On Point for College Volunteer Program
Volunteer Outreach Expectations

On Point for College (OPFC) advisors perform different types of outreach calls throughout the year. As an organization, we recognize that our volunteers possess unique skills and qualities suited to supporting staff in providing outreach to our students.

Volunteer Outreach Training

Training for volunteer outreach is conducted virtually by one of our Programming Directors or the Volunteer Coordinator. Training is a one-time event, but staff is here to support you when and if necessary. Training will cover the following:

- Staff overview and introductions
- Technology, timeframe, commitment
- Confidentiality
- Wellness check model
- Building relationships without non-verbal cues
- Things to do and not to do during outreach
- Intersectionality and identity
- Red flags and when to escalate a situation to staff
- Using the Volunteer/Student Interaction Form

Signing up for Volunteer Outreach

Outreach Opportunity Notifications

You will receive email notifications specific to your area of interest and/or expertise listed on your volunteer application. Your preferences may be changed at any time by reaching out to the Volunteer Coordinator.

When you receive an opportunity notification and would like to sign up, contact the Volunteer Coordinator using the information provided in the notification email. The Volunteer Coordinator will respond with information on your next steps.

Determining Caseload

Volunteers taking part in outreach may do so on a month-to-month basis, although the ideal commitment would be the length of one semester. All volunteers taking part in outreach will start with 20 student names, unless otherwise requested. Calls may be completed according to the volunteer’s schedule, although most tend to call 5 students per week, or 20 per month. If you are unable to complete calls to all of the students on your caseload – that is ok – just let the Lead Advisor and the Volunteer Coordinator know.

When should I call and what should I ask?

The Volunteer Coordinator will email outreach volunteers at the end of each month in order to announce the next month’s question category. If a student does not answer the phone, try to make contact at least twice more during the same month. If they do not call back, let the Lead Advisor know so they can adjust your caseload for the following month.
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Role Expectations
You will need to use your own cell-phone or home phone to conduct outreach. You may receive return calls and/or texts at night. Feel free to respond in your own time, within 24 hours. Students may tell you that an OPFC advisor has already reached out to them. If the subject you are calling about is different than what their advisor spoke to them about, proceed with your outreach questions. Confidentiality is extremely important when placing outreach calls. Student contact information and information shared during conversations with the student is expected to be protected.

Receiving Your Student Caseload

Staff/ Volunteer Introduction
After you have completed training, the Volunteer Coordinator will send you an email introducing you to one of our Lead Advisors. The Lead Advisor will call or email within 3-5 business days to provide you with a list of students.

   Student information provided will include:
- Advisor name
- Student name
- Student email
- Student phone number
- School name and major

Volunteer/ Student Interaction Form
On Point for College asks volunteers to provide feedback after working with our students. All feedback is reviewed by our advisor staff. They will follow-up with students in need of further assistance. It is best to submit an interaction form within 24-48 hours after working with a student. If a student has an emergency need, volunteers should call Lead Advisor.

Note: Interactions forms should also be submitted when volunteers attempt an interaction, but are unsuccessful. For instance: when a student cancels their appointment or an outreach call goes to voicemail.

The interaction form is an online tool used to collect important information such as:
- Basic student/ volunteer information
- Volunteer role
- Questions specific to the volunteer role
- Summary of how the interaction went/ stories volunteers wish to share with staff

The form can be accessed here.