Front Desk & Volunteer Coordinator

Introduction

At the start of the semester it was decided to give the front desk staff a larger and more organized role here at the Office for Sustainability. To implement this idea, we were all given a contract at the beginning of the semester that included a goal sheet. My sheet consisted of 3 main goals with substeps to achieve them. My overall additional responsibility was becoming the Volunteer Coordinator for the OfS and another role I took on was FYS presentations. I will be giving insight and description of these two roles as well as steps taken and feedback.

My first order of business towards being Volunteer Coordinator was to organize and improve what has been done in the past. I decided to create a new and updated list of those who have inquired about volunteering. I created said list in Excel and saved it to the Shared drive for others to be able to have access to that list. I then contacted leaders in the office to get information about volunteering opportunities affiliated with the office. After gaining some information and getting the word out that I am now in charge of this role, I was able to officially begin working. I check the office email weekly to check for new form submissions, add information to the excel sheet and then send an email response to those who have contacted us.

In regards to the FYS presentations, I am currently the only staff member on the Front Desk team that has presented it. The FYS presentation is a PowerPoint/talk presentation that is generally given to First Year Seminar classes. These students are freshman at WMU, and we focus on giving them a generally idea about sustainability including the efforts done here at the OfS. The total time for a presentation is slightly shorter than a typical one hour class period. At the end of most presentations, I answer questions, sometimes a staff member will give a tour of the office, if any of the students haven't
received a mug I distribute those out, and there is occasionally a prize that we give to the professor to give away for a question answered by a student. The endings really vary depending on presentation.

**Methods and Results**

First, a volunteer submits a form on our website and it is automatically sent to the office email. I then check the office email for these forms weekly. The information in the email is inputted into an excel sheet that I created in the Share drive. I made sure that this file is accessible for others in case volunteers are needed. In a preferred case, if volunteers were needed then they would contact me for coordination and data purposes. I would preferably like to be in the loop with things pertaining to volunteers. After the data is collected, I send an email response back, so that they sender knows that we have received their submission and have it on file (Appendix 1). Once an opportunity arises, volunteers can be contacted especially based on interests they provided in their form.

**Commentary, Reflection, Next Steps:**

First I will reflect on some difficulties and successes. I was able to successfully create a simple and solid process for my new role here at the office. Unfortunately, there has been a lack of opportunities for those seeking to get involved. Additionally, I feel a lack of connection with leadership staff to provide the type of opportunities I need for students and a lack of communication. I knew this was going to be an issue when I reached out to have small meetings and was ultimately declined the opportunity. I hope I will be able to fix this communication barrier in the future. My future hope is too have better communication as well as more opportunities for students to become involved.

Although I don't have much insight or information, I was told that I may be involved in a future ambassador program. I was informed on the following; the communications committee is slated to work on the future plans for outreach this summer in hopes that the office is going to be able to create a more formal structure for those who work with the OfS to have a united message about what we do and how people can get involved. I look forward to learning more about this.
Appendix A:

Thank you for your interest in volunteering with the Office for Sustainability. We will keep your information on file and contact you when a volunteer opportunity that matches both your interests and schedule is in our calendar.

Did you know that Student Activities and Leadership Programs and can also connect you with volunteer opportunities on campus? Follow this link to find out more: [http://wmich.edu/activities/volunteer/vops/index.html](http://wmich.edu/activities/volunteer/vops/index.html)

Regards,

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