Dear Volunteers,

Thank you so much for your willingness to assist Academic and Community Outreach at Coastal Carolina University in making our Osher Lifelong Learning Institute fun, educational and memorable. We appreciate your sharing your time and talents to help us deliver quality programming to our members, and we hope that you find substantial rewards for your efforts by developing close ties with one another, the staff and the University and by enjoying the time you spend with us.

While our department is fortunate to have seven full-time staff members, it takes so many more people contributing to the cause to get the word out to the community about our program, to assist with the many classes and special events we offer at our two centers and to drive for the 20-30 excursions we plan each semester. OLLI@CCU is truly a community, where everyone pitches in together and has a great time doing so. If you are a new volunteer, welcome to the ranks! If you have volunteered before, thank you. We are so glad that you are back with us.

We hope you find this volunteer handbook easy to navigate and informative. Once you have become familiar with OLLI@CCU and how we operate, we hope that you will take the next step and join one of our leadership committees. Eventually, we would love for you to consider serving on our Board of Advisers.

Sincerely,

Carol Osborne, Director
Academic and Community Outreach

WE NEED VOLUNTEERS!

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OLLI Mission and History

OLLI@CCU seeks to provide opportunities for adults 50+, to achieve intellectual, cultural and social growth and to develop a close, lasting and mutually beneficial relationship with the University.

Coastal Carolina University has had a life-long learning program since 1987. In 2007, the University was awarded $100,000 from the Bernard Osher Foundation, a San Francisco-based philanthropic organization dedicated to supporting higher education and the arts. Since Fall 2002, the foundation has provided funding to institutions of higher education to develop and grow noncredit, intellectually stimulating programs for older adults. There are now 123 OLLI programs across the United States. Osher gave CCU additional grants in June 2009 and 2011.

In 2013, the Osher Foundation’s $1 million endowment along with a final $50,000 grant made it possible to transition the program to utilize the interest-only revenue for operational purposes. With the university’s commitment to provide space and support and the initiation of a fundraising strategy to ensure the future sustainability of OLLI@CCU, we received a $50,000 operating grant in June 2014 and a rare second million-dollar endowment in 2016. The interest from the endowments provides approximately one tenth of the annual budget of the OLLI@CCU program.

OLLI Programs and Benefits

OLLI@CCU offers more than 300 noncredit courses in a variety of subjects from art, music and literature to business, science, estate planning, history and politics. Seniors have opportunities to exercise and dance, to learn languages and crafts, to develop proficiency in genealogical research or technology and to cook with the guidance of a chef. There are numerous lectures, clubs, special events and area excursions throughout a semester. In addition, there are several opportunities each year to travel internationally and within the United States under the guidance of experienced tour guides who take care of all the necessary details allowing you to focus on enjoying the scenery and activities.

Member benefits include:

- Access to OLLI classes, clubs, events and excursions
- CCU student photo ID
- Free campus parking decal
- Coastal.edu/OLLI web site, Facebook page Coastal Carolina University OLLI Program/Facebook and E-Newsletter
- Access to CCU’s Kimbel Library
- Discounts at CCU cultural events, CCU bookstore, the Hackler Golf Course and other community partners

Most important, you become part of a diverse learning community, encompassing people of varied ages, experiences and backgrounds.
Regional OLLI Programs:

**South Carolina** – Clemson University (Clemson), Coastal Carolina University (Conway), Furman University (Greenville) & University of South Carolina at Beaufort

**North Carolina** – Duke University (Durham), North Carolina State (Raleigh) & University of North Carolina (Asheville & Wilmington)

**Georgia** – Emory University (Atlanta), Kennesaw State University (Kennesaw) & University of Georgia (Athens)

For all OLLI programs nationwide go to: http://www.oshерfoundation.org/index.php?oll i_list

Academic and Community Outreach Staff and the OLLI Board of Advisors

**Located at Conway Center**

Director of Academic and Community Outreach: Carol Osborne

Assistant Director of Academic and Community Outreach: Kelli Barker

Administrative Specialists: Gloria Barreto-Kaufman and Ellen Jampole

**Located at Litchfield Center**

Director of Operations, Litchfield Center: Lisa Williams

Administrative Specialist: Wanda Davis

Technical Director: Cal Wall

Board of Advisers

**Board Chair:** Blake Crawford

Samih Baalbaki, Elazer Barnette, Anita Brooks, Chris Bryant, Cathy Eroszonak, Tom McCollough, Sheila Rudesill

**Ex-Officio Members:** Marjorie Thompson, Office of Philanthropy; Holley Tankersley, Associate Provost for Strategy & Development; Carol Osborne, Director of Academic and Community Outreach

Volunteer Roles and Benefits

Behind the scenes, volunteers donate their time and talents so that OLLI@CCU can function effectively. They assist the staff in making short and long term operating and programmatic decisions, deliver catalogs, recruit during outreach presentations, greet new members, take attendance in large classes, help prepare for and clean up after special events, teach classes, lead clubs, offer refreshments for lecture series and other gatherings, drive the vans for excursions and help in fundraising efforts. It is our hope that volunteers will find a way to contribute their talents to our learning community and feel satisfaction in helping others continue to learn, share, enjoy and thrive in their retirement years.
Volunteer Policies

Application Process

To volunteer, you must complete an application form providing information that will be used throughout your involvement. Volunteer Application forms and job descriptions may be found online at coastal.edu/olli. For those without access to a computer, you may pick up and return your application at the OLLI Conway or Litchfield offices.

Once your application has been received, you will be contacted by the Volunteer Supervisor to talk about your interests and to answer any questions you might have.

Orientation and Training

Volunteer training will occur at the beginning of each semester. You will receive an invitation to the orientation event; please confirm your plans to attend. If you are unable to attend or agree to volunteer after the orientation takes place, you should arrange to meet individually with the Volunteer Supervisor to receive training.

It is recommended that you take a tour of the college when offered by OLLI. It will help you learn more about CCU so you will feel more a part of the university community. In addition, you may feel more comfortable attending college lectures, cultural events and sporting events. You may even decide to take CCU courses on campus!

Absences

If you are unable to fulfill an assignment, please call or email the appropriate volunteer coordinator at least 24 hours beforehand. This will allow the coordinator time to find another person to fill your place.

Handling Grievances

If you are not comfortable with a situation in which you have found yourself, please contact the volunteer supervisor as soon as possible. The supervisor will investigate the incident and confer with an OLLI director to determine the action to be taken.

Please recognize that others may not see things the same as you do, and the outcome may not be exactly as you wished. However, all efforts will be made to meet the needs of all involved.

Resignation or Termination

It is important that you inform the volunteer coordinator that you are not planning to continue volunteering for OLLI. This will give the coordinator the opportunity to discuss your experience and to thank you for your time and efforts. It is our goal to have volunteers leave with a positive feeling about OLLI@CCU.
Operational Policies

Communication between Staff and Volunteers

A good relationship with staff is essential for the success of volunteers. Please get to know the administrative assistants in the OLLI Center you attend, and know that other staff will be available to assist as needed.

Staff are present day to day and will certainly be able to answer questions about the Center and about planned events.

If the staff gives you information contrary to what you have been told by your volunteer coordinator, please let the coordinator know what has been said and allow the coordinator to clarify the answer.

Emergency Procedures

It is important that you are familiar with the site in which you are working. You will be able to easily give directions if you know the location of classrooms, bathrooms, and of course, the fire exits.

If an emergency occurs while you are volunteering at an OLLI event, you should be part of the solution. KEEP CALM! If you are unsure of what to do, find a staff member or a volunteer coordinator.

Confidentiality and Data Protection

Members of OLLI are considered students of the college and therefore are protected by the South Carolina Freedom of Information Act and the federal Family Educational Rights and Privacy Act. These regulations may be found at: https://www.coastal.edu/legal/foia/

Volunteers will not be allowed to handle documents which contain financial information. In addition, only designated CCU staff may collect money and therefore volunteers will not be allowed to assist with this task.

Use of Vehicles

Only college-approved volunteers will be allowed to operate college owned / leased vehicles for OLLI activities. Volunteers who wish to serve as drivers for OLLI must complete the necessary forms and training required by CCU. Information about these requirements are found on OLLI’s Driver Job Description.

Insurance & Liability Coverage

Unlike staff, volunteers are not eligible for Worker’s Compensation or other faculty and staff benefits. However, immediate reporting of all accidents and/or injuries is essential.
Volunteer Job Description
Outreach

- by request, and usually with a second volunteer, speak before a group of interested seniors
- set up and host a table at community events, talking about OLLI and distributing printed information to interested people
- before each semester, distribute course catalogs to community organizations who support OLLI, and refill their supply as needed

**Working with another volunteer, serve as a spokesperson for OLLI and talk with people about the benefits of membership in OLLI@CCU. Your presentations and one-on-one discussions with perspective students will help people move from “interested” to involved OLLI members.**

**Responsibilities and Duties:**

**Speaking engagement:**

- The week before the engagement, connect with second volunteer to determine who will pick up the materials / equipment from the office and agree upon how you will break up the slide presentation if you both wish to speak; practice if needed
- Wear a teal top or a volunteer polo shirt for the event
- Arrive at engagement at least 20 minutes before your presentation to meet people and to set up slide presentation and materials
- Prepare to stay after presentation at least 20 minutes to answer additional questions and to collect materials and equipment
- One volunteer must plan to return equipment and unused materials to the OLLI Center within 48 hours

**Community event:**

- The week before the event, connect with second volunteer to determine who will pick up materials and equipment from the office
- Wear a teal top or a volunteer polo shirt for the event
- Arrive about a half hour before the event to set up tent and table/chairs (if needed), materials and other giveaways
- Take turns **standing** by the table to entice people to talk with you. Answer questions and then ask them to fill out an interest card which will allow us to follow up during the following week
- One volunteer must plan to return equipment, signup cards and unused materials to the OLLI Center within 48 hours

**Catalog Distribution:**

- Once catalogs are printed and available (mid-August and mid-December), volunteers from each center agree to deliver catalogs to a list of locations determined by the OLLI staff. You may choose a geographic area in which to deliver
- On the morning selected by the staff for the distribution of catalogs, volunteers pick up their assigned locations and their catalogs. You may deliver only 15-20 catalogs at some stops and as many as 200 to large local libraries
- Volunteers then follow up with calls at 2 weeks and then again 4-6 weeks after initial delivery to see if more copies are needed at each location

**Qualifications:** Volunteers for these activities must be outgoing and comfortable speaking with people within a group and within one-on-one conversations. A ready smile is a must and patience is a benefit to be sure all inquiries are answered completely.

**Commitment Expected:** *Members may volunteer for one event or multiple ongoing activities.* When you agree to help, the person you are speaking with will be able to tell you the time required. For speaking engagements, you will need to plan at least two hours plus travel time. For events, assume you will be active for three to four hours plus travel time.

**Training:** In order to volunteer you will complete an application form and have access to the volunteer handbook which can be found on the OLLI@CCU web site. The OLLI volunteer coordinator or director will be able to answer any specific questions you may have.

Those who serve as marketing speakers must receive an hour training to review the slide show and to learn ancillary information that may be needed to answer audience questions.

**Volunteer coordinators:** Speaking and Community Events / Catalog Distribution  
Kofie Montgomery (kofiemolli@gmail.com)  
Sheila Rudesill (sheilarudolli@gmail.com)
Volunteer Job Description

Driver

You will be responsible for safely driving OLLI members from the Conway Center to area and/or regional destinations. You will be driving a van owned / leased and operated by the University and may be with other University vans as you travel.

Responsibilities and Duties:

Pick up a van from University Transportation and record the mileage, noting on the form if the van is not clean or the tank is not full of gas. Arrive at the departure point at least a half an hour before departure. Greet and load passengers, check the roster, and then proceed to destination, meeting all traffic regulations.

Stay with the group during their visit, and be sure they have your cell number should the group not stay together. Make any necessary preparations for the return trip.

Qualifications:

(1) A clean driving record over the last three years
(2) Proof of South Carolina residency with a South Carolina driver’s license
(3) Completion of an application which must be accepted by the University

Commitment Expected:  Pick up the van in order to meet travelers at least a half hour before departure and remain with the group through visit and return trip. You should have the directions to and from the destination and plan for alternative routes if required. Make certain that all passengers are accounted for during the trip.

Training:

(1) You will be responsible for reading the Transportation – Driver Authorization, Education and Safe Vehicle Operation document and following all instructions. (https://www.coastal.edu/policies)
(2) You will be guided on your first few trips by an experienced driver.
(3) You will have access to the volunteer handbook which can be found on the OLLI@CCU website.
(4) An orientation for new volunteers will be held at the beginning of each semester.

Volunteer coordinator:  Gloria Barreto-Kaufman,  gbarret1@coastal.edu
OLLI Administrative Specialist, Conway Learning Center
Volunteer Job Description

Hospitality

- room set up/down
- food and beverage
- assist speaker
- greeter / giving directions
- coordinator of hospitality volunteers

Working with staff and other volunteers, you will help make members welcome and comfortable when attending classes/lectures and events. A welcoming environment will encourage people to become more active learners within OLLI@CCU.

Responsibilities and Duties:

You may choose to help with one or more of these tasks for any given event or several events.

45 mins before event: Room set up/down volunteers must be willing to arrive at least 45 minutes before the activity to be sure all is in place before attendees arrive. Those who set up may be asked to come the day before if it is a large event using multiple spaces.

30 mins before event: Greeters / guides should be available and in place before the first attendees arrive. Those who are bringing food should be sure the hospitality areas are set up and ready for those who arrive early.

30 mins after event: Room tear-down volunteers must be willing to stay at least 30 minutes after the event to be sure all items are returned to their normal space and all temporary signs are removed.

Qualifications: Volunteers should be prompt to fulfill their responsibilities. All should have a positive attitude about OLLI and their experiences within the organization. Your ready smile and comfort with socializing will help you make our attendees comfortable and prepared for the event / speaker(s). Those doing setup/takedown should be able to move chairs and tables with ease.

Commitment Expected: Members may volunteer for one event or multiple ongoing activities. When you agree to help, the person you are speaking with will be able to tell you the time required.

Training: In order to volunteer you will complete an application form and have access to the volunteer handbook which can be found on the OLLI@CCU web site. The OLLI volunteer coordinator or director will be able to answer any specific questions you may have.

Volunteer coordinator: Ruthe Brown (rutheolli68@gmail.com)