



University of Colorado
Colorado Springs

— 2022 —

VOLUNTEER HANDBOOK





WELCOME


Greetings Volunteers!

Welcome to the University of Colorado Colorado Springs (“UCCS”) Alumni & Friends Volunteer Program. This resource handbook serves as a roadmap to the Alumni & Friends Volunteer Program, so you can learn more about UCCS, the purpose of the Program, expectations we have of our volunteers — and what volunteers can expect from UCCS. Please spend time with the handbook. We included answers to many commonly asked questions and concerns, and we created this handbook that will prove helpful as a quick reference.

Volunteering has been happening all over the UCCS campus for decades, with alumni and friends lending their time and talent to support students, programs, and projects. The UCCS Alumni & Friends Volunteer Program seeks to formalize your volunteer experience and enhance student success even more. By offering a streamlined process for managing your volunteer activity we hope you will find it is easier than ever to donate your time and talents to the UCCS community.

Thank you for volunteering with UCCS!

Best,



Joanna Bean, Director of Alumni Relations, and the Annual Fund

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PURPOSE OF THIS RESOURCE HANDBOOK

This Resource Handbook will help you to become a successful UCCS volunteer. This guide will provide information on the different volunteer opportunities we offer, how to choose the best one for you, and what it means to be a UCCS volunteer. We hope this Resource Handbook will help you to feel comfortable and confident volunteering with UCCS. We believe you will find UCCS a rewarding place to volunteer. We ask that you read this Resource Handbook carefully and refer to it whenever questions arise. If you cannot find the answers in this handbook, please reach out to the Volunteer Coordinator for your opportunity or contact uccsvol@uccs.edu.

MISSION STATEMENT

The mission of the UCCS Alumni & Friends Volunteer Program is to support student success and enhance programs across campus by bringing together alumni and friends of UCCS to share their time and talents in meaningful ways.



VOLUNTEER AGREEMENT WAIVER

As a UCCS Volunteer, I agree to:

1. Participate in any training sessions required for specific volunteer opportunity/opportunities prior to the first date of service.
2. Complete required waivers and/or background checks.
3. Participate only in volunteer opportunities for which I am qualified.
4. Notify the Volunteer Coordinator if I am unable to fulfil my volunteer commitment.
5. Fulfill all my chosen volunteer commitments as indicated in the opportunity postings.
6. Perform all assigned tasks with a high standard of professionalism, customer service, ethical conduct, and accountability.
7. Comply with all UCCS Volunteer Policies and Procedures.
8. Honor all confidential information and comply with standards for protecting data.

HOW TO USE THE UCCS ALUMNI & FRIENDS VOLUNTEER SITE

The UCCS Alumni & Friends Volunteer website is the gateway to all upcoming volunteer opportunities. The site is a central place for you to connect with our campus, identify your volunteer interests, view, and sign up for volunteer opportunities. We have a robust self-paced training video series available to get you started on the site and navigating with confidence.

WEB LINKS TO TRAINING MODULES:



ABOUT THE UCCS ALUMNI & FRIENDS VOLUNTEER PROGRAM

bit.ly/3Ncqfid

HOW TO MAKE A VOLUNTEER PROFILE

bit.ly/3HLcwOm



HOW TO BUILD OUT YOUR VOLUNTEER PROFILE

bit.ly/3OFFlt5

HOW TO SIGN-UP FOR A VOLUNTEER OPPORTUNITY

bit.ly/3Niq05x



HOW TO SUBMIT YOUR VOLUNTEER HOURS

bit.ly/3QNrKXs

GENERAL VOLUNTEER WEBSITE NAVIGATION

bit.ly/3tWQIKa



HOW TO CHECK YOUR VOLUNTEER INBOX

bit.ly/3HPWYJ3

WHAT VOLUNTEERS CAN EXPECT FROM UCCS

As a volunteer with UCCS you can expect to be given responsibilities according to your skills, interests, availability, and training. Additionally, as a volunteer with UCCS you can expect the following standards to be upheld during your volunteer experience:

- Volunteers will receive necessary orientation, training, timely communication, and supervision based on the nature of the volunteer opportunity.
- UCCS will put forth reasonable efforts to adequately plan, coordinate, and cooperate with you during your volunteer experience.
- Volunteers will be able to access their volunteer records (housed on their volunteer profile within the www.uccsvolunteers.org website) documenting their personal volunteer experience (including the opportunities they volunteered for and volunteer hours).
- Volunteers will be treated with respect.

WHAT UCCS EXPECTS FROM VOLUNTEERS

UCCS expects the following standards to be upheld by volunteers:

- Volunteers should be familiar with UCCS volunteer policies and procedures.
- Volunteers will cooperate with UCCS faculty, staff and their fellow volunteers and maintain a positive team-oriented attitude.
- Volunteers will complete all required training which may include additional sessions depending on the volunteer opportunity.
- Volunteers will report for all activities on time.
- Volunteers will dress appropriately for each activity and comply with the volunteer Code of Conduct. Remember, as a volunteer, you are a role model for our students and a representative of UCCS.

TYPES OF VOLUNTEER OPPORTUNITIES

At UCCS, we offer a multitude of short and long-term volunteer opportunities. Both options offer a variety of ways to give back to UCCS. Depending on your schedule and where you live there is an opportunity for everyone!

Short-Term Volunteering is defined as volunteer activity that happens one time OR for a period less than seven days. Examples of short-term volunteering include volunteering to plant trees for an afternoon or helping at the registration table for a two-day career fair.

Long-Term Volunteering is defined as volunteer activity that happens more than once OR over a period longer than seven days within one month or longer. Examples of long-term volunteering include mentorship programs.

In-Person Volunteering is the traditional type of volunteering where you arrive at a designated physical location to donate your time and talents.

Virtual Volunteering has become increasingly popular on our campus. Opportunities offered in this format happen completely online. Sometimes these opportunities happen at a designated day/time online, other times they are self-paced to allow you to do your volunteer work on your own time by a specified due date.

Hybrid Volunteering is a combination of in-person and virtual volunteering. Sometimes the opportunity will be offered in both delivery formats to allow more participants to engage. Other times the opportunity might necessitate that a volunteer support both virtual and in-person tasks for the selected activity.

WAIVER REQUIREMENTS

Depending on the type of volunteer activity you are engaging in (in-person, virtual, hybrid, short-term, long-term) you may be required to review and sign a volunteer waiver indicating you acknowledge the risks and policies associated with being a UCCS volunteer. Additional waivers might include, but are not limited to, photo release documents and privacy policy acknowledgements. These waivers serve to keep our students, staff, and volunteers safe. You will be notified if you need to complete any waivers. If you register on the volunteer website, waiver prompts will appear during the registration process.



BACKGROUND CHECKS

Certain types of volunteer activities may also require a background. Background checks are a means to ensure the safety of both our volunteers and campus community. UCCS covers all background check costs. The background check process is as follows:

1. You will be emailed a background check initiation form. This form asks you to provide your contact information and permission to start the background check process.
2. Once the initiation form is complete you can submit it directly to your volunteer coordinator's email address or if you do not know their email address, please send it to uccsvol@uccs.edu
3. The supervisor will route the initiation form through UCCS Human Resources (HR). The HR team works with a company called HireRight. HireRight will email you directly to the address provided to obtain their required information. Please note: HireRight can only complete their check if you provide ALL the information requested. Omitting information will prolong the background check process.
4. The pass/fail results of your background check will be sent to both you and your volunteer coordinator within a few weeks.
5. Pending your pass/fail results, you will be eligible for the volunteer opportunity you planned to participate in and can get started once you hear back from the volunteer coordinator.

CONFIDENTIAL INFORMATION

We have an obligation to our students, staff, and the university to maintain confidentiality and respect privacy. As you work with the students and/or staff, you may have access to information that is confidential and/or protected by law. Such information is **not** to be shared with anyone outside of the UCCS employees overseeing your volunteer activities, including your family, friends, or acquaintances. Any violation is subject to volunteer termination and other possible repercussions, depending on the nature and severity of the disclosure.

ABSENCE AND LATENESS

Please be prompt and consistent! We know there will be times when you will be ill or unable to volunteer for one reason or another. However, please let the Volunteer Coordinator know as far in advance as possible if you will be absent or late for your volunteer opportunity. If you are unable to report to volunteer for your chosen activity, or if you will arrive late, please notify the volunteer coordinator or on-site supervisor for your opportunity.

DISCRIMINATION, HARASSMENT, AND SEXUAL MISCONDUCT

UCCS does not discriminate based on race, color, national origin, sex, pregnancy, age, disability, creed, religion, sexual orientation, gender identity, gender expression, veteran status, political affiliation or political philosophy in admission and access to, and treatment and employment in, its educational programs and activities. Volunteers should always call 911 or the police if you or someone else is in danger:

- UCCS Police Department 719-255-3111
- Colorado Springs Police Department 719-444-7000

The Office of Institutional Equity (OIE) is the campus office responsible to address reports of protected class discrimination and harassment, and sexual misconduct (including sexual harassment and sexual assault). Please review the OIE Resolution Procedures and related policies at equity.uccs.edu. If you witness or experience possible protected class discrimination or harassment, including sexual misconduct, we encourage you to report that to OIE. OIE can be reached at: equity@uccs.edu, or 719-255-4324.

The OIE Resolution Procedures also include information on confidential reporting services and campus and community resources.

CONDUCT EXPECTATIONS

UCCS Volunteers are expected to comply with all applicable state and federal laws, regulations, and University policies. Volunteers are expected to conduct themselves ethically. The UCCS Campus is both drug and violence free. Any possible criminal behavior can be reported to the UCCS Police. Other concerning behavior can be reported to the UCCS employee(s) overseeing your volunteer experience or in accordance with other reporting avenues as described in this handbook.

- For any suspicious or concerning behavior toward or involving minors, please see the UCCS Minors on Campus Policy for reporting information. compliance.uccs.edu/news/minors-protection-children-campus-resources
- The University of Colorado Colorado Springs is committed to providing a safe environment. It is a violation of UCCS policy for students, employees, or volunteers to use, possess, sell, trade, offer for sale or offer to buy illegal drugs or otherwise engage in the use of illegal drugs on or off UCCS' property. It is also a violation for you to possess, to volunteer under the influence of, or be impaired by illegal drugs or alcohol.

SOLICITATION POLICY

Volunteers are prohibited from soliciting any products, goods, or services to UCCS students, employees, staff and/or faculty members. This also includes distributing marketing materials, sales brochures, or flyers for goods, products, services, or events.

PARKING GUIDELINES

Parking at UCCS is NOT free on weekdays. Weekend parking is free. If UCCS is covering the cost of your parking for the opportunity, you may be asked for information about your vehicle in order for the cost to be covered. If you have signed up for a volunteer opportunity in which you are notified by your volunteer coordinator that parking is not covered by UCCS, you will be responsible for covering your own parking fees. There are several ways to pay for parking on campus. They include:

- **The ParkMobile app.** This phone app is by far the easiest option. To use the app, you must first download it by visiting parkmobile.io (or by scanning this QR code), from there you can easily park all over campus and pay for your parking right from your phone while still sitting inside your vehicle.
- **Kiosks.** Another parking option is to locate a kiosk on campus and pay that way by entering your car information and parking by credit card at the kiosk. LOT 220, the Gateway parking garage, and the Alpine parking garage.
- **On-Arrival Parking Tags.** Other events or volunteer opportunities might distribute parking tags for you upon arrival at the event to be placed in your vehicle on the day of the event.
- To learn more about campus parking options for visitors visit pts.uccs.edu (or scan this QR code).



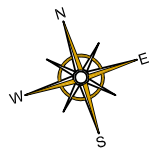
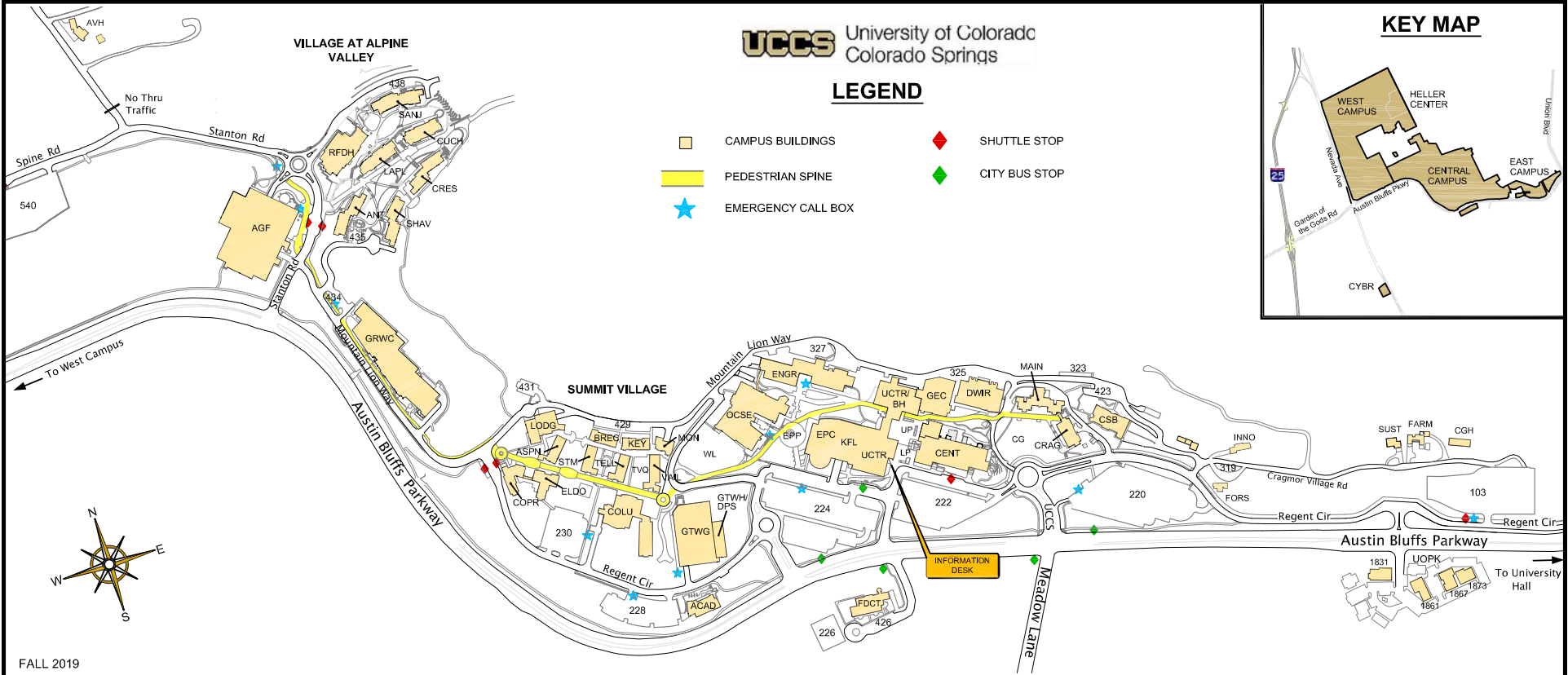
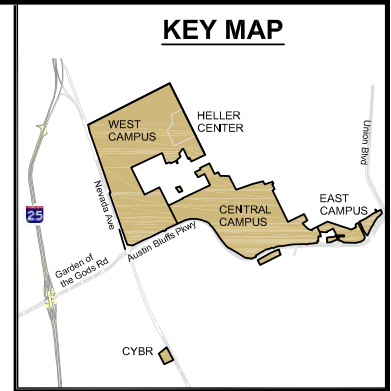
The parking constraints and coverage for each volunteer opportunity will be clearly stated and communicated before your activity. Please note, if we do cover your parking costs for an activity it is only for the location and time specified. If you choose to leave the opportunity and go to another area of campus and park again that location and time will not be covered by your pass and any tickets issued to you will be your responsibility.

The campus maps on the next page will be a handy guide for you to navigate the campus. Visit map.uccs.edu (or scan this QR code) to learn more.



LEGEND

- CAMPUS BUILDINGS
- PEDESTRIAN SPINE
- EMERGENCY CALL BOX
- SHUTTLE STOP
- CITY BUS STOP

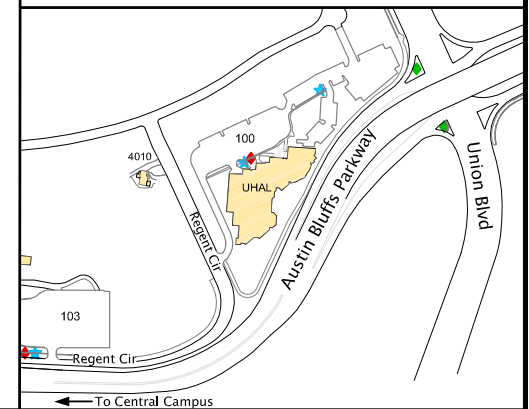


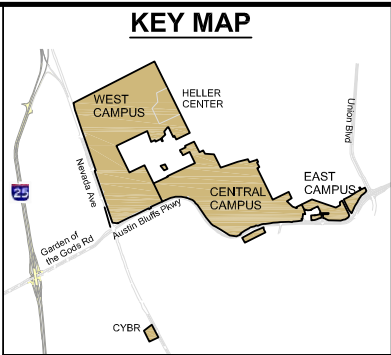
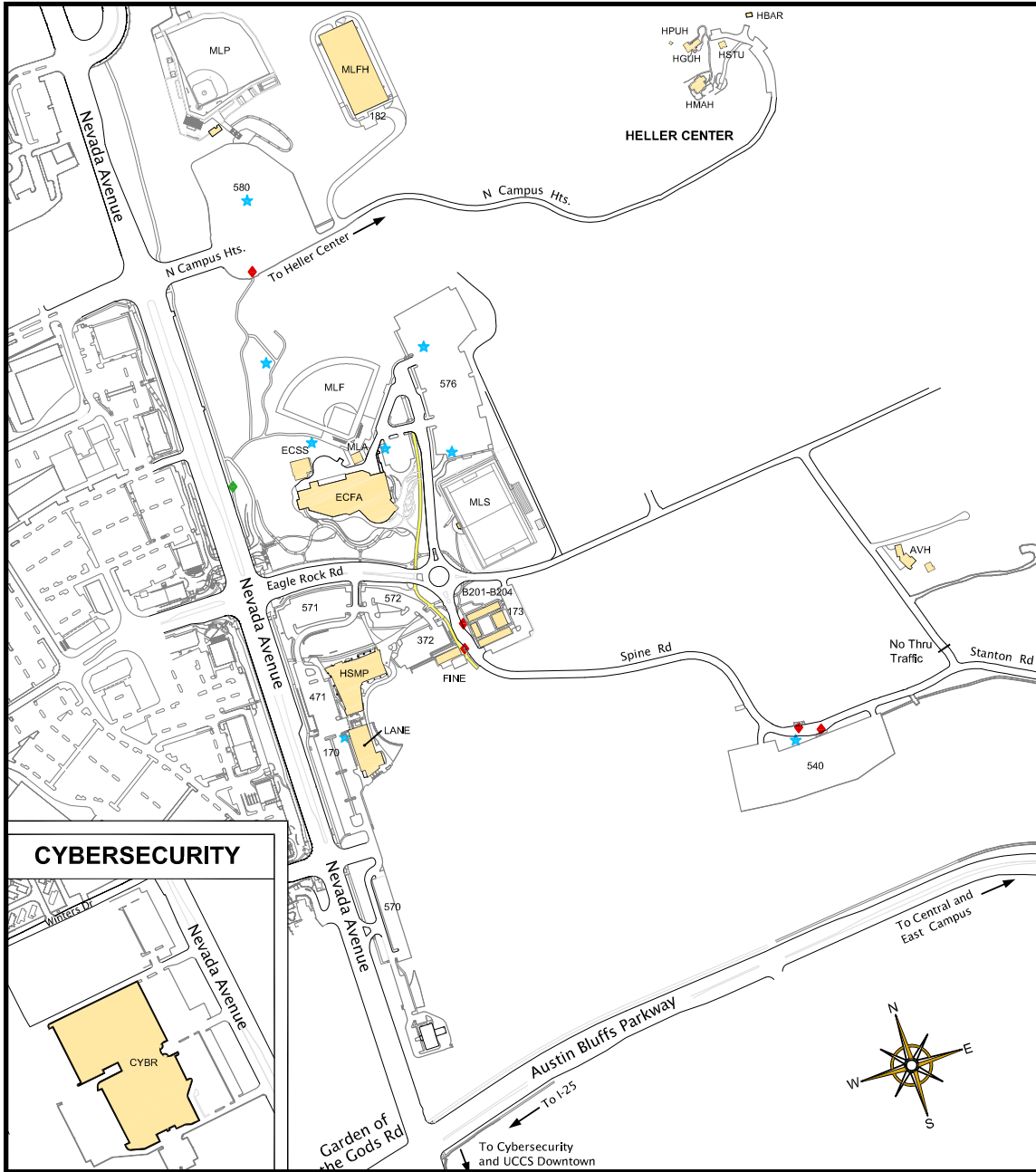
FALL 2019

BUILDING DIRECTORY

4010 4010 HOUSE	ENGR ENGINEERING & APPLIED SCIENCE BUILDING	LAPL LA PLATA HOUSE
ACAD ACADEMIC OFFICE BUILDING	EPC EL POMAR CENTER	LODG THE LODGE
AGF ALPINE GARAGE & FIELD	EPP EL POMAR PLAZA	LP LOWER PLAZA
ANT ANTERO HOUSE	FARM FARMHOUSE	MAIN MAIN HALL
ASPN ASPEN HOUSE	FDCT FAMILY DEVELOPMENT CENTER	MLA MOUNTAIN LION ANNEX
AVH ALPINE VALLEY HOUSE	FINE FINE ARTS BUILDING	MLF MOUNTAIN LION FIELD
BH BERGER HALL (INSIDE UCTR)	FORS FORSTER HOUSE	MLFH MOUNTAIN LION FIELD HOUSE
BREC BRECKENRIDGE HOUSE	GEC GALLOGLY EVENTS CENTER	MLP MOUNTAIN LION PARK
B201-B204 EAGLE ROCK MODULARS	GRWC GALLOGLY RECREATION AND WELLNESS CENTER	MLS MOUNTAIN LION STADIUM
CENT CENTENNIAL HALL	GTWG GATEWAY GARAGE	MON MONARCH HOUSE
CG CRAGMOR GREEN	GTWH GATEWAY HALL	OCSE OSBORNE CENTER
CGH CAMPUS GREENHOUSE	HBAR HELLER BARN	RFDH ROARING FORK DINING HALL
COLU COLUMBINE HALL	HGUH HELLER GUEST HOUSE	SANJ SAN JUAN HOUSE
COPR COPPER HOUSE	HMAH HELLER MAIN HOUSE	SHAV SHAVANO HOUSE
CRAG CRAGMOR HALL	HMSP HYBL SPORTS MEDICINE & PERFORMANCE CENTER	STM STEAMBOAT HOUSE
CRES CRESTONE HOUSE	HPUH HELLER PUMP HOUSE	SUST SUSTAINABILITY DEMONSTRATION HOUSE
CSB CAMPUS SERVICES BUILDING	HSTU HELLER STUDIO	TELL TELLURIDE HOUSE
CUCH CUCHARAS HOUSE	INNO INNOVATION HOUSE	TVQ TELLURIDE-VAIL QUAD
CYBR CYBERSECURITY BUILDING	KEY KEYSTONE HOUSE	UCTR UNIVERSITY CENTER
DPS DEPT OF PUBLIC SAFETY (INSIDE GTWH)	KFL KRAEMER FAMILY LIBRARY	UHAL UNIVERSITY HALL
DWRM DWIRE HALL	LANE LANE CENTER	UOPK UNIVERSITY OFFICE PARK
ECFA ENT CENTER FOR THE ARTS		UP UPPER PLAZA
ECSS ENT CENTER SET SHOP		VAIL VAIL HOUSE
ELDO ELDORA HOUSE		WL WEST LAWN

UNIVERSITY HALL





KEY MAP

BUILDING DIRECTORY

4010	4010 HOUSE
ACAD	ACADEMIC OFFICE BUILDING
AGF	ALPINE GARAGE & FIELD
ANT	ANTERO HOUSE
ASP	ASPEN HOUSE
AVH	ALPINE VALLEY HOUSE
BH	BERGER HALL (INSIDE UCTR)
BREC	BRECKENRIDGE HOUSE
B201-B204	EAGLE ROCK MODULARS
CENT	CENTENNIAL HALL
CG	CRAGMOR GREENHOUSE
CGH	CAMPUS GREENHOUSE
COLU	COLUMBINE HALL
COPR	COPPER HOUSE
CRAG	CRAGMOR HALL
CRES	CRESTONE HOUSE
CSB	CAMPUS SERVICES BUILDING
CUCH	CUCHARAS HOUSE
CYBR	CYBERSECURITY BUILDING
DPS	DEPT OF PUBLIC SAFETY (INSIDE GTWH)
DWIR	DWIRE HALL
ECFA	ENT CENTER FOR THE ARTS
ECSS	ENT CENTER SET SHOP
ELDO	ELDORA HOUSE
ENGR	ENGINEERING & APPLIED SCIENCE BUILDING
EPC	EL POMAR CENTER
EPP	EL POMAR PLAZA
FARM	FARMHOUSE
FDCT	FAMILY DEVELOPMENT CENTER
FINE	FINE ARTS BUILDING
FORS	FORSTER HOUSE
GEC	GALLOGLY EVENTS CENTER
GRWC	GALLOGLY RECREATION AND WELLNESS CENTER
GTWG	GATEWAY GARAGE
GTWH	GATEWAY HALL
HBAR	HELLER BARN
HGUH	HELLER GUEST HOUSE
HMAH	HELLER MAIN HOUSE
	HYBL SPORTS MEDICINE PERFORMANCE CENTER
	HELLER PUMP HOUSE
	HELLER STUDIO
	INNOVATION HOUSE
	KEYSTONE HOUSE
	KRAEMER FAMILY LIBRARY
	LANE
	LA PLATA HOUSE
	THE LODGE
	LOWER PLAZA
	MAIN HALL
	MOUNTAIN LION ANNEX
	MOUNTAIN LION FIELD
	MOUNTAIN LION FIELD HOUSE
	MOUNTAIN LION PARK
	MOUNTAIN LION STADIUM
	MONARCH HOUSE
	OSBORNE CENTER
	ROARING FORK DINING HALL
	SAN JUAN HOUSE
	SHAVANO HOUSE
	STEAMBOAT HOUSE
	SUSTAINABILITY DEMONSTRATION HOUSE
	TELLURIDE HOUSE
	TELLURIDE-VAIL QUAD
	UNIVERSITY CENTER
	UNIVERSITY OFFICE PARK
	UPPER PLAZA
	VAIL HOUSE
	WEST LAWN

PARKING INFORMATION

All campus parking is by permit only unless otherwise specified.

VISITOR HOURLY PARKING:

- Pay machines are \$2.50/hr or \$12.50 all-day in GTWG level 3, AGF level 1 visitor parking area and Lot 220

VISITOR METEDED PARKING:

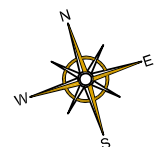
- Lot 100 and 224

FREE PARKING:

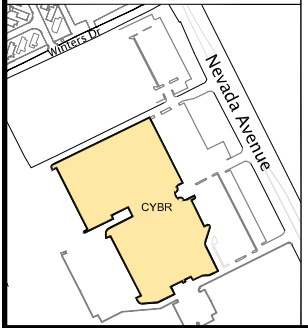
- Central Campus - Lot 540
- West Campus - Lots 570, 571, 572, 576 & 580.
- Free shuttle to Central Campus during fall, spring and summer semesters.
- West, Central and East Campuses - Fridays after 4:00 pm, weekends and during breaks between semesters.

CONTACT

Department of Public Safety: (719) 255-3111
 Parking & Transportation: (719) 255-3528



CYBERSECURITY



RESOURCES

UCCS VOLUNTEER HUB

www.uccsvolunteers.org



UCCS OFFICE OF INSTITUTIONAL EQUITY

equity.uccs.edu/resources

UCCS ALUMNI RESOURCES AND BENEFITS

alumni.uccs.edu



UCCS ALUMNI & FRIENDS VOLUNTEER PROGRAM

alumni.uccs.edu/volunteer

UCCS CAMPUS ALERTS

alerts.uccs.edu



UCCS ENVIRONMENTAL HEALTH AND SAFETY INFORMATION

ehs.uccs.edu

UCCS POLICE DEPARTMENT

police.uccs.edu



Have questions? Reach out to Volunteer Program Coordinator, Liz Bunkers at ebunkers@uccs.edu or 719-255-4051