PACS 4240 Volunteer Management Concepts and Application
Syllabus

Instructor:

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Adjunct Professor
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Email: please use course email
Campus Office Hours: please use the online office under the Discussion Board in Blackboard

Course Description:

This is a 100 % Internet course. The focus of the course is to explore theories, research, and best practices used in volunteer management for nonprofit organizations. Volunteer management is viewed as a process in the course. Some aspects of the volunteer management process that we will explore are planning for volunteers, recruitment of volunteers, training, supervising, evaluating, and rewarding volunteers. To do this, students will do assigned reading supplemented with weekly lesson material and projects.

This course is part of the Certificate in Volunteer and Community Resource Management. For further information on the certificate, please go to www.ecv.unt.edu.

Books:

The books in this course are to be ordered online as e-books and are as follow.

McCurley, Steve and Lynch, Rick. Volunteer Management: Mobilizing all the Resources of the Community, 3rd Edition, 2011. Interpub Group corporation, Plattsburgh, NY. CN ISBN: 978-1-895271-63-8 Available as an e-book at http://www.energizeinc.com/store/5-224-E-1

Ellis, Susan, From The Top down: The Executive Role in Successful Volunteer Involvement, 3rd Ed. Available as an e-book at http://www.wnergizeinc.com/store/1-102-E-3.

Paying by credit card or PayPal will allow you to immediately obtain your book.

Recommended optional purchase: You are highly encouraged to subscribe to the journal "e-Volunteering". The cost is low for students and it allows you access to the journal's archives.

Instructions for Subscribing to e-Volunteerism as a Student
Your professor has registered this class with e-Volunteerism so that you can subscribe to the journal at the special student price of US$10 for 6 months.
• Go to http://www.e-volunteerism.com/products/student-subscription

• Click the "Purchase" button.
• The Shopping Cart will say "Student Subscription" for US$20.
• Enter the following Coupon Code created specifically for your class:
PACS4240 (🔲 use caps)
• Click the "Apply to Order" button and you will see a $10 deduction from the cost.
• Click the "Check out" button.
• Create a user account for yourself, based on your e-mail address and a password of your choice.
• Enter your billing information and select the method with which you would like to pay. Press the "Review Order" button.
• Review your order, confirm your payment, and print your receipt.
If you chose to pay by credit card or via PayPal...Your e-Volunteerism account will activate and a confirmation e-mail will be sent to you. You may immediately log in at http://www.e-volunteerism.com and start reading.
If you chose to pay by a check in the mail...When we receive your payment, we will activate your subscription and send you an e-mail to notify you when you have access to the journal.
To request help, please contact us at info@energizeinc.com or 215-438-8342.

Course Pre-requisites, Co-requisites, and/or Other Restrictions:

There are no pre-requisites or restrictions.

Course Objectives:

A student who has successfully completed the course should be able to:

- Discuss Volunteering as a feature of American society and nonprofit organizations
- Explain the relationship of a volunteer program to a nonprofit vision and mission
- Analyze and assess organizational and staff involvement and support for volunteer programs
- Create motivating volunteer positions
- Develop recruiting plans using volunteers in nonprofit programs, events, etc.
- Assessing and placing volunteers in positions
- Develop volunteer orientations and training programs
- Explain and identify supervisory concerns for working with volunteers at a distance
- Specify and discuss special supervisory situations
- Designing volunteer evaluations
- Devising volunteer recognition
- Understanding volunteer risk management
- Explain ethical issues of volunteer involvement in nonprofit organizations

Student Evaluation Procedures:

Students will be required to do the following in the course as described below:

Autobiographical Qualitative Research Technique (AQRT):

As the material on volunteer management is read and studied in the course texts, students are asked each week of the course to develop a 3-6 paragraph self-analysis of their own volunteering experiences. If a student lacks volunteer experience, they may talk with friends, acquaintances, and family members about those person's experiences and use them for writing the weekly AQRT. Stories from other sources such as novels, talk shows, etc. might be used if one lacks their own personal experiences. The burden is on the student to find volunteer experiences relevant to the course material for the week and write an insightful analysis.

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This autobiographical analysis will be placed in the discussion board area of Blackboard Learn and visible to others in the class who will have an opportunity to comment on the posted material. These posts must be made by Thursday evening of the week assigned to be accepted for grading so that persons in the class have ample opportunity to reply to the post. Students must make a reply to the post of two other students in the class.

Case Studies

A case study will be assigned each week. Students are to analyze aspects of the case in light of the material assigned on volunteer management for the week by writing 3-5 paragraphs. The analysis will be posted in the discussion board of Blackboard and this must be done by Thursday evening of the week assigned to be accepted for grading so that persons in the class have ample opportunity to reply to the post. Students must make a reply to the post of another student in the class.

A Note on Discussion Boards and Grading for the AQRT and Case Studies

The discussion board feature of Blackboard allows for student interaction and is an integral aspect of the course. It is used for both the weekly case study and AQRT assignments. The discussion boards are graded with guidelines or what is known as a grading rubric and it is very important for you to read and note these in the remainder of

this discussion. The first forum under DISCUSSIONS on the Blackboard platform reproduces this discussion on these guidelines (rubrics) for quick reference when you participate in the discussion boards of the class.

Both the AQRT and case study are usually graded within 5-7 days. A numerical grade is given corresponding to the appropriate rubric given below. Some notes on the grade are provided by your professor and referencing the grading rubric also gives you considerable feedback. For example, in the note section you might be told that the post=35 and the reply=35. Referencing the grading rubric for the case studies and AQRT reply to another person indicates that 35/50 points on the discussion means that you explicitly referenced course material in your discussion but did not include any material beyond the course such as material from another class pertinent to the discussion nor material from a relevant web site, professional journal article, book, etc.

Guidelines or rubrics for the case studies and other lesson contact are the following:

Generally speaking, your professor expects you to make insightful comments in your AQRT or case study analysis and the material in your post and reply to another. A post and replies to another person's post should be 3-6 paragraphs in length.

It is recommended that you type your response in a word document to ensure good grammar as well as proper spelling and then copy it into the discussion board as a post or reply to another person.

Use of this format is mandatory for both posts and replies in AQRT and case study discussions. Failure to use the format will result in a loss of one grade level in points. You should discuss at least 3 aspects in your AQRT and modify the number listed in "Aspect of the Course" accordingly for each aspect. Not including "Material in Addition to Text and Lesson Material will adversely affect your grade as specified in this grading guideline (rubric) but it is your choice to include it or not.

> ## Aspect 1 of the Course
>
> ### Discussion Based on Text and Course Material
>
> ### Material in Addition to Text and Lesson Material

Please note that the rubric applies to both your post and replies. Always make a posting and reply to the posting of another person on the discussion boards for the AQRT and case study analysis. If you use sources, cite them.

Posts are graded on a scale of 50 points and the reply to other persons is also graded on a scale of 50 points . This means that the AQRT is worth a total of 150 points (post plus 2 responses to other persons) and the case study analysis is worth 100 points.

Here is the grading rubric for the case study posts and replies to the post of another person as well as the AQRT replies to another person:

5 points= For each relationship made between the course material assigned for the week and a personal experience, something read, material from another class, etc. up to a maximum of 15 points.

35 points= Three direct and explicit references to the text or other course material.

20 points= Two direct and explicit references to the course material assigned for the week.

10 points = One direct and explicit references to the course material assigned for the week.

Autobiographical Qualitative Research Technique (AQRT) Discussion Board Posts:

50 points = A discussion with several direct and explicit reference to the text or other course material that also explicitly brings into the discussion material that is in addition to text and lesson materiel from the discussion board.

42 points =A discussion with several direct and explicit references to the text or other course material

37 points = A discussion that deals with the topic at hand but lacks direct and explicit references to the text or other course material

32 points= A discussion remotely related to the topic of the discussion or that are not very reflective.

25 points= A discussion that is not really related to the topic or not reflective.

0 points= no submission

Professor Discussion Sessions:

You must participate in one mandatory group telephone conference with the professor. These will be scheduled beginning the last half of week one in the course. Topics discussed will range from those listed in the pamphlet "Succeed at UNT" to expansion and explanations of course material.

The telephone call is worth 100 points. If you do not participate in the conference call, then you do not receive the points.

Reserve your space for one of these dates and times on the discussion board right under your professor's online office. Do it as a reply to one of the posts. Do not make a new post but rather reply to one of the posts with the date and time of participation stated. There is room for 15 students on each call.

Wednesday June 10 from 9-10 pm
Thursday June 11 from 9-10 pm
Monday June 15 from 9-10 pm
Wednesday June 17 9-10 pm

Exams**:**

There will be a timed mid-term exam with 20 short answer essay questions worth 10 points each at the beginning of week three in the course. .

The comprehensive final exam is worth 300 point and will be an essay exam.

Annotated Bibliography

Students will develop an annotated bibliography of four professional journal articles for each week of the course. The articles must relate to a topic from the weekly reading assignments in the text. The web site for accessing the article must be included in the bibliographic citation. Here is an excellent guide for preparing you annotated bibliography:

http://guides.library.cornell.edu/annotatedbibliography

The format of the citations in the annotated bibliography are required to be in APA format. A good resource on APA guidelines is found here: http://owl.english.purdue.edu/owl/resource/560/01/.

The annotated bibliography is worth 100 points a week and one is assigned each week of the course.

Course Writing:

All writing must utilize the American Psychological Association (APA) Style Guidelines. A good resource on APA guidelines is found here: http://owl.english.purdue.edu/owl/resource/560/01/.

Use these guidelines for writing the Reflective Essay and citing references. Also use them for other writing in the course such as on the discussion boards. .

Course Grades:

Grades are based on a percentage breakdown of the total points earned in the course as follows:

Evaluation Procedures	Total Points
Professor Discussion Session	**100**
Autobiographical Qualitative Research Technique (AQRT)	**750**
Discussion Boards (non-AQRT)	**500**
Exams	**500**
Annotated Bibliographies	**500**
Total Points	**2,350**

Grade equivalents are determined by the percentage of total points in the course as follows:

Letter Grade	Percentage of total points
A	100-90
B	89-80
C	79-70
D	69-60
F	59 & below

TECHNICAL REQUIREMENTS / ASSISTANCE

The following information is provided to assist you in preparation for the technological aspect of the course.

Hardware and software necessary to use Bb Learn: http://www.unt.edu/helpdesk/bblearn/
Browser requirements: http://kb.blackboard.com/pages/viewpage.action?pageId=84639794
Computer and Internet Literacy:
http://clt.odu.edu/oso/index.php?src=pe_comp_lit Necessary plug-ins:
http://goo.gl/1lsVF Internet Access with compatible web browser
Headset/Microphone (if required for synchronous chats) Word Processor
[Other related hardware or software necessary for the course]

Minimum Technical Skills Needed:
Examples include:

Using the learning management system
Using email with attachments
Creating and submitting files in commonly used word processing program formats
Copying and pasting
Downloading and installing software
Using spreadsheet programs

ACCESS & NAVIGATION

Access and Log in Information
This course was developed and will be facilitated utilizing the University of North Texas' Learning Management System, Blackboard Learn. To get started with the course, please go to:
https://learn.unt.edu

You will need your EUID and password to log in to the course. If you do not know your EUID or have forgotten your password, please go to: http://ams.unt.edu.

Student Resources

As a student, you will have access to:

- Student Orientation via Blackboard Learn. It is recommended that you become familiar with the tools and tutorials within the Orientation to better equip you in navigating the course.
- Blackboard's On Demand Learning Center for Students and Blackboard Help for Students. It is recommended that you become familiar with the tools and tutorials to better equip you to navigate the course.
- The publisher of the Northouse text provides Sage edge at this web site: edge.sagepub.com/nothouseintrp3e. The site includes eflashcards on key concepts, quizzes to asses mastery of material, video and audio resources, access to full-text journal articles, and other useful materail.

Being a Successful Online Student

What makes a successful online student:

http://www.ion.uillinois.edu/resources/tutorials/pedagogy/StudentProfile.asp Self evaluation for potential online students:
http://www.ion.uillinois.edu/resources/tutorials/pedagogy/selfEval.asp
Succeess at UNT :
https://success.unt.edu/succeed-at-unt?

Student Support
The University of North Texas provides student technical support in the use of Blackboard and supported resources. The student help desk may be reached at:
Email: helpdesk@unt.edu
Phone: 940.565-2324
 In Person: Sage Hall, Room 130
  Regular hours are maintained to provide support to students. Please refer to the website (http://www.unt.edu/helpdesk/hours.htm) for updated hours.

Course Policies:

This course will be governed by all policies in the current Faculty Handbook and the Student Guidebook of the University of North Texas.

- Students are prohibited from soliciting and /or receiving outside assistance for this class unless they have received prior approval from the instructor.

- Any and all deviations from this syllabus must be obtained from the instructor IN WRITING through the Instructor's e-mail.

- Students without acceptable reasons will not be permitted to make-up missed work.

- All students must abide by the Internet Policies and Procedures as outlined in their enrollment agreements. Please note that students may be dropped for non-attendance in this course. In this Internet class non-attendance will mean that a student has not posted any assignments by the 12th day audit or will have exceeded 3 unauthorized absences during the semester. It is the student's responsibility to watch the University official "drop" dates.

- A Notice of Unsatisfactory Progress will be sent to students who have either an attendance or grade problem by the University audit date each semester.

- Syllabus subject to change by the instructor. Students will be notified by email if this occurs.

Academic Integrity:

Academic dishonesty is defined in the UNT Policy on Student Standards for Academic Integrity. Any suspected case of Academic Dishonestly will be handled in accordance with University policy and procedures. Possible academic penalties range from a verbal or written admonition to a grade of "F" in the course. Further sanctions may apply to incidents involving major violations. You will find the policy and procedures at http://vpaa.unt.edu/academic-integrity.htm.

Student Behavior in the Classroom:

Student behavior that interferes with an instructor's ability to conduct a class or other students' opportunity to learn is unacceptable and disruptive and will not be tolerated in any instructional forum at UNT. Students engaging in unacceptable behavior will be directed to leave the classroom and the instructor may refer the student to the Center for Student Rights and Responsibilities to consider whether the student's conduct violated the Code of Student Conduct. The university's expectations for student conduct apply to all instructional forums,

including university and electronic classroom, labs, discussion groups, field trips, etc. The Code of Student Conduct can be found at www.unt.edu/csrr.

Netiquest is very important. The course asks you to follow the Core Rules of *Netiquette* from the book *Netiquette* by Virginia Shea. Please go to *www.albion.com/**netiquette**/corerules.html.*

Please note that disability accommodations are not retroactive. Accommodations will be made only after a disability is officially verified.

Course Schedule

- Below you will find the course schedule by week.

- All discussion boards, quizzes and exercises are due on the following Monday by 11:30 p.m. except the last week of the course when they are due by Friday, June 10, 2015 by 11:30 p.m.

- Professor discussion Groups will be formed through course announcements.

- Weekly material is found under Course documents.

- The mid-term and final exam will be placed is ASSINMENTS on the Blackboard platform

    - Submit your annotated bibliographies under ASSIGNMENTS

Week 1, June 8-12, 2015

Professor available on conference telephone call	June 10 & 11 at 9 pm. Reservations on discussion board under professor's on-line office Call 940-369-7186
Text Reading	McCurley & Lynch Chapters 1-3 Ellis Chapters 1, 2, 3,
Course Documents	See Week 1 folder
AQRT on discussion board	Week 1 see DISCUSSION BOARD
Case Study 1	Week1 Link found under COUSE DOCUMENTS on the Blackboard platform. Also see Week 1 Case Study on DISCUSSION BOARD
Annotated Bibliography	Week 1 Annotated Bibliography submitted under ASSIGNMENTS

Week 2, June 15-20, 2015

Professor available on conference telephone call	June 15 & 17 at 9 pm. Reservations on discussion board under professor's on-line office Call 940-369-7186
Med-term Exam (timed for 60 minutes/ 20 questions)	June 17-19 under assignments
Text Reading	McCurley & Lynch chapters 4-7

	Ellis chapters 5, 6, 7
Course Documents	See Week 2 folder
AQRT	Week 2 See DISCUSSION BOARD
Case Study 2	Week2 Link found under COUSE DOCUMENTS on the Blackboard platform. Also see Week 2 Case Study on DISCUSSION BOARD
Annotated Bibliography	Week 2 Annotated Bibliography submitted under ASSIGNMENTS

Week 3, June 22-26, 2015

Text Reading	McCurley & Lynch Chapters 8-11
Course Documents	See Week 3 folder
AQRT	Week 3 see DISCUSSION BOARD
Case Study 3	Week3 Link found under COURSE DOCUMENTS on the Blackboard platform. Also see Week 3 Case Study on DISCUSSION BOARD
Annotated Bibliography	Week 3 Annotated Bibliography submitted under ASSIGNMENTS

Week 4, June 29-July 3, 2015

Text Reading	McCurley & Lynch Chapters 12-15

	Ellis Chapters 9,10
Course documents	See Week 4 folder
CASE Study 4	Week 4 Link found under COUSE DOCUMENTS on the Blackboard platform. Also see Week 4 Case Study on DISCUSSION BOARD
Annotated Bibliography	Week 4 Annotated Bibliography submitted under ASSIGNMENTS

__Week 5, July 6-10, 2015__

Final Exam- unlimited time	Available July 7 and due July 10 at 11:30 pm
Text Reading	McCurley & Lynch Chapters 16-18 Ellis Chapters 11 & 12
Course Documents	Week 5 see folder
Case Study 5	Week 5 Link found under COUSE DOCUMENTS on the Blackboard platform. Also see Week 5 Case Study on DISCUSSION BOARD
Annotated Bibliography	Week 5 Annotated Bibliography submitted under ASSIGNMENTS

UNT POLICIES

Student Conduct and Discipline: *Student Handbook*

Please refer to the UNT Faculty Handbook or your department regarding the Student Code of Conduct Policy.

Academic Honesty Policy

Please refer to the UNT Faculty Handbook or your department regarding the Academic Policy. A sample statement may include the following:

"You are encouraged to become familiar with the University's Policy of Academic dishonesty found in the *Student Handbook*. The content of the Handbook applies to this course. Additionally, the following specific requirements will be expected in this class: (enter specific requirements). If you are in doubt regarding the requirements, please consult with me before you complete any requirements of the course."

ADA Policy

As per the Office of Disability Accommodation, a syllabus for a course SHALL include the following statement:

The University of North Texas makes reasonable academic accommodation for students with disabilities. Students seeking accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide you with an accommodation letter to be delivered to faculty to begin a private discussion regarding your specific needs in a course. You may

request accommodations at any time, however, ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Note that students must obtain a new letter of accommodation for every semester and must meet with each faculty member prior to implementation in each class. For additional information see the Office of Disability Accommodation website at http://www.unt.edu/oda. You may also contact them by phone at 940.565.4323.

Add/Drop Policy

Please refer to the UNT Faculty Handbook or your department regarding the Add/Drop Policy.

Important Notice for F-1 Students taking Distance Education Courses:

Federal Regulation

To read detailed Immigration and Customs Enforcement regulations for F-1 students taking online courses, please go to the Electronic Code of Federal Regulations website at http://www.oea.gov/index.php/links/electronic-code-of-federal-regulations. The specific portion concerning distance education courses is located at "Title 8 CFR 214.2 Paragraph (f) (6) (i) (G)" and can be found buried within this document: http://www.gpo.gov/fdsys/pkg/CFR-2012-title8-vol1/xml/CFR-2012-title8-vol1-sec214-2.xml

The paragraph reads:

(G) For F–1 students enrolled in classes for credit or classroom hours, no more than the equivalent of one class or three credits per session, term, semester, trimester, or quarter may be counted toward the full course of study requirement if the class is taken on-line or through distance education and does not require the student's physical attendance for classes, examination or other purposes integral to completion of the class. An on-line or distance education course is a course that is offered principally through the use of television, audio, or computer transmission including open broadcast, closed circuit, cable, microwave, or satellite, audio conferencing, or computer conferencing. If the F–1 student's course of study is in a language study program, no on-line or distance education classes may be considered to count toward a student's full course of study requirement.

University of North Texas Compliance

To comply with immigration regulations, an F-1 visa holder within the United States may need to engage in an on-campus experiential component for this course. This component (which must be approved in advance by the instructor) can include activities such as taking an on-campus exam, participating in an on-campus lecture or lab activity, or other on-campus experience integral to the completion of this course.

If such an on-campus activity is required, it is the student's responsibility to do the following:

(1)   Submit a written request to the instructor for an on-campus experiential component within one week of the start of the course.

(2)   Ensure that the activity on campus takes place and the instructor documents it in writing with a notice sent to the International Student and Scholar Services Office. ISSS has a form available that you may use for this purpose.

Because the decision may have serious immigration consequences, if an F-1 student is unsure about his or her need to participate in an on-campus experiential component for this course, s/he should contact the UNT International Student and Scholar Services Office (telephone 940-565-2195 or email internationaladvising@unt.edu) to get clarification before the one-week deadline.

RESOURCES

UNT Portal: http://my.unt.edu

UNT Blackboard Learn Student Resources: Technical Support: http://www.unt.edu/helpdesk/

UNT Library Information for Off-Campus Users:
http://www.library.unt.edu/services/facilities-and-systems/campus-access

UNT Computing and Information Technology Center:
http://citc.unt.edu/services-solutions/students

UNT Academic Resources for Students: http://www.unt.edu/academics.htm

Computer Labs: *[provide information if departmental labs are available for use to students*]. General access computer lab information (including locations and hours of operation) can be located at:
http://www.gacl.unt.edu/