



Sample Volunteer Orientation

Covering these topics with your volunteers before the event will 1) help your volunteers feel comfortable knowing what expectations there are for them at the event, and 2) help ensure your participants get the information they need.

Role today:

- Explain to every volunteer what role you, the Site Coordinator, have assigned to them (refer to “Tips for Managing Volunteers” for ideas).
- Make sure every volunteer knows where the restrooms and exits are located.
- Let your team know to whom they should direct any media inquiries rather than attempting to address such questions on their own (this may be you as the Site Coordinator).
- All site team members should wear color-coded nametags – this helps event participants in knowing who to ask for help.
- Today, you are representatives speaking on behalf of the statewide FAFSA Time Alaska effort!
- Please help us ensure all students complete the Sign-in Sheet upon arrival, and that all families complete the online FAFSA Time Alaska Participant Evaluation before they leave. One evaluation per FAFSA filer.

When assisting students, keep in mind:

- FAFSA Experts may not complete the FAFSA (paper or online) for the families. Liability for the data must rest with the family, not with site team members.
- Site team members, other than IRS representatives, may not volunteer opinions or assistance on tax matters.
- Lenders may not market their products and schools may not recruit at a FAFSA Time Alaska event. If you see this happening, make the Site Coordinator aware ASAP.
- Student and family information provided on the sign-in and evaluation forms will only be used for the purpose of event demographics (for planning future FAFSA Time Alaska events).
- Some families may assume that since they are getting professional help, it automatically means they will receive financial aid. Remind families that eligibility is determined through the FAFSA process – FAFSA Experts are here to help with timely and correct completion of the FAFSA.

Remember – after the event:

- Remind team members of their after-event clean-up roles (if any).
- We need to ensure we treat all personal information as confidential as possible, and ensure confidential or personal information left behind accidentally (for example on FAFSA on the Web Worksheets) is disposed of properly (i.e. shredded, not simply tossed in the trash).

Thank you for your support!

