



**Metropolitan Volunteer Program  
Fiscal Year 2020**

**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*

**Mission:**

The mission of the University of Houston Metropolitan Volunteer Program 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:**

The Metropolitan Volunteer Program (MVP) accomplishes our mission by providing the diverse student population of the University of Houston with unique service and awareness opportunities within the following social issue areas: Children & Education, Environment & Sustainability, Health & Wellness, and Hunger & Homelessness. A more specific description of each of the committees can be found under the current structure in section 2 of this report.

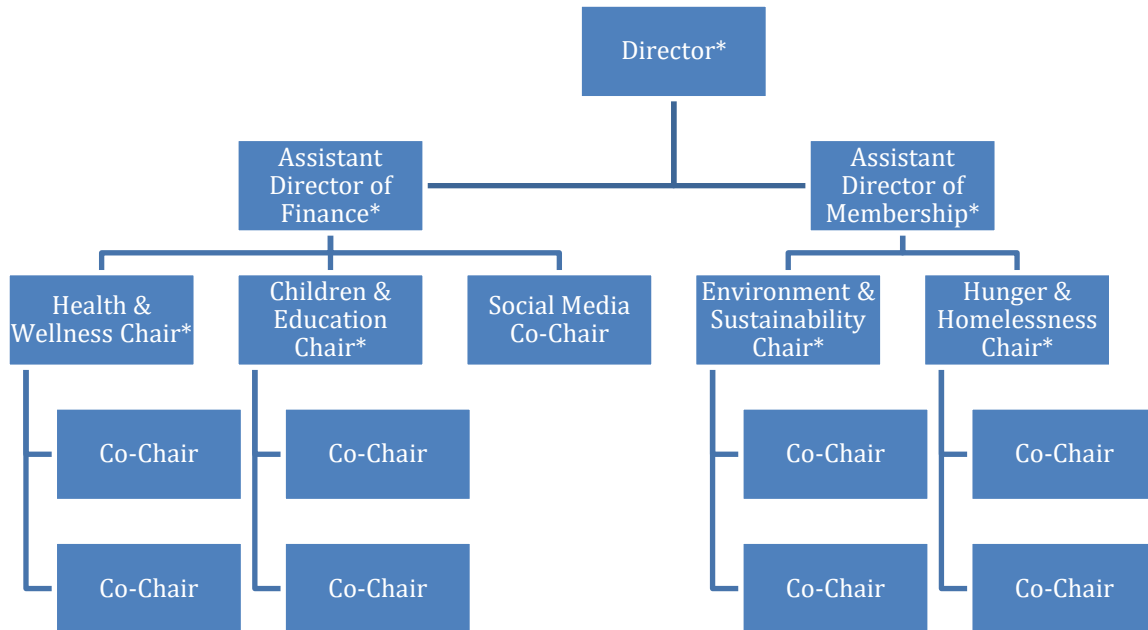
Being split into four different committees allows each chair to focus on one specific service area. Through the work of the committees, our volunteers are able to connect with a variety of different social issues, enabling them to engage with the issues that matter most to them. The fact that the chairs are focused on a specific service area contributes to having more meaningful conversations during reflection at the end of every service event.

For example, if a particular student is studying education we can directly connect them with tutoring opportunities. Similarly, when groups request our assistance for volunteer/service events, we have a wider range of partnerships for specific service areas. MVP continues to hold service as our core value and we aim to ensure that students have access to make a tangible and sustainable impact within their campus and local communities.

**Justification:**

The Metropolitan Volunteer Program offers a large variety of service opportunities to UH students, faculty, and staff to participate in both the fall and spring semesters. MVP hosted a total of 89 volunteer events and 11 awareness events during the 2017-2018 school year, with almost all of these events in collaboration with community and campus partners.

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. (\*)



**Executive:**

**\*Director-** Sets the direction and vision for the organization. Oversees MVP events and organizational processes, as well as maintains relations with various on-campus departments and committees. Responsible for planning, marketing, and implementing signature events such as Rock the Campus, Rock the Block, and Service Nights.

**\*Assistant Director of Finance-** Oversees the financial aspects of MVP including budgets, purchases, promotional items, and membership items. This Assistant Director provides support for the Children & Education Committee and the Health & Wellness Committee. Responsible for opening/marketing events such as Weeks of Welcome Events and any other collaborative events where MVP can be promoted.

**\*Assistant Director of Membership-** Oversees the membership development of MVP including tracking service hours, event sign in sheets, reservations, and assists the Director in board development. This Assistant Director provides support for the Environment & Sustainability Committee and the Hunger & Homelessness Committee. Responsible for the biannual Volunteer Fairs, a Membership Social each semester, and the end of the year banquet.

**\*Chairs:**

Each committee chair is responsible for developing partnerships within their respective social issues, event planning, marketing, and coordinating awareness and educational events such as workshops, guest speakers, or documentaries.

**Children & Education Chair-** This chair is responsible for providing volunteer opportunities and coordinating awareness events focused on children and education. These include service projects with community partners such as Generation One, Houston Public Library, and Children's Festivals.

**Environment & Sustainability Chair-** This chair is responsible for providing volunteer opportunities and coordinating awareness events focused on the environment and sustainability. These include service projects with community partners such as UH Community Garden, Centennial Gardens, and Hermann Park.

**Health & Wellness Chair-** This chair is responsible for providing volunteer opportunities and coordinating awareness events focused on health and wellness. These include service projects with community partners such as Harris Health, Ronald McDonald, and awareness walks.

**Hunger & Homelessness Chair-** This chair is responsible for providing volunteer opportunities and coordinating awareness events focused on hunger and homelessness. These include service projects with community partners such as The Beacon, Houston Food Bank, and Kid's Meals.

**Co-Chairs:**

**Co-Chairs (9)** - There are two co-chairs per committee and one marketing/social media co-chair that reports to the Assistant Director of Finance. These students are responsible for assisting in the coordination of volunteer events, leading service events and reflections, and assisting with tracking service hours and other miscellaneous tasks that support the success of MVP.

3. List your unit's strategic initiatives and action steps identified for the 2017-2018 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.

1. Increase and develop on campus service projects.

**Action Step 1:** Continue to extend the variety of projects and frequency of MVP Service Nights.

*Status: Achieved*

Throughout FY18 we hosted 8 service nights. We added making dog toys to every Service Night event, and we made hygiene kits to donate during our Health & Wellness theme week. During the summer, we collaborated with the Urban Experience Program to host service projects on campus for incoming freshman to introduce them to service opportunities. We also have collaborated with the Office of Sustainability many times throughout the past few years in the community garden on campus and plan to continue this partnership.

**Action Step 2:** Continue building our partnerships with Registered Student Organizations and campus departments, such as CHAMP Tutoring, the Office of Sustainability, and Student Services Center.

*Status: Ongoing*

We consistently worked with the Office of Sustainability by hosting many volunteer projects tending to their community garden and inviting them to our Volunteer Fairs. We have recently reconnected with CHAMP and have multiple events planned with them for FY19. Throughout the year, we collaborated with 14 RSOs and campus departments.

**Action Step 3:** Create one or two new on campus service opportunities for students by finding out new initiatives focused on veterans, refugees, children, or other groups representing social issues with which MVP works.

*Status: Accomplished/Ongoing*

During FY18, we completed a number of projects focusing on new initiatives on campus, including projects with the Children's Learning Centers. We also explored opportunities with UH PAIR, but found it more challenging than expected to identify on-campus projects.

*DSAES Value: Innovation*

*DSAES Value: Collaboration*

2. Modify the MVP Board restructure as necessary.

**Action Step 1:** Evaluate the success at the end of each year starting with FY17 by identifying strengths and weaknesses of the organization.

*Status: Accomplished*

The MVP Board restructure was based on a survey to student volunteers that identified the four areas of focus. We have found that this structure is effective in providing a range of service opportunities, and plan to continue operating with this structure.

**Action Step 2:** Compare attendance from the previous two years to see if the restructure is effective in increasing attendance and participation in events.

*Status: Ongoing*

During FY18, we had an overall drop in our attendance. We had a high level of turnover with our student leadership, which led to challenges with effective marketing and advertising. We plan to continue tracking our attendance during FY19 to get a clearer picture of the effectiveness of our restructure.

**Action Step 3:** Benchmark peer institution volunteer programs in order to see what structures are effective in meeting the needs of maintaining service culture.

*Status: Accomplished*

We have explored several peer institution volunteer programs and found that MVP is unique as a fee-funded organization. Our current committee structure is a response to student feedback, and aligns with the UH culture. We will continue to explore new opportunities to enhance the student volunteer experience in the coming year.

**Action Step 4:** Add or remove positions as necessary (i.e. more or less co-chairs, adding a new chair, etc.).

*Status: Accomplished*

We have added one additional co-chair under the Assistant Director of Finance. This new position is the social media co-chair and is responsible for helping with social media, photography, and additional marketing tasks.

*DSAES Value: Accountability*

3. Position MVP as a resource for Registered Student Organizations and on campus departments.

**Action Step 1:** Partner closely with Center for Student Involvement and Cougar Involvement Ambassadors to develop a list of Registered Student Organizations that are categorized as service organizations.

*Status: Accomplished*

We have identified many service-based RSO's and developed relationships with them that did not previously exist. This is a list that we are continuing to develop as new RSO's are established or become more active in their service initiatives. Collaboration is a priority for MVP and we are always looking for ways to build new partnerships and strengthen existing ones.

**Action Step 2:** Have each respective committee reach out to the various RSOs in their category to invite them to MVP events or assist RSOs in planning and facilitating service events.

*Status: Accomplished*

The Hunger and Homelessness committee partnered with the Modern Abolitionist Coalition for an event during their theme week. We also partnered with multiple RSOs for our on-campus Service Nights, Adopt-A-Beach, Rock the Block, Rock the Campus, and additional small-scale events throughout the year.

**Action Step 3:** Have respective chairs reach out to various on campus departments in order to coordinate volunteer events, awareness events, and/or ask respective departments to provide workshop sessions for volunteers.

*Status: Ongoing*

Two of our committees were successful in developing strong relationships with campus departments. The Environment & Sustainability committee was very successful with this initiative in developing a strong, ongoing relationship with the Office of Sustainability. The Health & Wellness committee worked with CAPS and UH Wellness for various awareness events. We plan to continue investing in new and existing partnerships with all four committees in the future.

*DSAES Value: Diversity and Inclusion*

*DSAES Value: Collaboration*

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.*

**Attendance:**

One of MVP's primary methods of evaluating the success of our organization is by tracking attendance at general meetings, service events, workshops, awareness events, and other MVP events. Students must register for events in advance via the website, and then sign in or swipe in to the event under the supervision of an officer. After every event, MVP records the information in a database that tracks the number of volunteers, individual service hours logged with MVP, annual number of service hours, and a monthly/yearly participation count. We also track all of our attendance through the events on Get Involved.

This year, to refocus on our mission, we provided more service opportunities than awareness events. We have found that the service events have a higher attendance and are often as informative, if not more, than an awareness event or workshop. Participating in a volunteer event gives the students the opportunity to connect directly with the community and see the positive impact of their service. During the four theme weeks, we continue to offer awareness events and workshops to support the education process for our volunteers.

**Benchmarking:**

Texas A&M University

Leadership Service Portal

Where agencies, organizations, and university upload volunteer events as well as internships

Department under Department of Student Affairs (DSA)

Staff operated

University of Texas

HornLink

Portal similar to GetInvolved

Unable to find a volunteer organization as large as MVP

Texas Tech University

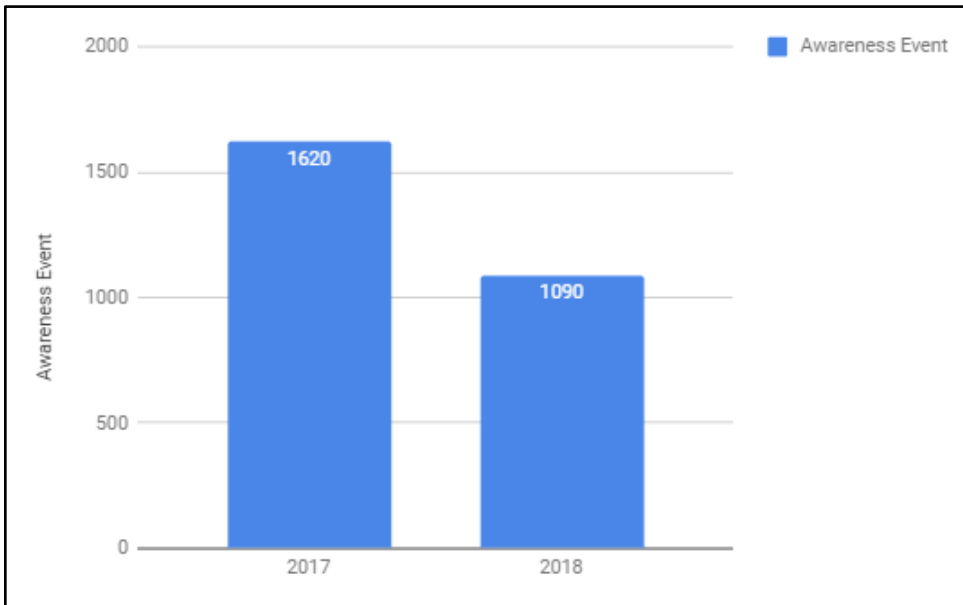
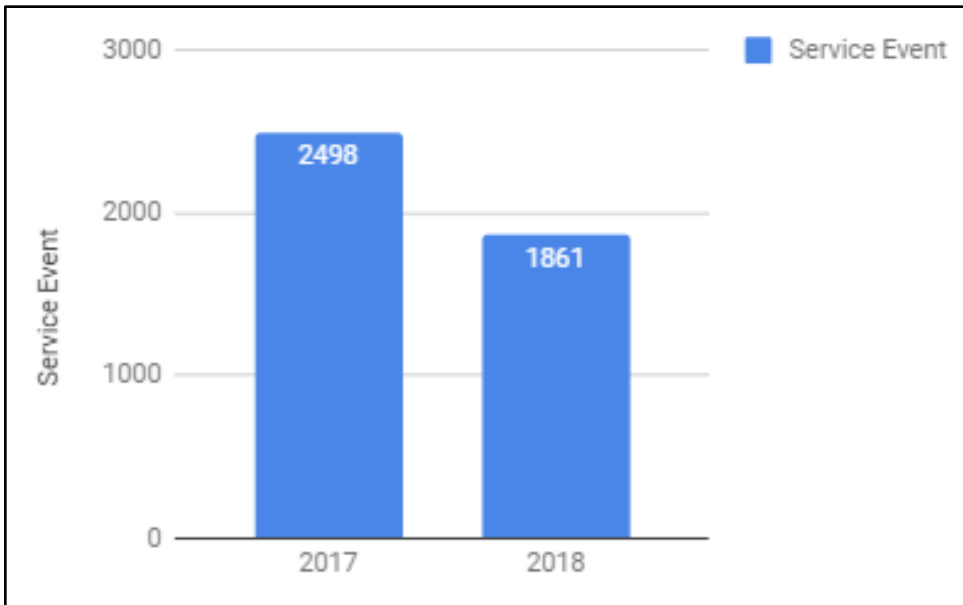
Did not respond to their calls

Sam Houston State University

Justserve.org

Links to organizations

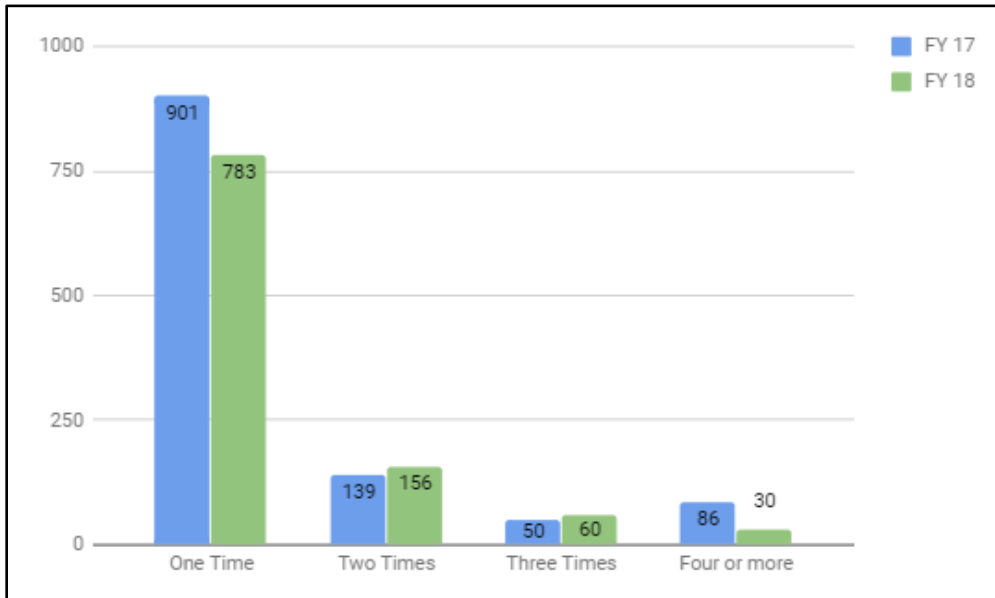




**Number of Returning Volunteers:**

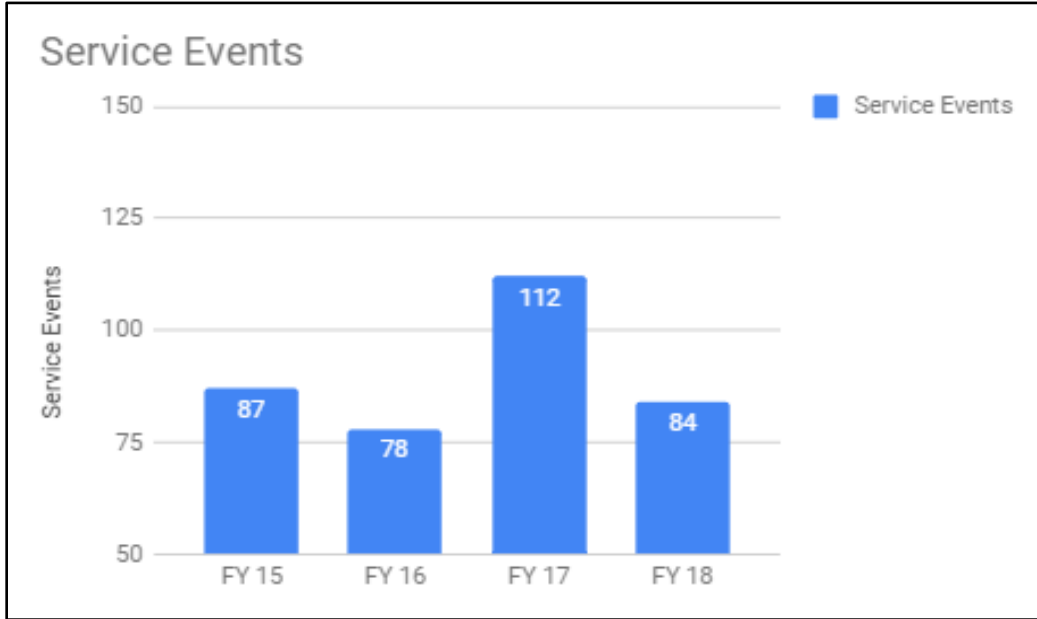
Another method that MVP utilizes to evaluate the success of volunteering events is by looking at the number of returning volunteers. During FY18, we faced some challenges with establishing a strong volunteer base with returning volunteers. Due to Hurricane Harvey, we had to reschedule our Informational Meeting and were unable to complete our typical marketing process. In the past, this has been one of our most effective ways to connect with new volunteers and establish a relationship early in the year. In addition to this, we had turnover within our Executive Board student leaders, which led to some complications with strong,

consistent marketing for events early in the year. Overall, our attendance numbers decreased from FY17 to FY18, but we did see a slight increase with our volunteers who volunteered 2 times and 3 times. We have many new initiatives that we will be implementing during FY19 in order to establish a strong returning volunteer base and anticipate a large increase in this area.



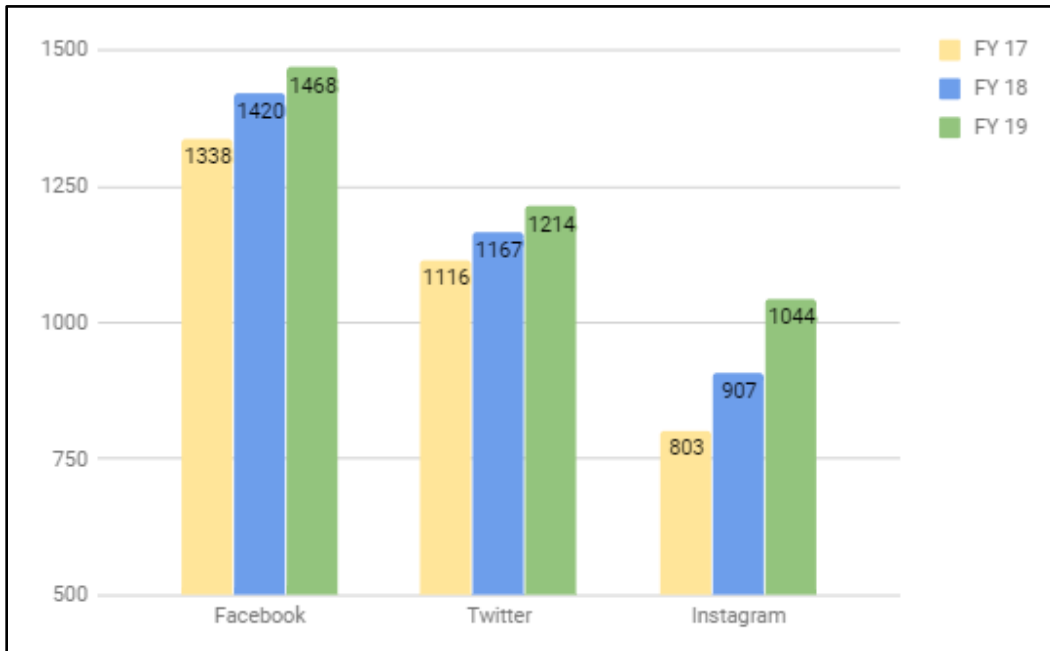
**Number and Variety of Volunteer/Service Events Provided:**

During FY18, MVP hosted 84 service events. This number was slightly lower than FY17. A total of 7 events were cancelled, and multiple other events rescheduled due to Hurricane Harvey.



**Growth of Social Media Pages:**

MVP currently has 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 our events.



**Survey Assessments & Reflection:** After every service event, the site lead from the MVP board facilitates a reflection. The reflection consists of addressing the social issues that the event was focused on, challenging student perspectives, and posing the question: “What can you do, from this point on, to positively impact this issue in your community?” Each board member is trained in the reflection process prior to leading events. MVP sends each volunteer a thank you email and a link to a survey about their overall experience 24 hours after each event.

**Total Events and Attendance:**

<b>Date</b>	<b>Event</b>	<b>Service Hours</b>	<b>Volunteers</b>	<b>Total Service Hours</b>
9/16/2017	WOW Day of Service	3	71	213
9/17/2017	Community Garden	3	9	27
9/20/2017	Houston Food Bank	3	7	21
9/22/2017	BARC	3	5	15
9/23/2017	Adopt a Beach	3	33	99
9/24/2017	The Beacon	3.5	5	17.5
9/25/2017	Service Night	1.5	18	27
10/2/2017	Kids' Meals	3	2	6
10/3/2017	Generation One	3	8	24
10/5/2017	Boys and Girls Club	3	3	9
10/6/2017	Prevent Blindness Texas	3	5	15
10/8/2017	Community Garden	3	9	27
10/12/2017	Service Night	1.5	12	18
10/13/2017	Last Organic Outpost	3	4	12
10/16/2017	Service Night	1.5	10	15
10/17/2017	Houston Food Bank	3	10	30
10/19/2017	Boys and Girls Club	3	5	15
10/21/2017	HWLP	3	11	33
10/22/2017	The Beacon	3.5	6	21
10/24/2017	Generation One	3	6	18
10/26/2017	Boys and Girls Club	3	5	15
10/27/2017	Prevent Blindness Texas	3	8	24
10/27/2017	Medical Bridges	3.5	11	38.5
10/27/2017	Community Garden	3	7	21
10/29/2017	Special Pals	3	5	15
10/31/2017	CanStruction	0	565	0
11/2/2017	Boys and Girls Club	3	7	21
11/3/2017	Rock The Campus	3	331	993
11/4/2017	Fall Festival	5	2	10
11/5/2017	MS Walk	4	8	32

11/7/2017	Generation One	3	5	15
11/8/2017	Service Night	1.5	10	15
11/10/2017	Prevent Blindness Texas	3	3	9
11/10/2017	PM Pals	5	6	30
11/11/2017	HPLW	3	7	21
11/12/2018	Community Garden	3	5	15
11/13/2017	Kids' Meals	3	3	9
11/14/2017	Generation One	3	8	24
11/14/2017	Service Night	1.5	12	18
11/15/2017	Houston Food Bank	3	5	15
11/17/2017	Breakfast Bags	2	8	16
11/18/2017	Sickle Cell Walk	4.5	3	13.5
11/19/2017	Walk to End Alzheimer's	4.5	4	18
11/19/2017	The Beacon	3.5	4	14
11/29/2017	Prevent Blindness Texas	3	4	12
11/30/2017	Boys and Girls Club	3	7	21
12/1/2017	Medical Bridges	3.5	11	38.5
12/1/2017	Last Organic Outpost	3	3	9
12/2/2017	Houston Food Bank	3	5	15
1/27/2018	MLK Day of Service	3	165	495
1/30/2018	Generation One	3	10	30
2/2/2018	Prevent Blindness Texas	3	2	6
2/4/2018	Community Garden	3	7	21
2/7/2018	Boys and Girls Club	3	2	6
2/9/2018	Friends for Life	3	10	30
2/9/2018	PM Pals	5	2	10
2/11/2018	Houston Food Bank	3	7	21
2/16/2018	Prevent Blindness Texas	3	3	9
2/17/2018	HPLW	3	9	27
2/17/2018	Ronald McDonald House	2	2	4
2/21/2018	Boys and Girls Club	3	3	9
2/24/2018	Houston Pets Alive	3	11	33
2/25/2018	The Beacon	3.5	7	24.5
2/26/2018	Service Night	1.5	39	58.5
2/28/2018	Boys and Girls Club	3	3	9
3/3/2018	HPLW	3	6	18
3/4/2018	Community Garden	3	7	21
3/7/2018	One Million Acts of Kindness	2	5	10
3/7/2018	Houston Food Bank	3	3	9
3/8/2018	Kids' Meals	3	3	9

3/9/2018	Friends for Life	3	6	18
3/24/2018	Houston Pets Alive	3	16	48
3/24/2018	Ronald McDonald House	3	11	33
3/27/2018	Service Night	1.5	8	12
3/30/2018	Last Organic Outpost	3	6	18
4/7/2018	Rock The Block	2	126	252
4/10/2018	Houston Food Bank	3	3	9
4/13/2018	Prevent Blindness Texas	3	4	12
4/13/2018	Friends for Life	3	6	18
4/17/2018	Generation One	3	5	15
4/21/2018	The Beacon	4	9	36
4/22/2018	Houston Zoo	4.5	16	72
4/23/2018	Service Night	2	18	36
4/25/2018	Community Garden	3	2	6
4/27/2018	Last Organic Outpost	3	6	18
4/28/2018	Houston Pets Alive	3	12	36
		<b>Total</b>	<b>1861</b>	<b>3659</b>

*5. Please discuss any budget or organizational changes experienced since your last (FY2018) 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.*

MVP did not have any budget or organizational changes during FY18.

6. *If your unit concluded FY2017 with a Student Service Fee (SSF) Fund 3 addition to the SSF Reserve in excess of \$5,000, please describe the conditions which caused the addition and provide a line-item identification of the budgetary source(s) of the addition (i.e. lapsed salary, conference travel, etc.).*

MVP had a fund equity of \$1,992.



7. Please list your unit's 2019-2020 strategic initiatives and action steps in priority order and cite the specific Division of Student Affairs and Enrollment Services Values and University of Houston Strategic Goals to which they relate. Larger units may wish to group responses by subprogram. Under each unit 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 retention to contribute to students becoming engaged citizens.

**Action Step 1:** Improve communication with volunteers through the newsletter and Get Involved.

**Action Step 2:** Enhance reflection to provide the volunteers with more insight into the impact they are making in their community.

**Action Step 3:** Encourage volunteers to take surveys after each event so we can continually identify areas of improvement.

*UH Goal: Student Success*

*DSAES Strategic Initiative SS1: Engage all students to intentionally develop leadership qualities, critical thinking and communication skills, diversity competencies, and personal growth.*

*DSAES Strategic Initiative P3: Create opportunities for our students by developing initiatives that support our neighboring communities.*

2. Increase attendance for all events in order to increase our impact on the community.

**Action Step 1:** Develop new marketing techniques, such as a unique marketing layout for each theme week and Service Nights.

**Action Step 2:** Collaborate consistently with RSO's for our monthly Service Nights and annual events to introduce them to MVP.

**Action Step 3:** Be more transparent about our structure of the organization and that we have a large variety of volunteering opportunities.

*UH Goal: Student Success*

*DSAES Strategic Initiative SS1: Engage all students to intentionally develop leadership qualities, critical thinking and communication skills, diversity competencies, and personal growth.*

*DSAES Strategic Initiative R1: Evaluate resources to identify opportunities for efficiency, improvement, and transformation.*

3. Enhance the membership experience.

**Action Step 1:** Restructure General Meetings to provide opportunities for members to become more involved in our organization.

**Action Step 2:** Getting to know volunteers through increased social opportunities with the MVP Board.

**Action Step 3:** Provide more background information about the community partners and enhance the social issue education process.

*UH Goal: Student Success*

*DSAES Strategic Initiative SS1: Engage all students to intentionally develop leadership qualities, critical thinking and communication skills, diversity competencies, and personal growth.*

*DSAES Strategic Initiative R1: Evaluate resources to identify opportunities for efficiency, improvement, and transformation.*

*DSAES Strategic Initiative P3: Create opportunities for our students by developing initiatives that support our neighboring communities.*

8. *Recognizing that the potential to generate additional Student Service Fee income for FY2020 base funding is extremely limited and recognizing that it is likely that some units will not be allocated the FY2020 base budget augmentations and/or one-time funds requested. Please provide a narrative of how your unit would accommodate a reduction of 5% in your total approved FY2019 base Student Service Fee budget and provide a line-item explanation of where budgetary cuts would be made.*

If we were to receive a 5% reduction (\$3,776.15) in our total approved FY2019 base Student Service Fee budget, we would need to cut the theme weeks dedicated to each of the four service areas of the committees. In previous years, we have dedicated an entire week to one specific social issue at a time and plan volunteer events/workshops for each day of that specific week. We order marketing for this week and limited edition promotional items for volunteers who participate. We host these theme weeks to promote each of the four committees, and highlight the social issues that directly impact the Houston community.

9. *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.

10. *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.*

Various academic departments and organizations on campus include a volunteer component in their mission, but the Metropolitan Volunteer Program is the only student-led organization that provides service and volunteer opportunities to all students, regardless of major, classification, or involvement with a specific organization. We also serve as an outlet for local non-profits to connect with students with the hope of recruiting them to continuously volunteer with them and give back to the community outside of the events that MVP coordinates. In its dedication and commitment to foster the spirit of service, volunteerism, and awareness, MVP is a vital resource for both the University and the city of Houston. We create a community for students to feel welcome in giving back to their community and making a visible, positive impact.