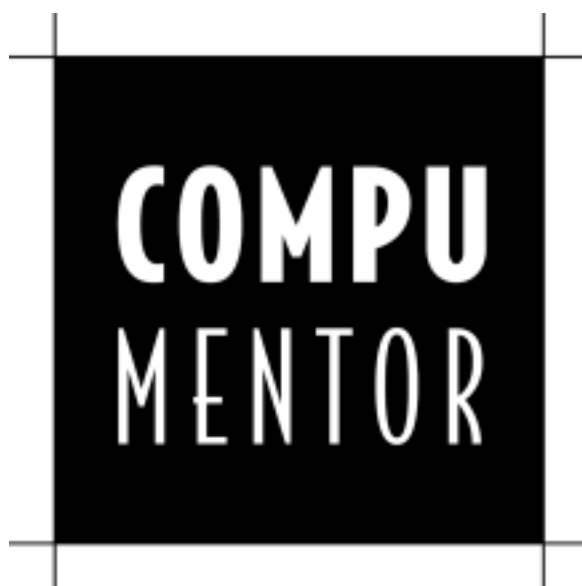


Working with Technical Volunteers

A Manual for Nonprofit Organizations



Technical Volunteer Manual
Version 1.1
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CompuMentor

435 Brannan Street, San Francisco, CA 94107-1780
(415) 512-7784 fax (415) 512-9629
email: realperson@compumentor.org
Web: www.compumentor.org
www.techsoup.org

Editorial Staff:

Karen Thomas, Joan Heberger, George Gundrey, Amy Vanacore,
Rea Ingelesis

Desktop Publishing Production:

Joanne Connelly

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Consortium**

Web: www.americconnects.net



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Introduction

Who should use this manual?

We designed this manual as a guide for nonprofit organizations and schools who want to work with technical volunteers. Many nonprofits and schools do not have enough time, expertise, or funding to use technology in all the ways they would like. Technical volunteers can fill the gap by tackling projects that in-house staff cannot handle, and that do not require paid consultants.

Why did we make a manual about technical volunteers?

Nonprofit organizations and schools seem to keep their computer systems going the same way they keep everything going: a few really creative, resourceful people take charge and perform miracles! Often, there is a spectrum of technical needs that are beyond the training and experience of staff, which can be met by a volunteer. Obtaining technical volunteer support presents its own challenges for many nonprofits and schools.

Even groups that have successfully involved volunteers in their work sometimes run into problems when asking volunteers to work on technology issues. Recruiting and managing technical volunteers can be intimidating, especially when staff people do not fully understand the work that techies do. In addition, organizations must balance the benefits of technical volunteers' help with the need to establish sustainable, consistent computer support.

After 13 years of recruiting, matching, and managing technical volunteers, CompuMentor has developed an effective methodology.

We have found several key ingredients to a successful technology volunteer project:

- well-defined needs
- specific deliverables
- flexible, short-term schedule
- clear, consistent communication
- built-in sustainability

We created this manual to help groups plan their volunteer projects with these elements in mind.



How to use this manual

This manual is designed to help organizations and schools:

1. assess their technical needs and identify areas in which volunteers can help
2. recruit technical volunteers, assess their skills, and screen them;
3. manage technical volunteers
4. document the work that is done
5. find resources that will help throughout the process

In Chapters 2 - 4, the manual describes sequential steps in the technical volunteer process. Whenever possible, we have provided specific examples from our work to help you see how other organizations have worked with technical volunteers. We also try to give you the reasons that each step is important to your success.

Following the explanations in sections Chapters 2—4, you will find worksheets, or templates for planning and documenting your project. We have also provided resource lists of providers of technical assistance outside the scope of CompuMentor.

The worksheets include:

- technical volunteer questionnaire
- technology inventory for your organization
- ways to document your technical projects, whether you are working with consultants, paid staff, volunteers, or all three

This manual can be downloaded free from TechSoup, our portal for non profit technology resources (www.techsoup.org). We recommend keeping both the templates and completed project documentation in a central location. In order for the information and tools to be most helpful, you will need to train staff that has technology related responsibility.

About CompuMentor

Since 1987, CompuMentor has been matching technical volunteers with nonprofits and schools to help them access and use technology. Our other services include:

- discounted software for nonprofits
- technology assessments and planning assistance for nonprofits and schools
- Techsoup.org, a comprehensive Web site of technology resources, discounts, how-tos, and referrals for nonprofits



CompuMentor is a 501(c)(3) nonprofit organization. Please contact us for more information about our services, or to provide feedback about this manual.

CompuMentor
487 Third Street, San Francisco, CA 94107
Phone: 415-512-7784
Fax: 415-512-9629
Web: www.compumentor.org; www.techsoup.org
Email: mentor_info@compumentor.org

Preparing to Work with Technical Volunteers

Because volunteers have a limited amount of time to help you, it is extremely important to know just what you want them to do. Consider preparing for new volunteers as you would for new employees or consultants. This section will help you:

- define and prioritize needs
- decide who can best accomplish each task
- create a volunteer project description

Who are technical volunteers?

Technical volunteers are enthusiastic, skilled individuals who also care about contributing to society. They may be accustomed to a very different working environment than yours, but they have come to your organization to help make a difference. Everything you can do to maximize the time they spend with you will increase mutual satisfaction with the arrangement, as well as encourage a volunteer to repeat their gift of time and expertise.

Based on our experience, it is helpful to recognize some generalizations about technical volunteers. While these characteristics do not apply to all situations, technical volunteers are generally:

- accustomed to a fast pace
- results-oriented
- willing to go the extra mile
- more informed than you on technology issues.



Discussing differences in working style and expectations will help orient a volunteer to your organization and define a successful working relationship. For more on this topic, see “Working with corporate volunteers and consultants,” page 24.

Define and prioritize needs

Technical volunteers can be most effective when you explain your needs clearly. Often, nonprofits and schools start from a place where they do not know what they need, but simply know that they need help. The following series of questions might help you to narrow this desire into more specific goals.

- What role has technology played in your organization in the past?
- How do you see technology enhancing your ability to fulfill your mission or grow as an organization?
- What resources does your organization have available for technology? What obstacles?
- Who has been responsible for technology planning and implementation and who do you think needs to be involved/trained in the future?

If you need help with the technology evaluation process, consider having a (paid or volunteer) professional conduct a formal needs assessment.

Determine who can best meet your needs

After you have identified and prioritized needs, the next step is to determine who can address each one. It is important to establish realistic expectations of how volunteers can help your organization, class, or school. Keep in mind that in some cases, you could be better off paying someone to accomplish the work.

Volunteers can be wonderful sources of technology support, but they cannot always solve your problem. A mismatch between the project and the kind of assistance you seek can waste time and resources for everyone concerned. Before you bring on a volunteer, think through which of your technology needs are suited to a volunteer project, and which would be better met by a consultant or a system administrator. The bottom line is that your use of a volunteer should be a planned and thought-out part of your overall technology support strategy.

We have found that technical volunteers can be most effective if they are

assigned work that is clearly defined, short-term and non-urgent. In other words, don't ask for too much, and never forget that the person is donating their free time. Keep in mind that most people volunteer because it feels good; the best volunteer projects offer opportunities for making a significant contribution to an important cause and for meeting new people and having fun.

Before you decide to search for a volunteer, ask yourself the following questions:

Is your need short-term or ongoing?

For regular maintenance issues like backups and user support, consider training someone on staff who can be available to the organization on a consistent basis. Volunteers' schedules are often variable, so it's best not to count on a commitment of longer than a few months. It's wonderful if a volunteer decides to provide ongoing support, but the organization will almost certainly run into situations for which the volunteer is too busy to help.

Is the project urgent or mission-critical?

If so, it's best to hire a consultant or a system administrator. Volunteers may not be available for urgent or time-sensitive needs, due to other commitments, such as their jobs. However, if your timeline is more flexible, a volunteer may fill your need. For instance, if you need someone to repair your database so that you can access contact information about your clients for daily phone calls, you should probably hire a consultant. If you need training on how to use your database to generate reports for a grant deadline several months from now, a volunteer might be perfect.

What is your potential budget?

A volunteer is a low-cost solution up-front. If what you need is a consultant or system administrator, you will have to raise the money for it.

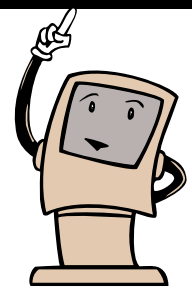
Is the project limited in scope?

An ideal volunteer project is one that you can break down into specific, achievable tasks with a clear deliverable at the end. The project should be a small part of the overall technology plan for your organization.

For instance, in CompuMentor's experience, creating and managing a database is almost always too big a project for a volunteer. A volunteer might be able to do a limited portion of a database project, such as assessing an existing database and making a recommendation for how to develop it.

CompuMentor has also found that most Web sites now require a greater time commitment and follow-up than can be expected of most volunteers. Volunteers have been most successful with very simple nonprofit Web sites that are not interactive or time-sensitive, but are essentially online

We have found that technical volunteers can be most effective if they are assigned work that is clearly defined, short-term and non-urgent.



brochures. Even if you need to hire a Web developer to create your site, a volunteer might help with planning the site's basic functions and design.

What time commitment does the project require?

CompuMentor's volunteer matching program asks volunteers to commit to twenty hours of work over two or three months. If your project requires a more sustained effort, a consultant on contract might be a better solution.

What kind of follow-up will be needed?

Does the project require ongoing maintenance? If so, you may want to hire or dedicate a staff member. For instance, if you ask a volunteer to create a Web site with a page of information about upcoming events, you will need to plan on resources and expertise to update it. Depending on the complexity of follow-up required, your volunteer might be able to train a staff member as part of the project.

Your organization will also reap the most benefit if you document all changes and upgrades a volunteer makes to your computer systems. We've designed a computer maintenance log for you to use to help with documentation. (see page 67)

How large is your organization?

If you have more than fifteen or so computers, seriously consider hiring a part-time or full-time system administrator, or contracting a consulting firm to do regular maintenance. Volunteers can still be useful on specific tasks—and can be a great asset to system administrators—but they cannot substitute for consistent, ongoing support from a staff person or regular contractor.

Scope a successful volunteer project

Once you have determined that your organization could use a technical volunteer, you will need to specify the types of tasks involved. Certain types of projects are most appropriate for volunteers due to their scope. Here we discuss some typical projects, and in the worksheet section we provide a list of considerations for further defining each type of project, see pages 31—5.



Training

A volunteer can be very successful at providing certain kinds of training to you or your staff. Volunteers can be especially good for one-on-one tutoring, a kind of training that is extremely desirable but not always cost-effective with a consultant. A project could include a volunteer

coming in to observe a staff person working, and teaching them how to improve their efficiency and use applications better. A rare volunteer may have the teaching experience necessary to prepare materials and give a full-fledged training to a group of people. When you are screening volunteers to perform training, make sure they have aptitude and interest in teaching, not just technical expertise. Ask about their teaching experience.

Web Design

Volunteers can be a huge help to an organization that needs to build a Web site or update an existing site. Volunteers often enjoy Web projects because the work can be done on a very flexible schedule from their home or office. However, building a new site involves many steps: planning the content and design, developing the technical components of the site, purchasing a domain name and Web hosting space and uploading the site. In addition, the site will require maintenance and your staff may need training in order to do it. As mentioned previously, handling all of those steps is a huge job and probably an unrealistic expectation of a volunteer. Engage a volunteer for particular components, such as helping you evaluate Web hosting companies.

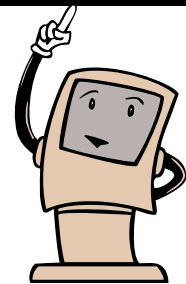
Local Area Network

Volunteers can be successful in setting up a small local area network and training someone on staff on how to maintain and troubleshoot the network. Fixing existing networks is a little more complicated. If you need someone to “pull cable” (extend wiring to each computer, printer, or other network device), we recommend hiring a consultant. One reason is that you will want the work to be guaranteed, and another is that pulling cable sometimes means drilling through walls near power supplies. If a volunteer starts using power tools for you, make sure you are clear about your liability for his or her safety.

Troubleshooting hardware and software

A volunteer can be successful at troubleshooting tasks as long as you are very clear about what the specific problems are that you need addressed. For example, you might ask a volunteer to look at a PC that keeps crashing or a printer that sometimes garbles your print jobs. Ultimately, it is best to have someone on staff that knows your systems and is responsible for troubleshooting. It is usually an urgent problem when computers crash, and a volunteer might not be able to respond

Volunteers can be a huge help to an organization that needs to build a Web site or update an existing site.



quickly enough.

Assessing old or donated equipment

How can you use donated equipment most effectively? A volunteer can be of great help when deciding which machines can be incorporated into your office set-up. A good example of a volunteer project might be assessing five computers, telling you which ones are worth saving, and making recommendations for upgrades and recycling options.

Install memory or new peripherals

If you know you need more memory or a peripheral, but don't know exactly what it involves or how to get it, a volunteer could help by making recommendations, physically installing new memory, or setting up a new printer, scanner, or back-up system.

Write a volunteer job description

When you have identified appropriate volunteer projects, write descriptions that summarize your requirements, much like paid job descriptions. Include the specific project objectives, available resources (such as budget and supplies), and needed skills and time commitment. Clarifying the scope of work ensures that you won't forget important parts of the job, and helps volunteers know what to expect.



Mission and background

Volunteers come to you because the impact of their efforts is amplified by the work that you do. They will want to know what you stand for. Convey the basic thrust of your work and who benefits. If you work for a school, include information about the ages and backgrounds of the students, the school's history, information about what your class is currently studying, or anything that might be of interest to potential volunteers.

Description of the project

A clearly defined project helps attract volunteers. Many will be reluctant to take on a project that is not well-defined for fear it will take more time than they are willing to commit.

In your description, explain:

- specific tasks to be accomplished
- hardware and software involved
- goal of the project

Skills needed to do the project

Does the volunteer need to know a particular accounting or database application? Do you need someone who knows LANs or Web development? If necessary, do some research so that you can be as specific as possible.

Time commitment

Try to estimate the number of hours the project will take. The number of weeks a volunteer has to complete the project as well as any deadlines affects a volunteer's decision to take on a project.

Work schedule

What are the hours of the volunteer liaison on your staff? Can the work be done only between 9AM and 5PM? Does the staff person have any flexibility or ability to be there to meet with the volunteer on nights or weekends? Does the project have to take place at your site?

Contact information

Who is the volunteer liaison on your staff and what is the best way for a potential volunteer to get in touch with that person?

Sample Volunteer Job Description

Volunteer at The Lab

The Lab is a science classroom for students in grades 4-8. Students take field trips to our lab, where they can participate in hands-on experiments in chemistry, biology and physics. We also have a computer science component of our programs. The lab is located in downtown Berkeley, CA, and is accessible by public transportation. We are looking for a technical volunteer experienced with DSL, NT 4.0, and firewalls to assist us with the following:

- Connect DSL router to network.
- Configure seven PCs (running Windows 95 and 98) to use DSL over the network. We have NT 4.0 on our server.
- Assess firewall needs and set up firewall.

We would like to finish this project within two months. We can accommodate a flexible schedule, but our building is locked and inaccessible after 9 PM.

Interested volunteers should contact Susie Schmoozie at susie@thelab.edu.

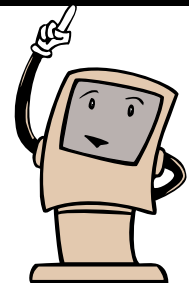
Finding Volunteers

Identify a volunteer liaison

Before you recruit volunteers, consider who will recruit, screen and work with them. Who will provide supervision for the volunteers' work and be responsible for thanking them appropriately?

Identify one staff person or teacher who will be responsible for all communication with your volunteer. This makes communicating with your organization easier for the volunteer, and it makes monitoring the project easier for you. When a volunteer helps you with your computers and something goes wrong, you don't want to overwhelm him/her with five separate help requests during the week - instead, think about combining your requests in one call. Ideally, the liaison should also be available to meet with the volunteer at his/her convenience, which may mean having the flexibility to work occasional evenings and weekends.

Identify one staff person or teacher who will be responsible for all communication with your volunteer.



Post your call for volunteers

When you have written your volunteer job description, the trick is to get it out into the community to places where people with both technical skills and a social conscience will look. Below is a partial list of places to try.

- **Volunteer listing services** – A volunteer listing service provides a place for nonprofits to post their volunteer job descriptions, and for potential volunteers to decide which agency to work with. The job descriptions may be listed online, or through a local volunteer center. (See Resource List, page [84].)

- **Corporate Volunteer Programs** – Many corporations have bulletin boards on which they post volunteer opportunities. You can find tech-savvy volunteers in most companies, not just in companies that specialize in technology.
- **Schools and Community Colleges** – Many vocational schools and community colleges will post your volunteer job description in a career center or on a departmental bulletin board. Some professors may announce the opportunity in their classes. Try contacting departments related to technology, such as engineering and computer science.
- **Your colleagues** – Ask colleagues at other nonprofits in your community where they go for technical volunteers.
- **Other volunteers** – Often current volunteers are the best source for new volunteers. They may know of someone, or they can tell you where to post a job description.
- **Listservs** – More and more people are using listservs to communicate about community needs and events. Ask around about the listservs people in your community belong to, especially listservs relevant to people with computer skills. Find a person who belongs to the list to post your job description for you. (See Resource List, page [73].)
- **User groups** – User groups meet either in person or online to discuss different types of hardware and software. Look for them in your local computer newspaper (if you have one), or on the Internet. Yahoo's Internet user groups and Yahoo's hardware user groups are good places to start.
- **Newspapers and Newsletters** – You can list your volunteer job description free of charge in many local newspapers, P.T.A., newsletters, or other community publications.
- **Matching programs** – A volunteer matching program (such as CompuMentor's) takes an active role in reducing the burden of managing a volunteer. Matching programs will not only find you a volunteer with the right technical skills; they may help you write a work plan, define the scope of project, and monitor progress.

Screen potential volunteers

You may be tempted to welcome the first volunteer who shows up with open arms. Remember that you are going to invest time and energy managing them, and you are going to entrust them with your computer systems. It is crucial to screen potential volunteers by interviewing them first. You may even want to check their references as you would with a consultant. Think seriously about whether they will be a good match for your organization's needs. Some questions to consider when interviewing volunteers include:

What skills will the volunteer need to accomplish the task?

Ask about the volunteer's previous experience with the technology you want them to work on. Bear in mind that some volunteers can learn skills as they go, especially if they have other technical expertise or are taking a class. It may be worth accepting a volunteer with less than ideal experience if s/he is serious about learning.

Is the volunteer willing to work in a nonprofit context?

Many volunteers may be coming from a corporate environment. Ask if potential volunteers have ever worked at a nonprofit. How was their experience? If they have not worked at a nonprofit, explain some of your ways of working, including your budget, staff skill level, and office atmosphere. Ask the volunteer if they would be comfortable working in an environment with fewer resources. Are they willing to help you reach technology compromises that work, and not necessarily recommend the latest system? For further discussion of this aspect, see *Working with corporate volunteers and consultants*, page 24.

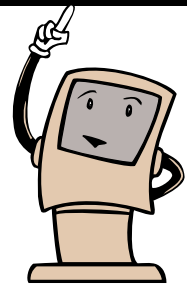
Will the volunteer communicate clearly about their work?

Can the volunteer explain technical issues in a way that you understand? If s/he uses a word you don't know, will s/he define it clearly? Is the volunteer willing to report back regularly on the project's progress?

Is the volunteer reliable?

Make sure volunteers are willing to make a specific time commitment and finish the project before the deadline you give. Checking their references is the best way to see if they are likely to follow through.

Ask the volunteer if they would be comfortable working in an environment with fewer resources.



Using the Technical Volunteer Questionnaire

Working with technical volunteers is very different experience than working with other types of volunteers, since they often know more than you do about the volunteer project. You probably screen your non-technical volunteers for the skills needed for your organization. In the case of a technical volunteer you might not even know what to ask.

To assist you in gathering the technical information that you need we've created a volunteer questionnaire. The questions are based on what our CompuMentor volunteers submit before getting matched with appropriate volunteer projects. (See Technical Volunteer Questionnaire, page 57.)

As with our other worksheets, the questionnaire is available for you to download and modify to suit your organization. You can cut out the software packages that you don't have and don't see adding in the future. Likewise, be sure to add software and hardware that your organization uses that's not listed on this questionnaire, and add any questions that might be specifically relevant to your organization.

This tool is helpful on many levels. It can help you see skills possessed by technical volunteers that are not readily apparent. The questionnaire may also influence your work plan for a volunteer. If your volunteer has a variety of skills involved in building a Web site, you could steer the project towards their strengths in, let's say, marketing the site or dealing with e-commerce issues.



Using the Technology Inventory

At CompuMentor, we also have nonprofits submit a questionnaire detailing the software and hardware currently in use. We encourage you to complete this inventory before embarking on a technical volunteer search. It will help you to match volunteer skills to what your inventory reveals. (See Technology Inventory, page 69)

Managing Technical Volunteers

Preparing for the project

As with other volunteer projects, technical volunteers require some preparatory work on the part of the organization before they can begin.

Back up data

Before anyone (volunteer, staff, or consultant) makes changes to your computer systems, it is crucial to back up your data. If you're currently not doing this, then you'll need to explore the best option for your machines. This may take a little time, but it's worth the investment.

Inventory hardware and software

The inventory worksheet provided in this manual (page 69) will help you provide a clear picture of your situation and needs. It can also be a useful tool for monitoring progress during an upgrade.

Other preparation

In addition to making people in your organization aware of the project dates, there may be work specific to your project to complete before the volunteer may begin. For example, written content and images may need to be given to a volunteer who is building a Web site.



Beginning the project: off to a good start

Remember to identify one staff member to act as the volunteer liaison.

Schedule a first meeting

It's a good idea to schedule an orientation to get to know each other and discuss the project without planning any work. This will not only give the volunteer a chance to get a better idea of resources and equipment s/he might need, but gives you an opportunity to teach the volunteer a little bit about what you do. Here are some good points to cover:

- Purpose of the class/lab/center/organization
- Population or community you serve (e.g. bilingual students, homeless, people with disabilities)
- Main contacts for the volunteer (including on-site computer literate people)
- Budget, if any (including computer budget)
- Purchasing process
- Location of the phone, tools, sign-in/sign-out sheet, rest room, coffee, etc.
- Staff. In addition to making a significant contribution to an important cause, people volunteer to meet new people and to have fun.
- Work plan. Make sure both you and the volunteer understand the work to be done, the timeline, and when you will next check in about progress.
- Your nonprofit context. This is particularly important if the volunteer has never worked with nonprofits before. Take some time to discuss the culture and processes of your workplace.

During the project: ensuring success

Track progress

Check in regularly. The staff liaison should communicate with volunteers regularly to talk about their progress and any problems or changes to the plan. Technical volunteers may be used to a very rapid pace at work. If your organization needs to take things slower, you can communicate this while keeping the project moving toward completion with regular meetings, emails, or phone calls. This is also a great way to let volunteers know you value their time and energy.

Maintain accountability. Volunteers must understand that even though they are giving their time away, it doesn't mean they can ignore agreements about the project. Some schools or nonprofits have their volunteers sign letters of commitment, and others rely on buy-in about their cause from the volunteers to keep them interested and coming back. Conversely, volunteers should feel comfortable setting limits to what they can do.

Document all work

Make sure the volunteer keeps records of the work that they did. We've included a computer maintenance log in the appendix for your volunteer to use. See page 67.

Closing the project: clear communications

Thank the volunteer

Keeping communications clear is the key to successful technical volunteer projects. This is most noted at the end of a given project. Be sure to thank the volunteer once they've finished a project, even if they've decided that they love your organization and will continue volunteering.

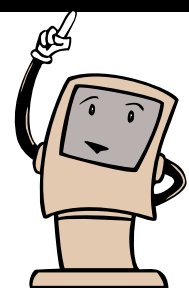
We suggest doing something personal, like buying them a gift certificate at their favorite bookstore, or giving them something that's related to the mission of your organization. For instance, if you're a nonprofit that provides whale-watching services, then you may want to give your volunteer a free trip aboard your boat.

When thanking volunteers, think about what will be meaningful to the individual volunteer and why that person volunteers. He or she might prefer to hear about the impact of their work, receive your newsletter, or be invited to a staff party rather than receive a t-shirt or plaque.

Establish future communications

Closing the project also lets the volunteer know that their commitment with you is finished and gives you the opportunity to find out what type of projects that they might like to do in the future. Of course, make sure that you have accurate contact information and have established the best way to reach him/her.

Be sure to thank the volunteer once they've finished a project, even if they've decided that they love your organization and will continue volunteering.



Working with corporate volunteers and consultants

When you bring in a volunteer or consultant who is used to working in the corporate world, you may have to orient them to nonprofit culture and circumstances, almost as if they were visiting another country. The key to a successful working relationship is explicit communication about what makes your agency's needs and processes different.

Corporate volunteers and consultants may be accustomed to recommending expensive, complex solutions. They might envision a system that is actually faster, bigger, fancier and harder to maintain than you need. They may not realize that their solution does not fit your nonprofit context. It is crucial that you spell out your organization's limits regarding money and staff capacity.

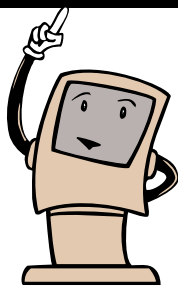
Corporate volunteers and consultants are also often used to dealing with newer technology. If they walk into an agency, for example, and discover a bunch of five-year-old machines, their first reaction might be to want to upgrade everything, even if those machines are doing the job they are supposed to. It's a good idea to ask the volunteer or consultant to give you at least two assessments: a "dream" assessment (if you had an unlimited budget, what would you do?) and a "bare-bones" assessment (with a limited budget, what are the things you would do first?).

Make sure the volunteer or consultant is aware of the overall skill level of your staff and of the resources you have for training staff and supporting the technology once it is in place. It's also a good idea to let them know about the speed of your budget approval processes, so they don't get frustrated at an apparent lack of action.

As with any field, technical volunteers and consultants tend to use language and vocabulary specific to their field, which can be confusing or frustrating to non-technical people. They also might be unclear about what you do, or how things work in your organization. Let them know that they might be talking over your head, but also be aware that you might be talking over theirs.

There are some other characteristics you are likely to encounter when working with a corporate volunteer or consultant. These generalizations have both a positive and negative side, so you will need to determine their potential effect on your volunteer relationship.

It's a good idea to ask the volunteer or consultant to give you at least two assessments...



Accustomed to a fast pace

Your technical volunteer is probably accustomed to a quick turn-around and lots of resources to get the job done. The slower pace in a nonprofit or school might surprise a tech volunteer, and he or she may feel that the organization or staff person is not fully committed to the project. Clear communication about how things work at your office or school will help alleviate frustration from a volunteer who expects the project to move faster.

Results-oriented

One of our volunteers said he most enjoyed volunteering because he could see the immediate impact of his work. Unlike in a corporate environment, in which a techie's contributions might just help the business's bottom line, a nonprofit's core services can be improved drastically by his contribution. One volunteer's help in the classroom can transform a child's experience with technology. It is important to recognize and highlight the volunteer's impact, and help him or her see the real results of their time and expertise.

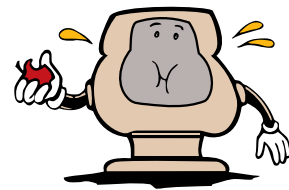
Willing to go the extra mile

Many technical volunteers are willing to do more than you ask for. This can be both a blessing (when they upgrade your network **and** help you get DSL) and a curse (when they upgrade your database software, then change the layouts so much that you don't know how to use it anymore).

More informed than you (about some stuff)

Obviously, you wouldn't need a technology volunteer if you knew how to do everything on your own. But it's hard to manage someone's work if they're donating their time and you don't understand everything they're doing. Even though a volunteer might know more than you about networks, applications and other technical issues, ultimately, you are the one who has to use the technology. Make sure you know what changes are being made, and make sure the volunteer checks in with you before making big decisions.

Don't be shy about asking your volunteers questions about what they're doing. Most volunteers are happy to share their knowledge if they know that you are interested in learning more about technology!



Liability issues: maintaining security

Although these situations are unusual, you are responsible for the following:

- **Volunteer safety and liability in case of an on-site accident.**
- **Security of your organization's confidential information.**
If you keep confidential information about your clients or donors, make sure you communicate to the volunteer what s/he can and cannot access. Before the project begins, determine exactly which passwords, computers, and files the volunteer will need to access. After a volunteer or consultant is done working with confidential information, it is a good idea to change your passwords.
- **Staff and clients.** Careful screening will help maintain a safe environment. Communicate with your employees and clients so that they understand the volunteers' roles. Your organization can be liable for harassment of staff or clients by a volunteer. To protect your organization, you must have policies in place and enforce them. The U.S. Equal Employment Opportunity Commission offers information for employers that need to establish harassment policies.
- **Youth at your facility.** Technical volunteers may not have experience with kids or teens. If kids or teens are around while your volunteers are working, it is crucial that you communicate what is (and isn't) acceptable behavior for the volunteers when interacting with youth that participate in your programs. To prevent misunderstandings, be very clear about the rules regarding unsupervised, one-to-one contact.

Avoiding and addressing potential trouble spots

Volunteer is not responding

If the volunteer is not returning your calls or e-mail then you may want to review how the project has been going up to this point. Doing this will provide clues as to what the problem might be and how to address it. If you find that more people in your office other than the liaison have been calling the volunteer, or if you've asked the volunteer

to do more than the agreed-upon project, then you may be scaring off the volunteer.

Technical professionals can sense when a project's getting too demanding of them and may respond by avoiding any contact. If this is the case, talk with the volunteer and let them know that you're aware of the problem, that you would like to continue working with the volunteer and that you will address this problem.

Of course, it can't hurt to ask the volunteer if there's something outside of the volunteer project that is effecting their ability to maintain contact. You may find out that they're putting in over time for a project at their work or that their personal life is suddenly chaotic. Clarify with the volunteer when, or if, they think their time will free up again so that they can focus on your project.

Volunteer is trying to sell goods or services

A volunteer may offer to sell his or her technical services or equipment to your organization. This can be a difficult situation, especially for a staff person who is unfamiliar with the technology being recommended. One way to avoid this situation is to set up clear expectations for the volunteer project. When the project is complete, you may choose to negotiate a paid arrangement.

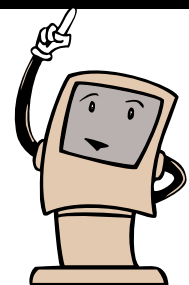
Volunteer is not working out

Occasionally your organization may need to dismiss a volunteer. This is a particularly difficult situation because the volunteer probably had good intentions. The most common reasons for failure are personality conflicts and lack of skill, either on the part of a volunteer liaison or a technical volunteer.

Clarify ground rules about the relationship before the project begins in order to avoid misunderstandings when firing volunteers. Some suggested ground rules include:

- The volunteer may refuse all or part of a project at any time.
- The volunteer liaison or other designated individual has the authority to terminate the arrangement.
- The volunteer should report any problems or concerns to the onsite coordinator as soon as possible.
- The volunteer liaison will approach the volunteer directly about any complaints or concerns regarding ability or performance.
- If the relationship must be terminated, a clear understanding of that fact should be made to everyone involved.

Don't be afraid to fire a volunteer!



A

Appendix

Overview of tools in this section

We've created a number of tools to assist you with developing and managing technical volunteer projects. The following is a description of all the tools and worksheets you'll find in this section.

Worksheets to use before the volunteer project begins

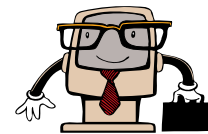
- **Volunteer Project Guidelines**

These worksheets guide you through the information you need in order to write an effective volunteer project description. The following sample projects are included in this section for your reference:

Technology assessment, building a Local Area Network, building a Client Server Network, Troubleshooting machines, Database assessment, Database training, building a Rolodex database, building a new Website, Changing an existing website, Assessing donated equipment, Software training, See pages 31—56.

- **Technology Inventory Worksheet**

A optional worksheet that helps you take an inventory of your hardware and software. It's helpful to have this done before the volunteer project. See page 6.



Worksheets to use during the volunteer project

- **Technical Volunteer Questionnaire**
This collects all the skills of your new technical volunteer. Have them fill this out at the start of a new project. See page 57.
- **Volunteer Contract**
This is similar to the type of contract that CompuMentor uses when setting up volunteer projects. See page 61.
- **Volunteer Project Schedule**
A timeline for you and the volunteer to use to map out your volunteer project. We've included one that's filled out for you to use as a reference, and a blank one for your own projects. See pages 63-66.
- **Computer Maintenance Record**
This records any work done to workstations by the volunteer. See page 67.

Additional Tools

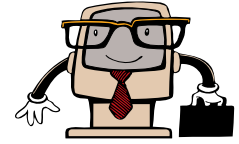
These are additional worksheets that will help your organization to manage your technology. (Sorry, these are not included in this version of the manual.)

- **Current Computer Network Map:** An example of a network map. See page 70.
- **Current Network Documentation:** Worksheet to track your network log-ins, passwords and privileges. See page 71.

Online Resources

See pages 73—85 for a list of relevant and helpful Listservs and community message boards.

Project Guidelines Worksheet



Sample Project: Technology Assessment

What the volunteer can do:

A volunteer can provide a technology assessment for a small office that has a need for 10 machines or less. Doing the assessment should involve looking at your existing hardware and software, interviewing staff about what their technology needs are, writing up a report of what you need to purchase, the cost, and the timeline for implementation. (e.g. buy machines, then build a LAN).

What you need to do to prepare:

Do an inventory of the machines that you currently have.

If you need this for funding, or would like to use it to fund your technology plan, then research the type of information that is required by the funder before working with the volunteer.

Fill out the following form as a guide to writing up a volunteer workplan to find someone to perform a technology assessment:

1. What is the name and location of your organization?

2. What is the mission of your organization?

3. Indicate the type, and the number of computers that you have.

___ Older Mac	___ PC 486
___ i Mac	___ PC 386
___ G3 Mac	___ PC Pentium
___ G4 Mac	

4. Check off the type of operating system(s) the computer(s) is running

<input type="checkbox"/> Windows 95	<input type="checkbox"/> Macintosh OS 7	<input type="checkbox"/> Linux
<input type="checkbox"/> Windows 98	<input type="checkbox"/> Macintosh OS 8	
<input type="checkbox"/> Windows 2000	<input type="checkbox"/> Macintosh OS 9	

5. Is your computer on a network?

- Yes No

6. If yes, check off which type of network

- Peer to Peer network Appleshare network
 Windows 2000 network Unix network
 NT network Novell network

7. Who is the contact person for the project?

Name _____

Phone number _____

E-mail _____

8. Which is the best way to reach the contact person?

- E-mail
 Phone
 Both

9. When is the contact person available to work on the project? _____

After you fill out this worksheet, you should write up a workplan that looks something like the following:

Volunteer Project: Technology Assessment

Do Good, an organization serving rural families, located in Springfield is looking for a volunteer to do a technology assessment for an office of up to 10 machines.

Will need volunteer to:

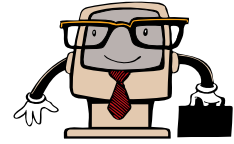
- Interview staff on technology needs
- Evaluate the following machines running on a Windows 2000 network: 3 Pentiums running Windows 95, 1 Power Mac
- Write a report detailing how Do Good should proceed with implementation, including cost and timeline

Do Good organization will:

- Provide access to all machines and software

We would like to finish this project within 4 months. Our availability to work with the volunteer is M-F after 5, and on occasional weekends. Please call Myra at 555/512-8880 if you're interested.

Project Guidelines Worksheet



Sample Project: Assessing a Network

What the volunteer can do:

A volunteer can assess what type of network that best fits your organizations needs. This will include the cost for building a network and the required skills that your staff will need to maintain it.

What you need to do to prepare:

Have a list of things that you'd like your network to do (i.e. share a database, or files...)

Fill out the following form as a guide to writing up a volunteer workplan to find someone to assess your network needs:

1. What is the name and location of your organization?

2. What is the mission of your organization?

3. Indicate the type, and the number of computers that you have.

- | | |
|---------------|----------------|
| ___ Older Mac | ___ PC 486 |
| ___ i Mac | ___ PC 386 |
| ___ G3 Mac | ___ PC Pentium |
| ___ G4 Mac | |

4. Check off the type of operating system(s) the computer(s) is running

- | | |
|---------------------------------------|---|
| <input type="checkbox"/> Windows 95 | <input type="checkbox"/> Macintosh OS 7 |
| <input type="checkbox"/> Windows 98 | <input type="checkbox"/> Macintosh OS 8 |
| <input type="checkbox"/> Windows 2000 | <input type="checkbox"/> Macintosh OS 9 |
| | <input type="checkbox"/> Linux |

5. Do you currently have a network?

- Yes No

6. If yes, check off which type of network

- | | |
|---|---|
| <input type="checkbox"/> Peer to Peer network | <input type="checkbox"/> Appleshare network |
| <input type="checkbox"/> Windows 2000 network | <input type="checkbox"/> Unix network |
| <input type="checkbox"/> NT network | <input type="checkbox"/> Novell network |

7. Who is the contact person for the project?

Name _____

Phone number _____

E-mail _____

8. Which is the best way to reach the contact person?

- E-mail
- Phone
- Both

9. When is the contact person available to work on the project? _____

After you fill out this worksheet, you should write up a workplan that looks something like the following:

Volunteer Project: Assessing a Network

Do Good an organization serving rural families, located in Springfield is looking for a volunteer to assess the type of network we need.

Will need volunteer to:

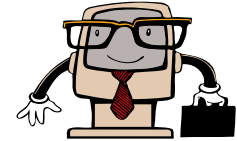
- Assess a network for the following machines: 2 Power Macs and 3 Pentium Machines; 1 running Windows 98, 2 running Windows 95
- Would like the network to be able to share a Filemaker database, files, and possibly Internet access
- Write out a scope for the time it would take to build the network and the cost of implementation and maintaining the server

Do Good organization will:

- Provide access to all machines and software

We would like to finish this project within 3 months. Our availability to work with the volunteer is M-F after 5, and on occasional weekends. Please call Wanda at 555/512-8880 if you're interested.

Project Guidelines Worksheet



Sample Project: Building a small peer-to-peer Local Area Network (LAN)

What the volunteer can do:

A volunteer can build a peer to peer network of up to 7 machines. They can install Ethernet cards, lay the cable (only if it doesn't involve drilling holes through walls and the like), clean the hard drives if necessary, and make sure you have the appropriate hub.

What you need to do to prepare:

- Do a network assessment
- Check with your landlord regarding laying cable
- Have the money set aside to purchase any needed equipment (like a hub, or Ethernet cards)

Fill out the following form as a guide to writing a volunteer workplan for building a small peer-to-peer network:

1. What is the name and location of your organization?

2. What is the mission of your organization?

3. Is the cable installed? (caution! There are liabilities with this!) Yes No

4. Are the machines Ethernet ready? Yes No

5. Indicate the type, and the number of computers that you have.

___ Older Mac	___ PC 486
___ i Mac	___ PC 386
___ G3 Mac	___ PC Pentium
___ G4 Mac	

5. Check off the type of operating system(s) your computer(s) are running

- Windows 95 Macintosh OS 7 Linux
 Windows 98 Macintosh OS 8
 Windows 2000 Macintosh OS 9

6. Who is the contact person for the project?

Name _____

Phone number _____

E-mail _____

7. Which is the best way to reach the contact person?

- E-mail
 Phone
 Both

8. When is the contact person available to work on the project? _____

After you fill out this worksheet, you should write up a workplan that looks something like the following:

Volunteer Project: Building a small peer-to-peer LAN

Do Good an organization serving victims of domestic violence, located in Springfield is looking for a volunteer to build a peer to peer network of 7 machines.

Will need volunteer to:

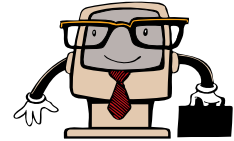
- Build a peer to peer network for the following machines: 8 Pentium Machines, 1 running Windows 98, 2 running Windows 95
- Would like the network to be able to share a Filemaker database, files, and possibly Internet access
- Install Ethernet cards on 2 machines
- Recommend and purchase a HUB
- Cabling will be in place
- Provide documentation of the network

Do Good organization will:

- Provide access to the machines

We would like to finish this project within 3 months. Our availability to work with the volunteer is M-W 9 AM-7 PM, and on occasional weekends. Please call Buster at 555/555-8880 if you're interested.

Project Guidelines Worksheet



Sample Project: Building a Client Server Network

How the volunteer can help your organization:

A volunteer can build a client server network of up to 10 machines. This means that they will be configuring the software for the network, like NT, Novell, or Linux. This takes a lot of time, so the machines should already be network ready; i.e. they should already have the cabling, Ethernet cards, and hub.

CAUTION: These types of networks require ongoing maintenance by a trained network administrator. It is not something that you can rely on a volunteer for, nor can you easily tack it onto a current staff members job duty. Realistically, you'll most likely need to hire a part time Network Administrator, or at minimum, a consultant. Please consider these additional costs before deciding on this option.

What you need to do to prepare:

- Do a network assessment
- Have the computers network ready (Ethernet cards, hub, cable)
- Have the money set aside to hire a consultant or staff to maintain the network

Fill out the following form as a guide to writing up a volunteer workplan to build a client server network:

1. What is the name and location of your organization?

2. What is the mission of your organization?

3. What type of network software do you want the volunteer to use to build the network?

- | | |
|---|---|
| <input type="checkbox"/> Windows 2000 network | <input type="checkbox"/> Unix network |
| <input type="checkbox"/> NT network | <input type="checkbox"/> Novell network |
| <input type="checkbox"/> Appleshare network | <input type="checkbox"/> Other |

4. Is the cable installed? (caution! There are liabilities with this!) Yes No

5. Are the machines Ethernet ready? Yes No
6. Indicate the type, and the number of computers that you have.
- | | |
|---------------|----------------|
| ___ Older Mac | ___ PC 486 |
| ___ i Mac | ___ PC 386 |
| ___ G3 Mac | ___ PC Pentium |
| ___ G4 Mac | |
7. Check off the type of operating system(s) the computer(s) is running
- | | | |
|---------------------------------------|---|--------------------------------|
| <input type="checkbox"/> Windows 95 | <input type="checkbox"/> Macintosh OS 7 | <input type="checkbox"/> Linux |
| <input type="checkbox"/> Windows 98 | <input type="checkbox"/> Macintosh OS 8 | |
| <input type="checkbox"/> Windows 2000 | <input type="checkbox"/> Macintosh OS 9 | |
8. Who is the contact person for the project?
- Name _____
- Phone number _____
- E-mail _____
9. Which is the best way to reach the contact person?
- E-mail
- Phone
- Both
10. When is the contact person available to work on the project? _____

Volunteer Project: Building a Client-Server Network

Do Good an organization serving victims of domestic violence, located in Springfield is looking for a volunteer to configure a NT network of 9 machines

Will need volunteer to:

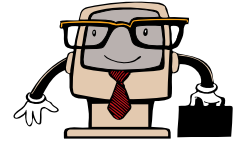
- Configure an NT network for the following machines:
7 Pentium Machines, 1 running Windows 98, 2 running Windows 95, 2 i Macs
- Would like the network to be able to share a Filemaker database, files, and Internet access
- All machines are network ready
- Cabling and a HUB will be in place
- Provide documentation of the network

Do Good organization will:

- Provide access to the machines

We would like to finish this project within 3 months. Available to work with the volunteer M-W 9 AM-7 PM, and on occasional weekends. Please call Buster at 555/555-8880 if you're interested.

Project Guidelines Worksheet



Sample Project: Troubleshooting Machines

What the volunteer can do:

A volunteer can assess the problem that your machines are having, and time permitting, fix the machines. They can also recommend purchases and procedures for your organization that will minimize future problems.

What you need to do to prepare:

Have a record of what happens (i.e. machine freezes?), when it happens and what the user is using when this occurs (e.g. opening up e-mail). The best way to track this information is with the Troubleshooting Log, which you'll find in the appendix.

Fill out the following form as a guide to writing up a volunteer workplan to find someone to trouble shoot and fix problems with your computers:

1. What is the name and location of your organization?

2. What is the mission of your organization?

3. Check off what you want the volunteer to do:

- Assess problem with the computer(s)
- Fix the problem the with computer(s)
- Recommend procedures/resources for you to use to fix the computer(s) in the future

4. Indicate the type, and the number of computers that are having problems. (Shouldn't be more than four computers total)

- | | |
|---------------|----------------|
| ___ Older Mac | ___ PC 486 |
| ___ i Mac | ___ PC 386 |
| ___ G3 Mac | ___ PC Pentium |
| ___ G4 Mac | |

5. Check off the type of operating system the computer(s) are running

- Windows 95 Macintosh OS 7 Linux
 Windows 98 Macintosh OS 8
 Windows 2000 Macintosh OS 9

6. Is your computer on a network?

- Yes No

7. If yes, check off which type of network

- Peer to Peer network Appleshare network
 Windows 2000 network Unix network
 NT network Novell network

8. Who is the contact person for the project?

Name _____

Phone number _____

E-mail _____

9. Which is the best way to reach the contact person?

- E-mail
 Phone
 Both

10. When is the contact person available to work on the project? _____

After you fill out this worksheet you should write up a workplan that looks something like the following:

Volunteer Project: Troubleshooting Machines

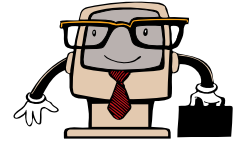
Do Good an organization serving rural families, located in Littleton is looking for a volunteer to troubleshoot problems that our machines are having:

Will need volunteer to:

- Troubleshoot an iMac on an NT network that crashes while printing
- Troubleshoot a Pentium Windows 98 on an NT network machine that freezes at shutdown
- Time permitting, fix machines or offer suggested next steps

Available to work with the volunteer M-F after 5, and on occasional weekends. Please call Wilma at 555/512-8880 if you're interested.

Project Guidelines Worksheet



Sample Project: Database Assessment

What the volunteer can do:

A volunteer can help you with a database assessment, a very important part of building a database.

What you need to do to prepare:

You'll need a tool to guide you through the process. There is helpful a database planning guide that you can download from <http://www.techsoup.org>. This workbook will walk you through all of the preparation that you'll need to do before meeting with your volunteer.

Fill out the following form as a guide to writing up a volunteer workplan to find someone to assess your database needs:

1. What is the name and location of your organization?

2. What is the mission of your organization?

3. What will you be using the database for?

4. Check off the type of operating system the computer is running

- | | | |
|---------------------------------------|---|--------------------------------|
| <input type="checkbox"/> Windows 95 | <input type="checkbox"/> Macintosh OS 7 | <input type="checkbox"/> Linux |
| <input type="checkbox"/> Windows 98 | <input type="checkbox"/> Macintosh OS 8 | |
| <input type="checkbox"/> Windows 2000 | <input type="checkbox"/> Macintosh OS 9 | |

5. Is your computer on a network?

- Yes No

6. If yes, check off which type of network

- | | |
|---|---|
| <input type="checkbox"/> Peer to Peer network | <input type="checkbox"/> Appleshare network |
| <input type="checkbox"/> Windows 2000 network | <input type="checkbox"/> Unix network |
| <input type="checkbox"/> NT network | <input type="checkbox"/> Novell network |

7. Who is the contact person for the project?

Name _____

Phone number _____

E-mail _____

8. Which is the best way to reach the contact person?

- E-mail
- Phone
- Both

9. When is the contact person available to work on the project? _____

After you fill out this worksheet, you should write up a workplan that looks something like the following:

Volunteer Project: Database Assessment

Do Good an organization serving rural families located in Littleton is looking for a volunteer to assess the type of database they need to track their clients

Will need volunteer to:

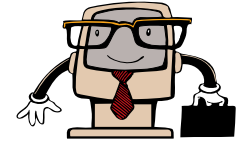
- Assess their needs for a shared database running on an NT network that will track their clients
- Write up a database plan using CompuMentor's database planning work book, which we'll provide

Do good will provide:

- All information for the assessment

Available to work with the volunteer M-F after 5, and on occasional weekends. Please call Betty at 555/512-8880 if you're interested.

Project Guidelines Worksheet



Sample Project: Database Training

What the volunteer can do:

A volunteer can provide you with training on how to use an existing database, or on how to make simple changes. They can also train you on how to build a very simple flat database.

What you need to do to prepare:

You'll need, of course, to know what type of database that you'd like to have training on.

If the training is for a group of people, you'll need to find out what day of the week are they available for training, and a room to hold the training in

Fill out the following form as a guide to writing up a volunteer workplan to find someone to train you on your database:

1. What is the name and location of your organization?

2. What is the mission of your organization?

3. What do you want to learn?

4. What type of database software are you using?

- Access
- Filemaker Pro
- SQL
- Other (fill in blank) _____

5. Check off the type of operating system the computer is running
- Windows 95 Macintosh OS 7 Linux
- Windows 98 Macintosh OS 8
- Windows 2000 Macintosh OS 9
6. Is your computer on a network?
- Yes No
7. If yes, check off which type of network
- Peer to Peer network Appleshare network
- Windows 2000 network Unix network
- NT network Novell network
8. Who is the contact person for the project?
- Name _____
- Phone number _____
- E-mail _____
9. Which is the best way to reach the contact person?
- E-mail
- Phone
- Both
10. When is the contact person available to work on the project?

After you fill out this worksheet, you should write up a workplan that looks something like the following:

Volunteer Project: Database Training

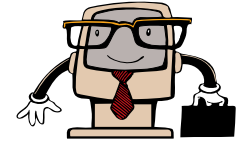
Do Good an organization serving rural families located in Littleton is looking for a volunteer to train a staff member on how to best use their Access Database running on NT network

Will need volunteer to:

- Train staff member on how to do finds and run reports
- Train staff member on how to make simple changes to layouts
- Train staff member on how to do mail merges with Word, and also how to print up mailing labels

Available to work with the volunteer M-F after 5, and on occasional weekends. Please call Betty at 555/512-8880 if you're interested.

Project Guidelines Worksheet



Sample Project: Building a Rolodex database

What the volunteer can do:

A volunteer can build a simple rolodex type database, which is basically a database that holds contact information for individuals. Building anything bigger than this is too complex for a volunteer project.

Do a database assessment.

Fill out the following form as a guide to writing up a volunteer workplan to find someone to build your rolodex style database:

1. What is the name and location of your organization?

2. What is the mission of your organization?

3. What type of database software do you want the volunteer to use?

- Access
- Filemaker Pro
- SQL
- Other (fill in blank) _____

4. Check off the type of operating system(s) the computer(s) is running

- Windows 95 Macintosh OS 7 Linux
- Windows 98 Macintosh OS 8
- Windows 2000 Macintosh OS 9

5. Do you currently have a network?

- Yes No

6. If yes, check off which type of network

- | | |
|---|---|
| <input type="checkbox"/> Peer to Peer network | <input type="checkbox"/> Appleshare network |
| <input type="checkbox"/> Windows 2000 network | <input type="checkbox"/> Unix network |
| <input type="checkbox"/> NT network | <input type="checkbox"/> Novell network |

7. Who is the contact person for the project?

Name _____

Phone number _____

E-mail _____

8. Which is the best way to reach the contact person?

- E-mail
- Phone
- Both

9. When is the contact person available to work on the project?

After you fill out this worksheet, you should write up a workplan that looks something like the following:

Volunteer Project: Building a Rolodex database

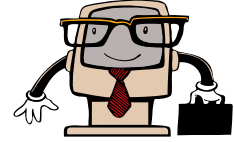
Do Good an organization serving rural families located in Littleton is looking for a volunteer to build a simple Filemaker database that will hold names and addresses of our clients that will run on a Appleshare network.

Will need volunteer to:

- Build database
- Train staff member on how to make simple changes to layouts
- Train staff member on how to do mail merges with Word, and also how to print up mailing labels

Available to work with the volunteer M-TH after 5, and on occasional weekends. Please call Barney at 555/512-8880 if you're interested.

Project Guidelines Worksheet



Sample Project: Building a New Website

What the volunteer can do:

A volunteer can build a brochure style (5-7 page) website for your organization. Be aware, though, that a website is not a static project. Once it's built it'll need ongoing maintenance to ensure the information is current. Don't count on the volunteer to do this for you. Ideally, a staff person should be trained to update the site.

What you need to do to prepare:

- Do an assessment of your website needs.
- Have content for the site ready for the volunteer.

Fill out the following form as a guide to writing up a volunteer workplan to find someone to trouble shoot and fix problems with their computers:

1. What is the name and location of your organization?

2. What is the mission of your organization?

3. Do you need for the volunteer to recommend an ISP to host your website? Yes No

4. Do you have a domain name? Yes No

5. Do you have graphics for the site? Yes No

6. Do you have the content for your site? Yes No

7. Do you want the volunteer to train you to maintain the site? Yes No

8. What type of software do you want the website built in?

- Front Page
- Dreamweaver
- Page Mill
- Other (fill in the name of the software)

9. Indicate the type of computer you are using

- PC
- Mac

10. Who is the contact person for the project?

Name _____

Phone number _____

E-mail _____

11. Which is the best way to reach the contact person?

- E-mail
- Phone
- Both

12. When is the contact person available to work on the project? _____

After you fill out this worksheet you should write up a workplan that looks something like the following:

Volunteer Project: Building a New Website

Do Good, an organization serving inner city youth, located in Gotham City is looking for a volunteer to build a 5-7 page brochure style website.

Will need volunteer to:

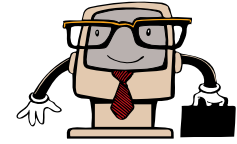
- Build the site using Dreamweaver
- Create graphics for the site
- Recommend an ISP to host the site
- Secure a domain name for the site
- Train a staff person on maintaining the site using Dreamweaver on a Mac

Do Good organization will:

- Provide content for the site
- Have 3 or 4 sites picked out that they would like their site to look like
- Flexible availability to work with the volunteer.

Please call Karen at 555/512-8888 xt307 if you're interested

Project Guidelines Worksheet



Sample Project: Changing an Existing website

What the volunteer can do:

A volunteer can make additions to your current site within reason. For instance, a volunteer can help you set up a “donation page” on your website, but they most likely can’t set up a page that connects to your donor database to track the donations from the website. This type of functionality requires more time than is appropriate for a volunteer project.

A volunteer can add functionality to your existing site like:

- Adding new graphics
- Adding new pages
- Setting up donation link
- Improving the look and feel of your current site

You can still work with a volunteer to do more complex addition to the site. Anything complex requires an evaluation of your site and what’s needed to implement the desired function. Volunteers can do assessment to help you:

- Improve the informational architecture of the current site
- Adding advanced features like bulletin boards and chat rooms

What you need to do to prepare:

- Do an assessment of your website needs.
- Have content for the site ready for the volunteer.
- Have example sites to show the volunteer what you’d like to do with your existing site

Fill out the following form as a guide to writing up a volunteer workplan to find someone to improve your current website:

1. What is the name and location of your organization?

2. What is the mission of your organization?

3. Do you need for the volunteer to recommend an ISP to host your website? Yes No

4. Do you have graphics for the site? Yes No
5. Do you have the content for your site? Yes No
6. Do you want the volunteer to train you to maintain the site? Yes No
7. What is your domain name? _____ (http://www.websitename.org)
8. What is your current website's needs?
- Better or more graphics
 - More pages
 - Better site navigation
 - A donor link
 - An assessment on how to add more functionality, like chat rooms or bulletin boards
9. What type of software do you use to maintain your site?
- Front Page
 - Dreamweaver
 - Page Mill
 - Other (fill in the name of the software)_____
10. Indicate the type of computer you are using
- PC
 - Mac
11. Who is the contact person for the project?
- Name _____
- Phone number _____
- E-mail _____
12. Which is the best way to reach the contact person?
- E-mail
 - Phone
 - Both
13. When is the contact person available to work on the project?

After you fill out this worksheet you should write up a workplan that looks something like the following:

Volunteer Project: Changing an Existing Website

ChildrenFirst, an organization serving inner city youth, located in Gotham City is looking for a volunteer to evaluate our existing website (www.boguswebsite.org).

Will need volunteer to:

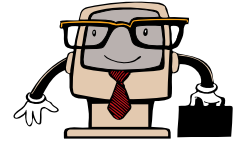
- Recommend improvements to site navigation
- Recommend improvements to site graphics
- Recommend a way to accept donations on the site

ChildrenFirst will:

- Have 3 or 4 sites picked out that they would like their site to look like
- Flexible availability to work with the volunteer.

Please call Karen at 555/512-8888 xt307 if you're interested

Project Guidelines Worksheet



Sample Project: Assessing Donated Equipment

How the volunteer can help your organization:

A volunteer can assess if donated computers or other hardware devices can be upgraded or fixed so that they can be useful to your organization. Not all machines will be salvageable, for those that are they can tell you what you need to purchase to make them functional, and what work will be required to do the upgrade

What you need to do to prepare:

- Inventory your donated equipment

Fill out the following form as a guide to writing up a volunteer workplan to find someone to assess your donated equipment:

1. What is the name and location of your organization?

2. What is the mission of your organization?

3. What type of machines do you need assessed?

- | | | |
|------------------------------------|---------------------------------------|--------------------------------|
| <input type="checkbox"/> Computers | <input type="checkbox"/> Fax Machines | <input type="checkbox"/> Other |
| <input type="checkbox"/> Printers | <input type="checkbox"/> Router | |
| <input type="checkbox"/> Scanners | <input type="checkbox"/> Modems | |

4. Indicate the type, and the number of computers that need assessing. (Shouldn't be more than 25 computers total)

- | | |
|---------------|----------------|
| ___ Older Mac | ___ PC 486 |
| ___ i Mac | ___ PC 386 |
| ___ G3 Mac | ___ PC Pentium |

5. Who is the contact person for the project?

Name _____

Phone number _____

E-mail _____

6. Which is the best way to reach the contact person?

E-mail

Phone

Both

7. When is the contact person available to work on the project?

After you fill out this worksheet you should write up a workplan that looks something like the following:

Volunteer Project: Assessing Donated Machines

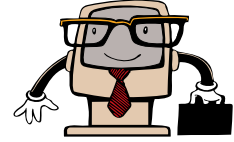
Do Good an organization serving rural families, located in Littleton is looking for a volunteer to assess donated machines to see if they can be used by the agency:

Will need volunteer to:

- Assess 2 Power Macs, 1 486, 1 56k modem
- Recommend and document next steps for either disposing of the equipment or for making it operable
- Time permitting, help to implement the recommendations

Available to work with the volunteer M-F after 5, and on occasional weekends. Please call Wilma at 555/512-8880 if you're interested.

Project Guidelines Worksheet



Sample Project: Software Training

What the volunteer can do:

A volunteer can be your “tutor” and train you on how to use typical office software programs.

What you need to do to prepare:

Know what type of software that you’d like to have training on.

Fill out the following form as a guide to writing up a volunteer workplan to find someone to train you on how to use a software program:

1. What is the name and location of your organization?

2. What is the mission of your organization?

3. What software do you want to learn?

4. Check off the type of operating system the computer is running

- | | | |
|---------------------------------------|---|--------------------------------|
| <input type="checkbox"/> Windows 95 | <input type="checkbox"/> Macintosh OS 7 | <input type="checkbox"/> Linux |
| <input type="checkbox"/> Windows 98 | <input type="checkbox"/> Macintosh OS 8 | |
| <input type="checkbox"/> Windows 2000 | <input type="checkbox"/> Macintosh OS 9 | |

5. Is your computer on a network?

- Yes No

6. If yes, check off which type of network

- Peer to Peer network Appleshare network
 Windows 2000 network Unix network
 NT network Novell network

7. Who is the contact person for the project?

Name _____

Phone number _____

E-mail _____

8. Which is the best way to reach the contact person?

- E-mail
 Phone
 Both

9. When is the contact person available to work on the project? _____

After you fill out this worksheet, you should write up a workplan that looks something like the following:

Volunteer Project: Excel 97 Training

Do Good an organization serving rural families located in Littleton is looking for a volunteer to train a staff member on how to create a spreadsheet in Excel 97 on a iMac

Will need volunteer to:

- Train staff member on how to create a spreadsheet to track expenses
- Train staff member on how to create graphs

Available to work with the volunteer M-F after 5, and on occasional weekends. Please call Betty at 555/512-8880 if you're interested.

Technical Volunteer Questionnaire

CONTACT INFORMATION

Name: _____

Primary Address:

Address Line One _____

Address Line Two _____

City _____ State _____ Zip Code _____

Other Address:

Address Line One _____

Address Line Two _____

City _____ State _____ Zip Code _____

Occupation: _____

Employer or type of company: _____

Phones: W () _____ H () _____

Internet email:

Primary: _____

Secondary: _____

Other/URL: _____

OPERATING SYSTEM SKILLS

Please describe your familiarity with the following operating systems, as well as whether you have advanced skills:

<u>OS</u>	<u>Advanced Skills?</u>
<input type="checkbox"/> Windows 95	<input type="checkbox"/>
<input type="checkbox"/> Windows 98	<input type="checkbox"/>
<input type="checkbox"/> Windows ME	<input type="checkbox"/>
<input type="checkbox"/> Macintosh	<input type="checkbox"/>
<input type="checkbox"/> Unix	<input type="checkbox"/>

NETWORK OPERATING SYSTEM SKILLS

Please describe your familiarity with the following network systems, and select the level of your experience:

<u>Network System</u>	<u>User</u>	<u>Administrator</u>	<u>Setup & Admin.</u>
<input type="checkbox"/> Appleshare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Novell/Netware	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> TCP/IP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Unix/Linux	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Windows (2000/or NT)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NETWORK SET UP SKILLS

Please indicate which of the following you have experience with:

<u>Network System</u>		
<input type="checkbox"/> Firewalls	<input type="checkbox"/> WANS	<input type="checkbox"/> Remote access to a LAN
<input type="checkbox"/> Intranets	<input type="checkbox"/> Connecting LANs to the internet	
<input type="checkbox"/> Peer to Peer	<input type="checkbox"/> Pulling Cable	

TRAINING

Please select the options that describe your training skills:

- Tutoring Group Training Develop Training Materials

HARDWARE SKILLS

Please describe your familiarity with the following hardware environments, and the level of your skill with each:

<u>Platform</u>	<u>Basic Troubleshooting</u>	<u>Thorough T/S, Repair</u>
<input type="checkbox"/> PC/Clone	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Macintosh	<input type="checkbox"/>	<input type="checkbox"/>

Please select all the word processing programs you have experience using:

- Ami Pro Word Word Perfect

Please select all the spreadsheet programs you have experience using:

- 1-2-3 Excel Quattro Pro

Please select the accounting programs you have the most experience using:

- Acc Pac Great Plains MYOB Quickbooks
 OneWrite Plus Peachtree Quicken SBT

WEB / INTERNET / TELECOMMUNICATIONS

Do you have experience installing or maintaining these types of connections to the Internet?

- Cable Modems ISDN TCP/IP (dial-up modem)
 DSL T1

Please select any options that describe your experience creating web sites:

- Basic Page Layout Adv. HTML / Scripting
 Site Design Site Administration
 Marketing the Site Ecommerce Needs Assessment

Do check any web tools you are familiar with:

- Page Mill Front Page Home Site Debabalizer
 Flash Go Live Go Live
 Image Ready Dreamweaver BBedit

Please check any website "back-end" skills:

- Programming Languages Web Server Setup
 Database Integration

The following is a list of software and or languages that might be used for back-end website development and maintenance. Please check those which you have used:

- Java Perl Cold Fusion ASP

EMAIL

Please indicate ways in which you can assist nonprofits with their e-mail accounts/setup.

- Set Up E-mail Server Set up a listserv Moderate Listservs

Please check which e-mail programs you are familiar with:

- Lotus Notes MS Exchange Eudora
 Outlook Exchange Server

DATABASES / PROGRAMMING

Would you feel comfortable assessing a group's database needs? YES NO

Please select the databases you have the most experience **using**:

- | | | | |
|---------------------------------|--|--|----------------------------------|
| <input type="checkbox"/> Access | <input type="checkbox"/> Alpha 5 | <input type="checkbox"/> Approach | <input type="checkbox"/> Clipper |
| <input type="checkbox"/> dBase | <input type="checkbox"/> FileMaker Pro | <input type="checkbox"/> 4th Dimension | <input type="checkbox"/> Fox Pro |
| <input type="checkbox"/> Oracle | <input type="checkbox"/> Paradox | <input type="checkbox"/> Q&A | <input type="checkbox"/> Sybase |

Please select the databases you have the most experience **programming**:

- | | | | |
|---------------------------------|--|--|----------------------------------|
| <input type="checkbox"/> Access | <input type="checkbox"/> Alpha 5 | <input type="checkbox"/> Approach | <input type="checkbox"/> Clipper |
| <input type="checkbox"/> dBase | <input type="checkbox"/> FileMaker Pro | <input type="checkbox"/> 4th Dimension | <input type="checkbox"/> Fox Pro |
| <input type="checkbox"/> Oracle | <input type="checkbox"/> Paradox | <input type="checkbox"/> Q&A | <input type="checkbox"/> Sybase |

Do you have experience modelling and designing organizational database systems? YES NO

Do you have experience building, modifying, or maintaining membership, information and referral, or donor databases typically used by nonprofits? YES NO

DTP / MULTIMEDIA / GRAPHICS APPLICATIONS

Please select each area that you have the most skills to offer a school or group:

- | | | |
|--|-------------------------------------|---|
| <input type="checkbox"/> Animation | <input type="checkbox"/> Graphics | <input type="checkbox"/> Desktop Publishing |
| <input type="checkbox"/> Digital Imaging | <input type="checkbox"/> Multimedia | <input type="checkbox"/> Video |

Please select the **desktop publishing** programs that you have the most experience using:

- | | | |
|---------------------------------------|------------------------------------|---------------------------------------|
| <input type="checkbox"/> Pagemaker | <input type="checkbox"/> Publisher | <input type="checkbox"/> Quark XPress |
| <input type="checkbox"/> Ready Set Go | <input type="checkbox"/> Ventura | |

Please select the **graphics** applications that you have the most experience using:

- | | | |
|--------------------------------------|---|-----------------------------------|
| <input type="checkbox"/> Corel Draw! | <input type="checkbox"/> Fractal Design | <input type="checkbox"/> Freehand |
| <input type="checkbox"/> Illustrator | <input type="checkbox"/> Photoshop | |

Please select the **presentation** applications that you have the most experience using:

- | | | |
|-----------------------------------|-------------------------------------|-----------------------------------|
| <input type="checkbox"/> Director | <input type="checkbox"/> Powerpoint | <input type="checkbox"/> Premiere |
|-----------------------------------|-------------------------------------|-----------------------------------|

AND IN CONCLUSION...

Please list the languages you are comfortable with, other than English:

How did you hear about us?

Have you volunteered your tech skills before? If so, where?

VOLUNTEER CONTRACT

_____ (name of volunteer) and _____
(name of agency) agree to combine their resources, intelligence and energy to enter into the following agreement with the following responsibilities:

AGENCY'S RESPONSIBILITIES

1. Develop and agree to a work plan
2. Identify an agency liaison
3. Communicate with volunteer on a regular basis
4. Complete project with volunteer within _____ months
5. Thank the volunteer

VOLUNTEER'S RESPONSIBILITIES

1. Review and agree to the agency's work plan
 - Review the Volunteer Contract which includes the agency work plan
 - Agree to complete the work plan in the timeline specified
2. Communicate with agency staff:
 - We ask that volunteers agree to communicate the following:
 - Alert the agency liaison early on in the match about potential problems
 - Update the agency liaison when project objectives are completed
 - Inform the agency liaison if you will not be able to complete the project
3. Complete the work plan within ___ months.

TERMS OF AGREEMENT

Services under this Agreement shall begin _____ and end ___ months after.

Volunteer Project Schedule: Sample

Overall Project Goal

Example: Develop a website plan for agency that is feasible for their budget and staffing. Draft site architecture and page layout. Make recommendations regarding website hosting, training, and software needs.

Overall Project Deadline _____
Example: October 31

Task	Start/End Dates	Person Responsible
List all the steps needed to reach your goal.	When can both parties accomplish this task?	Who is the primary person responsible for this task?
<i>Example: Meet to discuss website goals, project budget and deadlines. Discuss staff person's skill level and training needs.</i>	August 1	Staff members and volunteer

Task	Start/End Dates	Person Responsible
Gather materials for website (text, images)	August 1 - 15	Staff Member
Research web hosting accounts and prices	August 1 - 15	Volunteer
Draft website architecture and sketch page layouts	August 15 - September 15	Volunteer
Give feedback on site architecture and page layouts	September 15 - 21	Volunteer
Incorporate feedback in architecture and layouts.	September 21 - October 7	Volunteer
Recommend website solutions appropriate for organization's budget and staffing. Recommend software and/or training needed. Document recommendations.	Project end date October 30	Volunteer

Volunteer Project Schedule

Overall Project Goal

Overall Project Deadline _____

Task	Start/End Dates	Person Responsible
List all the steps needed to reach your goal.	When can both parties accomplish this task?	Who is the primary person responsible for this task?

Task						
Start/End Dates						
Person Responsible						

Computer Maintenance Log

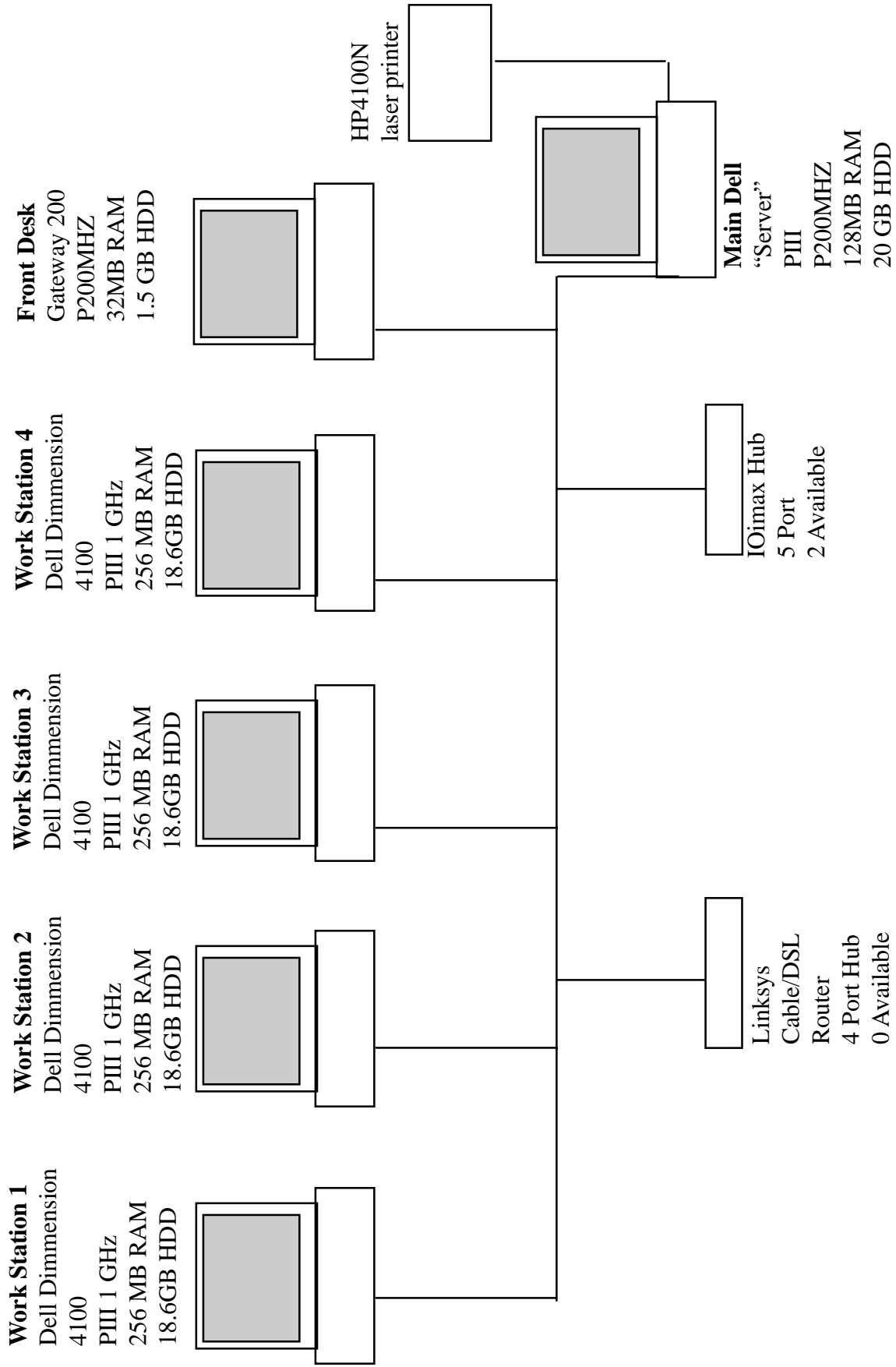
Date	Workstation or Staff Member	Problem to be solved	Consultant Name & Contact Info	Work Done	Comments (or additional work needed)

Technology Inventory
Computer Hardware

DATE:

Workstation (User)	System and RAM	Peripherals	Software	Problem

SAMPLE: Network Map



Network Documentation

Date	Staff Member	Workstation Name or #	Network Passwords	Network Privileges	E-mail Address	E-mail Password

Online Resources

Listservs and Message Boards

The following is a list of online resources, in alphabetic order, that you may find helpful:

A listserv for nonprofit webmasters.

URL: <http://www.orgwebmasters.org>

NOTE: This listserv tends to be very technically oriented.

Email: smcgarry@lexmundi.org

Phone: (713) 626-9393

Fax: (713) 626-9933

Address: 2100 West Loop South
Houston, Texas 77027

About.com's Nonprofit Online Forum

URL: <http://www.delphi.com/ab-nonprofit/messages/>

A message board for nonprofit organizations, About.com's Online Forum hosts discussions from a wide range of nonprofit technology topics such as bridging the digital divide, fundraising and internet access.

AudetteMedia

URL: <http://www.audette-media.com/>

AudetteMedia provides discussion communities for Web designers. They also moderate discussions on other topics in Internet business, marketing, sales, and PR. Subscriptions are free.

Email: info@audette-media.com

Phone: (541) 322-7300

Fax: (541) 322-7333

Best Practices List

URL: <http://best.practices.listbot.com/>

This list is for discussions of research, evaluation, outcomes measurement and best practices for human service organizations.

To subscribe go to The Best Practices Forum Home Page

Black Geeks Online

URL: <http://www.blackgeeks.org/2join-the-geeks.cfm>

Black Geeks Online is a virtual organization that brings African-American technical professionals, teachers, entrepreneurs and students together to share resources and experiences. The group's cofounder, Anita Brown, has worked on many grassroots campaigns to bring people into the technology fold.

Email: info@blackgeeks.net

Address: 122 Rhode Island Ave NW
Washington, DC 20001-1633

By The Cup

URL: <http://www.techsoup.org>

By The Cup is a free, monthly publication by yours truly, TechSoup.org, that includes tech news and resource information for nonprofits.

Email: by-the-cup@compumentor.org
Phone: (415) 512-7784 X333
Fax: (415) 512-9629
Address: 487 3rd Street
San Francisco, California 94107

Charity Channel

URL: <http://charitychannel.com/forums/forums-a.htm>

Charity Channel has many nonprofit-related topics for their forums. You can subscribe to any of them and set delivery options from the site.

Email: Editors@CharityChannel.com
Phone: (877) 7-CHARITY
Address: CharityChannel LLC
818 South Hawthorne Avenue
Sioux Falls, SD 57104-4537

Circuit Rider's List

URL: <http://www.eriders.org/list.html>

Circuit Rider's List is an informal discussion between 200 Circuit Riders. Everything from technology planning to setting up affordable local area networks is discussed. The traffic is light/moderate with 5 messages per day.

Email: eriders@techrocks.org
Phone: (215) 561-3608
Address: One Penn Center
1617 JFK Blvd. suite 620
Philadelphia, PA 19103

Community Technology Discussion list

URL: <http://www.ombwatch.org/forum.html>

Community Technology Discussion list is a discussion list for individuals and organizations interested in issues regarding federal funding of Community Technology Centers (CTCs), and building a long-term vision/strategy for addressing the sustainability and expansion of CTCs. To subscribe: send message to ctc@lyris.ombwatch.org with the following text in the body of the message: subscribe ctc Your Name

Email: ombwatch@ombwatch.org
Phone: (202) 234-8494
Fax: (202) 234-8584
Address: 1742 Connecticut Avenue NW
Washington, DC 20009

Democracies Online Newswire**URL: <http://www.e-democracy.org/do/>**

Democracies Online Newswire (DO-WIRE) is a free, low volume (up to 7 messages weekly), moderated e-mail announcement list for people interested in democracy online, which includes politics online, new media, e-governance, online advocacy, citizen interaction and related topics. Go to <http://www.e-democracy.org/do/> to subscribe.

Email: do@publicus.net

Phone: (612) 822-8667

Address: 2718 East 24th Street
Minneapolis, MN 55406**DIGITALDIVIDE****URL: <http://www.digitaldividenetwork.org/list.adp>**

DIGITALDIVIDE is moderated by veteran listserv facilitator Andy Carvin, Senior Associate at the Benton Foundation. To subscribe- send an email message to: digitaldivide-request@list.benton.org. In the body of the message, include the following line: subscribe digitaldivide YourEmailAddress

Email: ddivide@benton.org

Phone: (202) 638-5770

Fax: (202) 638-5771

Address: 950 18th Street, N.W
Washington, DC 20006**Donor Digital****URL: <http://www.donordigital.com>**

Donor Digital, published by a Berkeley, CA Web development firm, publishes an excellent free email newsletter with articles on e-philanthropy and more.

Email: nick@donordigital.com

Phone: (510) 647-2700

Fax: (510) 647-3555

Address: 2819 Tenth Street
Berkeley, CA 94710**Dummies Daily****URL: <http://www.dummiesdaily.com/signup.asp>**

Commercial yet useful free, daily tips by e-mail. Tips are divided by technical topic (ie-Internet learning, Internet searching, Macintosh, etc.) There are also often free downloadable tools in this list.

Email: feedback@dummiesdaily.com

e-fund News**URL: <http://www.rickchrist.com>**

e-fund News is a free regular email bulletin from Rick Christ, a nonprofit Internet consultant.

To subscribe go to: www.rickchrist.com.

Email: rick@rickchrist.com

Phone: (540) 335-5677

Fax: (540) 740-9316

Address: PO Box 1338
New Market, VA 22844-1338

EMazing.com's Technology Newsletter**URL: http://www.emazing.com/c_technology.jsp**

Although highly commercial in appearance, Emazing.com's free daily newsletter has many useful tips about various topics in technology including open source, the internet, digital design, and more. The newsletter also features a download of the day.

Food For Thought**URL: <http://www.compasspoint.org/publications/food4thought/Food4Thought.html>**

News for San Francisco Bay Area nonprofit organizations. This list includes information about: funding opportunities, conferences, online resources, etc.

Email: ifo@compasspoint.org

Phone: (415) 541-9000

Fax: (415) 541-7708

Address: 706 Mission Street, 5th Floor
San Francisco, CA 94103

HTML Writers Guild**URL: <http://hwg.org/>**

HWG is a nonprofit, international support network for Web designers. Membership to the Guild is \$40/year. Discounts are given to students, educators, and disabled individuals. They offer a free trial membership.

Email: membership-questions@hwg.org

Human Services List

This list is for discussions of substantive issues in human services among program coordinators, social workers, executive directors, health care workers, volunteers, and clinicians. To subscribe: send a blank email to human.services-subscribe@listbot.com

Institute for Global Communications

URL: <http://www.igc.apc.org>

The Institute for Global Communications is a web portal that provides alternative news, political analysis, and information on progressive organizations.

Email: outreach@igc.apc.org

Phone: (415) 561-6100

Fax: (415) 561-6101

Address: P.O. Box 29904

City: San Francisco, CA 94129-0904

IS Forum

URL: <http://IS.forum.listbot.com/>

Information Systems Forum for Human Service Organizations. Many participants are in the Northeast.

To subscribe send a blank email to:

IS.forum-subscribe@listbot.com

ISOC-NY

URL: <http://groups.yahoo.com/group/isoc-ny>

A listserv that circulates important news and events affecting the nonprofit community. Although it is based in New York, ISOC-NY communicates issues pertinent to the national nonprofit community.

Kabissa

URL: <http://www.kabissa.org>

Kabissa is a space on the Internet for the African non-profit sector. The Kabissa Newsletter appears weekly by e-mail and contains information relevant to the African non-profit sector.

To subscribe, visit the Kabissa website or send an email to majordomo@kabissa.org with only the command 'subscribe newsletter-l' in the body of your message. Please submit your news relevant to the African non-profit sector by sending an email to: newsletter-submissions-1@kabissa.org.

Email: info@kabissa.org

Maine NP Tech List

URL: <http://www.onelist.com/community/MaineNPTechNet>

This is a heavily technical nonprofit technology list. Postings are quite infrequent. To subscribe send an email to: mainenptechnet-subscribe@onelist.com

Email: MaineNPTechNet-owner@onelist.com

Matrix-News**URL: <http://www.nonprofitmatrix.com>**

Matrix-News is a free regular email bulletin of the latest happenings in the online nonprofit service sector. Each issue contains links to new listings at Nonprofitmatrix, profiles of leading new services, and summaries of new articles and resources from industry-leading experts.

**Networking
Neighborhoods Forum****URL: <http://www.egroups.com/group/do-no/>**

Networking Neighborhoods Forum (DO-NO) is an international e-mail list for information exchange among those using the Internet as a tool to improve their neighborhoods and other small geographic communities. This peer-to-peer forum encourages neighborhood volunteers, leaders, and others to share advice, experiences, technical tips, and big ideas. To subscribe send a blank e-mail message to: do-no-subscribe@egroups.com

Email: do-no-owner@egroups.com

NONPROFIT List**URL: <http://www.nonprofits.org/npofaq/15/02.html>**

Topics on NONPROFIT include nonprofit management, board recruitment and relations, staff issues, volunteer management issues, fund raising, marketing/public relations, collaborating with other organizations, technology uses (computer hardware, software and Internet), legislation, legal and ethical issues, etc. soc.org. To subscribe send an e-mail to:

NONPROFIT-REQUEST@RAIN.ORG. Put "subscribe" in the subject line of the email.

Email: editor@nonprofits.org

Address: PO Box 20682
Seattle, WA 98102

Nonprofit Online News**URL: <http://www.gilbert.org/news/>**

A free weekly email newsletter provided by the Gilbert Center.

Email: info@gilbert.org

Address: 400 Harvard Ave E #211
Seattle, WA

Nonprofit Tech**URL: <http://www.egroups.com/group/nonprofit-tech/>**

Nonprofit Tech is a national, nonprofit association with goals to bridge the service, technology, and nonprofit sectors. The list provides access to weekly resources, program announcements, alerts, news services, and more.

Email: help@nonprofit-tech.org

Address: 40 Benton Avenue
San Francisco, CA 94112-11104

Nonprofit Tech Talk

URL: http://mapnp.mnforum.org/mailman/listinfo/nonprofit_tech_talk

Nonprofit Tech Talk is an email discussion list for technical types at nonprofits. It is mainly targeted at Minneapolis-St. Paul area nonprofit techies. The group also meets in person at MAP's offices on the 3rd Wednesday of the month at 8:30 am.

Email: seponsford@mapnp.org

Phone: 651-632-7229

Fax: 651-647-1369

Address: MAP for Nonprofits
2233 University Ave #360
St. Paul, MN 55114

Nonprofit Techie Listserve

URL: http://www.compasspoint.org/resources/techie_listserve.html

Nonprofit Techie Listserve is a lively and focused forum where people involved in technology administration can post resources, exchange ideas, and troubleshoot common problems.

Email: info@compasspoint.org

Phone: (415) 541-9000

Fax: (415) 541-7708

Address: 706 Mission Street, 5th Floor
San Francisco, CA 94103

Nonprofitxpress

URL: <http://www.npxpress.com/>

Nonprofitxpress helps people understand, support and work in the nonprofit world. Through a daily web site and weekly e-mail bulletin, they deliver online news and information about philanthropy and nonprofits.

Email: news@npxpress.com

Phone: (800) 853-0801

Address: P.O. Box 12800
Raleigh, NC 27605

NPTalk Discussion List

URL: <http://www.ombwatch.org/npt/nptalk/index.html#sub>

The NPTalk Discussion List focuses on technology and nonprofits. OMB Watch is a nonprofit research, educational, and advocacy organization that focuses on budget issues, regulatory policy, nonprofit advocacy, access to government information, and the effects of technology on nonprofit organizations. Ryan Turner is the coordinator of the list.

Email: alliance@allianceonline.org
Phone: (202) 955-8406
Fax: (202) 955-8419
Address: 1899 L Street, NW, 6th Floor
Washington, DC 20036

Seattle-area Nonprofit Information Technologists

URL: <http://www.topica.com/lists/snit/>

This is a low-profile, simple, and unmoderated discussion group for computer support people in non-profit organizations in the Seattle area. Addresses nonprofit specific issues in technology such as nonexistent budgets, inadequate staffing, impossibly complex financial and fundraising software, and so on.

Email: stevet@fremontpublic.org

State: WA

SF Women on the Web

URL: <http://www.sfwow.org/join.html>

San Francisco Women on the Web (both listserv and digest versions; we recommend the latter because it's a prolific listserv) doesn't cater specifically to dot-orgs, nor is it explicitly technical but lots of good tech advice is offered and solicited. There are many other women on the web lists. Find one in your local area by going to the (under construction) site www.wow.org.

Email: listmom@sfwow.org

City/State: San Francisco, CA

Tech4Impact

URL: <http://www.coyotecom.com/tech4impact.html>

Started by Coyotecom.com's Jayne Cravens, this monthly e-newsletter addresses the effective use of technology by mission-based organizations such as nonprofits, public sector agencies, NGOs, and schools.

Email: tech4impact-subscribe@egroups.com

TechRocks

URL: <http://www.techrocks.org/join.htm>

Formerly TechProject's listserv, TechRocks is dedicated to accelerating social and political progress by building technological capacity for community collaboration and citizen engagement. TechRocks encourages and enables foundations, advocacy groups, and leading activists to use technology to achieve their goals, to increase participation from interested constituencies, and achieve change more quickly than by traditional organizing and advocacy methods alone.

Email: info@techrocks.org

Phone: (215) 561-3608
Address: One Penn Center
1617 John F. Kennedy Boulevard, Ste 620
Philadelphia, PA 19103

TechSoup's Message Board

URL: <http://techsoup.coolboard.com/myboards.cfm>

Although technically not a listserv, TechSoup's message board provides free discussions pertaining to nonprofit technology. You can receive email notification in your areas of interest and you are also notified by email when your questions are answered.

Email: info@techsoup.org
Phone: (415) 512-7784
Fax: (415) 365-2870
Address: 487 Third Street
San Francisco, CA 94107

The Community Technology Review

URL: <http://www.comtechreview.org>

With an initial hard copy distribution at the CTCNet national conference in San Diego, this publication covers a number of leading edge developments in the community technology movement. Contents include updates from CTCNet and the Association for Community Networking; community technology program development in higher ed; resources from the Alliance for Community Media, Computer Professionals for Social Responsibility, and the Morino Institute; an overview of and section on technology assistance programs for nonprofits; articles on special digital divide projects supported by AmeriCorps VISTA; public policy updates on the new agenda from Benton, OMBWatch, the Leadership Conference on Civil Rights; NetAction, the Alliance for Public Technology, and the debate about HR 1542.

The Online Community Report

URL: <http://www.onlinecommunityreport.com/index.htm>

The Online Community Report is a free twice-monthly e-mail newsletter covering events and trends in online communities. The Report is edited by Dan Shafer and Jim Cashel.

Email: dan@OnlineCommunityReport.com

Vermont Nonprofit Tech List

URL: <http://groups.yahoo.com/group/nptechvt>

NP Tech Vermont is a forum for nonprofit organizations and their technology providers in Vermont to discuss their experiences, suggestions, and ideas for technology. This list is owned and moderated by Team Tech Burlington and is open to nonprofits in VT and anyone who works with nonprofit technology in VT.

Email: nptechvt@yahoogroups.com
Phone: (802) 860-7689 x 15
Address: 95 St. Paul St, suite 200
Burlington, VT 05401

Virtual Verve

URL: <http://www.serviceleader.org/vv/vverve.html>

Virtual Verve is a monthly electronic newsletter sent via e-mail. It highlights and encourages the development of opportunities that can be completed by volunteers working and reporting via home or work computers (including volunteers in online mentoring programs). It's part of the Virtual Volunteering Project. Subscribe to this list by sending an email to: listproc@lists.cc.utexas.edu with ONLY "subscribe vverve FIRSTNAME LASTNAME" in the body of your message. (example: subscribe vverve Jane Doe)

Email: vv@serviceleader.org

WIN-TAP: Women in Nonprofits Technology Assistance Providers

URL: <http://www.mnforum.org/mailman/listinfo/win-tap>

A place for women in, interested, working or dabbling in technology in the non-profit sector to commiserate, talk, network and share ideas. This new list came out of discussions at a Circuit Rider meeting. Although it was started by circuit riders, ALL women who are concerned with nonprofit technology are encouraged to join the list.

YNPN

URL: <http://www.ynpn.org>

YNPN (Young Nonprofit Professionals Network) is a Bay Area list that is geared at Young Nonprofits and focuses on community (as opposed to work questions.) There are many housing requests that find their way onto this list. YNPN also has a new job email list and online database. Visit their Career Center for more information.

Email: ynpn@best.com.

YouthLearn

URL: <http://www.youthlearn.org/join/join.html>

The Morino Institute's YouthLearn listserv is an online community for practitioners, experts and leaders working to use the Internet and related technologies to improve opportunities for youth, particularly in out-of-school settings.

Email: vvrana@morino.org

Phone: (703) 620-8971

Fax: (703) 620-4102

Address: 11600 Sunrise Valley Drive
Reston, VA 20191

Online Volunteer Listing Services

Catholic Network of Volunteer Service

A non-profit organization representing more than 180 domestic and international volunteer programs. Learn about the different opportunities CNVS promotes for these programs through the RESPONSE directory....

URL: <http://www.cnvs.org/>

Email: volunteer@cnvs.org

Phone: (800) 543-5046

Address: 1410 Q Street, N.W. Washington, DC 20009

Charity Village Volunteer Bulletin Board

Canadian registered charities and Canadian public service agencies needing volunteers may put a notice on the Charity Village Bulletin Board without charge....

URL: <http://www.charityvillage.com/charityvillage/volbb.asp>

Email: help@charityvillage.com

Phone: (604) 724-9537 Fax: (604) 608-3278

Address: 3237 West 2nd Avenue Vancouver, BC V6K 1K9

City Cares

Local Cares organizations were formed with the goal to make volunteering possible for even the busiest individual. In cities large and small, 22 Cares groups have been established, and four more are currently being formed....

URL: <http://www.citycares.org/>

Email: info@citycares.org

Phone: (404) 875-7334 Fax: (404) 253-1020

Address: 1605 Peachtree St., Suite 100 Atlanta, GA 30309

CommunityService.org

A nonprofit organization based in New York offering an online database of volunteering opportunities (it features opportunities listed on many of the services listed on the page you are reading now). The database includes online opportunities (e-volunteering) for other organizations. This site also offers a place for volunteers to register their expertise....

URL: <http://www.communityservice.org>

Email: admin@communityservice.org

Phone: (917) 446-6218

Address: 49 09 31st Ave, #3 Woodside, NY 11377

Guidestar

Is an initiative of Philanthropic Research, whose mission is to provide information about charities to donors and others. Guidestar also features a "classifieds" section of volunteer opportunities and virtual opportunities at agencies around the U.S....

URL: <http://nonprofit.guidestar.org>

Email: costumerservice@guidestar.org

Phone: (757) 229-4631

Address: Philanthropic Research, Inc., 427 Scotland Street Williamsburg VA: 23185

Idealist.org

Idealist hosts a comprehensive list of international volunteer opportunities. You can post and search listings broken down by geographic area as well as type of service....

URL: [ww.idealists.org/ip/volunteerOpportunitySearch?MODULE=VOLUNTEER_OPPORTUNITY](http://www.idealists.org/ip/volunteerOpportunitySearch?MODULE=VOLUNTEER_OPPORTUNITY)

Email: info@idealists.org

Make A Difference Day

Each October USA Weekend sponsors Make A Difference Day. The Web site includes a database of volunteer opportunities for completion each fall....

URL: <http://www.usaweekend.com/diffday/>

Email: diffday@usaweekend.com

Phone: (800) 416-3824

NetAid Online Volunteering

NetAid lists opportunities for online volunteers to help organizations outside the U.S. via a home or work computer and the Internet. Most organizations focus on helping communities, usually in third world countries, experiencing extreme poverty....

URL: <http://app.netaid.org/OV/>

Email: Volunteers@netaid.org

Phone: (212) 906-6868

Address: 336 East 45th Street, 2nd Floor New York, NY 10017

Shine!

This is the latest service offering an online database of volunteering opportunities. Operated by Charity Channel....

URL: <http://www.shine.com>

Email: Editors@CharityChannel.com

Phone: (877) 724-2748

Address: Charity Channel, 818 South Hawthorne Avenue Sioux Falls SD 57104-4537

Volunteer Opportunities Exchange

Operated by Volunteer Canada, VOE lists organizational opportunities in Canada....

URL: <http://www.voe-reb.org/>

Email: jho@volunteer.ca

Phone: (800) 670-0401 Fax: (613) 231-6725

Address: 430 Gilmour Street Ottawa ON K2P 0R8

Volunteers Solutions

A Boston-based nonprofit hosting a database of volunteer opportunities in selected cities in the U.S. (Austin, Boston, Detroit, Omaha, San Francisco Bay Area and Los Angeles)....

URL: <http://www.volunteersolutions.org>

Email: info@volunteersolutions.org

Phone: (650) 269-2203

Address: 18 Simon Atherton Row Harvard MA 01451

Volunteermatch

A well used online bulletin board to post volunteer projects! Volunteers enter their ZIP code on the VolunteerMatch web site to find volunteer opportunities posted by nonprofit and tax-exempt organizations. Working with thousands of local nonprofits, VolunteerMatch has become the web's largest database of volunteer opportunities.

URL: <http://www.volunteermatch.org>

Evaluation

Please fill out this evaluation and let us know if you found this manual helpful, and if not, what areas could use improvement. We greatly appreciate your input!

Please list 3 things that you learned about working with technical volunteers:

1. _____
2. _____
3. _____

Please check off which resources from the appendix that you have used or will plan to use:

- Project Guideline worksheets
- Technical Volunteer questionaire
- Volunteer Contract
- Network Map and Documentation
- Volunteer Project Schedule
- Computer Maintenance Log
- Technology Inventory
- Online Resources

List 2 things that you like and 2 things that could be better about the worksheets you used:

- | Liked | Could be better |
|----------|-----------------|
| 1. _____ | 1. _____ |
| 2. _____ | 2. _____ |

Have you worked with technical volunteers before? yes___ no___

What questions do you have about working with technical volunteers?

Please send your evaluation to: CompuMentor
Mentor Matching Program
435 Brannan Street, Ste. 100
San Francisco, CA 94107-1780

