

STUDENT FEES ADVISORY COMMITTEE (SFAC)

FY2010 PROGRAM QUESTIONNAIRE

1. Please provide a one-page executive summary of your questionnaire responses. This summary should include, in brief terms: your unit's mission, how you accomplish your unit's mission, and a justification of your unit's student fee allocation in terms of benefits for students.

For the sake of tomorrow, the University of Houston Metropolitan Volunteer Program (MVP) takes action to empower the campus and community by:

- Nourishing the spirit of volunteerism
- Enhancing educational experiences
- Affirming human dignity
- Advocating equality of opportunity, and
- Striving for social justice

MVP works to achieve these objectives through education, recruitment, referral and commitment to service

We accomplish our organizational goals by:

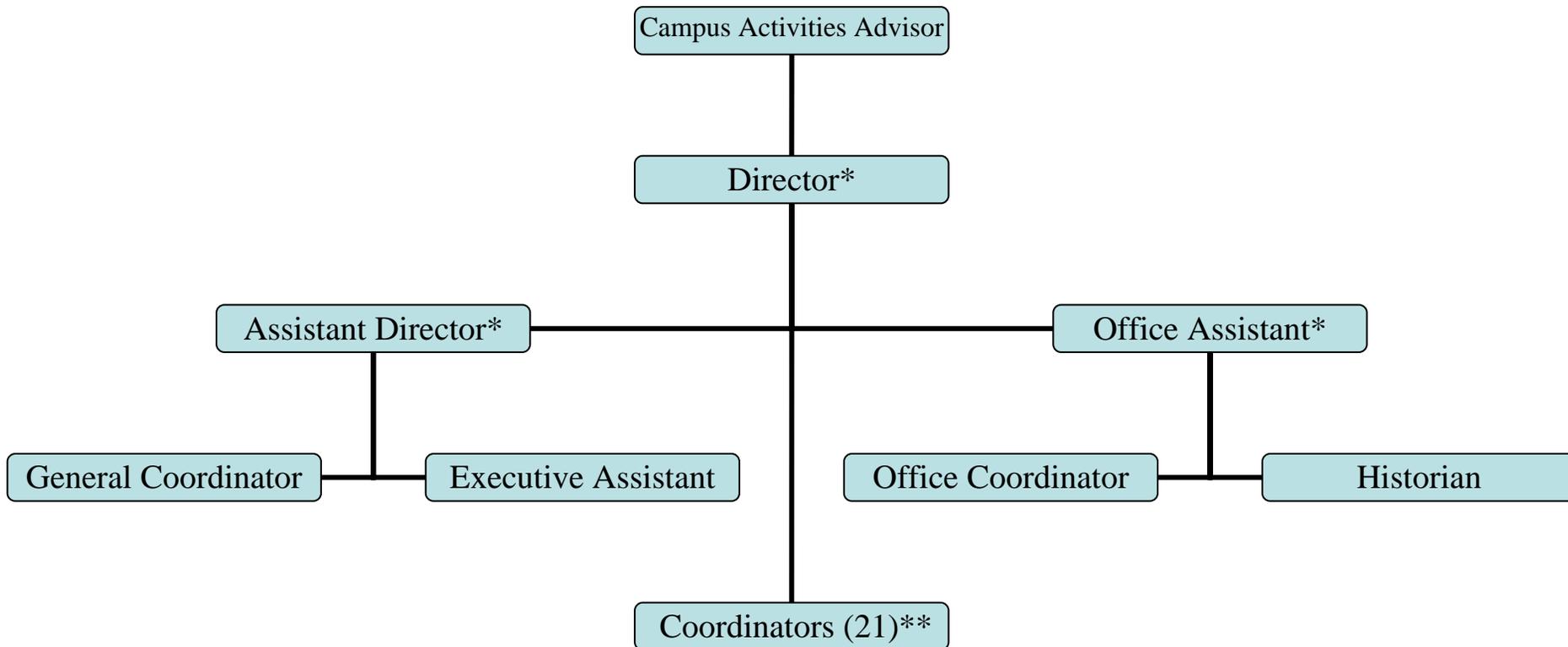
The Metropolitan Volunteer Program accomplishes our goals by linking students, faculty and staff to the Houston community through volunteerism outreach. MVP educates the student body about the importance of volunteerism through our general body informational meetings, outreach program workshops and events such as the Citizens Schools Programs, Bread of Life, and the FUUSA workshops. Additionally, through programs such as Revolution of Heroes Volunteer Fair, MVP educated UH students, faculty, and staff about the myriad of non-profit agencies and volunteer organizations that are available locally and are continuously looking for volunteers. A primary method utilized by MVP to accomplish our mission is the recruitment and retention of volunteers. This year MVP continued to focus on increasing awareness of the organization at the university and in the community through advertising, maintaining more office hours, and maintaining our involvement with student organizations, non-profit agencies, and community centers. We have enhanced the appeal of MVP to motivate students by increasing the number of MVP coordinator positions. Additionally, we used our contacts with both student and volunteer organizations to refer volunteers for events and to refer agencies to those volunteers. Our commitment to service this year entailed hosting at least two programs a month and partnering with other student organizations and departments as well as non-profit organizations outside of the University of Houston. MVP also accomplished its mission by continuing to keep updated records of service hours in the volunteer database.

MVP benefits the University of Houston and its student by:

MVP benefits the University of Houston and its students by helping the university fulfill its community service mission by encouraging students to serve in local non-profit organizations as volunteers and locating service opportunities that fit the students' needs. By acting as a volunteer

clearinghouse, MVP is a primary source of information on agencies and programs. University of Houston departments, well-known non-profit groups, and any agency needing volunteers, rely on MVP to coordinate volunteers and activities for them or for a particular event they are hosting. MVP also promotes a lifetime commitment to philanthropy, service, and volunteerism among students. The Metropolitan Volunteer Program provides an effective experiential learning opportunity for students by combining classroom study with co-curricular, leadership, and internship experiences, while enhancing the public image of the university by showing our strong commitment to community service and the betterment of society.

2. Provide an organization chart of your unit. Large units may need to have an overview chart and then more specific charts for each program. Where you have multiple staff in the same position (e.g. counselor, custodian, etc), note this on your chart. Student employees should be cited on the chart and identified as students.



*Compensated Positions

** Environmental, Residential Life, Children and Youth, Arts and Culture, Religion, Public Relations/ Marketing, Tech Media, Special Events, Health, Nutrition and Fitness, Education and Literacy, Family Issues, Social Justice, After-School Program, Senior Citizens

3. List the objectives that you provided with your 2008-2009 SFAC request. Please comment on your success in achieving these objectives. If an objective changed during the year, please note this and explain. Also, list any new objectives, the rationale for the addition, and comment on your success in achieving these objectives.

Objective: To become a premier student organization on the University of Houston campus.

Achieved/On-going

MVP increased the involvement of University of Houston students by providing more volunteer opportunities on campus and in the community. MVP increased awareness of MVP among students, faculty, and staff. MVP had over 400 students sign up to join the organization since June 2008. MVP maintained high quality service programming for both the university and the city. MVP increased the number of coordinators and has added new positions which included executive assistant, historian, general coordinator, and office coordinator since the organization has grown tremendously over the year.

Objective: Start a new after-school mentoring program with children of all ages and backgrounds.

Achieved

Partnered with Citizens Schools, which is a growing national network of after-school education programs for students in the middle grades (6th, 7th and 8th), the program complement classroom learning by engaging students in hands-on learning projects led volunteers. Volunteers who participated in the program developed and lead a hands-on learning project in their field of expertise. They led a small team of middle school students once a week for 10 weeks. The program is supported by a Citizen Schools trained educator.

Objective: Increase training for new MVP Staff.

Achieved

The month of May is transition month for MVP. MVP's new staff will work with the outgoing staff on procedures, contacts, and goals that are in process. With this process, incoming MVP staff will have the insight about the organization. We keep all documents and training materials filed for future reference about the organization and specific events. MVP holds monthly meetings for coordinators which include information to help the staff to continue to grow and learn. MVP held a retreat for MVP coordinators that included team building activities and they learned more about the organization and their position.

Objective: Host a large scale volunteer event throughout the City of Houston with UH students as volunteers.

Achieved

MVP hosted the 2nd Annual Homecoming Rock the Block community clean-up in November 2008. The event is one of the largest on-campus community service projects. The service entailed groups of volunteers dispersing to clean up and beautify the University of Houston's surrounding streets, including Scott, Elgin, Cullen, and Wheeler.

MVP **partnered** with Rice University and University of Houston-Downtown on November 22, 2008 for the Salvation's Army Secret Santa Warehouse event. The event was a kick off for the upcoming spring

collaboration. MVP worked with volunteer departments for UH Downtown and Rice University. MVP had 45 University of Houston students participate and over 150 students in all.

Objective: Conduct an educational workshop series relating to volunteerism and the non-profit field.

On-going

MVP is in the process of contacting non-profit entrepreneurs to speak at workshops for MVP Week in February 2009. We have current employees at various agencies present information about their field and how students can work in the non-profit sector. In spring 2009 MVP will partner with various community agencies and student organizations to present workshops relating to volunteerism.

Objective: Create a health and medical oriented annual program.

On-going

During MVP week 2009 we will provide various health screenings including a blood drive, nerve screening, and a stress test that will be free for students. MVP will partner with the Student Health Center on providing additional free tests for students.

Objective: Implement greater rewards for volunteers demonstrating excellence in community service.

On-going

MVP provides graduation stoles for students who have completed 100 hours of service. MVP honors outstanding volunteers on our website and weekly newsletters. We also present the Floyd Jacobson Award at the Annual Campus Leaders Reception and Award Ceremony to the individual student leader that has the most community service. We also present an award to the student organization with the most community service. At the Order of Omega Greek Awards Ceremony we present awards to the fraternity and sorority with the most community service hours.

Objective: Creation of MVP foundation status to elicit more funds and donations.

Revisit. Spring 2009

MVP has not worked with Student Affairs staff on the process of creating a foundation status. MVP is currently in the process of researching to become foundation status to elicit more funds and donations. MVP will continue to develop the organization and increase awareness before continuing to this step. We will revisit this goal in Spring 2009.

Objective: Create a volunteer abroad program.

Revisit. Spring 2009

At this time we currently have not created a study abroad program for the mandatory service requirement in order for students to receive credit. This was a goal of the previous MVP administration. We will revisit this goal in Spring 2009.

4. Please discuss the means that you are utilizing to evaluate both your success in achieving the aforementioned objectives and their importance as compared to other objectives that you might pursue. Where data exist, discuss the number of persons served by each of your programs and the satisfaction level of those served. Please provide the method for collecting these data.

Volunteer Information

MVP strives to evaluate the success of the program by keeping records of accomplishments and soliciting feedback from program participants. To document service hours, we have publicized our service reports and created a database for entry. These forms can now be found online at the MVP website, making the documentation of these service hours easier for students. We have sign-in and sign-out sheets to track volunteer attendance and time at MVP events. We have created databases to track participation in MVP. One database that we maintain tracks community agencies that we work with. We currently have over 150 agencies and organizations in this database. Our database continues to grow daily, which contains information about all MVP volunteers. We have had over 900 students sign up since we began our new database in June 2008.

Revolution of Heroes

Our greatest periods of recruitment occur during organization fairs held during freshman and transfer orientations and periodically throughout the year. MVP held its annual Revolution of Heroes Volunteer Fair where 20 volunteer agencies informed the UH student body about volunteer opportunities in the Houston community. The event was a resounding success and many students walked away with valuable information and ideas on how to become more involved in service and in their communities. According to our records, an average of 10 students visited each volunteer agency's booth. We had 20 booths, in which we calculated approximately 200 students in attendance at the event. Additionally, feedback received on the evaluations from volunteer agencies indicated that the service organizations that participated in the fair enjoyed the event, felt they shared valuable information to students, and inquired about a spring Revolution of Heroes.

Homecoming: Rock the Block

To kick-off Homecoming 2008, MVP sponsored the 2nd Annual Community Upoar: Rock the Block 2008. This was a campus wide service project in collaboration with the Student Government Association and the Homecoming Board. For the event we had 310 students sign up, but due to the date (day after Halloween) we had approximately 188 volunteers that were dispersed to surrounding campus neighborhoods to pick up trash and beautify the streets. The students collected 122 bags of trash and six tires. After the service event, volunteers gathered for food, fun, and music during the social aspect of the service project. Since volunteers were separated into twelve groups, students had an opportunity to bond with each other and establish relationships and networks. The Daily Cougar wrote an article about the event and the Houston Chronicle arrived to take pictures.

Greek Life

MVP co-sponsored with Greek Life for their T-Shirt Exchange Welcome Back event. MVP donated 40 new and lightly worn shirts that were collected from the event to Hurricane Ike relief.

Homelessness Awareness Day

MVP sponsored a Homelessness Awareness Day where 200 peanut butter and jelly sandwiches were made for Star of Hope Mission Houston; 73 shirts, 12 jackets, 32 pants, 1 dress, 15 pairs of shoes, 2 purses, and 35 food items were donated to The Covenant House.

Rice University/University of Houston-Downtown

MVP partnered with Rice University and University of Houston-Downtown on November 22, 2008 for the Salvation's Army Secret Santa Warehouse event. The event was a kick off for upcoming spring collaboration. MVP worked with volunteer departments for UH Downtown and Rice University. MVP had 45 University of Houston students participate and over 150 students in all.

Houston Rockets All-Star Balloting Campaign

MVP partnered with the Houston Rockets on the All-Star Balloting Campaign. The volunteers enticed fans to win prizes by voting for their Houston Rockets players. This volunteer event gave MVP the opportunity to wear our MVP shirts on games nights to promote the organization and the universities commitment to volunteerism, receive Rocket prizes and attend a free game. MVP had over 30 students attend the volunteer event.

Residential Life & Housing

MVP worked with Residential Life & Housing, Freshman Year Residential Experience, Moody Tower RAs and Alpha Phi Alpha on a voter's registration drive in the Moody Tower Commons and Quadrangle OB Hall. MVP helped register 60 students to vote in the 2008 election.

MVP worked with Residential Life & Housing on hosting an innovative event called Playdate UH. Playdate was designed to bring together individuals from diverse backgrounds on the basis of playing games. Tables are set up throughout an area with games to suit any interests. Games included Connect 4, Operation, Cards, Hungry Hippos, Battleship, and Musical Chairs the Remix. Playdate promoted relationship building and gave MVP the opportunity to increase its awareness. Over 100 students were in attendance at the Playdate UH.

Student Government Association and Hurricane Relief

MVP partnered with the Student Government Association on organizing Cougar Community Response teams with student volunteers to help out at the various points of distribution (PODs) in the city of Houston. There were approximately 80 locations. Volunteers helped by providing water, ice and packaged meals to the public.

Office and Coordinator Positions Improvements

MVP has added additional coordinator positions to the organization due to the increase in participation. The positions include a general coordinator, executive assistant, office coordinator, and historian. The general coordinator has the responsibility of assisting coordinators at events and training coordinators on their positions. The executive assistant is responsible for scheduling meetings, reservations, assisting the director and assistant director on daily tasks. The office coordinator is responsible for assisting the office assistant on filing documents and paperwork, keeping the volunteer spreadsheet updated and preparing the newsletter. The historian is responsible for taking pictures for all MVP events and completing a

scrapbook for the year. With the additional non-compensated positions added we are able to provide more opportunities to the students at the University of Houston.

For our smaller events, the intimate groups of volunteers are a tremendous benefit to the students that participate because it strengthens their bond with MVP. The students that participate are very motivated to get involved and they receive a maximized benefit from the smaller group setting. In fact, many of these students take a more active role in MVP by participating in more volunteer events or in applying for coordinator positions that require a weekly five hour commitment, in which they are able to clock in and out online. Therefore, MVP fulfills its mission through nourishing the spirit of volunteerism.

Documentation

In order to document the number of students at a particular event we email students prior to the event, send out newsletters, and Facebook messages to estimate attendance and then provide a sign in sheet at the actual event to calculate attendance. We do have a survey to evaluate success which is collected after our larger events from both volunteers and non-profit agencies if applicable. MVP is currently in the process of revamping the survey to be more inclusive in order to provide more information to our benefit.

Website

MVP has made many improvements that were designed to be a more professional website to market MVP and inform students of upcoming events. Improvements included creating an appealing template with UH colors to attract volunteer members to our exciting events, customized layout with flash based countdowns to each event and flash based photo album with pictures from the current and previous years in MVP. Readily available contact information added for user friendly access for volunteers and coordinators and forms for each event and hours of volunteers and coordinators for fast check in. We have a Java based pop-up on home page with news and information and the website can be located at www.uh.edu/mvp and www.uhmvp.com. Information added to the website includes a list of all upcoming events on the homepage, calendar of events provided by Google integrated into MVP website, and a downloadable weekly newsletter on the homepage. The website is updated daily with any new information. Additional information that would be helpful to students includes a contact page with the mission statement, address, phone numbers, email addresses, and office hours. For new volunteers there are step by step instructions on how to volunteer with the Metropolitan Volunteer Program.

5. Please discuss any budget changes from your last (FY2009) SFAC request, their impact on your programs, and your reason for implementing them. SFAC recognizes that some programs did not receive the funds that they requested, that some programs were impacted by additional expenses after the conclusion of the budget cycle, and that some programs may be ahead of or behind their self-generated income projections. In addition, if your unit concluded FY2008 with a Ledger 3 Fund Equity balance, please describe the conditions which caused the fund balance.

MVP is requesting an increase in the amount of funds as the previous year. MVP concluded FY2008 with a Ledger 3 fund balance of \$7,583. First, this is a result of wages and benefits that were not utilized due to one of the compensated student workers position that was not paid because of the international work status of the student. Secondly, our staff was cost-conscious in spending towards the end of FY08 due to budget discrepancies in our ledger and the actual remaining funds. Additionally, many of MVP's aims and efforts during FY08 were at no dollar expenses such as training, informational programs, and hurricane relief drives. Please see attached base augmentation and one-time allocation request.

6. Please list your 2009-2010 objectives in priority order. Larger units may wish to group your response by subprogram. Under each objective, state the specific programs, activities, and/or services that you plan to implement to meet your objectives.

NOURISHING THE SPIRIT OF VOLUNTEERISM

To become the premier student organization on University of Houston campus

- Increase involvement of University of Houston students
- Increase awareness of MVP among students, faculty and staff
- Maintain high quality service programming for both the university and the city
- Keep accurate records of volunteer hours and volunteer agency contacts
- Continue to collaborate with other student organizations on campus
- Continue to host at least 2 events monthly
- Increase efforts to strategically recruit volunteers on campus
- Increase membership of MVP to include more volunteers that serve on a long-term basis and work to further the organization

Plan a large scale event with other universities in the Houston community.

- Work with various universities such as UH Downtown and Rice University
- Coordinate conference calls and meeting throughout the semester
- Hold at least one event per semester with partnering universities
- Maintain and develop contacts with volunteer organizations on all university and community college campuses within the Houston area

ENHANCING EDUCATIONAL EXPERIENCES

Create new MVP annual programs

- Have at least one annual program for every coordinator position.
- Host more annual programs
 - Ground Hog Shadow Day - Enriches the lives of students by acquainting them with the world of work.
 - Join Hands Day - Come together for Join Hands Day, a national event that unites young people and adults in an effort to make their neighborhoods better.
 - Make a Difference Day - Make A Difference Day is the national day of helping others, a celebration of neighbors helping neighbors. It is an annual event that takes place on the fourth Saturday of every October.
 - Martin Luther King Day - The Corporation for National Service promotes the King Holiday as a community service initiative to remember, celebrate, and organize to meet the challenge of Dr. King's philosophy on public service.
 - National Family Volunteer Day - The Points of Light Foundation and the Volunteer Center National Network call families across America to work together in volunteer service to strengthen their families, their communities, local businesses, and nonprofit agencies.
 - National Youth Service Day (NYSD) – National Youth Service Day (NYSD) is the largest service event in the world, engaging millions of young Americans and focusing national attention on the amazing leadership of young people. National

Youth Service Day is also an opportunity to recruit the next generation of volunteers while promoting the benefits of youth service to the American public.

- National Volunteer Week - Volunteers will connect to their communities during National Volunteer Week this April. During the week, thousands of committed citizens will participate in service projects while countless recognition events will be held to honor volunteers for their valuable contributions to our society.

For MVP staff to learn more about volunteerism by attending conferences and visiting other college campuses' volunteer programs.

- Attend other Texas universities and colleges volunteer events.
- Research other state schools volunteer student programs.
- Continue to research and attend volunteer conferences for staff
 - Annual Nonprofits Organization Institute
 - SCAVA 2009 Winter Training Conference
 - 2009 Health Care Volunteer Leadership Conference
 - Westchester Association for Volunteer Administration (WAVA)
 - Volunteer Management Conference for Nonprofits
 - Ohio Statewide Conference on Volunteerism
 - ICOVA - Illinois Conference on Volunteer Administration
 - Minnesota Conference on Volunteer Administration
 - PAVR-O (Professional Administrators of Volunteer Resources)
 - National Conference on Volunteering and Service
 - AHVRP 41st Annual Leadership Conference and Tradeshow
 - Association for Healthcare Volunteer Resource Professionals Conference
 - Church Volunteer Central National Conference

Conduct an educational workshop series relating to volunteerism and the non-profit field

- Contact local non-profit entrepreneurs to speak at the workshops
- Contact UH professors with expertise in grant writing
- Promote workshops to Graduate School of Social Work and other organizations or departments with related interest.

ADVOCATING EQUALITY OF OPPORTUNITY

To become an umbrella organization for student organizations who have volunteerism in their missions.

- Create a sense of community and support that makes students and organizations derive utility from multilateral and shared activities.
- Increased organizations' awareness.
- Host educational workshops about volunteerism nationally and locally for the member organizations to attend
- Become a resource for programming and other activities.
- Provide additional resources and help smaller organizations identify themselves with the University of Houston community.
- Assist volunteer and community service based registered student organizations and allow them to have the ability to carry out activities which could not be accomplished alone, due to size, experience or sense of community and support that makes students derive utility from multilateral and shared activities.

Host a Spring Revolution of Heroes

- Host a Spring Revolution of Heroes as suggested by past volunteer agency attendees.
- Increase the number of volunteer agency attendees.
- The event will be highly publicized, with the intention of bringing people in who are thinking about volunteering and those who are already volunteering, but want to see what else is available
- At the conclusion of the volunteer fair, provide an evaluation questionnaire which will be filled out by participating agencies, which gives MVP important feedback for the following year.

7. What are the other possible sources of funding available to your unit and what efforts are being made to access them (e.g. grants, donations, etc.)?

MVP has utilized the free resources of Keep Houston Beautiful to facilitate community clean ups. These resources have been used for the Homecoming: Rock the Block community clean up and will continue to be used for future clean-up projects. MVP currently seeks free entertainment, food and prize giveaways for various events. MVP currently does not have any additional sources of funding available to the organization. MVP is currently planning to apply for independent grants that fund student-run community service organizations.

8. Please describe any overlap between your unit and any other unit(s) providing services to students and the rationale for the overlap.

MVP understands that there are other organizations that include volunteerism in their mission, but none solely serves as a clearinghouse for Houston non-profit agencies and the University of Houston community. It is the desire of MVP to work hand-in-hand with many service organizations and departments to foster the spirit of volunteerism at the University of Houston. In fact, many service-based organizations come to MVP for co-sponsorships and ideas for volunteer opportunities and service projects. Therefore, MVP will continue to remain vital to the University of Houston community and the City of Houston at large.