

Volunteer Coordinator Report

- Sign Up Genius is not the most user-friendly app, but the price is right (\$12/month for the 3 months we use it); free if we're willing to look at ads
- It took time for me to remember how to use the app; some of the features are not intuitive, but once I got it working it was ok
- Received feedback from users (e.g. volunteers) that it was easy to use and they liked it (better than the spreadsheets of old).
- There were several requests to include phone # at signup, but I don't think it's worth doing...time consuming for the user and some don't want to share their phone number

Process

- Would like to get volunteers to sign up earlier so we don't have the last minute pleas.
 - The "usual suspects" tend to sign up early but that only gets us to 70-80%
 - Each year we do eventually get to nearly 100% of volunteers required, but it's an effort

I suggest starting the recruiting of volunteers using email messages a little later in the process (e.g. Feb 1 for 2023). SignUp Genius will be available for captains/volunteers to sign up earlier, but I wouldn't send out the elist emails until a little later in the process.

- Changes I will make
 - Standardize on slot title/description (will make reporting much easier)
 - Have captains sign up using SignUp Genius to ensure accurate count
 - Determine how users can delete themselves if their plans change and they can no longer volunteer
 - Define/distribute standard reports (SUG doesn't really have a report mechanism...just a tool to export to Excel)

Who, if anyone, should push back on captains if volunteer requests seem high? Should/can captains trade volunteers—or volunteer one of their volunteers to another captain?

The Cookie Fest was a success; we didn't get many new volunteers because most people had already signed up. It was a fun event and one of the first "somewhat social" ACTC events in a long time. I propose we do it again next year in conjunction with the kickoff of SignUp Genius (early February).

I had some volunteers ask me how they could give anonymous feedback about Tierra Bella. Although I told them my lips would be sealed they weren't buying it. I have developed a Google Form (thank you Lynn R) that I plan to send out to all the volunteers asking for feedback/comments about their experience with TB (and assuring them it is confidential---I've tested it and I cannot see the sender). At some future point in time I plan to develop a more

detailed survey with more questions, but I want to get this form out while the experience is fresh in their minds. The form will come from my Google account (cjrbiker@gmail.com). Let me know if you have comments/concerns.

-Connie Jorgensen