

that would change the focus of Title I funding in the future: There would be more emphasis on continuing education and less on community service. But there may be more funds in the areas of aging and the handicapped so programs addressing education for volunteers and volunteer directors in these fields may be successful in seeking funding. There are many different kinds of funding sources, however, and Title I of the Higher Education Act of

1965 is only one source.

The Institute for Volunteerism was a daring experiment, conceived and expanded with vision and energy. Although it now seems to have momentum of its own, in reality its forward movement is only possible because of the efforts of the staff of the Community Services Center of the Community College of Allegheny County, the Volunteer Action Center of Pittsburgh, and the many people from many agencies in

Pittsburgh who have helped design courses to meet the needs of volunteers and managers of volunteers.

For a complete report of the 73 programs that served 2,309 people through the Community College of Allegheny County's Title I project, write the Institute for Volunteerism, Community College of Allegheny County, Center-North, Community Services Center, 111 Pines Plaza, 1130 Perry Highway, Pittsburgh, PA 15237.

# How to Set Up a University Course on Volunteer Management—Step by Step

By Margery Stich

**I**N 1977 A STEERING COMMITTEE OF VOLUNTEER professionals in New Orleans approached Tulane University's Continuing Education Program-School of Social Work with the idea of jointly establishing a series of courses in volunteer management. The result was a two-part series, sponsored by the New Orleans Section, National Council of Jewish Women, Volunteers in Government of Responsibility (VIGOR), Volunteer and Information Agency and Tulane's School of Social Work, that took place during the 1977-78 academic year.

Part One, "The Direction and Involvement of Today's Volunteers," consisted of nine weekly three-hour sessions, conducted in Tulane's School of Social Work Build-

ing. Each week a new set of speakers with different backgrounds presented a new topic. Participants explored such subjects as "A New Look at Volunteerism," "Tools and Techniques for Keeping Today's Volunteers," and "Leadership and Group Relationships."

Part Two, billed as "The First Advanced Course in Volunteer Management," took the form of a four-day comprehensive workshop on training, supervision and evaluation of volunteers and volunteer programs.

Both series were limited to thirty paid or volunteer workers, who were required to have a minimum of two years' experience as a volunteer administrator. Each participant who satisfactorily completed the courses received a certificate for each part, indicating course and Continuing Education Units (CEUs) earned (three per series).

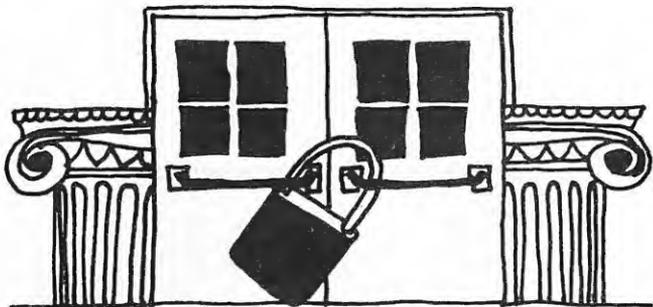
The tuition was \$45 for the first part and \$80 for the workshop that followed. The New Orleans Section of the NCJW offered a limited number of scholarships.

How it all happened is what Margery Stich, volunteer coordinator of the first series, describes in this step-by-step guide. Stich, who was assisted by VOLUNTEER

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*Margery Stich was the course coordinator for the first volunteer management course at Tulane University. She's a former board member of the National Center for Voluntary Action (now VOLUNTEER), and her broad-based activism in the field of volunteerism was the subject of VAL's first Volunteer Leader Interview in the spring 1979 issue.*

board member Diana Lewis, stresses that the most important detail "is to gather together a truly broad-based planning group from the community. This means representatives from the traditional voluntary agencies and organizations as well as from the newer volunteer projects, such as rape crisis centers, drug counseling programs, various hotlines, must work together with representatives of higher education institutions to forge a successful course on volunteer program management."



## The Facts of the Matter

**Fact:** There is growing concern over the lack of opportunities in higher education nationwide for offering educational components and training tools to those who wish to or do administer volunteer programs.

**Fact:** The position of volunteer coordinator is often too low in agency priorities, both in program and personnel. This role frequently is thrust on a staff member with responsibilities in another area, thus giving back-burner status to volunteers and the volunteer administrator.

**Fact:** A growing lack of individual citizen commitment to others has had a damaging effect on volunteer programs everywhere. We have indeed lived through the "Me" decade, to the detriment of volunteerism generally.

**Fact:** An increasing majority of potential volunteer workers are turning to career-oriented pursuits.

**Fact:** University deans and faculty have not been aware of the ultimate dividends for building volunteer management components into curricula. If future graduate students can enter their careers with an appreciation of the valuable role of the volunteer, society will benefit immeasurably.

**Fact:** Volunteer coordinators have let it be known that they need and want professional training in their field of endeavor. Where such training is offered, classes have been oversubscribed.

These facts support the need for leadership initiative in establishing university-level courses and seminars in volunteer management. This valuable service would represent a giant step toward the professionalization of volunteerism everywhere.

The following steps, based on the successful New Orleans experience, will guide you toward the achievement of this essential goal. *Your* success at catching the imagination and concern of those community professionals you want on your "team" depends upon their involvement in the planning and implementation process *from the beginning*.

There are two ways you—as convenor—can form a coalition of developers and supporters:

**1.** You can call a half-dozen appropriate organizations together, present the facts and a general plan for a univer-

sity-based course, then invite this core group to serve as cosponsors. You can add other professionals in the voluntary field for special expertise in course development.

or

**2.** You can convene a broader-based group (20 to 30 people), representing a cross-section of agency professionals and civic group leaders who depend heavily upon volunteers for their daily operation. Ask this group to become the sponsor—the sole planners and implementers.

## Ingredients for Getting Started

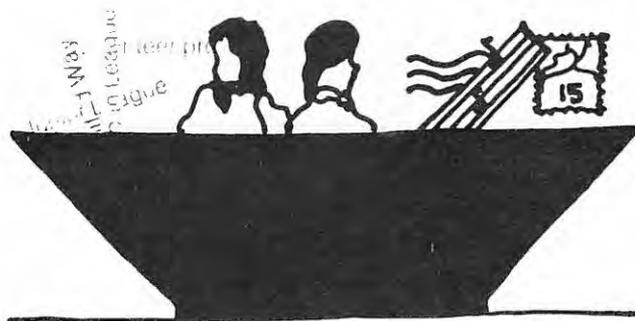
**1.** Representatives from certain key groups appear to be essential for a successful sponsor. These include the following examples or similar ones in your area:

- Local Voluntary Action Center (VAC)
- State Office on Volunteerism
- Junior League
- United Way
- Appropriate university personnel, such as school of social work faculty, continuing education department administrator
- School volunteer program
- Urban League
- Retired Senior Volunteer Program (RSVP)
- Local section, National Council of Jewish Women
- Junior Chamber of Commerce
- Major cultural groups (symphony, museum, etc.)

**2.** Select a project chair. This member should be mature and well-versed in the voluntary field (trends, realities, warning signals, and needs for professionalization in all aspects of volunteerism in today's society).

**3.** Design a carefully worded appeal for the preliminary meeting of the group. Content might point out that volunteers are scarce because:

- *We continue to utilize antiquated, amateur appeal techniques that fail in our slick commercialized world.*
- *Potential volunteers opt to spend their leisure hours in self-satisfying pursuits.*
- *Educated young women want to develop personal, documented skill banks for career purposes.*

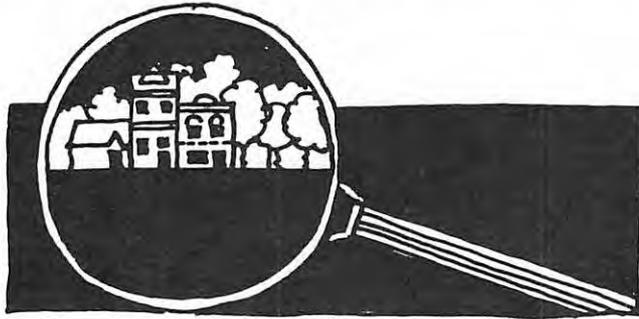


- *Volunteers often consider themselves more adept and conscientious than their "professional" supervisors.*
- *Citizen volunteers have never been in more demand, yet volunteer service has steadily lost prestige in recent times.*

For these and a score of other reasons, you request attendance at an important gathering to discuss mutual con-

cerns, plus the exploration of a unique plan to shore up volunteerism at its very foundation.

4. Enclose a self-mailer so you will know how many will attend. Follow up with reminder phone calls.



### Homework Requirements for Preliminary Meeting

1. The chairperson should investigate and determine what, if anything, is available locally in the field of volunteer management training, and should gather material on what is available elsewhere in the nation, through universities, and national voluntary organizations, including VOLUNTEER.

2. Then, carefully develop an agenda for this initial, crucial meeting.



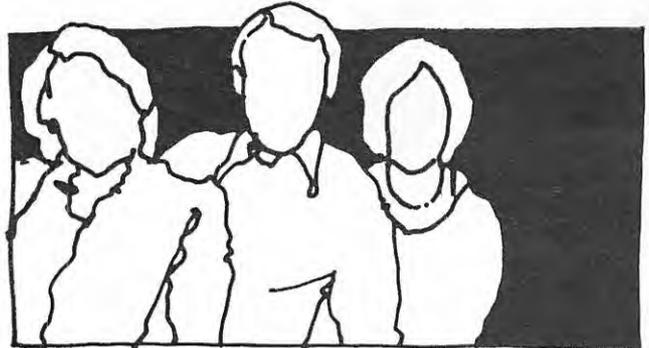
### Preliminary Meeting

1. Have participants register and give each a name tag.
2. Recruit a volunteer secretary who will take minutes and distribute them.
3. Make introductions, including each individual's voluntary affiliation.
4. Present a concise, but impressive, background of the facts, both from an historic perspective and from the grassroots point of view.
5. Distribute a general outline (include visual aids) describing the various areas of responsibility in need of attention prior to establishing a university course of study.
6. Sell the idea by identifying ways that volunteerism can gain advocates and help for programs all over town, providing the volunteer manager knows how to administer a professional program. Point out how recruitment, interviewing and placement, orientation and training, recognition, follow-up and evaluation need to be handled in a business-like, professional manner.
7. Tell them about other cities, universities and organizations that have successfully mounted such training components.

8. Involve each member of the group in a discussion to learn how each one feels about the need for such a course or series of seminars in your community. Jot down the names of others who are suggested as additional implementers.

9. Ask for consensus when discussion has reached the appropriate point. If a majority considers the need valid, then agree to coalesce into a working group as sponsors for a university course in volunteer management.

10. Set a date for a second meeting, then adjourn. (If time runs out, and consensus is not reached, set next meeting within one week to continue discussion and reach consensus.)



### Committees for Implementation of Course Concept

Committees are the heart of your sponsor group. They will do most of the work and will do it more efficiently as each focuses on one aspect of preparation for the course in volunteer management. A chairperson should be selected for each of the following committees:

**1. Course Site Committee.** If your community has more than one college or university, you may wish to visit them all to determine which is most interested in your idea and which is best suited to your needs. (In New Orleans we visited six out of eight universities. All six requested the course, but we chose Tulane University for the promised input from its graduate School of Social Work.)

You may wish to see the university president and/or deans or chairpersons of the departments of social work, continuing education, business administration, psychology, sociology. Each of these educational leaders can feed valuable insight into the planning process.

*Note:* The university campus lends an important level of prestige to the effort; yet distances may dictate that the university must travel to the students for a more central meeting place. Remember to check out parking availability of campus and public transportation accessibility.

This committee should make recommendations, based on its findings and conclusions, to the larger group.

**2. Curriculum Committee.** This committee must work the hardest and longest to draft, then refine, an initial course of study. Chances are that members of the sponsoring group are more aware of specific teaching needs than are university personnel. A list of suggested subjects with space for priority designations should be circulated by this committee to all sponsors.

The committee must first reach agreement, then recom-

mend to sponsors a consensus as to whether it wants a basic beginners' course or a course for professionals who have had several years in the field. The sponsors' group should adopt a final draft curriculum.

**3. Curriculum Consultants Committee.** After sponsoring members agree upon a curriculum, a curriculum consultants committee should make appointments to visit a variety of agencies and organizations dependent upon volunteers. Prior to its visit, the committee will send a copy of the proposed curriculum with an explanatory cover letter to each agency head and its volunteer coordinator, requesting their scrutiny and suggestions.

The on-site visit provides the opportunity for discussion on a broader front regarding need for the course and a shared critique of the planned sessions. The visitor can fill out a carefully designed questionnaire, which reflects the views of agency personnel consultants on the overall need, willingness to provide staff time to attend the course, and specifics regarding course content. This type of on-site sampling becomes its own public relations tool for the proposed course. The curriculum draft may require adjustment in its final form as a direct result of this consulting technique.

**4. Faculty Selection Committee.** Selection of faculty should focus more on individual segments of course content, than on the broad field of volunteerism. If, for example, "One-to-One Relationships" becomes a course segment, it might be beneficial to invite a behavioral scientist to share the teaching assignment with the VAC interview and referral director.

Experience has proven that certain appropriate disciplines from which to choose faculty include social work, religion, business administration, mental health, communications, advertising, psychology, volunteerism. Some of these courses have used a single instructor. In New Orleans, the first course used a variety of teachers and disciplines.

If the latter plan is adopted, bring all of the faculty members together once to meet each other and talk about their plans, so that duplication of teaching, homework assignments and class exercises is avoided. Such a gathering can be turned into a social event giving recognition to your initial faculty and providing a news story to stimulate community interest further.

**5. Funding Committee.** To insure the proper community impact, and a success story for your initial course, it is desirable to seek a grant to cover specific costs. These might include the following:

- Partial tuition for all participants.
- Full scholarships for applicants whose agencies cannot afford even partial tuition.
- A permanent library on volunteerism for this and future course participants.
- A specially designed brochure.
- A specially designed CEU (Continuing Education Unit) certificate.
- Tape recorder and tapes to record course segments.
- Travel and honorarium expenses for kick-off faculty member of national stature.
- An expense fund to cover postage, stationery and course supplies.
- Salary for *course coordinator*. This individual or team of two individuals coordinates the course by following up on

faculty attendance, preparing course materials, overseeing library loans and return of books, attending every session, setting up visual and other equipment, and keeping a running written history of the course. (New Orleans used an experienced volunteer from the sponsors' group to fill this role, which can serve as a unique growth experience.)

The New Orleans Section of the National Council of Jewish Women provided a grant for all expenses listed above.

To achieve full potential of the initial course experience, consider a selection process to accomplish these goals:

- That as many and as varied a group of organizations as possible are represented (one agency-one representative).
- That all races and ethnic groups are included.
- That paid and nonpaid professionals are included.
- That you do not mix beginners with more experienced managers. Their needs are significantly different; therefore, you must be certain to make clear in your publicity who the course is designed for.

**7. Media and Printing Committee.** A brochure should be given very special attention, pointing out in its introduction the purpose and goals of the course. It should be mailed to a broad spectrum of private and public agencies as well as civic organizations, hospitals and cultural groups that rely heavily upon volunteers. To appeal to those agencies that appear to have the greatest need for sound volunteer programs, send a separate mailing to each organization's president, executive director and volunteer coordinator. Make sure that a personal cover letter accompanies each mailing. If possible prepare them on specially printed stationery bearing the names of the individual sponsors and their professional affiliation.

Media coverage must be planned well in advance, and should include print, radio and television. Committee members should call on the important media people in person to interpret the concept and to gain special interviews with volunteers and their supervisors. Use some of your sponsors who are professionals, aware of the need and respected in the community.

Media coverage should occur shortly after the brochure has been mailed. Try to stagger the coverage so that it will appear over a number of weeks.

Allow plenty of time for agencies to respond, and for your selection committee to complete its work. Agencies that fail to respond to the mailings should be given a follow-up telephone call. (In New Orleans the first course was oversubscribed by 75 applicants, making a total of 105 applicants.)

**8. University Liaison Committee.** Once the university is chosen, a small team can work out the details with university personnel. Some of the matters to be ironed out include:

- Department or graduate school in which course will be held.
- Willingness of university to confer a certificate of Continuing Education Units (CEUs) upon participants satisfactorily completing the course. (The number of CEUs is dependent upon number of hours of course content.)
- Available and adequate space to conduct course.
- Availability of parking passes for participants' vehicles.
- Faculty teaching fees (which are included in tuition costs).

- Willingness of university to print special brochure and special certificate.
- Exploration of undergraduates auditing course for partial credit, if physical space permits.
- Ways in which university can help spread the word (through alumni publications and university newspaper).

**9. Evaluation Committee.** An evaluative process is essential to this effort. Evaluation should be available to all participants—students, faculty, university, coordinator(s). And the agency that provided released time for a staff member to attend should evaluate the course at least six months later from the perspective of how that staff member is applying what was learned to his/her work situation. In addition, the grantor should build an evaluative component into the grant. Make written evaluations available to both faculty and students at the end of each session plus a written evaluation of the total experience at the end of the course. A final session of the course can be designed to elicit verbal opinions of the experience, so that a productive evaluation discussion can result. In this case, faculty or coordinator(s) can facilitate the session, which should be recorded carefully.

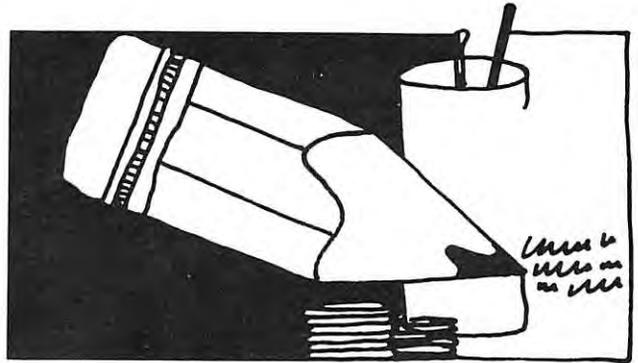
### After the Course

Following completion of the course, the coordinator should write a detailed report, then circulate it among grantor, sponsors' group, university personnel, all agencies that sent student staff members, and the students themselves. Copies of the document should be shared with those national organizations dedicated to excellence in volunteer programming.

A simple ceremony might be in order to present your

community's first certificates in volunteer management to those students who completed the course satisfactorily. (Sponsors' group and university must determine if excused absences are permitted and how many.) The students' supervisors, university president and department head, president of the grantor agency, mayor, coordinator(s), and members of the sponsors' group could attend the ceremony.

The original convenor may wish to host this ceremony, offering simple refreshments and contacting the media



once again for coverage of a successful and significant community service.

Soon after, the chairperson of the project may wish to reconvene the university personnel and sponsors' group to plan for a second course or series of courses. These can include more basics as well as some advanced techniques. Second-round plans, however, should give full weight to the majority opinions extracted from the evaluative processes.

# As You Like It – Degrees, Certificates and Other Educational Programs for Volunteer Administrators

Compiled by John Weber

*The following list contains education and training programs that will be offered during the 1980/81 "school" year. Programs are listed in alphabetical order by name of sponsoring institution in the following*

*John Weber, a graduate student at the University of Maryland, is a VAL intern for the summer.*

*categories: Post-Graduate Programs, Undergraduate Programs, Certificate Programs, Workshops/Seminars, and Courses. Please note that this is not a comprehensive list. It is very possible that you can find a similar offering in your area by checking with local colleges and your Voluntary Action Center. If not, why not start one?*

## POST-GRADUATE PROGRAMS

### **Adelphi University**

Offers: Master of Science in Adult Learning and Development from Graduate School of Arts and Sciences. Also, post-bachelorate Certificate of Management of Volunteer Services—interdisciplinary with four volunteerism courses in a 24-hour curriculum.

Contact: Dr. Jay Smith, Coordinator  
Graduate Program for Managers of Volunteer Services  
Department of Education  
Adelphi University  
Garden City, NY 11530  
(516) 248-2020 or  
(212) 347-9480

### **University of Alabama**

Offers: Graduate, undergraduate and certificate courses in volunteerism. Focus on volunteer administration in criminal justice settings. For both the student and practitioner.

Contact: Criminal Justice Department  
University of Alabama  
PO Box 6365  
University, AL 35486  
(205) 348-7795

### **California State University**

Offers: Post-graduate certificate in Administration of Volunteer Services Program. Includes 25-unit curriculum. Internship and work with policy boards and commissions. Research project.

Contact: Ms. Randy Anderson  
Dept. of Recreation and Leisure Studies  
California State University  
1250 Bellflower Blvd.  
Long Beach, CA 90840  
(213) 498-4071

**Comprehensive Community Services of Metro. Chicago**  
See listing under Certificate Programs.

### **Lindenwood Colleges**

Offers: Fully accredited, comprehensive M.A. and B.S. degrees in Administration of Nonprofit and Voluntary Organizations designed for the adult learner who works fulltime.

Contact: Lindenwood 4  
Lindenwood Colleges  
St. Charles, MO 63301  
(314) 946-6812, ext. 225  
  
Lindenwood 4  
4653 Maryland Ave  
St. Louis, MO 63108  
(314) 361-1404

### **Texas A&M University**

Offers: Graduate study in Adult and Extension Education, which is organized to maintain maximum flexibility regarding each candidate's professional interests, including volunteer administration.

Contact: Vocational, Adult and Extension Education  
College of Education  
Texas A&M University  
College Station, TX 77843

## UNDERGRADUATE PROGRAMS

### **University of Alabama**

See listing under Graduate Programs.

### **Cleveland State University**

See listing under Certificate Programs.

### **Goddard College**

Offers: B.A. in Liberal Arts with Volunteer Administration emphasis. Student must design program with advisor. Individualized program that includes semesters of 12 classroom days and five months of field experience.

Contact: Karen Stevens  
Adult Degree Program  
Admissions Office  
Goddard College  
Plainfield, VT 05667  
(802) 454-8311

### **Indiana Central College**

Offers: Two-year Associate of Science in Volunteer Administration degree.

Contact: Undergraduate Admissions  
Indiana Central College  
1400 E. Hanna Ave  
Indianapolis, IN 46227  
(317) 788-3260

### **Lindenwood Colleges**

See listing under Post-Graduate Programs.

**Michigan State University**

Offers: Undergraduate specialization in volunteer management in conjunction with major. Interdisciplinary, including core of volunteer administration and advanced instruction. Field experience.

Contact: Jane Smith

Director of Service Learning Center  
Room 26, Student Services Bldg.  
Michigan State University  
East Lansing, MI 48824  
(517) 353-4400

## CERTIFICATE PROGRAMS

**Adelphi University**

See listing under Graduate Programs.

**University of Alabama, Birmingham**

Offers: Certificate in Nonprofit Organization Administration (no credits)

Contact: Non-Credit Special Studies  
University of Alabama  
917 11th St. South  
Birmingham, AL 35294

**Boston University**

Offers: Multi-course program, cosponsored by Association for Volunteer Administration

Contact: Chris Franklin  
Camp Fire Girls  
10 Industrial Park Road  
Hingham, MA 02043

**University of California, San Diego**

Offers: Certificate program, cosponsored by Volunteer Bureau of San Diego. Class work and field experience required.

Contact: Sharon Beamer  
University Extension 001  
University of California, San Diego  
La Jolla, CA 92093  
(714) 452-3440

**Cleveland State University**

Offers: Credit and noncredit, graduate and undergraduate courses, and certificate program for directors of volunteer programs.

Contact: Department of Continuing Education  
Cleveland State University  
2344 Euclid Ave  
Cleveland, OH 44115  
(216) 687-2144

**University of Colorado**

Offers: Certificate-granting workshops in volunteerism. Individualized program includes correspondence, field study, and conferences. Two workshops: Level I (basic education) and Level II (for experienced volunteer administrators).

Contact: Debbie Cook  
Center for Conferences and Management/  
Technical Programs  
University of Colorado  
970 Aurora  
Boulder, CO 80302  
(303) 492-5141

**Community College of Allegheny County**

Offers: Institute for Volunteerism courses, workshops and conferences on volunteerism.

Contact: Community College of Allegheny County  
College Center-North  
Institute for Volunteerism  
111 Pines Plaza  
1130 Perry Highway  
Pittsburgh, PA 15237  
(412) 366-1000

**Comprehensive Community Services of Metro. Chicago**

Offers: Wide range of training events for both novice and experienced volunteer administrators in conjunction with area colleges.

Contact: George Lanegraff  
VAC Training Specialist  
Voluntary Action Center  
Comprehensive Community Services of  
Metro Chicago  
64 East Jackson  
Chicago, IL 60604  
(312) 322-0532

**University of Connecticut**

Offers: Certificate and Major Certificate in Voluntary Action. Program runs nine weeks for 27 hours. Offered in conjunction with Governors' Council for Voluntary Action.

Contact: Non-Credit Programs  
University of Connecticut  
Box 56-D  
Storrs, CT 06268  
(203) 486-3234

**Des Moines Community College**

Offers: Certificate program in Volunteer Administration. Includes both core and advanced courses.

Contact: Specialist Certificate Program Advisors  
Career Life Planning Center  
Building 6  
Des Moines Area Community College  
2006 S. Ankeny Blvd.  
Ankeny, IA 50021  
(515) 964-6361

**Gainesville, Fla. Voluntary Action Center**

Offers: Certificate program of five-topic series called "Special Skills for Special People."

Contact: Pam Fay  
Executive Director  
Voluntary Action Center  
PO Box 14561  
Gainesville, FL 32604  
(904) 378-2552

#### **Georgia State University**

Offers: Annual certificate-granting workshops on "Effective Volunteer Utilization." Advanced section offered for administrators with four years' experience.

Contact: Gerri Corbin  
College of Urban Life  
Georgia State University  
Atlanta, GA 30303  
(404) 658-3519

#### **Kalamazoo Valley Community College**

Offers: Certificate in Volunteer Administration

Contact: Kathy Devine  
Coordinator, Conference Workshops  
Extended Education Opportunity Office  
Kalamazoo Valley Community College  
6767 West O Street  
Kalamazoo, MI 49009  
(616) 372-5000

#### **Metropolitan State College**

Offers: Certificate program in volunteerism.  
Includes internship.

Contact: Community Service Development  
Metropolitan State College  
1006 11th St.  
PO Box 87  
Denver, CO 80204  
(303) 629-3267

#### **Northampton County Area Community College**

Offers: Certificate in Volunteer Administration.  
Eight hour program.

Contact: Dr. W.A. Connor  
Office of Continuing Education  
Northampton County Area Community College  
3835 Green Pond Road  
Bethlehem, PA 18017  
(215) 865-5351

#### **Pennsylvania State University**

Offers: Certificate-awarding series of one-day workshops on aspects of volunteer administration. Workshops are offered at the university's branch campuses.

Contact: Charles R. Meck  
Penn State University  
Continuing Education  
209 J. Orvis Keller Bldg.  
University Park, PA 16802  
(814) 863-0201

## **WORKSHOPS/SEMINARS**

#### **Arkansas Governor's Office on Volunteer Citizen Participation**

Offers: Seminars on volunteer administration.

Contact: Pat Ryatt  
Governor's Office on Volunteer Citizen Participation  
State Capitol  
Little Rock, AR 72201  
(501) 371-7540

#### **Ball State University**

Offers: Workshops on various aspects of volunteer administration offered in conjunction with Governor's Voluntary Action Program as cosponsors of Institute on Volunteerism. Continuing Education Units available.

Contact: Dr. John A. Fallon  
Institute for Community Education  
Ball State University  
Muncie, IN 47306  
(317) 285-6965

#### **Illinois Central College**

See listing under Courses.

#### **Mile High United Way**

Offers: Quarterly one-day workshop on volunteer management training, an introductory

course designed to present a broad overview of the important elements of a volunteer program.

Contact: Mile High United Way  
Voluntary Action Center  
1245 E. Colfax, Room 311  
Denver, CO 80218  
(303) 837-9999

#### **Minnesota Governor's Office of Volunteer Services**

Offers: Calendar of training events (workshops, seminars, etc.) throughout state

Contact: Governor's Office of Volunteer Services  
130 State Capitol  
St. Paul, MN 55155  
(612) 296-4731

#### **Oakland University**

Offers: Workshops on volunteer program administration.

Contact: Beth Segula  
Human Resources and Development Department  
Oakland University  
Walton & Squirrel Roads  
Rochester, MI 48063  
(313) 334-3967

**College of the Redwoods**

Offers: Workshops on volunteer administration  
 Contact: Dean, Community Education  
 College of the Redwoods  
 Eureka, CA 95501  
 (707) 443-8411

**United Community Services of Metropolitan Detroit**

Offers: Quarterly seminars on all aspects of volunteerism for both the novice and experienced volunteer administrator.  
 Contact: Mike Corbin  
 Volunteer Action Center

United Community Services of Metro.  
 Detroit  
 51 West Warren Ave  
 Detroit, MI 48201  
 (313) 833-0622

**Valencia Community College**

Offers: Noncredit eight-hour instructional workshop in conjunction with Orlando Voluntary Service Bureau  
 Contact: Valencia Community College  
 Student Services  
 1 West Church St.  
 Orlando, FL 32802  
 (305) 299-5000

**COURSES****University of Akron**

Offers: Course on volunteer management  
 Contact: Department of Special Programs  
 University of Akron  
 Akron, OH 44325  
 (216) 375-7111

offers in-house training experience.  
 Contact: Codirector  
 C.A.V.E.  
 2nd & Cherry Sts.  
 Chico, CA 95929  
 (916) 895-5817

**American Humanics**

American Humanics is a nonprofit voluntary corporation providing college-level education for those seeking careers as youth service administrators. Examples of courses relevant to volunteer administrators are "Voluntary Staff Development," "Funding Voluntary Agencies," "Legal Issues for Voluntary Agencies," "Community Development Education." American Humanics maintains the following campus affiliations:

Georgia State University, Atlanta, Ga.  
 High Point College, High Point, N.C.  
 Indiana Central University, Indianapolis, Ind.  
 Pace University, New York, N.Y.  
 Pepperdine University, Malibu, Calif.  
 Rockhurst College, Kansas City, Mo.  
 Salem College, Salem, W.Va.  
 Texas A&M University, College Station, Texas  
 University of Missouri, Columbia, Mo.  
 University of Northern Colorado, Greeley, Colo.  
 University of the Pacific, Stockton, Calif.  
 Contact: American Humanics  
 912 Baltimore Avenue  
 Kansas City, MO 64105

**Glendale Community College**

Offers: Courses on volunteer administration  
 Contact: Jane Werneken  
 Service Coordinate  
 Glendale Community College  
 6000 W. Olive  
 Glendale, AZ 85302  
 (602) 934-2211

**Houston Baptist University**

Offers: Continuing education courses in the area of volunteerism  
 Contact: Vivian Simon, Director  
 Continuing Education Division  
 Houston Baptist University  
 7502 Fondren Road  
 Houston, TX 77074  
 (713) 774-7661, ext. 222

**Anoka Ramsey Community College**

Offers: Courses on volunteerism  
 Contact: Anoka Ramsey Community College  
 11200 Mississippi Blvd.  
 Coon Rapids, MN 55433  
 (612) 427-2600

**Houston Community College**

Offers: Continuing education courses in the area of volunteerism  
 Contact: Monroe Neff  
 Adult and Continuing Education  
 Houston Community College  
 Business Career Center  
 2800 Main, Room 401  
 Houston, TX 77002  
 (713) 524-3050

**Community Action Volunteers in Education**

Offers: With California State University-Chico, an experiential learning program for students in social work and related fields. Also

**Humboldt State University**

Offers: Course on volunteer management  
 Contact: Office of Continuing Education  
 Humboldt State University  
 Arcata, CA 95521  
 (707) 826-3711

**Illinois Central College**

Offers: Courses on communications skills as they pertain to the volunteer. Also seminars and workshops.

Contact: Office of Continuing Education  
Illinois Central College  
East Peoria, IL 61635  
(309) 694-5538

**University of Kentucky**

Offers: Course on "Improving Management Effectiveness of Volunteer Administration"

Contact: Dr. Kenneth Pigg  
S207 Agriculture Science North  
Department of Sociology  
University of Kentucky  
Lexington, KY 40546  
(606) 257-3766

**Los Angeles Valley College**

Offers: Course on volunteer management

Contact: Los Angeles Valley College  
5800 Fulton Ave  
Van Nuys, CA 91405  
(213) 781-1200

**McLennan Community College**

Offers: Continuing education courses in the area of volunteerism

Contact: Robert K. Willis  
Dean of Continuing Education  
McLennan Community College  
1400 College Drive  
Waco, TX 76708  
(817) 756-6551, ext. 211

**North Carolina Association of Volunteer Administrators**

Offers: Information on educational opportunities for volunteer administration in North Carolina

Contact: NCAVA  
PO Box 25854  
Raleigh, NC 27611  
(919) 833-6461

**Ohio State University**

Offers: Course on "Developing a Volunteer Management System." Can be used towards certificate.

Contact: Ohio State University  
Division of Continuing Education  
Fawcett Center  
2400 Olentangy River Road  
Columbus, OH 43210  
(614) 422-8571

**Portland Community College**

Offers: Courses on volunteerism

Contact: Phyllis S. Proppe  
Executive Director  
Volunteer Bureau of Greater Portland  
718 W. Burnside  
Portland, OR 97209  
(503) 222-1355

**Sam Houston State University**

Offers: Continuing education courses in the area of volunteerism

Contact: Volunteer Coordinating Training Center  
Criminal Justice Center  
Sam Houston State University  
Huntsville, TX 77341

**San Antonio Junior College**

Offers: Continuing education courses in the area of volunteerism

Contact: Dick Thiesen  
Assistant Director of Continuing Education  
San Antonio Junior College  
1300 San Pedro Avenue  
San Antonio, TX 78284  
(512) 733-2638

**Tarrant County Junior College**

Offers: Continuing education courses in the area of volunteerism

Contact: Aubrey Sharpe  
Director of Community Services  
5301 Campus Drive  
Fort Worth, TX 76119  
(817) 336-7851

**Texas A&M University**

Offers: Courses on volunteerism

Contact: Mr. E. Rogers  
Office of Continuing Education  
Texas A&M University  
College Station, TX 77843  
(713) 845-2023

**University of Texas-Arlington**

Offers: Continuing education courses in the area of volunteerism

Contact: Lois Glasser  
Director of Continuing Education  
University of Texas at Arlington  
Arlington, TX 76019  
(817) 273-2581

**University of Texas-Austin**

Offers: Continuing education courses in the area of volunteerism

Contact: Frances Plotsky  
Program Coordinator  
University of Texas at Austin  
2507 Main Building  
Austin, TX 78712  
(512) 471-3123

**University of Texas-Dallas**

Offers: Continuing education courses in the area of volunteerism

Contact: Janet Harris  
Director of Continuing Education  
University of Texas at Dallas  
Box 688  
Richardson, TX 75080  
(214) 690-2207