-SCI 402
Nonprofit Administration Volunteer Management
Syllabus

Instructor: Dr. Cindy Briggs, CFRE
Office Hours (online):
Office phone: 801.957-.4358 By appointment only
Skype: dr.cindybriggs (anytime I am on)
Email: cindy.briggs@umontana.edu or dr.cindybriggs@gmail.com

**Important Communication Tips:**

**Emails:**
- The best way to reach me is by sending an email (I check email often).
- I will answer your email within 24 hours—this is usually much quicker.
- If you send me an email after normal work hours on Friday I may not respond until Monday. This is not definite- I often do check emails over the weekend, but I do reserve weekend’s to be with my family.
- Very important: I must assume that you open your email that is registered with the course (your UM email) DAILY, as this is the method I use to communicate with you directly.

**Skype:**
- Skype is free online service that allows real time communication. You can download the software and then request me as a contact (dr.cindybriggs). When I am available—I turn my Skype “on” and you can feel free to ask questions, or just say hi. Think of it as my “open door”

**Telephone:**
- You may call me at my office number (listed above).
- Please also send me an email if you have left a message on my office phone.

**Appointments:**
- Online education can be tough—I want to be available to you. So if my office hours are not convenient- please just let me know—we can make a convenient time for both of us.

**Mind Reading®:**
- Unfortunately, my mind reading skills have gotten very rusty over the years… therefore, I will not know you need help unless you ASK for help. Remember… I cannot see you each week so I cannot see the light bulb over the head or the confusion on your face. Never be embarrassed to ask for help… it is why I am here!!
Course Description:

A ten-week course intended for students and professionals interested in learning the basics of volunteer management. The course is intended to prepare students to assume roles as volunteer program leaders and managers, or to improve their skills in existing roles with volunteer organizations. The fundamental design of the course is based on learning through critical thought in and about leadership and management roles with volunteers.

Expected Study Learning Outcomes:

1. Students will understand common terms used within the volunteer management field.
2. Students will be able to demonstrate and apply volunteer concepts to real world scenarios.
3. Students will demonstrate their master of key content areas through the completion of a major volunteer management project.
4. Students will be able to utilize professional research and tools in the field of volunteer management and apply them to real world scenarios.
5. Students will be able to describe the assorted options in a volunteer management career.

Method of Instruction:

Students will use the Moodle system to access lectures, readings, and assignments, and to participate in discussions. Instructor will post lectures, other reading materials and assignments; critique written assignments; and monitor and evaluate discussion postings.

All learning units are posted at the start of the course. Please feel free to work ahead as needed, but understand there are specific due dates. I will not grade future assignments early. Students can expect to receive graded work within one week. I will post the grades within the gradebook section of Moodle.

Course Materials

Required:
- No required text: All materials will be found on the Moodle course site.

My Philosophy

I believe in education. I also believe that you get out of something what you are willing to put into it. This course is a college-level course. The expectations will be that of college students (typically graduate students). I am tough and I do not make any apologies for this; however, I do tell my students that my goal is always the same and that is for you to leave this course with a better understanding of the material. I also remind my students that while this is an online course, I want you to think of it the same as if you were coming to a class. I hope you will schedule time to work on this course on a regular basis, and that you understand I try to be available as possible to help you. All of you
have taken college courses before, so you understand that a professor is not just there to impart knowledge, but to help you learn even more. I want you to learn about volunteer management, but my greater goal is that you learn even more about the nonprofit sector.

**Graduate Student Requirement**
Students who are taking this course for graduate credit will be required to do an additional project for the course. The student can pick their project, but it must be approved by Dr. Briggs by week #3. Ideas for this project could include: peer-review journal review of specific topic, video on volunteer topic (maybe a training), or an in-depth analysis of a volunteer plan. Again, you can be creative here… and I am willing to work with you on some ideas. Use this for a job, portfolio, etc.

**Participation**
Students will be expected to fully engage and participate in this course. While the course is online, and is asynchronous, students should be prepared to post in the discussion board by replying to each discussion and commenting to another student (with a substantive reply). You must post an initial answer by Wed. of each week and a reply on each question by the next Monday. I grade participation on both quantity and quality. The grading rubric can be found at the end of this syllabus.

**Holiday**
During this course we may encounter a holiday. With online learning we do not take any “time off”. The learning unit is posted by Monday morning (usually Sunday evening) and you can plan your week accordingly. There may be assignments due on a holiday, but I try to make it the day before or the day after. It is your responsibility to know the due dates, and to get your work done for that week.

**Submitting Assignments**
Be sure to format your paper as you would if you were turning it in (name, course, date, etc.) All assignments should be submitted through the learning unit tab. No assignments will be accepted via email. Assignments are due by 11:59 pm (Montana time) on the specified due date. **PLEASE NOTE:** Late assignments will only be accepted in extreme cases and is at the discretion of Dr. Briggs.

**References**
This is a college level course; therefore, you will be required to use appropriate references in your work. Please use APA Style Manual when referencing work. There is APA help included in the Course Introduction module.

**Course time and preparation**
Students can expect to spend approximately 6-8 hours per week on this course. The goal of the instructor is to have you gain workable knowledge on all main parts of volunteer management.

**Request for Withdrawal**
Please see the [University of Montana Extended Learning website](https://www.umt.edu/extendedlearning) for information on withdrawing from courses and on refund policies. Students are responsible for reading...
and understanding the full UM policy on Withdrawal from the University. (Please note- I do ask that you just contact me to let me know you are thinking of withdrawing.)

**Evaluation Descriptions**

- **Self-Introduction:** Each student will be required to do a general introduction for both the class and the professor. (I also count this as the course “check-in”)

- **Discussion Board Responses:** Each week there will be a discussion thread. This thread will be centered on the topic for that week. Each student must answer the question/topic and then reply to one (1) other posts. The discussion board allows us to go deeper into our topics. It is not a place to just say “I agree”, etc. Please see the grading rubric at the end of the syllabus for details on how to earn the total points each week.

- **Student Led Discussion Board Facilitator:** You will see on the course calendar “student led discussions”. During week #1 I will assign you a week for your discussion. You will choose a discussion question, based on the topic for that week, and you will lead the class discussion. I am looking for both your question and your ability to lead the discussion with your classmates. As participants, you will reply to BOTH questions with a reply…that will be your 2 required posts (although I hope you will post more ;)

- **Final Project:** There will be a final project for the course. I want this project to be useful to your work environment; therefore, you have a CHOICE for your project. You must submit your final choice to me in week #3. Grading rubrics for each choice will be posted by the end of week #1. You can choose one of the following:
  
  (a) Volunteer Manual
  (b) Volunteer Training (via video submission)
  (c) Volunteer Hours (not with your organization) and an in-depth paper to address key topics

- **Graduate Student (Special Project):** If you are taking this course for graduate credit- you are required to do an additional “special project”. YOU get to choose this project (see note within syllabus about graduate student assignment). You must submit your choice to Dr. Briggs. This assignment can work in conjunction with your final course project, but cannot be the same. Meaning if you choose something like the volunteer manual for your final project--- the graduate project could be the training video.
### Grading

- Self-Introduction/ Course Check In: 25 points
- Moodle responses: 100 points (10 points per week)
- Student led discussion board facilitator: 100 points
- Final Project: 200 points possible
- Graduate Students Only: Special Project - 150

Letter grades are based on standard percentages: 90%-100%= A; 80%-89%=B; 70%-79%=C

### University Notes/Policies:

**Student with Disabilities**
Students with disabilities will receive reasonable accommodations in this online course. To request course modifications, please contact me as soon as possible. I will work with you and Disability Services in the accommodation process. For more information, visit the Disability Services website at [http://www.umt.edu/dss/](http://www.umt.edu/dss/) or call 406.243.2243 (Voice/Text).

**Student Conduct Code**
The Student Conduct Code, embodying the ideals of academic honesty, integrity, human rights, and responsible citizenship, governs all student conduct at The University of Montana-Missoula. You are expected to adhere to this code.

It is also expected that each student will help foster a collegial learning environment by sharing his or her experiential and academic knowledge and practices, as well as respectfully listening to the viewpoints of others and following basic netiquette rules. You are expected to complete all reading assignments so that you can discuss them intelligently in discussion forums, individual assignments, and small group (collaborative) assignments.

### Please Note:

I try to make this syllabus as complete and correct as possible. I do reserve the right to make any necessary changes. If that happens, I will give ample time and post notes in the announcement section and via email. I do not foresee this needing to happen, but please understand that sometimes circumstances may warrant such action. (And trust me... the older I get I find a few more errors ;-)
## Course Calendar: Volunteer Management

<table>
<thead>
<tr>
<th>Week/Date</th>
<th>Topic(s)</th>
<th>Assignment</th>
<th>Assessment</th>
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<tbody>
<tr>
<td>Week 1</td>
<td>Overview: Introduction to volunteer management</td>
<td>Discussion board - Self- Introduction Readings -Complete Module #1 Assignments - Self-Introduction</td>
<td>Self-Introduction (25 pts.)</td>
</tr>
<tr>
<td>Week 2</td>
<td>Volunteer Motivations</td>
<td>Discussion board - Initial post and one reply Readings -- Complete Module #2 Assignments</td>
<td>Discussion board (10 pts)</td>
</tr>
<tr>
<td>Week 3</td>
<td>Determining Organizational Needs</td>
<td>Discussion board - Initial post and one reply Readings - Complete Module #3 Assignments - Submit final project proposal - Graduate students: submit special project proposal (work with Dr. Briggs on this)</td>
<td>Discussion board (10 pts)</td>
</tr>
<tr>
<td>Week 4</td>
<td>Volunteer Plan - What's included?</td>
<td>Discussion board - Initial post and one reply Readings - Module #4 Assignments - Student led discussion board (student(s) TBD)</td>
<td>Discussion board (10 pts)</td>
</tr>
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<td></td>
<td></td>
<td></td>
<td>Student led discussion board (100 pts)- only assigned one time for each student</td>
</tr>
<tr>
<td>Week 5</td>
<td>Recordkeeping Forms</td>
<td>Discussion board - Initial post and one reply Readings -- Module #5 Assignments -- Student led discussion board (student(s) TBD)</td>
<td>Discussion board (10 pts)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Student led discussion board (100 pts)- only assigned one time for each student</td>
</tr>
<tr>
<td>Week 6</td>
<td>Recruiting Volunteers</td>
<td>Discussion board - Initial post and one reply</td>
<td>Discussion board (10 pts)</td>
</tr>
</tbody>
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## Readings and Assignments

<table>
<thead>
<tr>
<th>Week</th>
<th>Module</th>
<th>Discussion board</th>
<th>Assignments</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Training and Supervising</td>
<td>Initial post and one reply</td>
<td>Student led discussion board (student(s) TBD)</td>
</tr>
<tr>
<td>8</td>
<td>Leading and Mentoring</td>
<td>Initial post and one reply</td>
<td>Student led discussion board (student(s) TBD)</td>
</tr>
<tr>
<td>9</td>
<td>Evaluating Volunteer Program</td>
<td>Initial post and one reply</td>
<td>Student led discussion board (student(s) TBD)</td>
</tr>
<tr>
<td>10</td>
<td>Careers in Volunteer Management</td>
<td>Initial post and one reply</td>
<td>Student led discussion board (student(s) TBD)</td>
</tr>
</tbody>
</table>

**Week 7**
- **Training and Supervising**
  - **Readings:** Module #6
  - **Assignments:** Student led discussion board (student(s) TBD)
  - **Discussion board:** Initial post and one reply
  - **Assignments:** Student led discussion board (student(s) TBD)

**Week 8**
- **Leading and Mentoring**
  - **Readings:** Module #7
  - **Assignments:** Student led discussion board (student(s) TBD)
  - **Discussion board:** Initial post and one reply
  - **Assignments:** Student led discussion board (student(s) TBD)

**Week 9**
- **Evaluating Volunteer Program**
  - **Readings:** Module #8
  - **Assignments:** Graduate Assignment Due
  - **Discussion board:** Initial post and one reply
  - **Assignments:** Graduate Assignment Due

**Week 10**
- **Careers in Volunteer Management**
  - **Readings:** Module 10 & Module 11 (course wrap up)
  - **Assignments:** Final Project Due- Due final day of course
  - **Discussion board:** Initial post and one reply
  - **Assignments:** Final Project Due- Due final day of course

**Graduate Assignments**
- **Week 8:** 10 pts
- **Week 9:** 150 pts
- **Week 10:** 200 pts

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Dr. Cindy Briggs, CFRE
University of Montana
Volunteer Management Syllabus_Final Version
**Discussion Board Grading Rubric**

Each week you should post a total of TWO posts. You need to do an initial reply to the question (by Wed) and then your final reply by Sunday. This means that there needs to be some “meat” to your responses. You can see the grading rubric below. I do expect at the graduate level we will have many more posts—more in a discussion format. You can earn up to 10 total points per week.

**Initial Post (due by Wednesday of current week)**

<table>
<thead>
<tr>
<th></th>
<th>0-1 points</th>
<th>2-3 points</th>
<th>4 points</th>
<th>5 points</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Content</strong></td>
<td>Discussion questions not addressed; resources or readings not mentioned.</td>
<td>Discussion questions are addressed; resources or readings are mentioned and relate to topic.</td>
<td>Previous level, plus incorporates readings and resources into own experiences.</td>
<td>Previous level, plus offers resources related to topic that are not found in the assigned readings.</td>
</tr>
<tr>
<td><strong>Language</strong></td>
<td>Thought processes are incomplete. Postings contain multiple grammatical errors.</td>
<td>Though processes are complete. Postings contain no grammatical errors.</td>
<td>Previous level, plus arguments are clear, concise, and cogent; the post is timely and relevant.</td>
<td>Previous level, plus incorporates previous learning into relevant topic.</td>
</tr>
<tr>
<td><strong>Response</strong></td>
<td>Posts are limited (I agree.. etc.) without explanation.</td>
<td>Posts are on time and contain extended discussion relevant to topic.</td>
<td>Previous level, plus responses relate theory to practice or personal application.</td>
<td>Previous level, plus posts are insightful and combine multiple ideas related to the topics.</td>
</tr>
</tbody>
</table>

**Replies (due by Sunday)**

<table>
<thead>
<tr>
<th></th>
<th>0-2 points</th>
<th>3-5 points</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Content/Response</strong></td>
<td>Reply is limited and does not add to or build on post</td>
<td>Reply is substantive and adds additional information to the post</td>
</tr>
</tbody>
</table>