

To earn the certificate in Volunteer Management, each student is required to complete:

Six Core Courses (six hours each):

- Developing Your Volunteer Program
- Recruiting, Screening and Placing Volunteers
- Orientation and Training of Volunteers
- Leadership and Supervision of Volunteers
- Volunteer Appreciation, Recognition and Retention
- Evaluating Your Volunteer Program and Individual Volunteer Performance

And 20 hours of elective credit related to volunteer management.

Electives are available from a variety of sources including:

- Kirkwood Community College Continuing Education courses.
- Conferences or workshops.
- Events sponsored by volunteer management professional organizations such as the Iowa City Volunteer Center in Iowa City and the Leaders in Volunteerism (LIV) in Cedar Rapids.
- Work experience (up to 10 hours of work experience at the rate of one hour per year may be waived for each year of documented experience in volunteer management).
- College credit classes related to human relations.

An application for approval and completion must be submitted when all requirements are met. Applications are available from Kirkwood Community College.

Since all of the courses are complete in themselves, you may take them individually. There is no prerequisite, and courses may be taken in any sequence. You may begin working toward your certificate at any time, even though you may have missed previous terms.

CORE COURSES

DEVELOPING YOUR VOLUNTEER PROGRAM

Putting the Pieces Together

Explore ways to utilize volunteers in your agency/organization and develop a quality program that brings staff and volunteers together. This course will cover:

- Basic components of an effective volunteer program.
- Volunteer philosophy and policies.
- Job descriptions and volunteer applications.
- Volunteer manuals.
- Volunteer record-keeping system.
- Risk management process and assessment.

*Friday, Sept. 18, 2009 | 9 a.m.–4 p.m.
United Way, 1150 5th Street, Suite 266, Coralville
Section #: CBVO-115-SLI07 | Instructor: Shane Schemmel
Tuition: \$95*

RECRUITING, SCREENING AND PLACING VOLUNTEERS

Finding Them and Putting Them to Work

Learn strategies to market your program and put together a volunteer recruitment campaign. Make the most of your efforts by learning the basics to quality interviewing, screening and placing volunteers for a good fit. This course will cover:

- Marketing approach to recruitment.

- Marketing/public relations strategies.
- Planning a recruitment campaign.
- Forms and methods of recruitment.
- Volunteer screening, selection and placement as a risk management tool.

*Friday, Oct. 16, 2009 | 9 a.m.–4 p.m.
United Way, 1150 5th Street, Suite 266, Coralville
Section #: CBVO-110-SLI07 | Instructor: Patti Fields
Tuition: \$95*

ORIENTATION AND TRAINING OF VOLUNTEERS

Bringing Volunteers on Board

A quality introduction to your agency is a way to keep your volunteers active. Learn the basics for an orientation to get volunteers into your agency/organization. Explore how adults learn and examine a variety of ways to offer training for volunteers. This course will cover:

- Characteristics of adult learners.
- Components of a learning experience.
- Content areas for orientations.
- SMART learning objectives.
- Training/teaching styles.
- Orientation and training as risk management tools.

*Friday, Nov. 13, 2009 | 9 a.m.–4 p.m.
United Way, 1150 5th Street, Suite 266, Coralville
Section #: CBVO-125-SLI07 | Instructor: Shane Schemmel
Tuition: \$95*

LEADERSHIP AND SUPERVISION OF VOLUNTEERS

Leading the Way

Quality leadership makes the difference in getting the work done. Identify management styles and learn how they affect the building of a team. This course will cover:

- Organizational climate.
- Leadership characteristics and styles.
- Components of effective supervision: communication, delegation and empowerment.
- Supervision as a risk management tool.

*Friday, Feb. 12, 2010 | 9 a.m.–4 p.m.
United Way, 1150 5th Street, Suite 266, Coralville
Section #: CBVO-120-SLI07 | Instructor: Patti Fields
Tuition: \$95*

VOLUNTEER APPRECIATION, RECOGNITION AND RETENTION

The Keys to Keeping Them Happy

How do you work on retention? Learn the importance of year-round recognition and the tools to show appreciation. Discover the tools to keeping volunteers once you have them. This course will cover:

- Volunteer motivation.
- Basic principles of year-round recognition and appreciation.
- Effective, creative and meaningful ways to recognize volunteers.
- Volunteer retention strategies.

*Friday, Mar. 5, 2010 | 9 a.m.–4 p.m.
United Way, 1150 5th Street, Suite 266, Coralville
Section #: CBVO-105-SLI07 | Instructor: Patti Fields
Tuition: \$95*

EVALUATING YOUR VOLUNTEER PROGRAM AND INDIVIDUAL VOLUNTEER PERFORMANCE

Are We There Yet?

Learn to evaluate your volunteer program using an evaluation tool. Volunteers need and deserve constructive feedback. Identify the process for evaluating volunteer performance. This course will cover:

- Volunteer program evaluation.
- Volunteer performance evaluation.
- Releasing a volunteer.

*Friday, Apr. 16, 2010 | 9 a.m.–4 p.m.
United Way, 1150 5th Street, Suite 266, Coralville
Section #: CBVO-130-SLI07 | Instructor: Shane Schemmel
Tuition: \$95*

ELECTIVE COURSES

BRING YOUR VOLUNTEER PROGRAM INTO THE 21ST CENTURY



Discover What's New

Looking for ways you can use innovative, new technology within your volunteer organization? Discover some of the generational trends in volunteer programs. This course will cover:

- Electronic recruiting.
- Social networking communication.
- Virtual volunteering.

*Friday, Dec. 11, 2009 | 9 a.m.–12:30 p.m.
Room 122, Kirkwood Center for Continuing Education,
7725 Kirkwood Blvd. SW, Cedar Rapids
Section #: CBVO-135-SLI01 | Instructor: Patti Fields
Tuition: \$69*

NATIONAL VOLUNTEER TRENDS: OPTIMIZING AND ENGAGING



Discover the Non-traditional Trends

Identify and integrate the non-traditional volunteer trends including short term, spontaneous, disaster, episodic, family and day of service/call to service programs. What team building activities can you use? Take back useful information you can use and share as soon as you get back to the office.

*Friday, May 7, 2010 | 9 a.m.–12:30 p.m.
Room 122, Kirkwood Center for Continuing Education,
7725 Kirkwood Blvd. SW, Cedar Rapids
Section #: CBVO-140-SLI01 | Instructor: Shane Schemmel
Tuition: \$69*

Three Easy Ways to Register:



ONLINE: Log on to our Web site at www.kirkwood.edu/ce.



BY PHONE: Call 319-398-1022 or 1-800-332-8833 between 8 a.m. and 4:30 p.m. any weekday.



BY MAIL: Fill out the enrollment form below and mail with payment to:
Continuing Education, Kirkwood Community College
P.O. Box 2068
Cedar Rapids, IA 52406

Non-Profit Organization
 U.S. Postage Paid
 Cedar Rapids, IA
 Permit No. 94

Please register me for:

Please print

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 MasterCard, Visa or Discover Number

Expiration date ____/____/____

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Tuition Enclosed: _____

Company Billings:

Company Name _____

Address _____

City _____ State _____ Zip _____

Approved by (print name) _____

Phone _____

Approval Signature _____

Date _____

Registrations are due one week prior to the start of the class. Classes are subject to cancellation if registration is insufficient. Registration is not complete until payment is received. Seating is limited and may fill prior to deadline.



6301 Kirkwood Blvd. SW
P.O. Box 2068
Cedar Rapids, Iowa 52406

CERTIFICATE IN VOLUNTEER MANAGEMENT
 FALL 2009-SPRING 2010



KIRKWOOD COMMUNITY COLLEGE AND THE IOWA CITY VOLUNTEER CENTER PRESENTS
CERTIFICATE IN VOLUNTEER MANAGEMENT

Classes are for anyone interested in working with volunteers or volunteer programs

FALL 2009-SPRING 2010
www.kirkwood.edu/ce

