

✓ Site coordinator checklist

Volunteer management

- Recruit volunteers in your area to ensure adequate staffing for your event. Volunteers do not have to be financial aid experts, but familiarity with the FAFSA would be helpful.
- Ask interested volunteers to complete the FAFSA Frenzy volunteer application online at <https://surveys.mo.gov/index.php/638975/lang-en>. All volunteers need to complete the application so an accurate count and contact list can be created.
- Beginning in December, the Missouri Department of Higher Education will periodically send you a list of volunteers that completed the FAFSA Frenzy volunteer application. Reach out to volunteers registered for your site to confirm their participation and assigned role.
- Notify your volunteers about any FAFSA training opportunities. The Missouri Department of Higher Education will communicate training opportunities to site coordinators as it learns of them.
- Discuss the format of your event with all volunteers. If you are planning to conduct a formal presentation, be sure your volunteers know who will be in charge of the video presentation provided by the Missouri Department of Higher Education.
- Make sure your FAFSA Frenzy volunteers understand their assigned roles. Remember, some volunteers will not be financial aid experts and will need an assignment that best suits their abilities, such as staffing a registration/welcome table or providing child care assistance.
- Clothing branded by unbiased sponsoring organizations or associations, such as the Missouri Association of Student Financial Aid Personnel, is acceptable. Volunteers who have yellow FAFSA Frenzy T-shirts from prior years may wear those. However, volunteers should refrain from wearing clothing which promotes any specific postsecondary institution or business.
- Plan to meet with your volunteers at least one hour before the event. This will give you time to distribute volunteer buttons, give instructions and have volunteers at their stations before families arrive.
- Ask one or more of your volunteers to arrive early to assist with set up.

(continued on next page)

✓ *Site coordinator checklist*

Volunteer management

(continued from previous page)

- Be sure to provide volunteers with your event-day phone number, in case they need last minute directions or have other concerns. If you anticipate non-English speaking attendees, you may need a volunteer interpreter, such as a local Spanish teacher.
- Provide name tags for your volunteers. Don't forget to wear one yourself.
- The best thing you can do as a site coordinator is to make sure your volunteers are prepared.
- If you have FAFSA questions you don't know how to answer, a volunteer toll-free support line will be available on the main event date of Sunday, Feb. 28, 2016. Events held on that date with a limited number of volunteers or with volunteers that have minimal financial aid knowledge, are encouraged to call 866-472-4710 for assistance. This service will be staffed with financial aid experts from 2 p.m. to 4 p.m.
- In the event of inclement weather, contact your volunteers to confirm whether your event will proceed as planned or be rescheduled. Volunteers should have provided their "day-of" phone number when completing the FAFSA Frenzy Volunteer Application.