

AEC 6426

Developing Volunteer Leadership in Extension and Community Nonprofits 3 Credits / Summer 2020



Instructor information:

Instructor: Dr. Matt Bengé
Email: mattbenge@ufl.edu
Office hours: By appointment

*Due to COVID-19, please only contact me via email, as I will not be in the office.

*Office hours will be available via Zoom by request.

Course meeting time & location:

Online using the Canvas platform. You can access the site with your UF username and password [here](#).

Required textbooks:

1. Connors, T. D. (2011). *The volunteer management handbook: Leadership strategies for success*, (2nd ed.). New York: John Wiley and Sons.
2. McKee, J. & McKee, T. (2008). *The new breed: Understanding & equipping the 21st century volunteer*. Loveland, CO: Group.

*Note that additional readings will be made available in Canvas.

Course description:

Identification, recruitment, training, retention, and supervision of volunteer leaders. This course will explore the praxis between volunteer leadership models and theories, integrating the practical application of those behaviors to effectively administer and lead a volunteer program in the contexts of Cooperative Extension and community non-profits.

Course objectives:

1. Define conceptual terms related to volunteer leadership.
2. Synthesize a contemporary model for volunteer leadership.
3. Establish criteria for quality volunteer experiences.
4. Facilitate learning and knowledge acquisition to praxis of theory and administration.

Course Attendance:

Due to the course being online, there is no 'mandatory' attendance or attendance points. However, in order to pass and/or have a high grade in the course, students must be engaged by participating in online discussions and completing the assignments. The online learning

environment provides each learner the flexibility and comfort of engaging in the course on whatever time is best for them.

Summer schedules can be hectic due to family vacations, traveling, and work...to name a few. With that said, please contact the instructor at the beginning of the course if constraints exist regarding the completion of an assignment at the designated deadline to allow for accommodations.

Excused absences – Following an excused absence, students may turn in late work without penalty within 3 business days of the absence.

Unexcused absences – For non-university excused absences, late work will be accepted up to 3 business days past the due date and will be penalized 10% per day.

Keys to success:

1. Complete the assignments and discussions on time.
2. Contact the instructor at the beginning of the course if there are issues with the assignment deadlines and your summer schedule.
3. Plan ahead! Though the course is online, that does not mean you have engage in the course ‘when time becomes available’. My recommendation is to set aside time each week (twice a week) to engage in the course to ensure you don’t miss an assignment or discussion post.
4. Don’t get behind on the modules. And, don’t wait till last minute to work on assignments. It’s the best way to hate a course!!

Academic honesty:

UF students are bound by The Honor Pledge which states, “We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honor and integrity by abiding by the Honor Code”. On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied: “On my honor, I have neither given nor received unauthorized aid in doing this assignment”.

The [Honor Code](#) specifies a number of behaviors that are in violation of this code and the possible sanctions. Furthermore, you are obligated to report any condition that facilitates academic misconduct to appropriate personnel. If you have any questions or concerns, please consult the instructor of your course.

Plagiarism will not be accepted! Students must conduct their own work, and the instructor will use measures to ensure plagiarism is not being conducted. The University of Florida defines plagiarism as not representing “the student’s own work all or any portion of the work of Another”. Further information on Plagiarism and student conduct can be found [here](#). Plagiarism includes, but is not limited to, the following:

- Quoting oral or written materials including but not limited to those found on the internet, whether published or unpublished, without proper attribution.
- Submitting a document or assignment which in whole or in part is identical or substantially identical to a document or assignment not authorized by the student
- Unauthorized use of materials or resources
- Prohibited collaboration or consultation
- Submission of paper or academic work purchased or obtained for an outside source

Software use:

All faculty, staff and students of the university are required and expected to obey the laws and legal agreements governing software use. Failure to do so can lead to monetary damages and/or criminal penalties for the individual violator. Because such violations are also against university policies and rules, disciplinary action will be taken as appropriate.

Campus helping resources:

Students experiencing crises or personal problems that interfere with their general well-being are encouraged to utilize the university's counseling resources. The Counseling & Wellness Center provides confidential counseling services at no cost for currently students. Resources are available on campus for students having personal problems or lacking career and/or academic goals, which interfere with their academic performance.

1. [University Counseling & Wellness Center](#)
 - a. (352) 392-1575
 - b. 3190 Radio Road, Gainesville, FL
2. [Career Resource Center](#)
 - a. (352) 392-1601
 - b. First floor, Reitz Union, Gainesville, FL

UF Computing Help Desk and technical difficulties

The [UF Computing Help Desk](#) is available 24 hours a day, 7 days a week: (352) 392-HELP (4357), helpdesk@ufl.edu. In the event of a technical difficulty with E-Learning, please contact the UF Help Desk.

If your technical difficulties will cause you to miss a due date, you MUST report the problem to E-learning. Include the ticket number that you are given in an e-mail to the instructor to explain the late assignment/quiz/test. Late work that involves technical difficulties with E-learning MUST be accompanied by a ticket number from the Help Desk.

Types of questions that should be directed to the Help Desk:

1. I can't log into E-learning
2. I have clicked on the "submit" button for my quiz and nothing is happening
3. I can't upload an assignment (be sure that you have reviewed the tutorial on how to do this BEFORE you contact the Help Desk)
4. E-learning has given me an error message and I can't submit my assignment

Services for students with disabilities:

Students with disabilities requesting accommodations should first register with the [Disability Resource Center](#) by providing appropriate documentation. Once registered, students will receive an accommodation letter which must be presented to the instructor when requesting accommodation. Students with disabilities should follow this procedure as early as possible in the semester

Course evaluation:

Students are expected to provide feedback on the quality of instruction in this course by completing online evaluations at <https://evaluations.ufl.edu/evals/Default.aspx>. Evaluations are typically open during the last two or three weeks of the semester, but students will be given specific times when they are open. Summary results of these assessments are available to students at <https://evaluations.ufl.edu/results/>.

Course grading scale:

Please note that grades are based on points, not percentages. The total points available for this course is 1,000.

Letter Grade	Points
A	900-1000
B+	875-899
B	800-874
C+	775-799
C	700-774
D+	675-699
D	600-674
E	599 or less

Assignment summary:

The following table provides a summary of the course assignments, their due dates, and total points available for each. Please note that assignments are always due on **Fridays by 8am**.

Assignment	Points Available	Due Date	Course Objective(s)
Discussion Board	100	Varies	1, 2, 4
Volunteer Organization Analysis - Proposal	50	May 29	3, 4
Annotated Bibliography	250	June 12	1, 2
Volunteer Organizational Analysis	250	July 24	3, 4
Recommendations and Future Analysis	250	August 7	1, 2, 3, 4
EDIS Volunteer Fact Sheet	150	August 14	3, 4
TOTAL points available	1,000		

Use of APA 7th edition for ALL assignments:

All assignments must use APA 7th edition for in-text citations and references. If you do not have an APA manual, check out [Purdue OWL](#) as they have some great resources.

Assignment descriptions:

The following descriptions provide detailed expectations for each assignment.

Discussion Board

Due Date: Weeks 2, 4, 6, 9, 12

Points Available: 100

Description: There will be 5 discussion board posts throughout the course. For each, a topic/idea/situation will be proposed related to that assigned week's content. You must (1) make a post of your own, and (2) reply to someone else's post. You will have one week to complete each discussion board post. Please note the first post is an introduction video.

Rubric – Discussion Board		
Item	Points (per post)	Total Points
Rich in content	8	40
Connection made to course content and/or experience	4	20
Response to another student's post	4	20
Few grammatical errors	4	20
TOTAL	20	100

Volunteer Organization Analysis - Proposal

Due Date: May 29th

Points Available: 50

Description: The proposal describes the organization that you will be working with throughout the course. The page length is one page single-spaced, which includes a brief description of both the organization and the type of volunteer activities the organization is involved in. Confirmation (via email) that they have agreed to work with you over the summer must be included and attached.

Rubric – Volunteer Organization Analysis Proposal	
Item	Points
Name and contact information of the organization	10
Description of the organization	15
Description of volunteer activities	15
Confirmation the organization has agreed to work with you	10
TOTAL	50

Annotated Bibliography: Integrating Leadership into Volunteer Administration

Due Date: June 12th

Points Available: 250

Description: You are to identify five current refereed journal articles from at least two different journals (meaning you cannot use the same journal for all five articles!). You must correctly site the articles using APA, provide a summary of each article, and provide a rich application of the theory/article to the practice of volunteer leadership and administration. Each annotation should take approximately 1 page (single-spaced). After the assignments are graded, I will synthesize each student's annotation into one large document that will be available for every student (example, if there are 10 students there will be 50 annotations).

Rubric – Annotated Bibliography: Integrating Leadership into Vol. Administration		
Item	Points (per annotation)	Points (total)
Reference in correct APA style	10	50
Article summary (at least 200 words)	20	100
Application of theory/article to practice.	20	100
TOTAL	50	250

Volunteer Organizational Analysis

Due Date: July 24th

Points Available: 250

Description: The analysis is the conglomeration of data you have retrieved related to your organization. This information is the final piece of information prior to completing your *Final Volunteer Handbook*. This document should be single-spaced.

Rubric – Volunteer Organization Analysis	
Item	Points
Overview of the organization	50
Volunteer systems	50
Analysis of organization	100

Rubric – Volunteer Organization Analysis	
APA & quality writing	50
TOTAL	250

Recommendations and Future Outlook

Due Date: August 7th

Points Available: 250

Description: This is the final assignment of the 3-part assignment chain focusing on your selected volunteer organization. Part 1 focused on understanding the organization. Part 2 focused on analyzing the organization through a “consultant lens”. For Part 3, you will continue with your “consultant lens” and provide recommendations for your volunteer organization, as well as provide an outlook for where you see the organization heading. The same as your previous assignment, you are not expected to be “soft”, but to provide meaningful and valuable information for improvement. The analysis should be between 5-7 pages in length, single-spaced (double-spaced between paragraphs). You are also expected to back-up your recommendations by citing appropriate literature using APA 7th edition.

Rubric – Recommendations and Future Outlook	
Item	Points
Introduction of the organization	25
Identify 5 Issues	50
Description of recommendations	100
Future outlook	25
APA and quality writing	50
TOTAL	250

EDIS Volunteer Fact Sheet

Due Date: August 14th

Points Available: 100

Description: To culminate this course (and to add to your CV), you will write an EDIS publication for UF/IFAS. [EDIS](#) (Extension Digital Information Source) articles are 3-5 page fact sheets focused on a specific topic and has practical implications for an audience. EDIS fact sheets are written in a way that can be utilized by the general public – for purposes of this course, the target audience would be volunteer management organizational or volunteer managers. Below are a couple examples.

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Example 1: [Conducting Needs Assessments](#)

Example 2: [Creating Interest in Learners](#)

Rubric – EDIS Volunteer Fact Sheet	
Item	Points
Introduction	10
Description of topic/issue/need	35
Application to volunteer organizations	35
Conclusion	10
APA and quality writing	10
TOTAL	250

Course outline:

The following outline provides students a summary of the summer course schedule, which includes assigned readings and assignment deadlines.

Week	Date	Topic	Reading(s)	Assignment Due
1	May 11-15	Course Introduction	Connors – Ch. 1 McKee – Ch. 1	
2	May 18-22	Volunteer Models Volunteer Management Volunteer Demographics	Connors – Ch. 2 Stedman & Rudd Culp Penrod	Discussion #1
3	May 25-29	Preparing the Organization	Connors – Ch. 3 Boyce	Proposal
4	June 1-5	Shaping the Culture	Connors – Ch. 4 Kwarteng	Discussion #2
5	June 8-12	Recruiting Volunteers	Connors – Ch. 8 McKee – Chs. 2-4 Vineyard	Annotated Bibliography
6	June 15-19	Orienting and Training Volunteers	Connors – Chs. 9-10	Discussion #3
7	June 22-26	SPRING BREAK		
8	June 29-July 3	SPRING BREAK		
9	July 6-10	Motivating Volunteers	McKee – Ch. 5 Garner & Garner	Discussion #4
10	July 13-17	Managing Volunteers	Connors – Ch. 13 McKee – Chs. 6-8	
11	July 20-24	Working with Volunteers and Staff	Connors – Chs. 11-12	Analysis
12	July 27-31	Policies, Risk Minimization, and Accountability	Connors – Chs. 7 & 14	Discussion #5
13	August 3-7	Evaluating Volunteer Outcomes	Connors – Chs. 15-16	Handbook
14	August 10-14	LAST WEEK	None	EDIS Article

**Reminder – All assignments and discussions are due Fridays @ 8am

Holidays (No Classes):

May 25 – Memorial Day

June 22-July 3 – Spring Break

