



**Metropolitan Volunteer Program
Fiscal year 2017**

**Student Fees Advisory Committee
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.

Our Mission:

The mission of the University of Houston Metropolitan Volunteer Program (MVP) is to create and provide service opportunities for students by collaborating with campus and community partners. Through this, we aim to develop responsible citizens with a lifelong commitment to service while creating sustainable change in our campus and community.

Accomplishing our Mission:

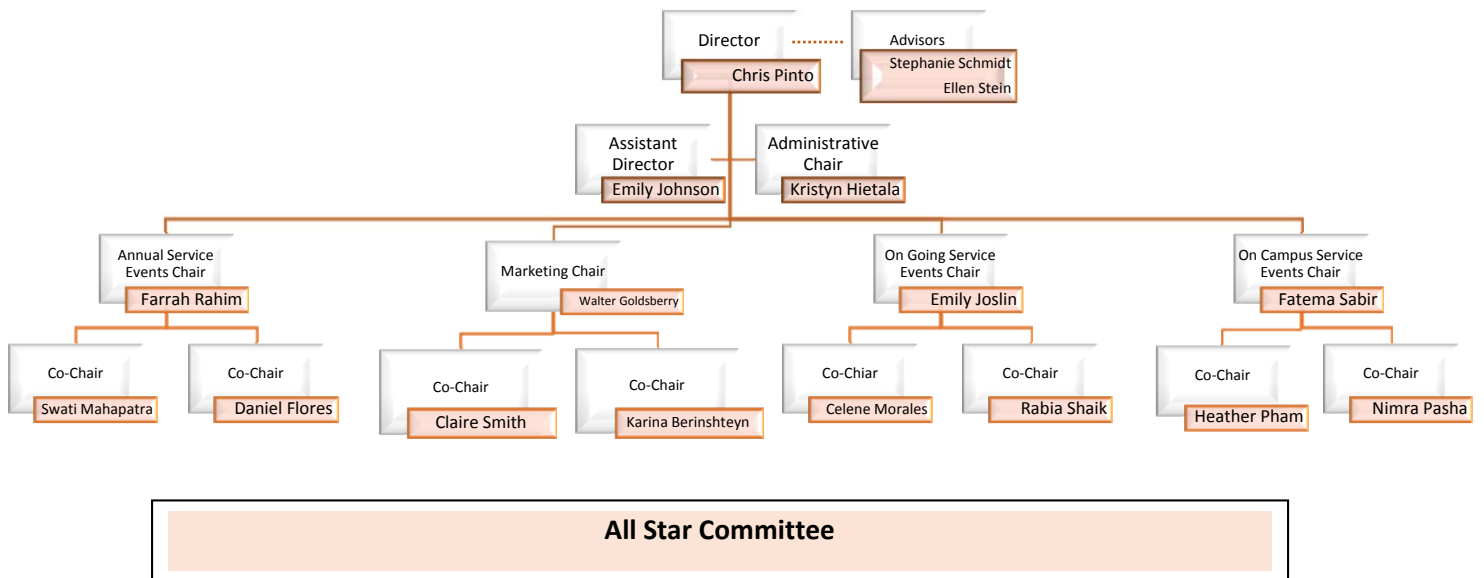
MVP accomplishes our mission by providing The University of Houston students with volunteer opportunities both on campus and in the greater Houston area. To complement the diversity of the city of Houston, we provide a wide variety of events that differ in their elements of service. We do this in hopes to reflect the interests of our students. To accommodate our large on-campus population MVP hosts on-campus events such as Rock the Campus, a campus clean up and project day, as well as Service Nights in the Student Center where we make cards and sandwiches to give to the homeless and/or nursing home patients. Another popular service project revolving around the on-campus population includes the community garden sponsored by the Office of Sustainability where students help with gardening maintenance and other "Green" projects. These service projects are designed to make it easy and accessible for students to give back to the local community without having to leave campus. Off campus, community events include taking students to do a beach clean-up, providing service for the homeless at The Beacon, tutoring children in the Third Ward at Generation One & Arrow Academy, sorting food donations at the Houston Food Bank, and even working with animals at the Houston Humane Society. These service events are created with a goal to educate students on their surrounding community and its opportunities to give back through the various service aspects including and not limited to education, youth, environmental and sustainability, as well as hunger and homelessness awareness. By doing this, MVP serves to create a relationship between students and the service they do so that they can carry the experience with them throughout their lifetime. We believe that service is vital to the University of Houston and the community and the students should be a part of that impact.

Justification:

The Metropolitan Volunteer Program offers students, staff, and faculty volunteer opportunities both high in quality and quantity. Over the last year MVP has increased the number of events from 73 events in FY14 to 87 events in FY15, which includes the 6 events made possible by SFAC's addition of the On Campus Service Events Chair, while still maintaining safe,

meaningful, and quality events. To do this, MVP branched out and partnered with more on-campus and community organizations. As a fee-funded organization we provide students with transportation or organized carpool to all events, exclusive volunteer t-shirts, along with refreshments during events without a cost. The Metropolitan Volunteer Program is also one of the few organizations to base their events specifically on service learning and reflection. Through this, we provide our volunteers with a unique experience during their college career.

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, advisor, etc.), note this on your chart. Student employees should be cited on the chart and identified as students



Director- Sets direction and vision for the organization and oversees its events and organizational processes as well as maintain relations with various on campus departments and committees.

Assistant Director- Manages internal operations of the organization and assists the Director with setting vision and overseeing events.

Administrative Chair- Manages record keeping, scheduling, and logistics within the organization. Responsible for organizing the bi-annual volunteer fair.

Annual Service Events Chair- Coordinates and plans larger annual signature events such as Rock the campus, Adopt a Beach, Rock the Block, and Annual Theme Weeks (2 per semester).

On Going Service Events Chair- Coordinates and plans smaller biweekly and monthly service opportunities such as the Food Bank, Houston Public Library, The Beacon, and The Women’s Shelter, Houston Humane Society, and other various events.

On Campus Service Events Chair- Coordinates and plan on campus service opportunities such as volunteering at career fairs, Community Garden, collaborations with on campus departments and MVP Service Nights.

Marketing Chair- Markets and informs student body of all the organization's events and programs; manages social media, tabling events and digital signage.

Co-Chairs- Volunteer position which assist each chair in the planning and implementation of all events and marketing, assists with tracking service hours and leading events.

All-Stars Committee- Volunteer Position which assists with helping facilitate MVP's larger events; all-stars also provide an opportunity for volunteers to still be involved with MVP even if they may not have as much time to commit to the organization with the hopes that these students will soon become future leaders. The All-Stars Committee was founded in the Fall of 2014.

3. List your unit's strategic initiatives and action steps identified for the 2014-2015 academic year and cite the specific Division of Student Affairs and Enrollment Services (DSAES) Strategic Initiatives and University of Houston Strategic Goals to which they relate (links below). Please comment on your success in achieving these strategic initiatives/action steps. If a strategic initiative/action step changed during the year, please note this and explain. Also, list any new strategic initiatives/action steps, the rationale for the addition, and comment on your success in achieving these items.

DSAES Plan: (http://www.uh.edu/dsaes/about/strategic_plan.html)

UH Goals: (<http://www.uh.edu/president/vision-priorities/>)

1. Develop Structure and Guidelines for Operation

Achieved/Ongoing

- MVP has developed documents detailing general event management, office procedures, hour tracking, and branding. These documents are provided and explained to all board members during training and are referenced when planning events and in meetings. An event brief is completed for each volunteer event and given to the event lead.
- A record of all volunteer hours completed is kept and updated weekly, as well as a log of all events and attendance.
- A transition binder was created by each chair and executive committee members detailing job procedures and policies to guide future board members.
- An event proposal and event evaluation is used to track all events, and is checked on a weekly basis to inform the planning and operation of future events.

DSA Strategic Initiative #4: Develop a culture of innovation and accountability in the redesign of Division policies, processes and procedures.

Establish and implement a series of reporting procedures for the purpose of demonstrating measurable outcomes and data to demonstrate a collective contribution to student success.

2. Improve Event Evaluation

Achieved

- The MVP membership form requires students to submit information regarding the service areas they are most interested in as well as the days and times they are most available to attend service events. This information is used to inform the planning of events.

- MVP has developed and utilized a student evaluation survey which is used during the event debrief. The leaders of service events also lead reflection for volunteers to get an understanding if the students enjoyed the event and felt their experience was meaningful.
- A follow-up survey was sent to organizations that participated in the MVP Volunteer Fair. Feedback from partner organizations is often given to event leads on site and is discussed during event debriefs.

DSA Strategic Initiative #4: Develop a culture of innovation and accountability in the redesign of Division policies, processes and procedures.

Establish and implement a series of reporting procedures for the purpose of demonstrating measurable outcomes and data to demonstrate a collective contribution to student success.

3. Minimum of two Signature MVP Events per semester

Achieved

- Visibility was increased through greater use of posters, banners, yard signs, and handbills. There was also a large increase in posting and interactions on social media, and interactions with students through tabling. The visibility of signature events such as the MVP Volunteer Fair and Rock the Campus was increased by changing the event location to Butler Plaza.
- MVP's signature Rock the Campus Event saw a large amount of growth with participation increasing from 30 in FY 14 to 134 in FY 15. Signature Annual events such as Adopt-a-Beach and Rock the Block sustained a high attendance from students of 59 and 140 respectively.
- A push for more signature service events culminated in the creation of MVP's theme weeks, a week of service and awareness events surrounding a particular community issue. In FY 15 theme weeks included Health and Wellness Week, Hunger and Homelessness Awareness Week, Education Week, and Environmental Week.

DSA Strategic Initiative #1: Create new opportunities for student success through learning, engagement and discovery.

Create a greater variety of student involvement initiatives that focus on the development of a vibrant campus life, including expanded evening and weekend programs

4. Foster relationships with more nonprofit organizations in order to diversify our volunteer opportunities

Achieved/On-Going

- A running log is kept of organizations MVP has worked with via the event proposal and evaluation process.

- In order to address a variety of service areas, MVP purposefully reaches out to potential community partners, particularly in the creation of MVP theme weeks.
- In FY 15, new ongoing volunteer opportunities included tutoring at Generation One and Arrow Academy, sorting books at the Houston Public Library Warehouse, interacting with seniors at the Salvation Army, and tutoring at Kipp Academy.

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4. Please discuss the means that you are utilizing to evaluate both your success in achieving the aforementioned strategic initiatives and/or action steps and their importance as compared to others that you might pursue. Where data exist, discuss the number of persons served by each of your programs and any assessment measures and/or learning outcomes used to evaluate program success. Please provide the method for collecting these data.

The Metropolitan Volunteer Program currently uses the following measures to evaluate the success of our program through achieving our objectives:

Attendance: One of MVP's primary methods of evaluating the success of the organization is taking attendance at volunteering events and meetings. Because the number of volunteers that can participate in smaller, ongoing events is usually limited to an average of 15-30 volunteers, attendance at larger, annual events and meetings is a more accurate measure of the success of MVP's marketing strategies. Students must register online to participate in most of the volunteering opportunities that MVP provides and sign-in with one of the officers on the day of the event. After each event, MVP records the number of volunteers that attended and their volunteer hours in an activity log, which tracks students' involvement. According to our records, a total of 1,008 individual students volunteered with MVP at least once during the 2014-2015 school year, for an overall attendance total of 2,061 at our service events. An additional 1,964 individual students attended our meetings and educational events. The total number of students that participated in MVP related programs and events concluded at 4,118.

Number of Returning Volunteers: Another method that MVP utilizes to evaluate the success of volunteering events is by looking at the number of students that are returning volunteers, because this generally indicates that they enjoyed their prior experience volunteering with MVP. During the 2014-2015 school year, of the 1,883 individual students that volunteered with MVP, 320 of the students volunteered at least twice, 157 students volunteered at three or more events, and 85 students volunteered four or more times contributing to MVP a total attendance at both volunteering and informational events to 4,118 compared to 1,883 in the 2013-2014 school year. Many of the students volunteered multiple times. Although they may have initially participated to fulfill a requirement their returning indicates that MVP was able to provide them an enjoyable and enriching volunteering experience.

Number and variety of volunteering opportunities provided: Over the past year MVP increased the number of events and volunteering opportunities from 73 in FY 14 to 87 FY 15. We continued to diversify the opportunities we offer by building relationships with 8 new agencies including Generation One, The Friends of the Houston Public Library, KIPP Academy, Kid's Reading Room, MD Anderson, the Houston Humane Society, Project C.U.R.E., and the Salvation Army.

Growth of social media pages and the newsletter: MVP currently holds active pages on Instagram, Twitter, and Facebook. We monitor the growth of the number of followers on these social media pages to gauge how effectively our organization is reaching new students and promoting MVP's volunteering events. In FY 15 the MVP Facebook page gained 447 likes, and currently has 821 likes. The MVP Twitter page has 991 followers, and MVP's Instagram has 358 followers. Students that filled out the membership form and newsletter sign-ups at the informational tables throughout the semester were also added to the newsletter listserv. In September 2014 the newsletter reached 2,360 students. Currently, it reaches 4,022 students.

Volunteer Events

#	Date	Title	Volunteers	Volunteer Hours
1	8/30/2014	Project C.U.R.E.	8	24
2	9/1/2014	Labor Day- Day of Service	82	486
3	9/3/2014	Generation One	6	21
4	9/5/2014	Ronald McDonald House	13	39
5	9/7/2014	The Beacon	9	27
6	9/10/2014	Generation One	9	29
7	9/12/2014	Senior Bingo	7	24.5
8	9/14/2014	Community Garden	26	78
9	9/16/2014	MVP Blood Drive	5	10
10	9/17/2014	Generation One	8	28
11	9/19/2014	Houston Food Bank	27	83
12	9/27/2014	Adopt-A-Beach	59	383.5
13	9/28/2014	The Beacon	14	42
14	10/1/2014	Generation One	8	20
15	10/3/2014	Senior Bingo	14	42
16	10/5/2014	The Beacon	13	39
17	10/8/2014	Generation One	10	30
18	10/10/2014	Rock the Campus	134	282
19	10/11/2014	Houston Public Library Warehouse	11	43
20	10/14/2014	MVP Blood Drive	15	16
21	10/15/2014	Pink-o Bingo Night	20	80
22	10/16/2014	Ronald McDonald House	21	84
23	10/17/2014	Bering Omega	13	58.5
24	10/19/2014	The Beacon	15	44
25	10/20/2014	MVP Service Night	34	67.5
26	10/22/2014	Generation One	7	23.5
27	10/25/2014	Project C.U.R.E.	12	48
28	10/26/2014	The Beacon	14	42
29	10/27/2014	MVP Service Night	33	52.5
30	11/1/2014	Houston Food Bank	18	72
31	11/2/2014	The Beacon	10	30
32	11/3/2014	MVP Blood Drive	38	41.5

33	11/5/2014	Generation One	6	21
34	11/7/2014	Ronald McDonald House	13	47
35	11/9/2014	Community Garden	26	78
36	11/12/2014	Generation One	8	28
37	11/16/2014	The Beacon	27	81
38	11/17/2014	MVP Service Night	46	84
39	11/19/2014	Houston Food Bank	19	76
40	11/20/2014	Night Under the Stars	18	18
41	11/22/2014	Houston Public Library Warehouse	24	73
42	11/30/2014	The Beacon	13	38.5
43	12/3/2014	Generation One	6	17
44	12/5/2014	Houston Food Bank	20	80
45	1/24/2015	MLK Day of Service	455	1630
46	1/30/2015	Bering Omega	7	25
47	2/1/2015	The Beacon	15	48
48	2/4/2015	Arrow Academy	8	22.5
49	2/7/2015	Houston Public Library Warehouse	30	98
50	2/9/2015	MVP Service Night	51	77.25
51	2/13/2015	Houston Food Bank	27	104
52	2/15/2015	KIPP Academy	10	24.5
53	2/18/2015	Arrow Academy	10	25
54	2/19/2015	Kid's Reading Room	20	42
55	2/20/2015	Houston Public Library Warehouse	14	42
56	2/21/2015	KIPP Academy	9	24.5
57	2/22/2015	The Beacon	10	30
58	3/4/2015	Arrow Academy	5	11
59	3/6/2015	Houston Food Bank	52	208
60	3/7/2015	KIPP Academy	5	15
61	3/9/2015	MVP Service Night	30	46.75
62	3/14/2015	Houston Public Library Warehouse	17	59.5
63	3/25/2015	Arrow Academy	8	24
64	3/29/2015	The Beacon	6	18
65	3/30/2015	MVP Service Night	53	76.25
66	4/4/2015	KIPP Academy	9	27
67	4/8/2015	Arrow Academy	4	12
68	4/11/2015	Rock the Block	140	536.5
69	4/16/2015	Nonprofit and Governmental Job Fair	11	24.5
70	4/21/2015	Community Garden	27	56
71	4/23/2015	MD Anderson Pocket Prairie	14	35
72	4/24/2015	Houston Humane Society	20	68
73	4/27/2015	MVP Service Night	38	28
74	4/30/2015	Graduating Seniors and Alumni Networking Reception	17	23.5
	TOTAL		2,061	6,493.75

Other Events

#	Date	Event	Attendance
1	9/9/2014	Fall Informational Meeting	184
2	9/25/2014	First General Meeting	70
3	10/8/2014	MVP Volunteer Fair: A Revolution of Heroes	376
4	10/23/2014	Second General Meeting	40
5	11/11/2014	Third General Meeting	32
6	11/13/2014	Charity Date Auction	300
7	1/28/2015	Spring Informational Meeting	42
8	2/10/2015	MVP Volunteer Fair: A Revolution of Heroes	750
9	2/16/2015	Documentary Screening: Waiting for Superman	20
10	2/17/2015	First General Meeting	48
11	3/10/2015	Second General Meeting	26
12	4/7/2015	Third General Meeting	19
13	5/4/2015	MVP Banquet	57
	TOTAL		1,964

Highlights:

MVP Volunteer Fair: The MVP Volunteer Fair gives students an opportunity to meet and learn about nonprofit organizations in the Houston community. By moving the event to Butler Plaza we were greatly able to increase the visibility and attendance at the event with 376 students participating in the fall and 750 students in the spring. Students were able to meet with 32 nonprofits presenting potential ongoing volunteer opportunities.

Rock the Campus: The event which has seen the most growth in FY 15 was Rock the Campus, more than tripling student attendance from 34 in FY 14 to 134 in FY 15. In conjunction with the Office of Sustainability volunteers performed campus beautification projects such as working at the Campus Community Garden, pulling weeds and beautifying flower beds, and projects at the Children's Learning Center. The event ended with a pizza party at Lynn Eusan Park where UH's Habitat for Humanity hosted a pumpkin patch. Rock the Campus went on to win the Outstanding Program Award at CSI's Campus Leaders Reception.

Theme Weeks: A new addition to MVP's event line up last year were theme weeks. The theme weeks for FY 15 were Health and Wellness, Hunger and Homelessness Awareness Week, Education Week, and Environmental Week. By having a week of programming surrounding a particular service area, students were able to learn about how specific issues impact the community and what they could do about it. Students who attended two or more events during the week received an exclusive theme week T-shirt or were entered into a prize drawing.

Service Nights: In order to provide additional on-campus volunteering opportunities for students, MVP organized 7 service nights. The event gives students the opportunity to participate in several service projects such as preparing peanut butter and jelly sandwiches for the homeless, making cards for various holidays such as Halloween, Veterans Day, Thanksgiving, and Christmas which are given to Volunteer Houston and distributed to numerous nursing homes and hospitals in the Houston area, and making dog toys which are donated to Houston area animal shelters. Students particularly enjoyed these events because it provided them the opportunity to give back to the Houston Community without leaving campus. Last year, 1400 sandwiches were made and about 2,600 holiday cards were donated.

Rock the Block: MVP partnered with the Southeast Houston Transformation Alliance (SEHTA) to organize a massive neighborhood clean-up in the third ward community surrounding the Agape Development Ministries community center on Keep Houston Beautiful Day. A team of 140 UH students and 150 community participants volunteered to assist in the neighborhood clean-up by working in teams to collect litter and host a Block Party for children living in the third ward where 300 people were fed lunch and the children played carnival games to win prizes. We received extremely positive feedback from SEHTA as well as Agape Development Ministries at debriefing meetings, and they indicated that many of the families in the neighborhood were grateful for our service. Additionally, Rock the Block was one of the projects that contributed to OST/South Union GO Neighborhood Initiatives winning the Distinguished Neighborhood Award in the 2015 Mayor's Proud Partners Program, showing the impact that this program and volunteers were able to make on the community.

5. Please discuss any budget or organizational changes experienced since your last (FY2016) 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 FY2015 with a Fund 3 addition to Fund Equity, please describe the conditions which caused the addition.

MVP ended FY15 with \$4,610 in Fund Equity. MVP did not utilize all of their FY15 budget due to periods with open positions involving the Assistant Director and Administrative Chair.

6. Please list your 2016-2017 strategic initiatives and action steps in priority order and cite the specific Division of Student Affairs and Enrollment Services Strategic Initiatives and University of Houston Strategic Goals to which they relate. Larger units may wish to group responses by subprogram. Under each strategic initiative, please state the specific action steps (programs, activities, services, policies/procedures, etc.) that you intend to implement to accomplish your stated initiative.

1. Increase volunteer attendance at meetings and service events

- **Action Step 1:** Continue to offer a high number of diverse service opportunities
- **Action Step 2:** Utilize the membership form survey to plan events when students are most available and in service areas they are interested in.
- **Action Step 3:** Continue to explore new opportunities in the Houston community and add at least one new nonprofit partnership each semester.
- **Action Step 4:** Actively use the event evaluation procedure to determine causes of low attendance at particular events.
- **Action Step 5:** Schedule meetings on varying dates to better serve a larger population of students.
- **Action Step 6:** Continue to advertise meetings and events through tabling in the days preceding the events.

DSA Strategic Initiative #1: Create new opportunities for student success through learning, engagement and discovery.

Create a greater variety of student involvement initiatives that focus on the development of a vibrant campus life, including expanded evening and weekend programs

2. Improve MVP's service learning, reflection, and awareness aspects

- **Action Step 1:** Have a clear and written procedure for leading service reflection.
- **Action Step 2:** Train student leaders in leading reflection prior to the start of the semester.
- **Action Step 3:** Include service reflection in event procedures.
- **Action Step 4:** Continue to host MVP Theme Weeks with educational components.

DSA Strategic Initiative #1: Create new opportunities for student success through learning, engagement and discovery.

Develop new service learning initiatives that create opportunities for self-discovery and application of academic disciplines for students.

3. Continue to improve MVP's brand recognition on campus
 - **Action Step 1:** Increase number of likes and followers on social media and make social media posts more interactive.
 - **Action Step 2:** Explore new social media outlets as they arise.
 - **Action Step 3:** Continue to seek out collaboration opportunities with campus departments and RSOs.
 - **Action Step 4:** Continue active participation in Weeks of Welcome events including Cat's Back, Commuter Kick-Off, Student Center Welcome Back Fest, and any other new event opportunities.
 - **Action Step 5:** Use marketing avenues in the Center for Student Media including ads in The Cougar and on Coog Radio.
 - **Action Step 6:** Table regularly at high traffic locations on campus.

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4. Continue the growth of MVP's All-Star Committee
 - **Action Step 1:** Work to increase committee membership through promotion of the committee at meetings and events and personally inviting involved volunteers
 - **Action Step 2:** Assess the participation and effectiveness of the committee in FY16 and modify the structure accordingly.
 - **Action Step 3:** Increase involvement opportunities for All-Stars through event planning and participation, trainings, and socials.

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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.)? If you receive funds from other sources, please briefly describe the source, purpose, and duration of the funding and report the amounts received in the appropriate rows/columns on the SFAC Spreadsheet.

MVP currently does not have any additional sources of funding available to the organization.

8. Please describe any services that are similar to yours and/or any overlap between your unit and any other unit(s) providing services to students and the rationale for the overlap.

Although some academic departments and various organizations on campus include volunteer outreach in their mission, the Metropolitan Volunteer Program is the only organization that focuses entirely on providing service and volunteer opportunities. MVP is open to all UH students and does not have any additional membership requirements. Not only is our organization's entire budget dedicated to providing volunteering opportunities for students, but we also serve as a liaison between students and local volunteer organizations. In its dedication to foster the spirit of service and volunteerism, MVP is a vital resource for the University of Houston.