www.odk.org.

Communicating with Volunteers

When managing a volunteer project, you should make the project such a great experience that volunteers return to serve again and again. To make the project one that volunteers will love, consider what the volunteers might be thinking. The following list can help you think about the project from the perspective of a volunteer and develop creative ways to capture the enthusiasm and ongoing commitment of from volunteers.

- What time is the project?
- How do I get there?
- Is parking available? Is there shuttle transportation?
- Who do I meet when I get there and where do I meet them?
- What are the tasks that I can sign up for?
- What should I wear?
- What should I bring?
- Do I feel like my participation is enthusiastically received?
- When I arrive, what will I see? How will I know where to go? Who will greet me?
- After I arrive at the site, will I get clear directions on what to do?
- Will I understand why this work is important to the agency/school?
- Will my efforts make a difference?
- Will food and beverages be provided?
- Is what's being asked of me reasonable? Is it safe and do I have the capability to do it?
- Is it fun? Is the project happening in a way that is exciting, positive, and productive? Do I feel like my presence is important in the work being done?
- Does someone check with me after I start working? Is there someone readily available to answer questions as I work on my task?
- Is there enough work to do and adequate materials and supplies to complete it?
- Where can I go to take a break, get something to drink, warm up, or cool down?
- Can I be reassigned to another task if I don't enjoy what I'm doing or feel I'm not effective?
- After the work is finished, who will let me know if what I did was important and effective?
- Was I thanked for my time and contributions?
- If I had questions was it easy to get accurate and complete answers?
- If I have an idea or a complaint, how do I give input or make a suggestion?
- What made me want to sign up for this project?
- What information did I get? Was it accurate? Did I understand what I would be doing?
- Do I know how to get involved again?

Compile a list of things volunteers should know about the project (i.e., what to wear, what to bring, what to expect at the project, who and when to meet, etc.) and compose an e-mail greeting to send to all the volunteers who sign up. You can also capture important project details with the Volunteer Project Information Form included in this document. Be sure to answer as many of the above questions as you can – remembering that some volunteers may be volunteering for the first time.

Include these things in your communication with volunteers:

- Thank volunteers for signing up

- Introduce yourself as the volunteer leader
- State the date and time of project
- Provide a project summary of what will be achieved and why it is important
- Let them know where to meet you when they arrive
- What to wear and what to bring
- Provide the project address, driving directions, public transportation and parking information
- Offer your e-mail address and phone number for further questions or concerns
- Thank them again

Send this e-mail to volunteers when they register for the project. Send a reminder e-mail with the original e-mail attached the week of the project. Make sure you include your contact information so volunteers can ask you questions. Be sure to keep adding the new volunteers to your sign up list and forward any past emails to new volunteers who may have missed them.

If the project is off-campus, make sure the driving directions are correct. Double (and triple) check directions!

The tasks descriptions need to simple and clear.

If special skills are required to participate in any task then this should be communicated.

Let volunteers know if special clothing, gloves, hats, sunscreen, bug spray, or power tools are needed. If you don't get all the tools you need, ask your volunteers to see if they have something to loan or if it would be helpful for volunteers to bring their own rakes and shovels, ask them to do so. Most volunteers would rather bring something than not have it at all.

Work with the agency/school representative to have signs posted for the Bathroom, break room, and location of water. Make sure there is extra water - no one will ever complain about having too much drinking water at the project!

You can also use the Sample Volunteer Information Form (www.odk.org) to share information with your volunteers.

Project Information Form for Volunteers

Thank you for volunteering for our upcoming service project. We have a wonderful project planned! Below are the details for the project. Please review the following information and contact us if you have any questions. We look forward to seeing you!

Project: _____ Date: _____

Location: _____ Time: _____

Project Leader: _____ Phone: _____

Day of event phone: _____ e-mail: _____

Agency we are assisting: _____

What we will be doing: _____

What you should wear: _____

What you should bring: _____

Project site address: _____

Directions: _____

Where you should park: _____

If you have questions prior to the day of the project, please contact the project leader at the phone number or e-mail listed above. Plan to arrive at the project site prior to the start time. Check in at the volunteer registration area, where a team leader will greet you, answer any questions, and get you started.

Timeline of activity:

- Volunteer check-in and registration
- Orientation to agency and project
- Serve!
- Clean-up
- Wrap-up, reflection, and evaluation

Service Evaluation Survey

Please tell us about your volunteer experience today. You helped create positive change in our community and we want to hear about it. We will process this information and share the results of your team’s hard work. Please complete this survey before you leave the project site and turn it in to your Volunteer Leader.

Rate the following statements on a scale of 1-5, where 1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, and 5=Strongly Agree.

1. The project we completed made a positive impact on the community.	1	2	3	4	5	N/A
2. Participating in this project was a good way to meet/network with people in my community.	1	2	3	4	5	N/A
3. I feel a stronger connection to my community after participating in this project	1	2	3	4	5	N/A
4. I have a greater sense of pride in my community after participating in this project.	1	2	3	4	5	N/A
5. I felt a sense of accomplishment at the end of the project.	1	2	3	4	5	N/A
6. The project was well organized.	1	2	3	4	5	N/A
7. This project motivated me to continue to volunteer.	1	2	3	4	5	N/A
8. I would like to lead a project in the future.	1	2	3	4	5	N/A

Share a memorable moment from the project (use the back of this sheet, if necessary):

How could we have improved this volunteer experience for you?

If you would like to share any other feedback, please use the back of the page.

Thank you!

