



Course PA 6389.0W1 Volunteer Management
Professor Young-joo Lee, Ph.D.
Term Fall 2015
Meetings Online

Professor's Contact Information

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Other Information Students must use their UTD email in communicating with the instructor.

General Course Information

Pre-requisites, Co-requisites, & other restrictions N/A

Course Description

Volunteers play an important role in social services delivery not only in the nonprofit sector but also in government. Given the indispensable role of volunteers, it is critical to understand why people volunteer and how to manage these individuals in an organizational setting. This course provides the students with the following learning experiences: understanding the motivation behind volunteering; understanding the role of volunteers in American society; exploring the unique aspects of volunteer management; gaining skills for training, screening, and placing volunteers; and understanding the retention and recognition of volunteers.

Learning Outcomes

Understanding volunteers' basic social and psychological characteristics
Understanding the recent trend in volunteering
Understanding different types of volunteer roles
Understanding different models of volunteer management
Developing effective strategies for volunteer recruitment and retention
Evaluating volunteer programs

Required Texts & Materials

Tracy, D. Connors (ed), The Volunteer Management Handbook, 2nd ed. Wiley. ISBN: 9780470604533

Suggested Texts, Readings, & Materials

All assigned journal articles are accessible electronically (UTD ID required).

Assignments & Academic Calendar

Week	Topics, Assignment
8/24-8/31	What is volunteering and volunteer management? Chapter 1 Chapter 2
	Wilson, John. "Volunteering." <i>Annual review of sociology</i> (2000): 215-240. Wilson, John, and Marc Musick. "Who cares? Toward an integrated theory of volunteer work." <i>American Sociological Review</i> (1997): 694-713.
9/7-9/14	What do volunteers bring to an organization? Chapter 6
	Bowman, Woods. "The economic value of volunteers to nonprofit organizations." <i>Nonprofit Management and Leadership</i> 19, no. 4 (2009): 491-506. Handy, Femida, and Narasimhan Srinivasan. "Valuing volunteers: An economic evaluation of the net benefits of hospital volunteers." <i>Nonprofit and Voluntary Sector Quarterly</i> 33, no. 1 (2004): 28-54. Salamon, Lester M., S. Wojciech Sokolowski, and Megan A. Haddock. "Measuring the economic value of volunteer work globally: Concepts, estimates, and a roadmap to the future." <i>Annals of Public and Cooperative Economics</i> 82, no. 3 (2011): 217-252.
9/14	Critique 1 due
9/21-9/28	Developing a volunteer program Chapter 3 Chapter 4 Chapter 6 Chapter 7
9/28	Critique 2 due
10/5-10/12	Volunteer management practices Chapter 8 Chapter 9 Chapter 10 Chapter 14
10/12	Critique 3 due
10/29-10/26	Sustaining volunteer participation Chapter 11 Chapter 12
	Farmer, Steven M., and Donald B. Fedor. "Volunteer participation and withdrawal." <i>Nonprofit Management and Leadership</i> 9, no. 4 (1999): 349-368. Garner, Johny T., and Lindsey T. Garner. "Volunteering an opinion: Organizational voice and volunteer retention in nonprofit organizations." <i>Nonprofit and Voluntary Sector Quarterly</i> 40, no. 5 (2011): 813-828.
10/26	Critique 4 due
11/2	Field Journal due

Evaluating outcomes of volunteering	
Chapter 15	
Chapter 16	
11/9-11/16	Van Willigen, Marieke. "Differential benefits of volunteering across the life course." <i>The Journals of Gerontology Series B: Psychological Sciences and Social Sciences</i> 55, no. 5 (2000): S308-S318. Wilson, John, and Marc Musick. "The effects of volunteering on the volunteer." <i>Law and contemporary problems</i> (1999): 141-168.
11/16	Critique 5 due
11/23	Fall break
The changing context of volunteering	
Einolf, Christopher J. "Will the boomers volunteer during retirement? Comparing the baby boom, silent, and long civic cohorts." <i>Nonprofit and Voluntary Sector Quarterly</i> 38, no. 2 (2009): 181-199.	
Rotolo, Thomas, and John Wilson. "What happened to the "long civic generation"? Explaining cohort differences in volunteerism." <i>Social forces</i> 82, no. 3 (2004): 1091-1121.	
11/30-12/7	Sherraden, Margaret S., Benjamin Lough, and Amanda Moore McBride. "Effects of international volunteering and service: Individual and institutional predictors." <i>Voluntas: International Journal of Voluntary and Nonprofit Organizations</i> 19, no. 4 (2008): 395-421. Sundeen, Richard A., Cristina Garcia, and Sally A. Raskoff. "Ethnicity, acculturation, and volunteering to organizations a comparison of African Americans, Asians, Hispanics, and Whites." <i>Nonprofit and Voluntary Sector Quarterly</i> 38, no. 6 (2009): 929-955.
12/14	Volunteer management analysis paper due

Assignment

Reading critiques

- There are five reading critiques to be submitted. Each critique should include: 1) a brief summary of the assigned readings, 2) thoughts on how each reading contributes to understanding that week's topic, and 3) the implications of the readings to volunteer management. The length of each critique should be approximately 2000 words ($\pm 10\%$). Below or over that amount will result in grade reduction. The critiques function as a main communication method between the student and the instructor and the quality of the critiques will be a major indicator of the student's progress in achieving learning outcomes.

Field journal

Students are required to participate in volunteer activities through an organization during the semester and write a "field experience journal" based on their volunteer experience. The type of organization does not matter, but students must submit a signed note proving their participation from their volunteer administrator (or the person who is in charge of managing volunteer programs in the organization) along with their journal. All references will be checked for truancy. The journal should include the information on

- Organization they volunteered for and the duration of volunteering
- The volunteer program they were involved in

- Particular volunteer activities undertaken
- Thoughts on the operation of the volunteer program and volunteer management
- What they gained through the experience
- The length of the journal should be 2500 words ($\pm 10\%$). Below or over that amount will result in grade reduction)

Volunteer management analysis

Volunteer management analysis paper discusses the practices of volunteer management in a nonprofit organization. This organization can be the same organization where the student volunteered or a different organization. In the paper, students will analyze the current volunteer management practices, including recruiting, training, evaluating, and recognizing volunteers in the organization. In the conclusion, students will evaluate the management practices and make recommendations for improvement. The length of the paper needs to be 4000 words ($\pm 10\%$ acceptable. Below or over that threshold will result in a grade reduction).

Course Policies

Grading (credit) Criteria	Reading critiques: 50% (10% each) Field experience journal: 20% Volunteer management analysis paper: 30%
Make-up Exams	N/A
Extra Credit	N/A
Late Work	Late submissions will receive <i>up to</i> 80 percent of the grade if it was submitted within 24 hours after the deadline. No late submissions will be accepted after that point.
Special Assignments	N/A
Class Attendance	N/A
Classroom Citizenship	The issue of digital plagiarism has raised concerns about ethics, student writing experiences, and academic integrity. The instructor reserves the right to use any digital plagiarism detection program (such as Turnitin.com) for papers in this course at her discretion.
Comet Creed	<i>This creed was voted on by the UT Dallas student body in 2014. It is a standard that Comets choose to live by and encourage others to do the same: "As a Comet, I pledge honesty, integrity, and service in all that I do."</i>
UT Dallas Syllabus Policies and Procedures	<i>The information contained in the following link constitutes the University's policies and procedures segment of the course syllabus. Please go to http://go.utdallas.edu/syllabus-policies for these policies.</i>

The descriptions and timelines contained in this syllabus are subject to change at the discretion of the Professor.