

**Overview of Volunteer Administration — Ivan Scheier,
Tim Fautsko, Vol. Ed. 10-3c**

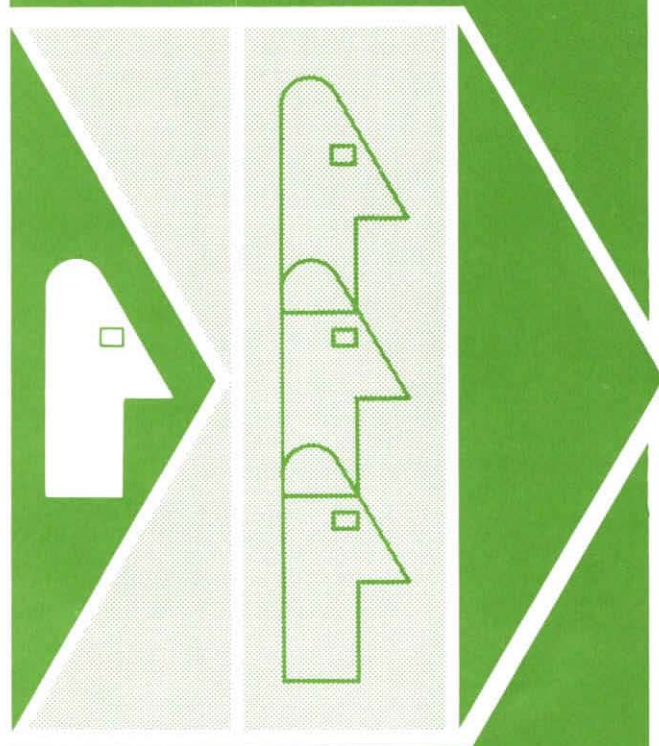
This course provides an introduction to the many facets of volunteer program administration. The problems and responsibilities faced by the director are considered in a practical, straightforward manner. Course topics include such areas as line staff support; recruiting and screening volunteers; funding, budgeting, and cost analysis; and communication and public relations in volunteer programs. At the end of the course the student is directed to integrate and assimilate the course material into actual program planning.

Scheier, **Guidelines and Standards for the Use of Volunteers in Correctional Programs** (National Technical Information Service, 1972), \$11.75.

Scheier, **Orienting Staff to Volunteers: A Guidebook** (The National Information Center on Volunteerism, Frontier Series, 1972), \$9.35.

Course fee: \$90.

VOLUNTEER MANAGEMENT CERTIFICATION PROGRAM



Sponsored by the
University of Colorado at Boulder
Division of Continuing Education
Center for Conferences and
Management/Technical Programs

Program Structure

Workshops

First Level On-Campus Workshop, Vol. Ed. 14-3c

This workshop on the Boulder campus of the University of Colorado is offered in the summer. A brochure giving full details for registration, course content, and certification requirements will be sent to those on our mailing list prior to the workshop. See the *Advanced Level Workshop* for information on the mailing list.

Course fee: Approximately \$110. (Cost may vary from year to year.)

Advanced Level Intensive On-Campus Workshop

This workshop is held on the Boulder campus in February. Participation is limited to those who have attended the First Level Workshop or who have three or more years of experience in volunteer management. A brochure giving full details for registration, course content, and certification requirements will be sent to those on our mailing list prior to the workshop.

Course fee: Approximately \$110. (Cost may vary from year to year.)

Brochure requests for either workshop may be sent to Volunteer Management Certification Program, University of Colorado at Boulder, Division of Continuing Education, 970 Aurora Ave., Boulder, Colorado 80302.

Course Offerings

You will learn task-related skills in important volunteer management concepts. Each course has been designed to provide pragmatic, useful information widely considered important to successful volunteer management.

Effective Management of Volunteer Programs — Marlene Wilson, Vol. Ed. 12-3c

Examines some of the vast changes that are occurring in the field of volunteerism and the implications of these changes for the skills and training of the manager of volunteer programs. Topics include role of manager, motivation, organizational climate, planning and evaluation, creative job design, interviewing and placing volunteers, communication, and training. The best tools of management practice and research will be presented for adaptation to the challenging field of volunteer administration.

Wilson, *The Effective Management of Volunteer Programs* (Volunteer Management Associates, 1976), \$6.

Course fee: \$90.

People Approaches to Basic Volunteer Program Functions — Ivan Scheier, Vol. Ed. 18-3c

Based on the People Approach, that is, make the minimum difference in what people want to do and can do, which has the maximum positive impact on other people, the course will cover practical methods for volunteer job design, recruiting, retention, volunteer-staff relations, and resource networking. The Basic Feedback System, which describes and applies a relatively simple system for assessment of agency-related volunteer programs, will also be covered.

Available summer 1979, this course will replace *Overview of Volunteer Administration*, Vol. Ed. 10-3c. *Overview of Volunteer Administration* will continue to be available as an elective.

Scheier, *People Approach: Nine New Strategies for Citizen Volunteer Involvement*, \$5.55

Reigel, *Basic Feedback System: A Self-Assessment Process for Volunteer Programs*, \$4.50.

The third required course will deal with training. This course is currently being prepared and should be available Fall 1979.

Field Study

Field Problem: Research on Individual Volunteer Organization, Vol. Ed. 16-3c.

It is suggested that you wait to complete the field project until after you have taken all of the required course work. This course requires the ability to summarize or make a synopsis of all course work required for certification.

Course fee: \$120. (Increased cost due to increased commitment from grader.)

Electives

You may choose two electives from two separate areas from the lower division courses available through Independent Study at the University of Colorado (Center for Lifelong Learning) or at your local college or university. These electives should deal directly with your professional responsibilities (or anticipated responsibilities) and may be selected from any two separate areas in the following fields: business administration, business law, accounting, office management, communication, psychology, or sociology. Any elective courses which you are planning to use for certification must be approved in advance by the Volunteer Management Certification Program.

Volunteer Management Certification Program

One of the fastest growing and most dynamic work forces in the country is greatly in need of qualified leadership. At present, 60 to 70 million Americans do volunteer work. The task of supervising such a variety of workers has put enormous demands on volunteer administrators.

The Volunteer Management Certification Program, a pioneer in the field, has been designed to provide volunteer administrators with management and training skills related to their daily work. It presents methods for better utilization of volunteer talents, improved services, and certified recognition of volunteer administration as a profession.

The program is composed of six required courses and two electives. It is designed specifically for persons actively engaged in the administration and direction of volunteer programs and for those who aspire to administrative positions.

If you are interested in this program, you may enroll by making application. There are no special prerequisites. You should be capable of and willing to do primarily upper-division university-level work. You need not be working toward certification.

The program is sponsored by the University of Colorado, Division of Continuing Education, and administered by the Center for Conferences and Management/Technical Programs. The following organizations have provided staff and consultants for the development of the Volunteer Management Certification Program: National Center for Voluntary Action; National Information Center on Volunteerism, Inc.; and Volunteer and Information Center of Boulder County.

The Association for Administration of Volunteer Services accepts attendance at these workshops and/or enrollment in these courses as partial fulfillment of the requirements necessary to qualify as a Certified Administrator of Volunteer Services, or for recertification.

The Center for Conferences and Management/Technical Programs has been formed by the consolidation of the Bureau of Conferences and Institutes with the Center for Management and Technical Programs, its sister organization at the University of Colorado at Boulder.

The University of Colorado at Boulder is an affirmative action/equal opportunity employer and institution.

General Information

Requirements

This program is composed of six required courses and two electives. *The required courses consist of three independent study (correspondence) core courses, two intensive seminar workshops, and an independent field problem.* You may choose the two electives from lower division courses available through *Independent Study at the University of Colorado (Center for Lifelong Learning)* or at your local college or university. Electives should be in the areas of business administration, business law, accounting, office management, communication, psychology, or sociology courses. Electives should relate directly with your anticipated professional responsibilities. *Any elective courses which you are planning to use for certification must be approved in advance by the University of Colorado.*

Certification

Attendance awards are given for each workshop.

A Volunteer Management Certificate is awarded by the Division of Continuing Education upon completion of all program requirements with a grade of C or better.

Credit

You will receive certification credit for the courses offered by this program.

If you intend to transfer a course to your degree program at another university or college, you should obtain prior approval from the appropriate institutional official before enrolling.

CEUs (Continuing Education Units) are available for all courses upon request. CEUs are not academic credit. Some organizations, however, accept CEUs as a measure of certification of skills.

If you have completed equivalent course work at another university or college, you may petition the Volunteer Management Certification Program Advisory Committee for substitution toward this program. Requests to use courses previously taken must include an official transcript showing a grade of C or better and must be accompanied by a course description from the appropriate college or university bulletin. Requests should be in writing and addressed to Volunteer Management Certification Program, University of Colorado at Boulder, Conservatory 106, 970 Aurora Ave., Boulder, Colorado 80302.

Group Study

If five or more people are interested in studying a course as a group, special arrangements may be made for Group Study. For further details please contact the Volunteer Management Certification Program office.

Registration

You may register for a course at any time, with the exception of the two intensive workshops. To register for courses simply complete the registration form and mail it with a check or money order for the full amount of the fee to Volunteer Management Certification Program, University of Colorado at Boulder, Division of Continuing Education, 970 Aurora Ave., Boulder, Colorado 80302. Make all checks payable to the University of Colorado. Telephone (303) 492-5141.

Refunds and Transfers

Requests for refunds may be made, in writing, to the Volunteer Management Certification Program within 40 days of the date of registration. Unless the VMCP office has been informed with 40 days of the registration date that course materials have not been received, a refund cannot be authorized on the basis of failure to receive course materials. Although no refund may be granted after 40 days, you may request to transfer from one correspondence course to another. An administrative fee of \$8 will be assessed for all refunds and transfers. In addition, a \$3 fee will be charged for each lesson which has been processed.

Time Limits

Each correspondence course is designed to require as much study time as a 3-semester-hour college course. However, correspondence study does allow you to work at your own pace, beginning a course at any time and working as rapidly as your own schedule allows. *You have nine months to complete a course*; overseas students are granted two years. If more time is required, a three-month extension may be obtained upon payment of the \$10 extension fee.

Textbooks

You may purchase your textbooks from the University of Colorado Book Center. Textbooks are listed below course descriptions. All prices include insurance and shipping charges except when air mail service is requested.

1. Complete the book order form; *include the course number and title*. List each book separately by author, title, publisher, and price. Print your name and the address where books are to be sent.
2. Send the book order form and a check for the total cost of the textbooks to the University of Colorado Book Center, UMC 10, Boulder, Colorado 80309. (Make check payable to the University of Colorado *separately* from the course fee.)

Faculty

Marlene Wilson

Author of the well-known book, *Effective Management of Volunteer Programs*, Marlene has a wide practical background in the field of administration of volunteer programs. When she was director of the Volunteer and Information Center of Boulder County, she organized a comprehensive program of volunteer recruitment, screening, and referral, as well as information services. She received her B.A. in psychology from Concordia College, Moorhead, Minnesota. For postgraduate training, she served as psychiatric aide at the Institute of Living, a private mental hospital in Hartford, Connecticut. Marlene's reputation as an authority on the management of volunteer programs has placed her in demand as a speaker for a variety of organizations throughout the country. She has served as faculty director for 12 national workshops sponsored by the University of Colorado. She presently is editor-in-chief of the *Volunteer Administration Journal*.

Ivan Scheier

Presently serving as president of the National Information Center on Volunteerism, Ivan created NICOV from a local juvenile court program in 1966. He brings to the field of volunteer management a rich background of extensive training in psychology, and six years as trainer, evaluator, and consultant to volunteer managers. Due to his reputation as an outstanding authority on all aspects of volunteer organizations, Ivan has received invitations throughout the world to serve as consultant and trainer. He was educated at Union College, Harvard University, and McGill University, where he received his Ph.D. in psychology and taught. He has written over 100 publications, including nine books, five of which are on volunteering and volunteer leadership. Samples include *Serving Youth as Volunteers*, 1971; *People Approach: Nine New Strategies for Citizen Volunteer Involvement*, 1977; and *Winning With Staff: A New Look at Staff Support for Volunteers*, 1978.

Tim Fautsko

Tim served from 1972 to 1976 as director of Training for the National Information Center on Volunteerism. He has written over 30 articles, booklets, and national reports on volunteerism as well as two recent books: *How to Make the Best Decisions of Your Life*, 1978, and *Solving Problems in Meetings*, 1978. He received his B.A. from Walsh College, Canton, Ohio, in 1967 and his M.H.S. (Masters of Human Services) from the University of Colorado in 1972. He is currently employed as a criminal courts administrator and operates Training Systems Design and Associates.