

*Bulldog Education Partnership (BEP)*  
*Volunteer Handbook*  
*Welcome Letter*

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Dear Volunteer:

Welcome to Queen Creek High School. On behalf of all the students, teachers, and office staff, I want to thank you for volunteering to help us provide the best education for our students. You are an important component in the success of our students. In whatever way you choose to help, whether in the classroom, media center, computer lab, or other school programs, you can be sure your contribution is needed and valued.

This handbook was prepared to give you assistance in your role as a school volunteer. The role and responsibilities of the school volunteer listed in this handbook will provide you with the guidance for making your volunteer experience an enthusiastic success. Basic techniques and strategies you can use to help children learn are discussed briefly. Naturally, the teacher will always be nearby to provide directions and to answer your questions.

Please feel free to discuss any aspect of the school volunteer program with me or other members of our staff. I am most appreciative of the time and talents you are donating. I know you will experience the joy of working with young adults. Your contributions will make a difference in their lives. We hope you will be rewarded by the love and appreciation of the students and staff. Thank you very much for your caring and support.

Sincerely,

Dr. Angela Chomokos  
Principal  
Queen Creek High School

## *QCHS Volunteers Make a Difference!*

Across the nation, mothers, fathers, grandparents, businesspeople, and senior citizens are finding that their involvement as school volunteers is having a positive influence on student achievement. Volunteers are making a difference in schools!

### *School Volunteer Tips—Remember to Be*

- ◆ Confidential---it is very important that what is observed in the classroom remains confidential and student performance or behavior is not to be discussed with other parents or community members
- ◆ Honest--in your approach and attitude, which will aid in developing trust
- ◆ Patient when working with students because when they are having difficulty with a subject they do not need additional pressure
- ◆ Flexible in responding to the needs of the students and staff
- ◆ Friendly because with a smile and a thank you, you can accomplish miracles
- ◆ Respectful—remember the teacher and staff hold the ultimate responsibility for the health, welfare, and education of each student
- ◆ Recognize the essential need for confidentiality and will not comment or gossip about individual students, staff members or the school

### *Responsibility:*

- ◆ Be dependable, prearranged attendance is vital
- ◆ Remember the school is responsible for all students
- ◆ Supportive of the administration, teaching staff, and office staff
- ◆ Be discreet, dedicated, and professional in all interactions
- ◆ Dress appropriately for the school setting

### *How You Can Help Students Learn*

People learn by using all of their senses whenever possible, therefore they learn best by doing and not just observing. Many students need extra assistance prior to repeating the material learned in class. They learn by building confidence in themselves and in their school surroundings. Teenagers are very social young adults, they are easily influenced by their peers of people that they respect. Therefore, establishing a relationship built on trust and respect is essential when working with young adults.

### *Tips for Helping Students:*

- ◆ Use questions that may lead students to the correct answer instead of telling them directly.
- ◆ Let students explore and discover by themselves.
- ◆ Let student try new methods of doing things even though you already know an easier way.
- ◆ When speaking to students:
  - Praise their good efforts
  - Use a tone of voice that will encourage them and make them feel confident
  - Avoid comparing students and their work
  - State directions in a positive form

### *Dos and Don'ts of a Volunteer*

| <b><i>What a Volunteer Does</i></b>   | <b><i>What a Volunteer Does Not Do</i></b>                              |
|---|---|
| Praises and encourages  | Berates or belittles  |
| Tells the student good thing about him-herself                                  | Acts in a cold or indifferent manner                                    |
| Listens and tries to understand how the student feels                           | Criticizes the teacher  |
| Commits to regular attendance and arranges own parent substitute                | Fails to call and let school know he or she is going to be absent       |
| Builds caring a supportive rapport  | Gets physical with a student  |
| Speaks directly to the teacher about any concerns regarding student performance | Violates confidentiality by passing on information to the community     |
| Is considerate of teacher's time and does not interrupt the educational setting | Interrupts the teacher or the flow of the lesson                        |
| Listens and tries to work through a difficult situation                         | Loses control and says something that is inappropriate or argumentative |
| Do not compare differences in teachers or teaching styles                       | Openly compare teachers and evaluate their teaching techniques          |

### *Effective Ways to Work With Students:*

1. Be warm and friendly—learn the student names and show interest in what they are doing and telling you; you are very important as a listener. However, remember to keep the conversation about the curriculum and class activity not personal issues.
2. When working with students, encourage them to do their own thinking. Give them plenty of time to answer. Silence often means they are thinking and organizing what they want to say or write.
3. If you don't know the answer or are unsure of what to do, admit it to the student and work it out together---if needed please ask the teacher for help.
4. Use positive praise and encourage students to seek something worthy to compliment. Always be sincere when complimenting students.
5. Respect a student's privacy—if a student reveals personal information keep it confidential unless it is a health or safety issue, then you must inform the appropriate authorities.
6. Be consistent with the school and classroom rules.
7. If parents and friends ask about what you do at school, tell them you enjoy working with the students and discuss the activities you do rather than specific information about a student, the teacher, or the school.
8. Keep your commitment. The students, teachers, and staff expect you and look forward to you coming. If you know you will be gone, tell them in advance.
9. Be sure the student understands what you're saying. We sometimes use words that students do not know. Ask them to repeat the directions to check for understanding.
10. Keep your voice as low as possible. The students will get louder as your voice gets louder. Have an unhurried attitude. Enjoy them and they will enjoy you.

Volunteer Checklist & Responsibilities

This form must be completed and signed prior to starting as a volunteer at QCHS

Name of Volunteer: \_\_\_\_\_ Student's name: \_\_\_\_\_

\_\_\_\_\_ Fingerprints must be on file through the District Office: \_\_\_\_\_  
Signature & Date HR

\_\_\_\_\_ Find out where you will be working

\_\_\_\_\_ Find out where you will be setting your things

\_\_\_\_\_ Meet with the teacher or staff that you will be working with while on campus

\_\_\_\_\_ Follow the directions and guidelines of the teacher or staff in charge

\_\_\_\_\_ Find out standards and rules and how you are to enforce them

\_\_\_\_\_ Refer most discipline issues to the teacher, staff or administration. Minor infractions, such as talking too loudly can be handled by volunteer. Refrain from becoming involved in serious student discipline issues.

\_\_\_\_\_ Meet and develop rapport with students

\_\_\_\_\_ Volunteers will not normally have their own son or daughter assigned to work with them

\_\_\_\_\_ Try to learn names of students

\_\_\_\_\_ Assist students when possible and ask for help when needed

\_\_\_\_\_ Work with students in a group with the teacher in the room; do not work alone with a student

\_\_\_\_\_ Be punctual. Call the office if you need to be absent

\_\_\_\_\_ Follow the code of conduct, which includes abstaining from tobacco products alcohol and illegal drugs while working with students

\_\_\_\_\_ Find out where equipment and supplies are kept and how they are obtained

\_\_\_\_\_ Be patient when dealing with students

\_\_\_\_\_ Praise students for a job well done and enjoy your interactions with the students

\_\_\_\_\_  
Principal (signature)

\_\_\_\_\_  
Volunteer (signature)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date