**Volunteer Support Discussion**

Q: What is your current orientation and training plan program?

* Not much written down, so it varies. Most of the time it’s social with no real information
* June in person meeting – share a flash drive
* Some webinars
* Dropbox folder for position
* Hour long call with board; teleconference with point person

Q: What items would you like to see your affiliate develop to orient and train new volunteers and board members?

* Videos for introductions
* Give more background to affiliate and roles of each position
* Testimonials from people currently in the role
* Recruit early
* Add application to website and promote opportunities at annual meeting
* Orientation for districts
* Welcome email with resources and contact
* Schedule for all positions
* Podcast for each – get to know each other
* WebEx recordings

Q: What do you see as the biggest obstacles for developing and implementing a full orientation and training plan?

* Time
* Knowing what the board positions have done in the past
* Understanding everyone’s role currently
* Time
* Formal process
* Developing content – covering everything

Q: How do you ensure your volunteers are able to fully complete their assigned tasks in their role?

* Volunteer coordinator – past president or nominating committee
* Use May meeting to do big picture items. Fall meeting build in time to do training and plan of work
* Have a “welcome packet”
* Check in early
* Periodic check ins
* Encouragement
* Discussions on calls

Q: What ideas do you have for developing a way to evaluate volunteer resources and experiences?

* Self-evaluations for the board – expectations against performance
* Recruit to fill your position
* Use nominating committee and volunteer management
* Survey board now to see what works and what needs to change
* Say at the beginning of the year that there will be an evaluation at the end
* Add info to the website
* District scholarship fund to help with events and recruiting
* Ask for feedback annually – ask what support did you need that you didn’t receive
* Discuss/debrief on last committee conference call of year
* Self-evaluation half way through the year

**Board and Volunteer Communication**

Q: How would you describe the culture of your board? How could you improve the culture, especially for new volunteers?

* Cohesive, positive and welcoming – especially supportive of new volunteers to get them acclimated
* Positive and cohesive overall, but new volunteers sometimes feel left or have some difficulty being integrated into existing dynamic
* There are many subgroups with their own dynamic and personality which sometimes results in lack of communication and/or conflict
* The culture tends to be negative and unsupportive with each person only focusing on their own work

Q: How are you currently keeping the board informed of all of the activities the affiliate has:

* Board meetings
* Newsletters/eblasts for members
* Board updates from the President/Executive Director
* Other

Q: Does your affiliate have a volunteer agreement that outlines expectations? If so, what is included? If not, do you feel it would be helpful?

* Volunteer agreement includes expectations for:
  + Commitment to working to achieve the mission and vision
  + Fiduciary responsibility
  + Number of meetings to attend
  + Reporting on activities
  + Communication standards
  + Respect of other volunteers

Q: What systems does your affiliate have in place for volunteers to ask for support/help? How could these be improved?

Q: What items from discussion of the above questions do you feel your affiliate could put in place to help new volunteers feel more welcome and empowered?

**Committee Structure and Communication (Reporting)**

Q: How do your volunteers and committees inform the board on their activities?

* Report out at board meetings
* Board reporting forms
* Verbal updates on calls/at meetings
* Both a report ahead and verbal report out at meeting
* Email the secretary
* Document to download and fill out – send back

Q: What is your process for creating board and committee meeting reports and agendas?

* Board report is on dropbox/google drive. ED sends out an email a week before to members and follow up email. ED makes agenda
* Survey tool is used – secretary takes the lead

Q: What are any issues you have seen in your current reporting and agenda structure? How do you think your current process could be improved?

* Missing reports
* Taking names out of minutes and board reports
* Update conflict of interest
* Getting things ahead of time
* Having a set form and timeline
* Have motions listed ahead of time

Q: Are your volunteer and committee reports tied to specific goals for each role/committee? If yes, how is this achieved? If no, how do you track progress on goals?

* A template for board reports
* Everyone creates a timeline for the year – make it easy to see if goals were being met (green/yellow/red to show progress)
* Committee’s address strategic plan in reports

Q: How are goals created for each volunteer/committee?

* They don’t know what to do, so don’t have goals
* Make sure goals are clearly set – ability to make decisions w/in these parameters
* Have a breakout at the leadership retreat – work towards goals for the year – president can meet with each group
* Strategic plan/board orientation

Q: Are there any ways you feel your board could improve on how it utilizes reports and consent agendas?

* Use webinar/screen sharing for meetings so everyone sees what is being talked about
* Dropbox subscription
* Google docs w/ emails