Improving the Volunteer Experience
Our Mission

Portland After-School Tennis & Education, Inc is a non-profit tuition free youth development organization for at-risk k-12th grade students. Our year around program creates effective partnerships with families, schools and volunteers to achieve academic and athletic success. Through one-on-one tutoring, tennis lessons, direct instruction, a strong emphasis on nutrition/fitness and parent education our program develops strong scholar athletes and prepares them for a productive future.
Our Number One Program Goal

One-on-one tutoring for all of our scholar athletes
Our Volunteers

- Coach/Tutor
- Tennis players and non-tennis players
- Experienced and non-experienced tutors
- Variety of academic interests and strengths
- Adults, College Students, High School Students and Middle School Students
Our Challenges

- Tracking Volunteers
  - Currently 40 volunteers scheduled during the week 8-15 per day arriving at different times managed by 6 staff in two teams
  - Calculating the number of hours volunteered
  - Communicating through email works for most volunteers, but more and more prefer texting

- Our staff assign volunteers where the need is greatest each day, taking into account their skill set
  - Will they work one-on-one or with a small group?
  - Will they be helping with homework or another project?
Our Goals

- Automate the handling of volunteer data, emailing and schedules as much as possible

- Allow volunteers to update their schedule and thus automatically track their volunteer hours

- Have an easily accessible volunteer schedule for PAST&E Staff, updated daily with the volunteer’s picture, description and basic assignment included
  - Easy to update through email, text or within the app
  - Mobile app or website integration

- Other things to consider:
  - Automating the assignment of volunteers based on a set number of factors and volunteer availability
Example: Tuesday Volunteers

- Jasmine, UP student in Education, Novice Tennis Player, Chimpanzees (k-3rd grade) 2:15-6:00pm
- Caren, Tennis Player, Novice Tutor, Chimpanzees (k-3rd grade) 2:1-6:00pm
- Austin, High School Tennis Player, Elephants (4th-5th grade) 4:00-6:00pm
- Susan, Tennis Player & Math Whiz, Cheetahs (6th Grade) 2:15-6:00pm
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Running late, see you at 3pm -Jasmine

Big Test Tomorrow, Can’t make it today - Austin
Doesn’t something like this exist already?

- There are many choices for volunteer management software, the best ones: cost $$$, manage data, allow users to log in to update their commitments, and export data into other types of files.

- On a search for volunteer management software, I’ve yet to see an app included to easily visualize and review volunteers for a service event (mobile or other).

- A design of this type could be marketable to existing volunteer management software companies!
Get to know PAST&E

- We’ll invite you out to visit the program, meet the scholar athletes and coaching staff, and experience volunteering first hand allowing you to consider both the volunteer and staff experiences.

- We’re online!
  - Facebook.com/pastande
  - Twitter.com/pastande
  - www.pastande.org
Help us reach our goal!

- We know that without responsive and high quality contact with our volunteers we will not be able to reach our goal of one-on-one tutoring.
  - Keeping their experience seamless is critical so that they too can focus on what’s most important, the scholar athletes!

- The connections that our students make with volunteers help broaden their world, opening their eyes to new career paths and what’s available to them through education. Your involvement with our organization would also have a direct impact on their lives!
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www.pastande.org

www.facebook.com/pastande