
Working with Technical Volunteers

A Guide for Non-Profit Organizations



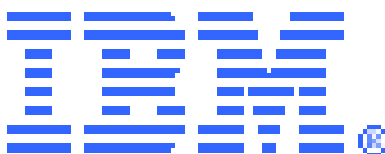
Building Better Communities Through Technology

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Guide to Working with
Technical Volunteers

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What this Manual Can Do for You

This manual will help you:

- ❖ Understand technical volunteers
- ❖ Know how to find technical volunteers
- ❖ Manage a technical volunteer
- ❖ Write job descriptions that reflect organizational needs
- ❖ Write a work plan
- ❖ Access additional information on managing technical volunteers

The simple measures introduced in this booklet should help you make the most of the relationship developed with your technical volunteers.

It is a guide, not a blueprint - managers must adapt this information to their own particular needs and context - and some organizations will choose to have procedures that are much less formal than others.

Whether or not you have paid staff, it will be useful to think about what work is appropriate for volunteers to do and why you want them to do it. This will help you decide what support and training volunteers will need and how you will select and recruit them.

Teaming for Technology - Rochester compiled this guide in response to the demonstrated need for technical volunteers to serve at nonprofit agencies.

Much of the information contained herein can be attributed to anonymous authors posting on the internet and other Teaming for Technology information.

A special thanks to everyone that took the time to edit and comment on this document.

We hope it is useful to your agency.

CommunityNet



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Guide to Working with
Technical Volunteers

The Golden Rule of Volunteer Management

“Their niceness will let you recruit a volunteer, but only your competence will let you keep them...”



Technical Volunteers

Volunteers can be a valuable resource for nonprofits, especially those on a tight budget. Understanding the abilities, limits and mindsets of technical volunteers, and knowing how to deal with or manage technical volunteers, are important things to consider if you plan on using technical volunteers to help your agency use and manage technology. This guide will provide you with information on how to work with technical volunteers in your nonprofit agency.

We must understand and accept people where they are, then work to let them know where we are going, why, and how they can help in our journey toward the vision of a better tomorrow - then we must find ways to work with them as they join our journey - appreciating them for whatever length of time, whatever resources they bring to our trek.

There are many things technical volunteers can do for your organization. For example, they can design websites, set up networks, troubleshoot or assist with technical planning. However, it is important to note that having technical volunteers is not a substitute for having a technology-literate staff. In order to keep from over-relying on your technical volunteers, you should have your technical volunteers work closely with your staff. **Your staff should take this opportunity to learn from the volunteer, and be able to “pick up” the project or role when your volunteer is unavailable. This is important, because at some point, your volunteer will not be around!**

As with any volunteer, the technical volunteer task needs to be well defined, there needs to be accountability and supervision, the volunteer needs to be able to set limits, and volunteers need to be recognized, thanked and supported for their efforts. And, as with any volunteer project, agency commitment is key. If your agency doesn't believe in the work the volunteers are doing, neither will the volunteers.



Reasons Why People Volunteer



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◆ **To serve a purpose:** You need to understand that purpose in order to attract and retain the volunteer. For many it's a way of giving back. The concept of giving back is strong in most volunteers' minds.

◆ **To meet people:** A person new to the community may have a difficult time meeting like-minded people. Perhaps they are new to the neighborhood, have been home raising children, or they are working two jobs. Time is the most precious commodity among all of us.

◆ **To learn new skills:** They are looking for skills that they can use in the workplace or to enhance their job possibilities. They are looking to learn and to help at the same time.

◆ **To build relationships:** They want to meet the kind of people that they can share time enjoying the same kinds of interests. Where do you make these kinds of close, meaningful relationships with people like you? For some, it's at a gym, for others it's in the workplace, but for many it's in a volunteer setting.

◆ **To make a connection:** For the parent, s/he gets to know the agency director at the neighborhood youth center on a first-name basis and feels free to ask about programs and activities offered there.

◆ **To gain insight:** People sometimes volunteer to gain an insight into an organization. Parents might be curious about what really goes on inside today's schools. Citizens wonder about the functioning of city hall. They also may use donating time before donating money.

◆ **To find a job:** Many volunteer coordinators started as volunteers in a place similar to where they are now paid staff members. Other volunteers are career sampling, trying a workplace on for size. Technical volunteers are often using the volunteer experience to gain valuable work history.

◆ **To share skills:** Many people today gain skills in their paid jobs that they want to share.

◆ **To have fun:** It should be standard, that the volunteer has a fun environment to work in. Yes, we can really enjoy what we do, even if the work is serious and meaningful.



We have just touched on a few of the hundreds of reasons why people start their volunteer careers. The important thing to remember is to ask the volunteer why s/he is volunteering. Then listen.



Things to Consider When Working with Technical Volunteers

◆ Direct versus Indirect Service

A technical volunteer is a person who *provides support to staff members or other volunteers* (such as help with building a web site or researching program information) rather than an organization's clients (such as mentoring young people). Technical volunteers generally do not undergo the rigorous screening of volunteers who work directly with clients (such as criminal background checks), so it's easier for an organization to involve technical assistance volunteers.

◆ Limited Experience in Nonprofit Sector

When you bring in a volunteer who is used to working in the corporate world, you may have to orient them to nonprofit culture and circumstances, almost as if they were visiting another country. The key to a successful working relationship is direct communication about what makes your agency's needs and processes different from the private sector.

◆ May have "Big Dreams".

Corporate volunteers may be accustomed to recommending expensive, complex solutions. They might envision a system that is actually faster, bigger, more elaborate, and harder to maintain than you need. They may not realize that their solution does not fit your nonprofit context. It is crucial that you spell out your organization's limits regarding money and staff capacity.

◆ May not be familiar with Nonprofit Funding

It is a good idea to ask the volunteer or consultant to give you at least two assessments: a "dream" assessment (if you had an unlimited budget), and a "bare-bones" assessment, (what are the things you should do first?) It's also a good idea to let them know about your budget approval process and timeline, so they don't get frustrated at an immediate lack of action.

◆ "Tech-talk" - Language

As with any field, technical volunteers tend to use language and vocabulary specific to their field, which can be confusing or even frustrating to non-technical people. They also might be unclear about what you do, or how things work in your organization. Let them know that they might be talking over your head, but also be aware that you might be talking over theirs.

Just as with cross-cultural exchanges, collaboration across different organizational cultures works best with a sense of humor and direct communication about differences.

Defining the Volunteer Project

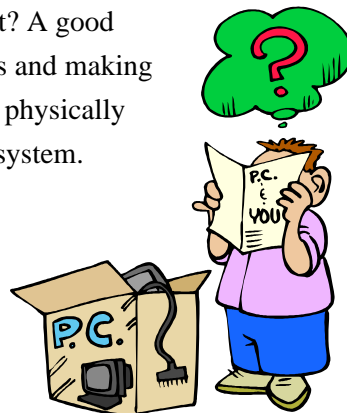
The key to a successful volunteer project is a well-defined plan for what the volunteer will do. In order for the volunteer to help you effectively, you need to come up with a manageable set of tasks. The work you do defining your project before you enlist a volunteer will help you write a work plan you can both agree to.



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What is reasonable to ask a volunteer to do?

- ◆ **Training.** Volunteers can be especially good for **one-on-one tutoring**, a kind of training that is extremely desirable but not always cost-effective with a consultant. A project could include a volunteer coming in to observe a staff person working, and **teaching them how to improve their efficiency and use applications better**. When you are screening volunteers to perform training, make sure they have aptitude and interest in teaching, not just technical expertise. Ask what teaching experience they have had in the past.
- ◆ **Web design.** Creation of a website is usually too big a task, with too much follow-up required to be a successful volunteer project. In a few cases, however, if an organization wants a very simple website that functions like an online brochure, a volunteer may work out. **A volunteer can also be useful with the initial brainstorm and planning phase where you think through what you want the site to accomplish, who your audience is, and what is feasible for your budget.**
- ◆ **Local area network.** A volunteer can be successful setting up a local area network if it is small and not too complex. For instance, a peer-to-peer network of 8 computers running on Windows '98 might be a good candidate for a volunteer project, whereas a Windows NT network of 20 computers may not be.
- ◆ **Troubleshooting hardware and software.** A volunteer can be successful at troubleshooting tasks as long as **you are very clear about what the specific problems are that you want help with**. For example, you might ask a volunteer to look at a PC that keeps crashing or a printer that sometimes garbles your print jobs. In the long term, however, it is best to have a consistent person who knows your system and is responsible for troubleshooting.
- ◆ **Assessing donated equipment.** How can you use donated equipment most effectively once it shows up at your doorstep? A volunteer could help you assess what you have been given and what it will be useful for.
- ◆ **Assessing computers for a memory upgrade.** Do you know you need more memory, but don't know exactly what that means or how to get it? A good example of a volunteer project might be assessing five computers and making recommendations for a memory upgrade. A volunteer could also physically install new memory, or set up a new printer, scanner or back-up system.





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Creating a Work Plan

The core of your volunteer project is a work plan that you and your volunteer agree on. The work plan is similar to the contract you would sign with a consultant, just shorter and more informal. A work plan will help you reach a shared understanding of the volunteer's work. It will also make sure you aren't placing too many demands on them or requesting unreasonable timelines.

The essential elements of a work plan are:

1. **A list of specific tasks to be accomplished:** Listing the tasks will clarify expectations for the volunteer and also for yourself.
2. **A plan for training and sustainability of the project:** Training and sustainability should be part of any project for the volunteer's work to have a lasting effect after s/he is no longer available.
3. **A timeline:** How long does the volunteer have to finish the project? What hours are both the staff contact and the volunteer available?

**Take time to look at the template job descriptions included in the packet that your agency can use to request volunteer help through CommunityNet's Volunteer Connections, the clearinghouse for voluntary action in SE Minnesota.*

For more information on writing a job description, contact CommunityNet at 507.287.7877 or by email at cnet2@c-net.org.

Writing a job description. This is a crucial component to recruiting a volunteer. It is also good for potential volunteers to have explicit details of what they may be doing to assist your agency. Without an accurate job description in the beginning, the chances for confusion and disappointment multiply rapidly. CommunityNet, your local volunteer matching organization, can provide you with a job description template. Contact CommunityNet at 287-7877 or www.c-net.org.

A volunteer job description should include:

- ◆ **The mission of your organization.** Volunteers will come to you because they hope to make an impact by helping your agency. They will want to know what you stand for.
- ◆ **A description of the project.** A clearly defined project helps attract volunteers. Many will be reluctant to take on a project that is not well defined, afraid that the project will expand to consume their lives or go on for months.
- ◆ **The skills needed to do the project.** Does that volunteer need to know a particular accounting or database application? Do you need someone who knows LANs or web development? Do some research if necessary so you can be specific.
- ◆ **Time commitment.** Estimate the number of hours the project will take. How many weeks will the volunteer have to complete it? Does the project need to be finished by a certain date, or is it on-going?
- ◆ **Work schedule and arrangements.** Can the work be done only between 9 and 5? Will the volunteer need to be onsite or can the work be done from home? Will the volunteer need access to your computers in order to complete the task?
- ◆ **Contact information.** Who is the point-person and what is the best way for a potential volunteer to get in touch with them? What are the hours of the point person? Does the staff person have any flexibility or ability to be there to meet with the volunteer on nights or weekends? Who "owns" the project within the organization?

Finding a Technical Volunteer

Recruitment of technical volunteers can be a challenging task for many nonprofit organizations for various reasons. You may be unsure where to look for volunteers, may not be able to express your needs in an articulate manner, or may be intimidated about asking for help from corporate employees. You may not even know exactly what sort of technology assistance would best suit your needs.

Some ways to recruit technical volunteers:

- ◆ **Word of Mouth** - if existing volunteers enjoy their time with you and feel that it is worthwhile, they will tell their friends!

- ◆ **Volunteer Matching.** One of the easiest and most effective ways to find volunteers may be to go through a volunteer matching or listing program in your community. In South-eastern Minnesota that service is provided by CommunityNet. CommunityNet plays an active role in supporting your work to recruit a volunteer.
On CommunityNet's website, www.c-net.org, they provide a place for nonprofits to post their volunteer job descriptions and for potential volunteers to decide with which agency they would like to work. The volunteer opportunities are listed online at www.c-net.org. CommunityNet charges a small membership fee.

- ◆ **Recruit your own volunteers.** If a matching program or listing service cannot find you the right volunteer in your area, you can still find a volunteer by posting a volunteer job description in community spaces, and using contacts in the community to find a suitable volunteer. Many corporate employees are very willing to “lend a hand” to a nonprofit agency, especially if it is one whose mission they can relate to. Check with organizations and businesses in your community to see if they have some sort of volunteer program for their employees. Also, universities, colleges and even high schools are excellent places to recruit technical volunteers. Many classes require a certain amount of volunteer hours that students must complete, and many want to gain experience or use their tech skills for a good cause. Also, place ads in newspapers and ask colleagues and other volunteers in your organization for ideas and help on “spreading the word” of the need for a tech volunteer. Be sure to screen or interview the volunteer to ensure issues such as reliability and confidentiality, and to be sure the volunteer has the proper skills to do the job.



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CommunityNet

CommunityNet will assist subscriber agencies in recruiting technical and other volunteers.

For more information on how to become a CommunityNet subscriber agency, please contact CommunityNet at 507.287.7877 or email cnet2@c-net.org



Managing Technical Volunteers

General Guidelines for Volunteer Management:

People don't always know what they are getting into when they decide to volunteer. You should be aware of the following three issues, and discuss them with your volunteer(s).

◆ **Accountability** - Volunteers should understand that even though they are donating their time, it doesn't mean they can blow things off, not show up, etc. Some nonprofits have their volunteers sign letters of commitment, and others rely on the volunteers belief in their cause to keep them interested and coming back.

◆ **Limit Setting** - Although volunteers should feel like they "own" their work, they shouldn't be made to feel burdened with responsibility. Volunteers should know they are allowed to say no, or "That's all I can do." Volunteers can burn out quickly if they do not set limits. Everyone needs to be as clear as possible about the project before-hand, reinforcing the idea that after your first meeting the volunteer should re-evaluate the work and see if it looks realistic to him/her.



◆ **Time Management** - Needed at home and at work, both you and the volunteer need it in volunteer situations. Volunteers need a clear idea of how much time they have to give, and together you need to assess how much time the work will take, including the amount of time you need to set aside to supervise the project. The clearer you can get on these time issues, the better idea volunteers will have of whether this particular project will work for them.

Additional Considerations for Technical Volunteers:

◆ **People with technical skills are usually in high demand, and often have less time available.** Most technical volunteers are computer professionals who have full-time jobs and are volunteering in their spare time. As with any volunteer, they may have other priorities and may not be able to respond whenever called.

◆ **Recognition: Just like any other human being, technical volunteers need to be recognized and appreciated.** Even if you don't completely understand what one of your technical volunteers has done, make it a point to acknowledge his/her time and efforts. A little outward appreciation can go a long way in keeping people on-board and satisfied with their work.

The volunteer task needs to be well defined and valued, there needs to be accountability and supervision, the volunteer needs to be able to set limits, and volunteers need to be recognized, thanked and supported for their efforts.

Getting Started: Orientation for the Technical Volunteer



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Make sure there is one point person with whom the volunteer can communicate. When a volunteer helps you with your computers and something goes wrong, you don't want to barrage him/her with five separate help requests during the week. Instead, think about combining your requests in one call. The staff point-person should also be available to meet with the volunteer when convenient, which may mean having the flexibility to work occasional evenings and weekends. Also make good use of email as a means of communication.

◆ ***Schedule a first meeting (as soon as possible).*** When working with a volunteer, it's a good idea to schedule a first "get to know you" meeting; don't plan any work for that first visit. This will not only give the volunteer a chance to get a better idea of resources and equipment s/he might need, but gives you an opportunity to share with the volunteer a little bit about what you do.

Here are some good points to cover:

- The mission and purpose of the organization
- What population or community you serve (bilingual students, homeless, people with disabilities, etc.)
- Main contacts for the volunteer (including on-site computer literate people and decision makers)
- Budget, if any (including computer budget)
- Purchasing processes

◆ ***Show new volunteers where things are:*** the phone, tools, sign-in/sign-out sheet, rest room, coffee, etc.

◆ ***Get acquainted.*** Keep in mind that most people volunteer because it feels good; the best volunteer projects offer the opportunities for making a significant contribution to an important cause, meeting new people and having fun.

◆ ***Go over the work plan.*** Make sure both you and the volunteer understand the work to be done, the timeline, and when you will check in about progress. Make sure the volunteer understands your nonprofit context. If the volunteer has never worked with nonprofits before, s/he may make recommendations that are not appropriate.

◆ ***Check in regularly.*** The staff liaison should communicate with volunteers regularly to talk about their progress, any problems, or changes to the plan. Technical volunteers may be used to a very rapid pace at work. If your organization needs to take things more slowly, you can communicate this while keeping the project moving toward completion with regular meetings, emails, or phone calls. This is also a great way to let volunteers know you value their time and energy.

◆ ***Document work done.*** Make sure the volunteer keeps records of the technical work that they do. You might want to set up a system for this, such as a logbook or spreadsheet.

It is crucial that you spell out your organization's limits regarding money and staff capacity. Corporate volunteers are also often used to dealing with first or second-generation technology. If they walk into an agency, for example, and discover a bunch of five-year-old machines, their first reaction might be to want to upgrade everything, even if those machines are doing the job they are supposed to.





Finishing a Volunteer Project

When your volunteer has finished the work assigned, celebrate! Before they leave, you should schedule a short exit interview to cover the following items:

- **Document what they did.** Make sure you have clear documentation of everything the volunteer did and any crucial information about maintaining or modifying what they created. For instance, if the volunteer has created new users on your network, make sure you know how to administer those new accounts, and have a list of relevant passwords. Even if the point-person for the volunteer knows these things, a written record is essential. The high staff turnover that many nonprofits experience can cause disaster for technology projects if there is no documentation.
- **Make sure you are clear on next steps.** Ask the volunteer for advice on what they think you should do next. What steps are necessary to maintain the work they did? What suggestions do they have for improving the use of technology in your organization?
- **Thank the volunteer.** Thank your technical volunteer with a card, letter, meal, or any way you feel is appropriate. Don't wait until the project is over - thank your volunteer every time you see them! Invite him or her to a special event at your organization or in the community. Find out about the volunteer's hobbies and interests so that you can give a more personal gift.
- **Keep contact information.** Don't assume that it's okay to call your volunteer again. Ask what their availability will be now that the initial project is finished. If they say it is all right, make sure you have a permanent email address and phone number.



Volunteers and Legal Issues



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Many liability concerns can be avoided by carefully screening volunteers before they get involved. Screening volunteers via email, phone, and in person will help you identify potential security risks.

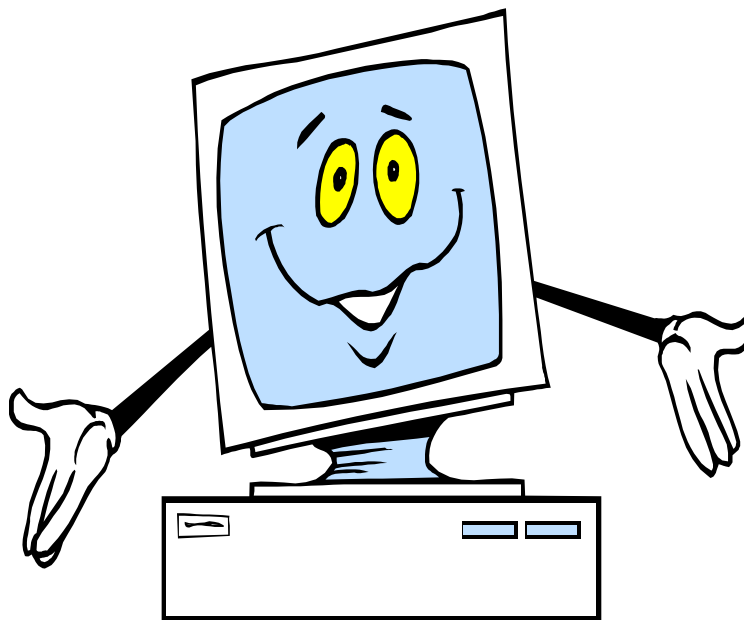
- ◆ **Volunteers' Safety:** Make sure volunteers have a safe, secure place to work. You know those donated computers in the dark, damp basement? You should move them to a comfortable workspace before asking a volunteer to work on them.
- ◆ **Staff and Client Safety:** Communicate with your employees and clients so that they understand the volunteers' roles. Your organization can be liable for inappropriate behavior by a volunteer.
- ◆ **Volunteers and Youth:** Technical volunteers may not have experience with kids or teens. If kids or teens are around while your volunteers are working, it is crucial that you communicate what is (and isn't) acceptable behavior for the volunteers when interacting with youth that participate in your programs.
- ◆ **Confidentiality:** Technical volunteers may need access to passwords to perform their assigned jobs. They may need to gain access to private files in order to troubleshoot problems or work on a database that contains confidential information. Before the project begins, determine exactly which passwords, computers, and files the volunteer will need to access.
- ◆ **Solicitation:** A volunteer may offer to sell his or her technical services or equipment to your organization. This can be a difficult situation, especially for a staff person who is unfamiliar with the technology that is being recommended. One way to avoid this is to set up clear expectations for the volunteer project.
- ◆ **Dismissing Volunteers:** Occasionally your organization may need to dismiss a volunteer. This is a particularly difficult situation, because the volunteer probably had good intentions. Projects most often fail because of personality conflicts or incompetence, on the part of either an onsite coordinator or the volunteer. Clarify ground rules about the volunteer/ agency relationship before the project begins in order to avoid misunderstandings when firing volunteers. Some suggested guidelines include:
 - The volunteer may refuse all or part of a project at any time.
 - The onsite coordinator has the authority to terminate the arrangement.
 - The volunteer should report ASAP to the onsite coordinator about any problems or concerns.
 - The onsite coordinator should approach the volunteer directly about any complaints or concerns regarding their ability.
 - If the relationship must be terminated, a clear understanding of the facts should be made to everyone involved.



Final Thoughts

Remember that volunteer management and coordination is an ongoing process. There are a multitude of volunteer management resources available online or at the library. Your community's volunteer matching program may have a library of resources as well.

Another important thing to remember is that the goal is *sustainability*. The most important aspect in the success of volunteer projects is the commitment of your nonprofit to become technologically self-sufficient. Nonprofits should not rely on volunteers to be available on a long-term basis or for on-call troubleshooting. The volunteer may not be around next year, and the reason the technical volunteer is assisting your agency is because s/he has more knowledge on the particular technical issue. Take the opportunity to learn from the volunteer, so that you are incorporating a level of sustainability.



Volunteer Matching and Management Resources



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CommunityNet

Web: <http://www.c-net.org>
Contact: CommunityNet
903 W. Center St.
Rochester, MN 55902
Phone: (507) 287-7877
Fax: (507) 287-2245
E-mail: cnet2@c-net.org

CommunityNet will assist agencies subscribing to CommunityNet services in recruiting technical and other volunteers as well as other volunteer program management

Action Without Borders

Web: <http://www.idealists.org>
Contact: Action Without Borders, Inc.
350 Fifth Avenue, Suite 1466
New York, NY 10118
Phone: (212) 843-3973
Fax: (212) 564-3377
E-mail: info@idealists.org

Action Without Borders offers a database of volunteer opportunities, as well as a directory of thousands of nonprofit Web sites and an online library for non-profits.

Impact Online

Web: <http://impactonline.org>
Contact: Impact Online
325 'B' Forest Ave.
Palo Alto, CA 94301
Phone: (650) 327-1389

Impact Online, a nonprofit organization, is dedicated to increasing virtual volunteerism. Impact Online offers a matching service for volunteers and non-profits, and information and resources on volunteerism.

ServeNet

Web: <http://www.servenet.org>
Contact: ServeNet
1101 15th Street, Suite 200
Washington, D.C. 20005
Phone: (202) 296-2992
E-mail: feedback@servenet.org

Sponsored by the Points of Light Foundation, ServeNet is designed to respond to your organization's needs. Post your volunteer opportunities online, all ServeNet accounts are free.

Energize Inc,

Web: <http://www.energizeinc.com>
Contact: Energize

Volunteerism expert Susan Ellis has developed this site for volunteer management.



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Appendix

Sample Volunteer Agreements	Appendix A
Sample Work Plan	Appendix B
Sample Job Descriptions	Appendix C
Technical Volunteer Questionnaire	Appendix D
Staff Workstation Inventory	Appendix E

Agency/Volunteer Agreement

This agreement is intended to indicate the seriousness with which we treat our volunteers. The intent of the agreement is to assure you both of our deep appreciation for your services and to indicate our commitment to do the very best we can to make your volunteer experience here a productive and rewarding one.



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Appendix A

I. Agency

We, (agency) _____, agree to accept the services of _____ (volunteer) beginning _____ and we commit to the following:

1. To provide adequate information, training, and assistance for the volunteer to be able to meet the responsibilities of their position.
2. To ensure diligent supervisory aid to the volunteer and to provide feedback on their performance.
3. To respect the skills, dignity, and individual needs of the volunteer, and to do our best to adjust to these individual requirements.
4. To be receptive to any comments from the volunteer regarding ways in which we might mutually better accomplish our respective tasks.
5. To treat the volunteer as an equal partner with agency staff, jointly responsible for accomplishment of the agency mission.

II. Volunteer

I, _____, agree to serve as a volunteer and commit to the following:

1. To perform my volunteer duties to the best of my ability.
2. To adhere to agency rules and procedures, including recordkeeping requirements and confidentiality of agency and client information.
3. To meet time and duty commitment, or to provide adequate notice so that alternate arrangements can be made.
4. To act at all times as a member of the team responsible for accomplishing the mission of the agency.

III. Agreed to:

Volunteer: _____

Date: _____

Agency Representative: _____

Date: _____



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Appendix B

Sample Work Plans

Major Task(s): Hardware troubleshooting for a housing development agency

Sub Task(s): Troubleshoot 2 IBM GL300s and 3 Compaq Presarios:
If necessary, reinstall Excel on one computer.
Check, and, when necessary, "optimize" memory for each workstation.
Make recommendations for basic hardware upgrades.

Timeline: Projected should be completed by December 21st, 2001

Sustainability: Staff person is available to meet with the volunteer Monday, Wednesday and Thursday during the day, or on weekends

Major Task(s): Configure a network for a religious charity

Sub Task(s): Assist in assembling and configuring network for 6-7 workstations.
Current plan is to use a Win 98 peer-to-peer network.
Advise if any additional software or hardware purchases are necessary for network.
Check, and, when necessary, "optimize" memory for each workstation.
Make recommendations for basic hardware upgrades.

Timeline: Projected should be completed by December 21st, 2001

Sustainability: Advise on creating an effective back-up system, assist in set-up, give basic training in using it. Available to meet evening and weekends.

Major Task(s): Software training for an agency that serves abused women

Sub Task(s): Train 2 or 3 staff on the usage of MS Project 98 being used on Win 95 PC's. They plan to use the program to:
 Manage grants
 Keep track of deliverables
 Create work plans for staff.

Timeline: Projected should be completed by December 21st, 2001

Sustainability: Client has flexible availability to work with the volunteer.

Major Task(s): Transition to a new database system for a social service agency

Sub Task(s): Extract data (about 5000 names and addresses) from FileMaker Pro database and store on floppy or zip disk.
Download and install Ebase (based on FileMaker) software on Pentium PC.
Import data to Ebase.

Timeline: Projected should be completed by December 21st, 2001

Sustainability: Provide basic training in Ebase. Staff member has flexible schedule to meet with the mentor.

Sample Job Descriptions

Web Designer

Opportunity Sponsor – United Way of Olmsted County / Teaming for Technology

Opportunity Name – Web Designer

Type of Work – Computer Specialist

Location – Throughout SE MN

Number of Volunteers – one per agency

Commitment – Varies according to project. A typical project requires 2 – 3 months

Description: Volunteer will be responsible for the creation and implementation of a small agency web page. Upon completion, volunteer will train agency employee(s) who is responsible for the web page in the maintenance of the web page. Volunteer will work with the agency to understand the mission of the agency and the target audience.

Availability – any time, according to agency and volunteer

Availability notes – Development can be done at home or agency's computer.

General Notes: Training and support provided. Will receive information on nonprofit agency's technology status, mission and target audience.

Driver's License: Will need transportation to and from agency

Other: Experience with HTML or a web creation tool and have own internet access

How to Get There: Please call for directions

Contact: Ken Nelson
Americorps*VISTA
Teaming for Technology
Ken_n@uwolmsted.org
www.uwolmsted.org/teamingfortechology
(507) 287-1958



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Appendix C



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Technical Volunteer Questionnaire

Appendix D

Full Name: _____
Address: _____ Phone: _____
City: _____ State: _____ Zip Code: _____
Emergency contact: _____ Phone number: _____
Employer: _____
E-mail: _____

Operating System Skills

Please describe your familiarity with the following operating systems, as well as whether you have advanced skills:

OS	Advanced?
<input type="checkbox"/> Windows 95	<input type="checkbox"/>
<input type="checkbox"/> Windows98	<input type="checkbox"/>
<input type="checkbox"/> Windows ME	<input type="checkbox"/>
<input type="checkbox"/> Macintosh	<input type="checkbox"/>
<input type="checkbox"/> Unix	<input type="checkbox"/>

Network Operating System Skills

Please describe your familiarity with the following network systems, and select the level of your experience:

Network System _____	User	Administrator	Setup & Admin.
<input type="checkbox"/> Appleshare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Novell/Netware	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> TCP/IP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Unix/Linux	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Windows 2000/or NT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Network Set Up Skills

Please indicate which of the following you have experience with:

<input type="checkbox"/> Firewalls	<input type="checkbox"/> WANS	<input type="checkbox"/> Remote access to a LAN
<input type="checkbox"/> Intranets	<input type="checkbox"/> Connecting LANs to the Internet	
<input type="checkbox"/> Peer to Peer	<input type="checkbox"/> Pulling Cable	

Training

Please select the options that describe your training skills:

Tutoring Group Training Develop Training Materials



Hardware Skills

Please describe your familiarity with the following hardware environments, and the level of your skill with each:

<u>Platform</u>	<u>Basic Troubleshooting</u>	<u>Thorough T/S, Repair</u>
<input type="checkbox"/> PC/Clone	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Macintosh	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> LAN/Wiring	<input type="checkbox"/>	<input type="checkbox"/>

Office Applications

Please select all the office suites, 'works' programs, or groupware you have experience using:

- Star Office Lotus Notes MS Office MS Works

Databases / Programming

Would you feel comfortable assessing a group's database needs? yes

Please select the databases you have the most experience using:

- Access Alpha 5 Approach Clipper
 dBase FileMaker Pro 4th Dimension Fox Pro
 Oracle Paradox Q&A Sybase

Please select the databases you have the most experience programming:

- Access Alpha 5 Approach Clipper
 dBase FileMaker Pro 4th Dimension Fox Pro
 Oracle Paradox Q&A Sybase

Do you have experience modelling and designing organizational database systems? yes

Do you have experience building, modifying, or maintaining membership, information and referral, or donor databases typically used by nonprofits? yes

Internet Connectivity

Please check any items that describe the type of Internet connections you have experience installing or maintaining:

- DSL Cable Modem ISDN
 TCP/IP (dial up modem) T1

Websites

Please check any items that describe your experience with Web sites:

- Site Design Basic Page Layout Site Administration
 Marketing the Site E-commerce Needs Assessment

Please check any Web tools you are familiar with:

- PageMill Front Page HomeSite GoLive
 Dreamweaver BBEdit DeBabelizer

Please check any Web site "back-end" skills:

- Programming Languages Database Integration Web Server Set Up



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The following is a list of software and or languages that might be used for back-end Web site development and maintenance. Please check those that you have used:

- Java Perl ASP Cold Fusion

E-Mail

Please indicate ways in which you can assist nonprofits with their e-mail accounts/set up:

- Set Up E-mail Server Set Up a Listserv Moderate Listservs

Please check the e-mail programs you are familiar with:

- Lotus Notes MS Exchange Eudora Outlook
 Exchange Server

DTP / Multimedia / Graphics Applications

Please select each area that you have the most skills to offer a school or group:

- Animation Graphics Desktop Publishing
 Digital Imaging Multimedia Video

Please select the desktop publishing programs that you have the most experience using:

- Pagemaker Publisher Quark XPress
 Ready Set Go Ventura

Please select the graphics applications that you have the most experience using:

- Corel Draw! Fractal Design Freehand Illustrator
 Photoshop

Please select the presentation applications that you have the most experience using:

- Director Powerpoint Premiere

Misc. Information:

Please list the languages you are comfortable with, other than English: _____

How did you hear about us? _____

Have you volunteered your tech skills before? If so, where?

Is there anything else that you'd like us to know?

STAFF INVENTORY

Date _____



This worksheet to be filled by Staff Members – one sheet for each computer

Guide to Working with Technical Volunteers

Name _____ Phone _____ Job Role _____

Frequently Used Software

<u>Package</u>	<u>Release</u>	<u>Package</u>	<u>Release</u>
1		15	
2		16	
3		17	
4		18	
5		19	
6		20	
7		21	
8		22	
9		23	
10		24	
11		25	
12		26	
13		27	
14		28	

Computer Information

Manufacturer: _____ Model: _____

Operating System (e.g. Win95): _____ Release: _____

Hard-disk Size: _____ RAM: _____

Printer: _____ Monitor (type/size): _____

Computer used for: _____

Staff Member is a resource for: _____