

ADDITIONAL INFORMATION

REFUND POLICY: Course fees will be refunded in full when enrollments are canceled in writing by February 6. If you drop the course February 7-14, a 20 percent processing fee will be deducted from your refund. Refunds will not be issued after the course begins. There is a \$30 charge for all checks returned for insufficient funds.

SCHEDULE CHANGES AND CANCELLATIONS: Although we make every effort to maintain the published schedule for classes, insufficient enrollment and other unforeseen occurrences may require a schedule change or course cancellation. We will attempt to notify you as early as possible. Speakers and topics are subject to change.

ENROLLMENT IS LIMITED. Early registration is advised. This course may not be audited. Individuals may not register for single sessions.

SPECIAL NEEDS: We make every effort to hold classes in rooms that are accessible to all participants. However, some older buildings cannot be made readily accessible for wheelchairs or walkers. If you have such a requirement, please notify us as soon as possible and we will attempt to accommodate you. We shall also attempt to accommodate other special needs, but would appreciate at least two weeks notice.

FOR MORE INFORMATION: Contact the Glasscock School of Continuing Studies at Rice University.

TELEPHONE: 713-348-4803

FAX: 713-348-5213

EMAIL: scs@rice.edu

WEBSITE: scs.rice.edu



Volunteer Management
ACADEMY

Thursdays, February 15-April 19, 2007



Mail Stop 550
P.O. Box 1892
Houston, TX 77251-1892

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Volunteer Management **ACADEMY**



Learn to attract
productive, enthusiastic
volunteers to your organization
and keep them motivated

RICE UNIVERSITY
Thursdays, February 15-April 19, 2007

CO-SPONSORS:
Glasscock School of Continuing Studies at Rice University
Houston Association of Volunteer Administrators



Volunteer Management Academy

RICE UNIVERSITY, THURSDAYS,
FEBRUARY 15-APRIL 19, 2007

COURSE OVERVIEW

Productive, enthusiastic, and dedicated volunteers are crucial to the success of any nonprofit agency or community-minded corporation. As organizations nationwide face increasing demands for funding and services, the need to leverage resources is more essential than ever. Volunteers are an important resource and should be managed by professionals trained to handle issues specific to volunteerism.

The *Volunteer Management Academy* is designed to provide the skills needed to effectively build a successful volunteer program and to recruit, train, supervise, evaluate, and retain volunteers. Professional volunteer administrators from some of Houston's largest nonprofit institutions will discuss the principles of effective leadership and professional management essential to the lasting success of a solid volunteer program. Practical classroom exercises will reinforce the principles presented in this course.

COURSE INFORMATION

WHEN AND WHERE: Eight Thursdays, February 15-April 19, 5:30-7:30 p.m. on the Rice University campus (no class March 15 and April 5)

FEE: \$325 **CEUs:** 1.6

CO-SPONSOR: Houston Association of Volunteer Administrators (hava.org)

COURSE SCHEDULE

FEBRUARY 15 Introduction to Volunteer Management

Components of a successful volunteer program, from planning to implementation.

FEBRUARY 22 Preparing Your Program for Success

Structuring your volunteer program. Working with management and staff to determine the needs of the organization. Developing clear job descriptions for volunteer placement.

MARCH 1 Defining the Roles of Staff and Volunteers

Developing and maintaining a successful working relationship between staff and volunteers by defining roles and responsibilities. Using risk management to protect the organization, its volunteers, and stakeholders.

MARCH 8 Recruiting, Interviewing, Orienting, and Training Volunteers

Recognizing the needs of today's busy, selective volunteers. Key techniques for using the recruitment process to your advantage.

MARCH 22 Recognizing, Motivating, and Retaining Volunteers

Creative, practical, and cost-effective ways to show appreciation to your volunteers and keep them coming back.

MARCH 29 Record Keeping and Reporting

The importance of accurate, confidential records. Volunteer recordkeeping software. Using reports to advocate, celebrate, document, and publicize your volunteer program's impact on the organization, the community, and the stakeholders.

APRIL 12 Program Evaluation: Measuring the Success of Your Volunteer Program

Soliciting feedback from volunteers, staff, the CEO, the board, and stakeholders. Ensuring the goals and objectives of the volunteer program support the direction of the organization.

APRIL 19 The Viewpoint of the CEO

The CEO of one of Houston's largest and most successful nonprofit organizations will discuss the importance of gaining support and respect for the volunteer program from top executives. This session will conclude with a moderated panel discussion featuring facilitators from the Academy.

REGISTRATION FORM

You may also register online at scs.rice.edu

To register for *Volunteer Management Academy, Course # 310j*, complete this form and mail it to Rice University, Glasscock School of Continuing Studies, Mail Stop 550, P.O. Box 1892, Houston, Texas 77251-1892. Make checks payable to Rice University. If you are using a credit card you may also register by telephone or fax. Phone: 713-348-4803. Fax: 713-348-5213. Registrations by fax must include credit card or a completed company purchase order.

Name _____

Title _____

Company/Organization _____

Work address _____

City, St, Zip _____

Email address _____

Home address _____

City, St, Zip _____

Phone(s) _____

Day _____

Evening _____

Fax _____

Would you like to receive information about related courses by email? Yes No

PAYMENT

Check enclosed Amount _____

Purchase order attached

VISA MasterCard American Express

Card# _____

Card holder's name _____

Expiration date _____

Amount _____

Have you ever taken a Rice University Continuing Studies course? Yes No

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