

PSCI 460
Nonprofit Administration Volunteer Management
Syllabus

Instructor: Dr. Cindy Briggs, CFRE **Office Hours** (online):
(You can call me Dr. B) Monday, 4 pm – 6 pm (MST)
Office phone: (214) 509-6321 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). Only in case of emergencies do I ask that you call my cell phone at 214-490-2578.
- 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.

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:

Learning Outcome	Assessment
1. Students will understand common terms used within the volunteer management field	<ul style="list-style-type: none">• Discussion board• Midterm exam
2. Students will be able to demonstrate and apply volunteer concepts to real life scenarios	<ul style="list-style-type: none">• Discussion board• Weekly Assignments• Student lead discussion
3. Students will demonstrate their mastery of key content areas through the completion of a volunteer action plan.	<ul style="list-style-type: none">• Discussion board• Final Project
4. Students will be able to utilize professional research and tools in the field of volunteer management and leadership by applying them to actual scenarios	<ul style="list-style-type: none">• Discussion board• Journal

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.

Learning units will be posted by Monday morning, and assignments be due the following Sunday unless otherwise noted on the syllabus. Students can expect to receive graded work within one week. I will post the grades within the gradebook section of Moodle.

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). You may register for this course as a professional development course, and I do appreciate that, but please remember that the expectations will be the same for everyone. 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 that are taking this course for graduate credit will be required to keep a weekly journal that will be reviewed randomly. This will also include small journal reviews. This requirement is worth 150 points.

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 a minimum of two days per week with three substantive post (so a minimum total of 6 posts per week). Students will be required to post one initial discussion thread each week and also reply other students. Students will also be required to discuss any faculty lead discussions. I grade participation on both quantity and quality. The grading rubric can be found at the end of this syllabus.

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.

PLEASE NOTE: Absolutely NO late assignments will be accepted during this course without prior approval of Dr. Briggs.

Noncredit Students

Since the assignments given in this course are integrated to achieve the best possible learning outcome for students, and since they are designed to build on and to test knowledge gained through comprehensive participation, the expectation is that all students will to the best of their abilities complete all assignments. Attention paid by the instructor to critiquing written assignments will be directly proportional to the amount of effort put forth by individual students on writing them, and on overall course participation as well.

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.

Course time and preparation

Students can expect to spend approximately 5-8 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

Request for Withdrawal from the course must be submitted in writing to Janie Spencer, School of Extended and Lifelong Learning (formerly Continuing Education) prior to the last week of the course. Students are responsible for reading and understanding the full UM policy on Withdrawal from the University. Refunds are not granted for withdrawals made after course registration deadlines.

Course Materials

Required:

- Fisher, J. C., & Cole, K. M. (1993). *Leadership and Management of Volunteer Programs*. San Francisco: Jossey-Bass.
- American Psychological Association. (2009). *Publication manual of the American Psychological Association* (6th ed.). Washington, DC: Author.
- Other materials will be posted on Moodle, or web addresses will be provided for internet readings



Grading

- Final Project: 200 points possible
- Moodle responses: 100 points (10 points per week)
- Student led discussion board project (50 points)
- Exam: 50 points possible
- Weekly assignment (pieces of volunteer plan): 150 points total
 - 3 assignments- 50 points each
- Journal submission (graduate students only)- 150

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

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/> 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.

Course Calendar: Volunteer Management

Week/ Date	Topic(s)	Assignment	Assessment
Week 1	Overview: Introduction to volunteer management	<u>Discussion board</u> - Introduction post - Response to others <u>Readings</u> - Chapter 1 text -- Learning Unit #1 (Moodle) <u>Assignments</u> - Contact information to Dr. Briggs	Discussion board (10 pts)
Week 2	Volunteer Motivations	<u>Discussion board</u> - Minimum 6 total responses (3 responses on at least 2 different days) <u>Readings</u> -- Learning Unit #2 (Moodle) <u>Assignments</u>	Discussion board (10 pts)
Week 3	Determining Organizational Needs	<u>Discussion board</u> - Minimum 6 total responses (3 responses on at least 2 different days) <u>Readings</u> - Chapters 2 & 4 text -- Learning Unit #3 (Moodle) <u>Assignments</u> - TWO Volunteer Job Descriptions: one high level/ one mid or lower level - Student led discussion board (student(s) TBD)	Discussion board (10 pts) Job Descriptions (50 pts) Student led discussion board (50 pts)- <i>only assigned one time for each student</i>
Week 4	Volunteer Plan- What's included?	<u>Discussion board</u> - Minimum 6 total responses (3 responses on at least 2 different days) <u>Readings</u> - Chapters 3 text -- Learning Unit #4 (Moodle)	Discussion board (10 pts) Midterm (75 pts.) Student led discussion board (50 pts)- <i>only assigned one time for each</i>

		<u>Assignments</u> - Midterm Exam (essay) due - Student led discussion board (student(s) TBD)	<i>student</i>
Week 5	Recordkeeping Forms	<u>Discussion board</u> - Minimum 6 total responses (3 responses on at least 2 different days) <u>Readings</u> -- Learning Unit #5 (Moodle) <u>Assignments</u> - Volunteer application -- Student led discussion board (student(s) TBD)	Discussion board (10 pts) Volunteer app (50 pts) Student led discussion board (50 pts)- <i>only assigned one time for each student</i>
Week 6	Recruiting Volunteers	<u>Discussion board</u> - Minimum 6 total responses (3 responses on at least 2 different days) <u>Readings</u> - Chapter 5 text -- Learning Unit #6 (Moodle) <u>Assignments</u> - Student led discussion board (student(s) TBD)	Discussion board (10 pts) Student led discussion board (50 pts)- <i>only assigned one time for each student</i>
Week 7	Training and Supervising	<u>Discussion board</u> - Minimum 6 total responses (3 responses on at least 2 different days) <u>Readings</u> - Chapters 6& 7 text -- Learning Unit #7 (Moodle) <u>Assignments</u> - Quiz- information from readings	Discussion board (10 pts) Quiz (15 pts)
Week 8	Leading and Mentoring	<u>Discussion board</u> - Minimum 6 total responses (3 responses on at least 2 different days) <u>Readings</u>	Discussion board (10 pts) Graduate student assignment (150 pts)

		-- Learning Unit #8 (Moodle) <u>Assignments</u> -Graduate Assignment Due/ Journal:	
Week 9	Evaluating Volunteer Program	<u>Discussion board</u> - Minimum 6 total responses (3 responses on at least 2 different days) <u>Readings</u> - Chapter 8 text -- Learning Unit #9 (Moodle) <u>Assignments</u> - Evaluation plan due: 1-2 page evaluation plan/chart for program	Discussion board (10 pts) Evaluation Plan (50 pts)
Week 10	Special Topics in Volunteer Management	<u>Discussion board</u> - Minimum 6 total responses (3 responses on at least 2 different days) <u>Readings</u> - Chapter 9 text -- Learning Unit #10 (Moodle) <u>Assignments</u> - Final Project Due- Volunteer Plan: Due final day of course	Discussion board (10 pts) Final Project (200 pts)