

Priority	Category	Recommendation	Person Responsible	Status	Oct 1st 2015 Update
C	Application & Selection	Establish online form/process for volunteers' professional supervisors to indicate institutional support.	Office Staff	100% Complete	Database and Website Departments are working together to create online upload of the form. Expected launch date is June 2015
C	Application & Selection	Edit volunteer agreement.	Office Staff Board Chair	100% Complete	Database and Website Departments are working together to create online upload of the form. Expected launch date is June 2015
2	Application & Selection	Develop a communication plan for the volunteer application process that ensures regular, timely and consistent communication between office, volunteer supervisors and applicants.	NVDC Team - Melissa Bemus	In Progress-50% Complete	A new procedure for selection has been created and is being implemented for Regional Conferences. This includes a new procedure for checking volunteer eligibility. As the process is adjusted it will serve as a model for Institutes, NCPC and other National Committee roles.
2	Application & Selection	Assess the need for term limits for volunteers and develop recommendations as needed.	NVDC Team	In Progress -20% Complete	Term limits for RCPCs and Institutes have been revised and posted on website. Term limits for NCPC, other Ad Hoc groups, Scholarship Review Committee, and other work groups are being reviewed.
2	Application & Selection	Establish a program that audits every volunteer position in the Association on a regular basis.	NVDC Team	On-going	As positions are becoming open for application, they are being reviewed. Once the full cycle of volunteer applications has occurred, a timeline will be developed by the new ANVDC for Marketing.
2	Application & Selection	Better define "back end" user path of applications	NVDC Team Office Staff	100% Complete	This recommendation has been completed through the use of Wufoo smart forms. Key office staff and volunteers have wufoo account access to review and verify submitted volunteer applications.
2	Application & Selection	Develop new application system that incorporates "smart forms" and utilizes additions to NACA user profile to enable upload of resumes. Also explore ways to limit visibility of volunteer opportunities to those positions that are VACANT and APPLICABLE for the candidate.	Office Staff	80% Complete	Smart forms are now being implemented for all volunteer positions. Questions are displayed based on positions selected. It was determined that utilizing a smart form to only show applicable positions would not necessarily be a valuable use of resources and could cause confusion by some volunteers.
2	Application & Selection	Assign tiers to volunteer positions and define implementation beyond just the application process.	Summit Small Group	In Progress - 5% Complete	When the idea of tiers was discussed with various volunteers and then a focus group at the National Convention, there was a great deal of pushback. Many thought that this would cause a hierarchy that was not necessary. Although no intentional assignment of tiers has been done, the NVDT considers the true needs of volunteers at various levels and has appropriately adjusted applications.
C	Application & Selection	Discontinue use of current Skills Matrix.	Office Staff	100% Complete	
C	Application & Selection	Eliminate required "Volunteering with NACA" Ed Session and enable regions to sponsor their own types of sessions	Office Staff	100% Complete	
C	Application & Selection	A record of NACA volunteer experience (changed from event attendance) should be accessible to interviewers through the applicant's NACA profile when reviewing volunteer applications.	Office Staff	100% Complete	
1	Evaluation & Feedback	Complete Volunteer Rubric based on Core Values.	Summit Small Group	NVDT Recommend Discontinue	Core Values were completed in Feb. 2015 and published in March 2015. The values are: Stewardship • Innovation • Communication • Respect • Learning • Inclusivity. Meetings were held throughout the summer, and in the Fall, to determine the starting point for the development of In November 2015, a decision was made to discontinue this recommendation of creating a Volunteer Rubrics, as the Core Values do not easily lead to the development of the same.
2	Evaluation & Feedback	Convene a task group to write the learning outcomes for volunteering.	NVDC Team	In Progress -5% Complete	Committee to be selected by January 1, 2015 with learning outcomes developed by March 1, 2016. Time will be dedicated at the National Convention to allow this working group to convene.
2	Evaluation & Feedback	Establish volunteer evaluation form & process framed around volunteer tiers; provide instruction and documentation of how the evaluation is to be used.	NVDC Team	In Progress - 50% Complete	Early efforts to collect volunteer feedback have included obtaining transition evaluations from the 2014 and 2015 RCPC volunteers. In addition, data is currently being analyzed from the RCPC 2015 applications which asked about the value of volunteering. Development of the form or forms per tier, based on learning outcomes written with the working group, will be finished by May, 2016.
3	Evaluation & Feedback	Once skills and competencies are determined for each position, identify assessment activities for the coming year to assure ongoing growth.	NVDC Team	In Progress -5% Complete	Assessment activities to be developed with the EAG by August, 2016
3	Evaluation & Feedback	Develop a volunteer evaluation plan framed around volunteer tiers and Core Values.	NVDC Team	0% Complete	Volunteer tiers must be completed before recommendation can begin. Plan to be completed by September, 2016 for use in the 2016 conference season.
1	Marketing & PR	Make Volunteer Interest Form more prominent on the website.	Wes Wikel	100% Complete	The form is more prominent but still needs to be revised and updated by NVDT.
C	Marketing & PR	Revise the job description for the Regional Volunteer Development Coordinator position to create more of an emphasis on volunteer promotion & recruitment.	NVDC Team - led by Matt Miller	100% Complete	These responsibilities already existed in the description. The description was reorganized and reformatted to help emphasize these priorities. Regular conference calls with these volunteers highlight efforts around volunteer promotion and recruitment.
1	Marketing & PR	Ensure that Fall 2015 regional conferences have a point-of-contact with "new to the region" professional staff delegates as a recruitment opportunity for potential volunteers.	VCP RCPC Chairs RVDC	In Progress - 0% Complete	Added 2015 instead of 2014. Laura and NVDT plan to meet in June to make decision. The NVDT recommended adding a Marketing- ANVDC to the NVDT. This position would focus on all Marketing VES Recommendations. This was approved by the Board of Directors and the position was appointed in Oct 2015.

2	Marketing & PR	Develop a webinar to promote volunteering	NVDC Team	In Progress - 0% Complete	NVDT planning to develop by early June to prepare for July deadlines. The NVDT recommended adding a Marketing- ANVDC to the NVDT. This position would focus on all Marketing VES Recommendations. This was approved by the Board of Directors and
2	Marketing & PR	Host social reception for potential new volunteers and new-to-region professionals at the National Convention and regional conferences.	NVDC Team	In Progress - 0% Complete	The NVDT recommended adding a Marketing- ANVDC to the NVDT. This position would focus on all Marketing VES Recommendations. This was approved by the Board of Directors and the position was appointed in Oct 2015.
2	Marketing & PR	Use known information about skills and competencies related to volunteering in marketing and PR for the volunteer experience.	NVDC Team	In Progress - 0% Complete	The NVDT recommended adding a Marketing- ANVDC to the NVDT. This position would focus on all Marketing VES Recommendations. This was approved by the Board of Directors and the position was appointed in Oct 2015.
2	Marketing & PR	Establish intentional volunteer recruitment plan.	NVDC Team	In Progress - 0% Complete	The NVDT recommended adding a Marketing- ANVDC to the NVDT. This position would focus on all Marketing VES Recommendations. This was approved by the Board of Directors and the position was appointed in Oct 2015.
2	Marketing & PR	Develop a new Skills Matrix.	NVDC/EAG (Changed Summit Small Group)	In Progress - 0% Complete	Pending conversation with EAG and determination of best steps moving forward. The NVDT recommended adding a Marketing- ANVDC to the NVDT. This position would focus on all Marketing VES Recommendations. This was approved by the Board of
C	Marketing & PR	Create a volunteer section in Guidebook for all regional conferences and National Convention.	Dawn Thomas	100% Complete	
C	Marketing & PR	Shark Tank Grant Program: in an effort to send a bold message to illustrate change, focusing on our volunteer experience core value of innovation, we will offer grants for innovative ideas produced by volunteer leaders.	NVDC Team Board of Directors	100% Complete	
1	Office Staff	Develop and communicate a calendar of office staff duties and responsibilities cycles to illustrate the impact on their ability to provide support to volunteers at different times during the year.	Toby Cummings	In Progress - 40% Complete	As we work through the fourth month of the revised organizational structure we are getting closer to being able to ascertain the true roles and responsibilities of accountable office staff.
C	Office Staff	Create a process to assess the structure of the office and the structure of office staff responsibilities on a regular and ongoing basis to ensure the needs of the Association are being fully & properly met.	Toby Cummings	100% Complete	Sr. staff engaged in a departmental "deconstructed sticky wall" exercise in July 2014 that was used to realign to the structure today. This process will be repeated bi annually.
C	Office Staff	Clearly define and articulate the roles of office staff in the programs and events of the Association.	Toby Cummings	100% Complete	May 1st, 2015 the realigned org structure with specific duties and expectations was implemented and is in the process of its first 12 month implementation
1	Office Staff	Develop a protocol that indicates "who" handles "what" when incidents, issues and policy violations occur at events. Document should be created and shared immediately with current volunteers.	Toby Cummings	100% Complete	Rough Draft as of 6.19.15 from Telesia. Telesia, Toby and Laura need to meet and finalize. Completed and finalized. Implemented during 2015 fall conferences.
2	Office Staff	Develop a policy that ensures an office staff member will be on-site for all NACA-sponsored events.	Toby Cummings	In Progress - 40% Complete	Working through various budget hurdles as well as a need to re-visit this philisophically in light of the comprehensive program review that is now in place.
2	Office Staff	Coordinate intentional opportunities for staff members to engage with volunteers who are in attendance at Convention.	Office Staff	100% Complete	Social Media Manager working directly with Social Media Grad Intern at 2016 NC. Registration staff working directly with Registration Coordinators at 2016 NC. Coordinator of Volunteer Leadership Services working directly with NVDT and assisting with RCPC training and Volunteer Central activities at 2016 NC.
2	Office Staff	Establish resources to facilitate volunteer & office staff connections.	Office Staff Matt Miller	100% Complete	Who to contact website link on www.naca.org
2	Office Staff	Develop content and design a plan for a "Why I Volunteer" video library.	Toby Cummings NVDC	In Progress-65% Complete	"Why I volunteer video" created. In the revision stages as of 9.25.15 and planning ahead for more videos to be created.
3	Office Staff	Conduct a study on how other associations are supporting their volunteers; connect this process and its outcomes to any new staff roles related to volunteer management within existing or future staff positions.	Toby Cummings	In Progress - 10% Complete	Shared our VES process with SAHEC in a formal presentation and have sought input as to how they are currently managing their volunteers
C	Office Staff	Hire a staff member with significant responsibility for volunteer management.	Toby Cummings	100% Complete	
C	Office Staff	Develop a policy that ensures that anything sent from the office with a volunteer's name or signature attached requires a final review from that volunteer.	Toby Cummings	100% Complete	
C	Office Staff	Debrief events with event planning team and NACA Office staff together in effort to eliminate unnecessary bureaucracy.	Toby Cummings Office	100% Complete	
1	Recognition & Retention	Establish volunteer retention strategy-outreach when active volunteers do not re-apply.	NVDC Team RVDCs Led by Jessica Berkey	In Progress - 0% Complete	We need to identify what our current volunteer retention rate and goals are as an association. We also need to have a database system in place that will allow the office staff to track active volunteers who are not re-applying.
2	Recognition & Retention	Create a plan for centralized and decentralized recognition strategies.	NVDC Team	In Progress - 65% Complete	Each region provided information on how their awards were selected and documented. This information has been shared with the National Office. Awards Coordinator NACA Connect Community was created to house current and future information from each region. The Regional Volunteer Structure Task Force proposal will address how regional awards should be carried out in the future and what volunteer position should be responsible for these. Centralized volunteer recognition is being addressed through the annual volunteer gift and the NACA Recognition and Achievement Celebration.
1	Resources	Complete the Core Values for Volunteers.	Summit Small Group	In Progress - 100% Complete	Using Associations new Core Values. Document has been submitted to NVDT

2	Resources	Ensure that all supervisors have complete job descriptions of all of the members of their team.	Office Staff	In Progress - 30% Complete	All RCPC position descriptions are posted on the NACA website. As all other volunteer positions are revised and updated these position descriptions will also be available on the NACA website.
C	Resources	Expand the National Volunteer Development Team to include a Coordinator and up to 4 Assistant Coordinators.	Board of Directors	100% Complete	An additional Assistant role for Marketing has also been added.
C	Resources	Establish a central cloud-based storage location in Higher Logic or SharePoint in order to house documents and materials to be shared year-to-year from volunteer-to-volunteer.	Toby Cummings	100% Complete	
C	Resources	Develop an online directory of volunteers that includes pictures and links to NACA profiles.	Office Staff	100% Complete	NacaConnect and Website online directory in place.
1	Supervision	Assess current supervision lines for positions that report to Board of Directors; should they continue to report to the Board of Directors?	Board of Directors	In Progress - 30% Complete	Governance Task Force changes impacting assessment and completion.
1	Supervision	Review & edit document that outlines Volunteer Supervision Expectations	NVDC Team or Summit Small Group	In Progress	Laura and NVDT meeting in May 2015 to discuss and finalize document. Need to revisit on an upcoming call? Where does this exist? Was it developed at the Summit?
1	Training	Design and implement training for Institute staff.	NVDC Team Institute Series Coord. Office Staff	In Progress - 100% Complete	NVDT and Education & Research Department Staff are working together and work is progressing. Jason Meier has started collecting information for this. Work on this is progressing. 2016 Institute training began Nov 1st.
1	Training	Develop short-term training resource for those who manage volunteer selection.	Office Staff	In Progress - 90% Complete	With Coordinator of Volunteer Leadership Services Position and NVDT working together volunteer selection support has greatly increased. Training will continue to be developed.
2	Training	When developing training materials for volunteers, include skills/competences needed within the first 100 days of volunteering. (See also: Orientation for new volunteers)	NVDC Team	Not Started - 0% Complete	
2	Training	All NACA staff should undergo volunteer management training with a focus on understanding the campus activities professional, communicating with volunteers and problem solving.	Office Staff	In Progress - 100% Complete	NACA has contracted with Erin Pate to conduct association 101/member as a client workshop in 2015. Toby also contacted Kevin K with NASPA to facilitate education on what is happening in the SA role in Higher Ed. Tri-mester training with USC.
3	Training	Develop a "History of NACA" video for volunteer training purposes.	NVDC Team Office Staff	In Progress	
3	Training	Develop a comprehensive volunteer training program	NVDC Team Office Staff		A training plan is being developed to ensure an intentional experience that ensures all volunteers get training that will be valuable for them as a volunteer and as a professional.
C	Training	Record all training calls including conference calls and/or video training resources.	Office Staff	100% Complete	
1	Transition	Develop a volunteer transition process that: defines significant role for NACA office, utilizes a new Transition Report & sets expectations for outgoing volunteers to be available.	NVDC Team Office Staff	In Progress - 95% Complete	Laura and NVDT met and wrapping up edits for new Transition report and quarterly volunteer survey questions.