

## Volunteer Training

Training volunteers for your College Application Campaign is not a complex task. You want to provide volunteers with enough information to be useful to you and the students but not so much as to overwhelm them. In addition to the very real assistance they can provide to ensure that your College Application Campaign event is successful, they also are likely to become college access advocates in the community.

Ideally, training should occur about one month prior to the state’s Campaign to ensure information is fresh in the minds of volunteers. These trainings can be done virtually through a webinar or through a face-to-face gathering. Some states have also done a short video tutorial available on their College Application Campaign’s website that volunteers can watch at their convenience.

Below is a recommended list of topics to cover during a volunteer training. The list is not exhaustive and any items your state believes are necessary to implementing a successful volunteer initiative should be added.

Topics to discuss during a volunteer training session:

* What is the American College Application Campaign? Provide details on the national initiative and specifics on your state’s Campaign initiative. What is the goal?
* What does a College Application event look like at a high school?
* What is the role of a College Application Campaign volunteer?
* How do volunteers determine what schools need volunteers and how do volunteers sign up for a volunteer opportunity? If any schools/districts in your state require a background check for non-school personnel to work with students on campus, be sure to include that information here and ask volunteers to contact the school(s) they will be working with to complete any necessary procedures prior to the event.
* Volunteers need to leave college and university preferences at the door!
* Engaging in Campaign efforts outside of volunteer tasks such as social media, pep rallies, spirit weeks, and national ACAC #WhyApply Day on September 20, 2019.
* Questions and answers

**Volunteer Training – Agenda Template**

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State coordinators and host sites are not required to provide a volunteer training. It is up to each state and host site based on whom you have selected as volunteers and if they feel comfortable with the tasks you are expecting them to complete. You can provide training as a short face-to-face gathering up to a month before the event or as soon as a week before the event or the day of the event. If a school requires a background check for non-school personnel to work with students on campus, be sure to handle this requirement prior to the training.

1. Welcome and Thank You!

* Have all volunteers sign in and provide you with name, phone number(s), and address (you will need the address later when you send a follow-up thank you note)

1. Purpose of American College Application Campaign and [insert state campaign]

* To encourage and assist all students to apply to college, especially those who are from low-income and first generation college families, because applying to college will increase their options as they decide what to do after high school.
* To provide additional information to students about the college-going process.
* To reinforce a college-going culture in the community.
* This is not a recruitment activity for a specific school. If a volunteer has a strong relationship (or love) for a particular school, it is important to leave it at the door.
* [insert additional state goals]

1. College Application Campaign Event Logistics

* Provide a short tour of the school highlighting where the event will be held, principal’s office, facilities they may use or go into and those that they should not
* Dates and times College Application Campaign events will be held at the school
* Times that volunteers are expected to be available (it is strongly recommended that they are asked to arrive 15-30 minutes prior to the start of the event)
* Assign tasks to be done by volunteers
* Review FAQs

1. Engagement Before/After Event
   * Remind volunteers of pre- and post-event opportunities like pep rallies and FAFSA complete events.
   * Share social media strategy and encourage their use of hashtags and participation.
   * Participate in national ACAC #WhyApply Day on Friday, September 20 to kick off college application season.
2. Questions?
3. Thank you!

**Volunteer Reference Guide**

[High School Name]

Thank you for volunteering your time and enthusiasm for [Name of State’s ACAC Program] at [High School Name]! On [Date(s)], all graduating seniors will be encouraged to apply to college, if they have not already done so. [Name of State’s ACAC Program] is possible due to the collaborative efforts of the administration, faculty, and staff at [High School Name], as well as our students, their families, and volunteers like you from across the community. We appreciate your commitment to making college a reality for our students. Please use this reference guide to familiarize yourself with the logistical information for [High School Name]’s [Name of State’s ACAC Program].

**Logistical Information for [High School Name]:**

[High School Name] Site Coordinator

[Name], [Title], [Email and/or Phone Number]

**Parking**

[Provide information here regarding where volunteers can park (usually visitor parking) and where it is located. What should volunteers do if that parking is full?] Upon entering the school, please go to [location] to check-in.

**Event times/Shift times** [What time and date will the volunteer be working at your school?] Please plan to arrive 15-30 minutes prior to the start of your volunteer shift.

**Assignment Location**

Students will be filling out applications in the [location].

**Appropriate Attire**

We ask that volunteers please come dressed in [type of attire] attire.

**Breaks**

[If needed, when will breaks be given?]

**Options for Lunch**

[If hosting near lunch, what are lunch options for your volunteers?]

**Contingency Plans**

[What should volunteers do if school is delayed and/or cancelled?]

**Location of Restrooms**

[Where are the restrooms that volunteers should use on the day of the event?]

**Contact information for volunteer questions on day of event**

For questions on the day of event, please call [contact] at [phone number].

**Directions**

[Name of High School] is located at [Address]