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CGA Tips for Managing Volunteers

What Do Volunteers Do?

- **FAFSA Expert Volunteers:**
 - May deliver the FAFSA presentation
 - Answer questions and provide one-on-one assistance at the event
- **Other Volunteers** help with set-up, crowd management, and take-down.
Make sure you have someone who:
 - Is in charge of signage
 - Ensures tables and chairs are set up properly, including a sign-in table, and any tables at which you might be distributing materials
 - Is in charge of technology - computers and projectors often require a little extra help!
 - Computer labs (if applicable) – knows the usernames and passwords, knows how to print and what printer documents will print from, knows the URLs for the FAFSA web site and the CGA Evaluation Survey
 - Presentation (if applicable) – knows how to and sets up the laptop and projector (or DVD player), screen, cables, and microphone (if applicable).
 - Greets attendees and ensures they are signing in.
 - Can direct attendees where to go and describe event options (if you have them).
 - Is following up with attendees to complete the online CGA Evaluation after the event.
 - Will stick around to help you clean up after the event!
- Consider whom you want to be your “media contact” for the day of the event – this may be you, or you may wish to designate one of your volunteers.

What Do I Need to Do for My Volunteers?

- **Assign each one a specific role.** Volunteers feel more collected and confident when they know what they need to do, and feel that they are contributing.
- **Ensure they know what their responsibilities are.** Your volunteers will have responsibilities related to their duties, but also general responsibilities related to the fact that they are representing CGA. Volunteers will feel more comfortable knowing the ground rules. The CGA Sample Volunteer Orientation available in the Volunteer Management section of Site Coordinator Resources is a great help with this.
- **Ensure they know what others are doing.** Make sure they know whom they can direct someone to if they cannot provide immediate assistance. In addition, all volunteers should have basic information such as where the restrooms and emergency exits are.





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- **Introduce your Expert Volunteers.** If you have a presenter, this may be more formal – if you are focusing on one-on-one assistance, you still want to make sure your attendees know whom they should go to with questions.
- **Thank** your volunteers and any other individuals who supported your local CGA event.

Additional Tips

- **Prepare color-coded name tags** for your volunteers to indicate Expert Volunteers and Other Volunteers. This will help attendees know whom they can address with their FAFSA questions.
- **Calculate the right number of volunteers** – too few is hard on you, but too many is hard on the volunteers who may feel out of place. The best method of calculating how many volunteers you need is to create a list of roles and assignments that is appropriate for your site, and then evaluate how you can assign them to individuals.

