

CHS NHS Event Coordinator Guide

If you are coordinating your own event...

1. **(4 weeks before the event)** Complete the volunteer request form found at chsnhs.org.
 - a. The information you provide in the form will be used to advertise the event to our members so please be as accurate and descriptive as possible.
 - b. Once an event has been posted on the Portal, it is very difficult to change the number of volunteer slots available, so you should be absolutely certain about the number of volunteers you want.

If you volunteered to coordinate an event for the Board...

1. **(4 weeks before the event)** Email the adult responsible for organizing the event immediately. In the email you should:
 - a. Introduce yourself
 - b. Ask the adult to describe the purpose and nature of the event and the business or organization managing it
 - c. Request logistical information for the event including: date, time, and location
 - d. Ask for the number of NHS volunteers requested
 - e. Ask about volunteer responsibilities
 - f. Ask for the number and duration of volunteer shifts
 - g. *If the Board already posted the event on the Volunteer Portal, some of this information may already be available there, but you should still ask for all of this information to ensure you have the most accurate information available. If the event is not already on the Volunteer Portal, submit a volunteer request form.*

If you're coordinating your own event or an event for the Board...

2. **(3-4 weeks before the event)** Advertise your event to the NHS members
 - a. Write a Facebook Post about your event in the "CHS National Honor Society 2015-2016" Group. An effective post:
 - i. Describes the event in 1-2 sentences
 - ii. Identifies the date and time of the event clearly
 - iii. Includes the time, duration, and number of shifts
 - b. Tell your friends about the event
3. **(3-4 weeks before the event)** Create a volunteer contact information spreadsheet organized by shift. Leave a column for cellphone number (see example below). As volunteers sign up on the Portal, put their names and emails into your contact information spreadsheet. It is easy to lose individual sign-up notifications, so you should monitor your email closely to stay on top of the sign-up process.

Feed Ellicott City Event: NHS Volunteer Contact Information						
Shift 1 (7:00AM-10:00AM)			Shift 2 (10:00AM-1:00PM)			
Volunteer	Email	Phone #	Volunteer	Email	Phone #	
John Doe	j.doe@gmail.com		Jessica Doe	djessica@gmail.com		
Jane Centennial	janec@gmail.com		Michael NHS	m.nhs@gmail.com		
Teddy Volunteer	teddy_volunteer@gmail.com		Charlie Smith	charsmit@gmail.com		

4. **(2 weeks before the event):** Once all of the volunteer slots have been filled, email your volunteers and ask for their cellphone numbers. If you do not receive a response from all of your volunteers within 3 days, email those who have not responded again. Continue this process until you have everyone's cell phone number.
5. **(1-2 weeks before the event)** Once all of the volunteer slots have been filled, notify the adult in charge of the event in an email. Attach the completed volunteer contact information chart to the email.
6. **(1-2 weeks before the event):** Create a schedule for your volunteers using Excel or an equivalent spreadsheet program. Place volunteers in columns across the top and put 15, 30, or 1hr interval times down the side. Basic color-coding can help volunteers understand the schedule more easily. (See example below)

	A	B	C	D	E	F
1	Feed Ellicott City Event: NHS Volunteer Schedule					
2	Job	Donation Clerk	Donation Clerk	Advertsing	Advertising	Donation Clerk
3	Name	Jane Centennial	John Doe	Charlie Smith	Michael NHS	Jessica Doe
4	8:00-8:15	Set up		Set up	Set up	Set up
5	8:15-8:30					
6	8:30-8:45	Registration		Registration	Registration	
7	8:45-9:00					
8	9:00-9:15	Set up		Set up	Set up	
9	9:15-9:30					
10	9:30-9:45	Donation Desk		Sign Spinning	Sign Spinning	Donation Desk
11	9:45-10:00					
12	10:00-10:15					
13	10:15-10:30					
14	10:30-10:45					
15	10:45-11:00					
16	11:00-11:15			Lunch	Lunch	Lunch
17	11:15-11:30					
18	11:30-11:45			Bounce House Operator	Bounce House Operator	Donation Desk
19	11:45-12:00					
20	12:00-12:15	Lunch	Lunch			
21	12:15-12:30					
22	12:30-12:45		Donation Desk			
23	12:45-1:00					
24	1:00-1:15					
25	1:15-1:30					
26	1:30-1:45					
27	1:45-2:00					
28	2:00-2:15					
29	2:15-2:30					
30	2:30-2:45		Clean Up	Clean Up	Clean Up	Clean Up
31	2:45-3:00					
32	3:00-3:15					
33	3:15-3:30					
34	3:30-3:45					
35	3:45-4:00					

7. **(1 week before the event)** Send a final confirmation email to your volunteers. Include:
 - a. A summary of volunteer expectations, responsibilities, and duties, which you should be able to write using information provided by the adult in charge of the event.
 - b. The volunteer contact information spreadsheet. Ask volunteers to confirm that the spreadsheet includes their correct cellphone numbers and email addresses without any typos.
 - c. The volunteer schedule you made in the previous step
 - d. Instructions for the volunteers to check-in with you when they arrive and check-out before they leave
 - e. A final confirmation requirement. Ask volunteers to respond to the email to confirm that they've read the entire email, double-checked their contact information, familiarized themselves with the schedule, and are aware of their duties at the event. As each volunteer confirms, change the color of their name in your contact information chart so that you have an easily accessible record of who has and hasn't confirmed.
8. **(1-3 days before the event)** Create a volunteer sign-in chart using Excel or another spreadsheet program. Organize the sign-in sheet by shift (See example below). You and your volunteers will be writing on the sign-in chart, so it is important to include ample space. Include the following columns:
 - a. "Volunteer Name"
 - b. "Cellphone number" so you can call volunteers if they don't arrive on time
 - c. "Check-in" where you or your volunteers can write the time they arrived to verify their punctual arrival.
 - d. "Check-out" where you or your volunteers can write the time they left to ensure volunteers don't leave before their shift ends

The volunteer contact information chart can be very useful when you're making the sign-in chart, especially if you have organized the contact information chart by shift.

	A	B	C	D
1	Shift 1 (7:00AM-10:00AM)			
2	Volunteer Name	Phone #	Check-In	Check-Out
3	Bobby Centennial	123-456-7899		
4	Jane Doe	456-789-1233		
5	Jeffery Volunteer	332-198-7654		
6				
7	Shift 2 (10:00AM-1:00PM)			
8	Volunteer	Phone #		
9	John Doe	789-654-3221		
10	Teddy NHS	112-345-6789		
11	Natalie Smithson	998-765-4321		
12				

9. **(1-3 days before the event):** Print out your sign-in sheet and a copy of the volunteer schedule. Put these in a folder along with a pen or pencil. Bring the folder along with the documents it contains to your event.
10. **(1-3 days before the event):** Send a final reminder email to your volunteers. Be sure to include the start time of the event as well as the start and end times of the volunteer shifts. It may be helpful to instruct your volunteers to arrive 10-15 minutes before the start of their shift.
11. **(On the day of the event):**
 - a. Arrive 20-30 minutes before the first volunteer shift starts to meet with the adult responsible for the event and discuss final preparations and organization
 - b. Greet volunteers as they arrive and fill out their check-in information or have them fill it out
 - c. Attend to whatever job you have been assigned
 - d. Regularly check-in with your volunteers to make sure that they are comfortable and healthy (e.g. they are not hungry, overheated, overworked, or parched) and that they are executing their duties enthusiastically and effectively.
 - e. Regularly check-in with the adult managing the event to ensure everything is going smoothly. Do your best to accommodate any requests they might have for you or your volunteers.
 - f. Sign-out your volunteers as their shifts end
 - g. At the end of the event, thank the adult in charge for the opportunity to coordinate the NHS volunteers
12. **(After the event):**
 - a. Complete the post-event form. Be sure to identify any particularly impressive or poorly performing volunteers.
 - b. Email your volunteers to thank them for their service
 - c. Email the adult running the event to thank him/her for the opportunity to serve and represent CHS NHS