

Create a centralized volunteer management database to promote volunteer opportunities, train, affirm, recognize and track volunteers serving ON CAMPUS (separate from the Richter Center).

CURRENT CHALLENGE:

Students, faculty, staff and campus visitors often need information and service from a "live" person, rather than something electronic or written-and, often, staff resources are very limited for time to serve some of these needs. I would propose a managed Volunteer program for ON-CAMPUS volunteers-to serve as guides, hosts, docents, ticket-takers, information providers, crowd control, even tutors/mentors. Many programs utilize volunteers on a daily basis, but, there is no campus-wide volunteer management program, no centralized tracking/training/recognition processes. This would be similar to the Richter Center, but FOR Fresno State campus. Osher Institute participants need this as an option, retired faculty, neighbors, persons with disabilities who desire to serve on a campus for the safety and collegiality.

PROPOSED SOLUTION:

Starting with the programs which currently utilize volunteers, such as the Conley Art Gallery, performing arts, HML, Humanics and athletics, create a centralized volunteer management database, promote volunteer opportunities, train, affirm, recognize and track volunteers ON campus. This should not be a part of the Richter Center, to avoid any confusion and to better differentiate the service opportunities. This would need to be negotiated with the campus labor reps, to not infringe on contracts. Engaging campus volunteers in a planned, managed and professional process would connect more people in the community to Fresno State.

BENEFITS TO FRESNO STATE:

Broader engagement can result in broader investment-financially and in the hearts of the community. More community members present and engaged ON the campus is the other side of the coin for Fresno State students/faculty/staff being engaged OFF campus in the community. This could potentially save program \$\$, provide mentors, be a bridge to the community, engage populations not typically involved with Fresno State. This could enhance teaching and learning by freeing staff time to spend more time in scholarship/research/service to students. The coordination of a professional volunteer program can result in better risk management, retention of paid employees, stronger town/gown relationships and extend the mission of the university to the broader community.

ADDITIONAL INFORMATION:

This proposal could be a collaborative project with Humanics (Dept. of Sociology) where courses in Effective Volunteer Administration are currently offered AND the Richter Center and Human Resources and CGE/Osher Institute (and other auxiliary programs, i.e. the Autism Center, Children's Institute, Student Cupboard, Alumni Association.) This needs to be academic and professional in scope and managed by someone with the appropriate volunteer management credentials (C.V.A.). This IS done on other campuses with success.