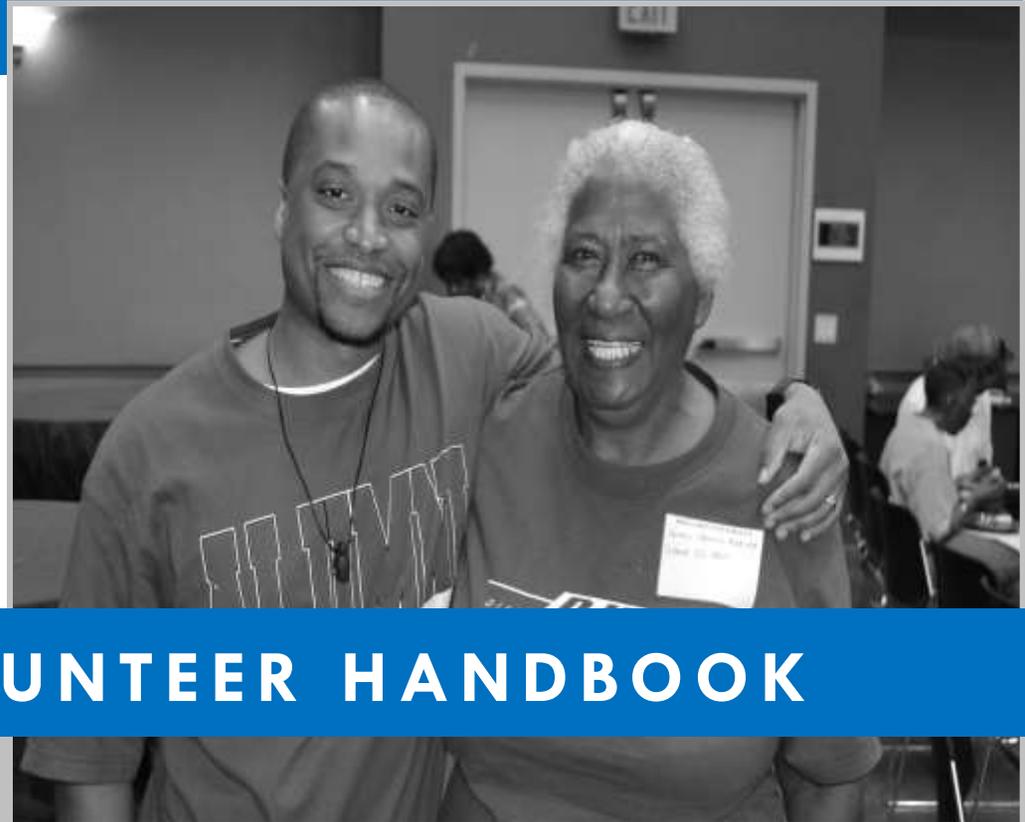




DILLARD
UNIVERSITY



ALUMNI VOLUNTEER HANDBOOK

Office of Alumni Relations

OUR PURPOSE

Dillard University Alumni Volunteer Program will involve a cross section of the Dillard family (students, alumni, and faculty and staff) in a variety of opportunities designed to showcase the University. Regardless of how you choose to get involved, your help is greatly appreciated.

Volunteers are a valuable asset to the University. You can help to enhance the University's outreach efforts by donating a few hours of your time. Please remember that volunteer duties are meant to be enjoyable for the volunteer as well as to provide a much needed service. To assist you, we have designed this handbook to provide essential information to support you as an alumni volunteer.

BENEFITS OF VOLUNTEERING

There are many benefits of volunteering:

- Develop lasting friendships with other alumni, friends, and parents.
- Help promote Dillard University in your hometown.
- Gain or enhance your leadership, communication, and team-building skills.
- Open doors to other University volunteer opportunities.
- Connect with other volunteers and senior leaders and gain from the experience, perspective, and contacts they bring to the table.
- Get satisfaction from giving back and making a real difference.
- Network with others.



VOLUNTEER OPPORTUNITIES

EVENTS/OFFICE

Time Commitment: Varies

Alumni Office volunteers agree to volunteer their services for specific projects. These projects may include, but are not limited to, volunteering for freshman orientation week, assisting with recruitment initiatives and assisting with calls and mailings to alumni. As a volunteer in this capacity. This role is important to the creation of a warm and welcoming environment for alumni and students as they visit the campus throughout the year.

ALUMNI SPEAKERS BUREAU

TIME COMMITMENT: On-going; As Needed

This is a select group of Alumni who have achieved success in their field. We are seeking your help in giving presentations, providing an informal networking opportunity and further contributing to topics that compliment academic curriculum.

****Submit an updated resume or CV with the application to be considered for the Alumni Speakers Bureau***

- Alert Alumni Office when you will be in the Greater New Orleans area – minimum of 3 weeks in advance
- Share expertise in the classroom
- Serve as a speaker for club/organization
- Serve on professional development panels

CLASS AGENTS

TIME COMMITMENT: On-going; Schedule Based on Your Availability; Fall Semester Preferred

The Class Agent program communicates with graduates from each class or affinity group and works to support garner class support for Reunion Weekend, Homecoming and other initiatives. This is a great way to get involved with DU that requires a minimal time commitment.

- Loyalty to and enthusiasm for DU
- Willingness to contact 10 people
- Personally contact 10 self-selected classmates each year
- Return individual contact cards to DU with pledges and updated information
- Participate in regional alumni events, when possible
- Recommend or recruit additional team members for this program.

REUNION COMMITTEE VOLUNTEER

TIME COMMITMENT: 9 Months; September - May

Volunteer Responsibilities & Expectations: Support the OAR with the planning and implementation of Alumni Reunion Weekend, other class related-events(s) to be held during Alumni Reunion Weekend (ARW).

- Contact classmates to encourage their attendance at reunion
- Work with staff liaisons to develop and create class-specific content for reunion communications, both electronic and print
- From September to May, volunteers spend approximately 2 –3 hours every 6 –10 weeks planning for ARW and participating in committee meetings (in person or via conference call)
- More hours per month may be required for those volunteers who are working with a subcommittee and for those who serve as host/hostess during ARW

Greeting Alumni and Visitors

- All alumni visitors to the Alumni House should:
 - 1) Receive a warm greeting (customer service is important to us)
 - 2) Receive an alumni pin, if they do not already have one
 - 3) Be invited to sign the Alumni House Guest Book, including their name, address, email address, phone number, and class year
 - 4) Be offered coffee, tea, or water
 - 5) Be invited to leave their business card
 - 6) Be offered a tour of the Alumni House
 - 7) Be offered a tour of the new buildings on campus
- Always ask alumni visitors if they are receiving mail and emails from the university. If not, please ask them to complete the Alumni Information Update Form
- The following additional forms can be found in your folder and on the forms rack at the back of the Alumni House if any alumni visitor needs them:
 - Alumni Information Update form (having updates alumni information is critical)

- National Alumni Association Membership form (alumni should mail the form and dues as directed on the form)
- Transcript Request form (must be submitted by the alumnus to the Registrar in Rosenwald 116) Duplicate Degree Request form (must be submitted by the alumnus to the Registrar in Rosenwald 116)
- Alumni Concerns form
- **Financial Contributions:** Alumni may donate via phone, online, or by mailing in their gift. **Mail** to Dillard University, Annual Giving, 2601 Gentilly Blvd., New Orleans, LA 70122
For **questions** about giving call (504) 816-4767. Alumni may also give online by visiting www.give.dillard.edu
- When a guest visits the house, the Director may be busy or preparing for a meeting. Call her (extension 4325) to let her know a guest is here and see if she is available to greet them.

Phones

At times when staff is out of the office, their phones may be forwarded to volunteer's phone lines. Volunteers should answer politely/warmly and inquire if there is anything they can help the caller with. If not, volunteers should record the name and contact number of the caller along with the reason for calling on the message pad. If the caller is an alumnus, ask if the alumnus minds you taking this time to update their contact information. If they do not mind, record name, address, email, phone number and class year.

To find a phone number in the phone directory:

Select **Menu** > **Dir** > then **dial the last name or office name on the key pad**. An extension will appear. Select **Exit**. Call 4-digit extension.

- When calling on-campus lines: Dial last 4 digits of phone number (extension)
- When calling off-campus, local numbers: Dial 9+phone number (without area code)
- When calling off-campus, long distance numbers:
Dial 9 + 1 + area code + phone number + 1096222 #
- When transferring a call: While call is live, select **Transfer** > dial the extension > **Transfer** (display will note "transfer completed")
- To place a call while on a call (you may want to call staff member to ask a question before responding to a caller's question): While call is live, select **Hold** > Press another line (to get dial tone) > **dial extension or phone number**
 - Press blinking line to release initial call from hold and continue

Messages

When taking messages on behalf of the Alumni Office, always record the callers' full name, a phone number where the call may be returned, the nature of the call, the date and time of their call. If the caller is calling on behalf of a company, please record the name of the company they represent. Many times alumni callers will not want to leave their name & number. Please politely impress upon them that it is very important to the Alumni Office if they would leave their name and return number.

Other Common Responsibilities

- Stuff envelopes, fold mailings, initiate, return phone calls, research, copying and scanning materials

HISTORY

In 1869, with the support of the Missionary Association of the Congregational Church (now the United Church of Christ) and the Freedman's Aid Society of the United Methodist Church, Straight University and Union Normal School were founded. Later, they were renamed Straight College and New Orleans University, respectively.

Gilbert Academy, a secondary school, was a unit of New Orleans University. Straight College operated a law department from 1874 to 1886. New Orleans University in 1889 opened a medical department, including a school of pharmacy and a school of nursing. The medical department was named Flint Medical College and the affiliated hospital was named the Sarah Goodridge Hospital and Nurse Training School. The medical college was discontinued in 1911, but the hospital, including the nursing school, was continued under the name Flint Goodridge Hospital.

In 1930, New Orleans University and Straight College merged to form Dillard University. The trustees of the new university called for the implementation of a coeducational, interracial school, serving a predominantly African American student body adhering to

Christian principles and values. The university was named in honor of James Hardy Dillard, a distinguished academician dedicated to educating African Americans.

Dillard students continue to excel academically, winning major awards such as the Luard Scholarship and gaining placement in prestigious graduate programs throughout the nation.

Today, as in earlier years, graduating seniors gather to repeat the time-honored tradition of walking down the Avenue of the Oaks to their graduation ceremony and their future, girded with a Dillard education.

Throughout its 143-year history, Dillard University has drawn on its commitment to excellence in education. Today, it is poised to become a center for preparing students for leadership in a highly competitive and global society.

Following Hurricane Katrina and the \$400 million of devastation she left in her wake, the university has undergone significant rebuilding and restoration of its 55-acre campus.

It has transformed into a university with 21st century facilities and laboratories and state-of-the-art technology. The strategic intent is to provide a learning and living environment that empowers students by providing them the comprehensive education and leadership skills to sustain them through graduate schools and professional careers.

As of April 1, 2012 the Advantage Dillard! campaign has raised \$67.5 million toward its \$70 million goal.



DILLARD TIDBITS

- In the wake of Hurricane Katrina, Dillard completely restored and refurbished 32 campus buildings and three off-campus residential complexes, and built two new LEED®* registered buildings: the Professional Schools and Sciences Building, and the Student Union and Health & Wellness Center.
- *LEED- Leadership in Energy and Environmental Design
- In 2010, Dillard entered a partnership with the New Orleans Recovery School District for a new teacher education program that may revolutionize teacher education in New Orleans and, perhaps, serve as a model for programs across the country.
- Dillard's physics program has acquired a \$1.8 million pulse laser system that allows students to



perform graduate level research (Dillard is the only HBCU with this technology).

- Dillard's highly acclaimed nursing program was the first of its kind in Louisiana, offering a BSN (Bachelors of Nursing degree).
- Dillard's student-faculty ratio is 12:1
- Founding member institution of the United Negro College Fund (UNCF)
- Ranked No. 13 among 81 HBCUs in 2014 U.S. News and World Report's Best College Rankings
- Ranked No. 25 among all liberal arts colleges by Washington Monthly in 2011

NOTABLE ALUMNI

Graduates of Dillard represent a wide range of highly successful global leaders in fields ranging from medicine and law, to higher education and international business, to arts and entertainment. Here are just a few of our notable alumni:

Dr. Sheila Tlou, '77 Former Member of Parliament in Botswana; Former Minister of Health of Botswana

Harold Battiste, '51 Producer and arranger for studio, film, stage and television including Sam Cooke's "You Send Me", and Sonny and Cher's "I Got You Babe".

- Founder of the first African American musician-owned record label, "All For One", better known as AFO records.

Ellis M. Marsalis Jr., '55 Accomplished Jazz Musician

Brenda Marie Osbey, '78

- *Poet Laureate for Louisiana*

Lisa Frazier-Page, '84 Staff Writer for *The Washington Post* and Co-Author of *The Pact* and *A Mighty Long Way*

Director of Jazz Studies Program, University of New Orleans



Dr. Ruth J. Simmons, '67 18th President of Brown University, First African American appointed to lead an Ivy League Institution

Cynthia M. A. Butler-McIntyre, '76 24th National President of Delta Sigma Theta Sorority, Inc.

Judge Carl Stewart U.S. Fifth Circuit Court of Appeals judge appointed by President Clinton

The Honorable Revius O. Ortique Jr., '47 First African American Louisiana Supreme Court Justice (deceased)

Garrett Morris, '58 – Actor & Comedian original cast member of *Saturday Night Live*, *Martin & Two Broke Girls* (pictured above)

Glenda Goodly-McNeal, '82 Executive Vice President and General Manager Global Client Group, American Express

NUMBERS TO KNOW

OFFICE OF ALUMNI RELATIONS

Phone: 504-816-4675

Email: njames@dillard.edu

OFFICE OF ADMISSIONS

Phone: (504) 816-4670

Fax: (504) 816-4895

Email: Admissions@dillard.edu

OFFICE OF UNIVERSITY COMMUNICATIONS AND MARKETING

Phone: (504) 816-4800 phone

Fax: (504) 816-4327 fax

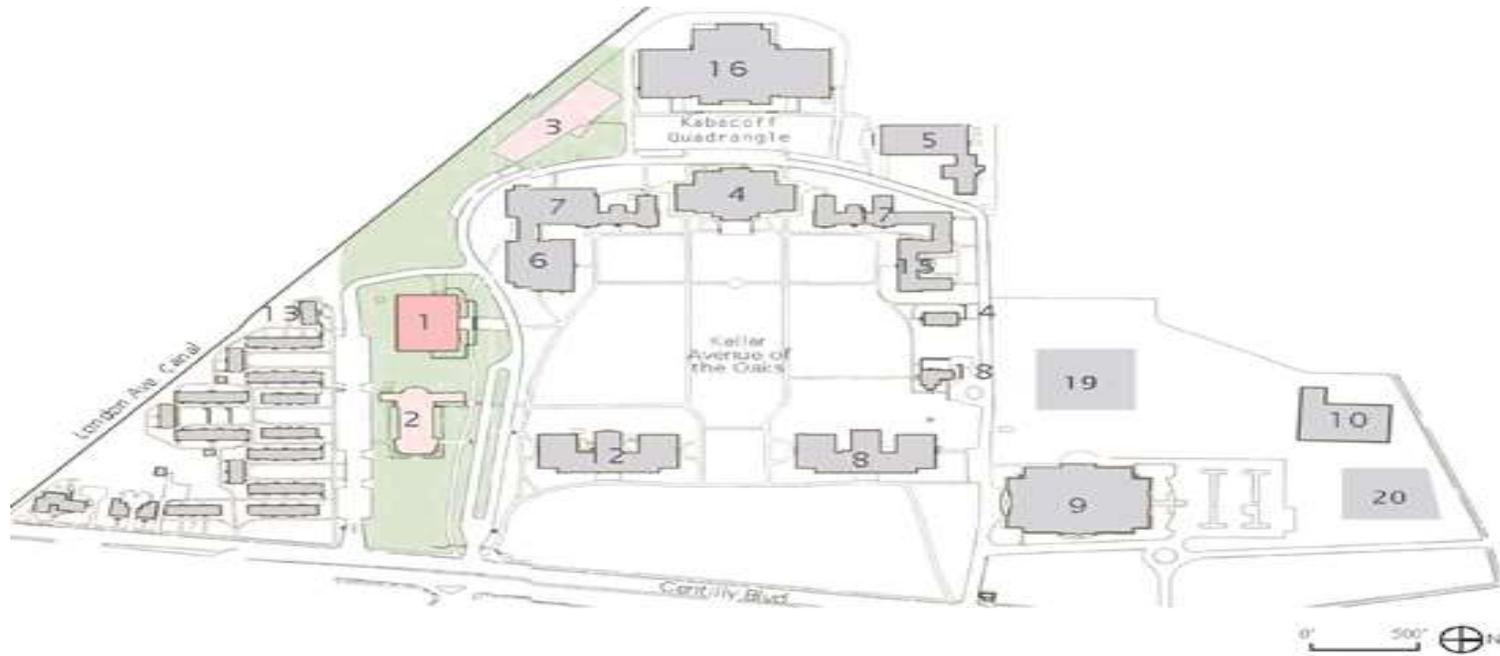
Email: Universityeditor@dillard.edu

CENTER FOR CAREER AND PROFESSIONAL DEVELOPMENT

Phone: 504-816-4222

Fax: 504-816-4885

Email: ccooke@dillard.edu



- | | |
|------------------------------|---|
| 1. Will W. Alexander Library | 11. Gentilly Gardens Apartments |
| 2. Lawless Memorial Chapel | 12. Rosenwald Hall |
| 3. DUICEF Building | 13. Student Health Center |
| 4. Kearny Hall | 14. Howard House |
| 5. Henson Hall | 15. Straight Hall |
| 6. Hartzell Hall | 16. Dent Hall |
| 7. Camphor Hall | 17. Williams Hall |
| 8. Stern Hall | 18. Alumni House |
| 9. Cook Fine Arts Center | 19. Professional Schools and Sciences Building |
| 10. Central Plant Building | 20. Student Union, Recreation, Health & Wellness Center |

Dillard University Volunteer Form

Contact Information:

Name:

Permanent Address:

Preferred Phone:

Email:

Class Year:

Emergency Contact

Name:

Phone:

Relationship:

Please select your area(s) of interest:

- Event/ Office (Events, Greeters, Orientation, etc.)

- Alumni Speakers Bureau (Panel Discussions, Presentations, Student Engagement)

Special Skills:

Signature: _____ Date: _____

ALUMNI/STUDENT INFORMATION CONFIDENTIALITY POLICY

Purpose: To provide class agents, work-study students, and other volunteers with an understanding of the standards regarding dissemination and disposal of confidential information.

Guidelines:

- Confidential information provided to volunteers throughout the year is considered strictly confidential (particularly contact information).
The information is to be used by volunteers solely in the performance of the agreed upon use and purpose of the information at the time communicated to the volunteer. Use of such information is unacceptable for any other purpose.
- Contact information shared with volunteers should be done on a “need to know” basis and should not be shared by volunteers with others.

Information may not be transferred to any party outside the alumni volunteer system without prior approval from a university official. All those handling the confidential information must review this document and sign the “Alumni/Student Information Purpose Form” (including alumni volunteers and those who assist them).

- Under no circumstances will volunteers tamper with, alter, change, or destroy any records or confidential information contained in any document, record, or database maintained in electronic, written, or printed form by the University.*
- Contact information, once it has been used for the specified purpose or project, should be disposed of immediately. Proper disposal of confidential information includes manual shredding, electronic shredding, and the return of hard-copy information to the appropriate University official.
- Alumni class agents, assistant class agents, phone-a-thon participants, and all other volunteers are required to adhere to this policy.

*It is acceptable for a volunteer to notify the Alumni Office of information he/she knows to be inaccurate in the University’s database but not to implement changes themselves.

ALUMNI/STUDENT INFORMATION PURPOSE FORM

In order to prevent the misuse of alumni information, all volunteers must read the "Alumni/Student Information Confidentiality Policy" and complete this form and submit it to the Office of Alumni Relations (see contact information below).

Purpose of Information: Alumni Office Volunteer Assistance

Information Recipient Name: _____

**Primary Volunteer Name: same as above

If assisting a primary volunteer, please include the name of the primary volunteer here. If you are the Primary, please include your name here, as well as on the "Information Recipient Name" line.

**Title/Responsibility of Primary: Alumni Office Volunteer

Note title/responsibility of the Primary. Title/responsibilities include Class Agent, Alumni Association Officer, Alumni Association Charter Member, Phone-a-thon Volunteer, etc.).

Alumni Relations Office
Dillard University
2601 Gentilly Blvd.
New Orleans, LA 70122
Phone: 504-816-4182
Fax: 504-816-4565
Email: jhorton@dillard.edu

By completing this form, I, the undersigned, have read and agree to the "Alumni/Student Information Confidentiality Policy".

Signature of Information Recipient: _____

**Primary Volunteers are those volunteers who receive confidential data directly from the university. The Primary Volunteers should communicate this form to any assisting volunteers.

**DILLARD UNIVERSITY
VOLUNTEER WAIVER, RELEASE AND INDEMNITY**

Name of Volunteer (please print): _____

Address: _____ Phone: _____

Volunteer Activity: _____

Dates/Location of Volunteer Activity: _____

I, the undersigned volunteer, desire and agree to volunteer for Dillard University ("the university") in the volunteer activity described above. I further understand and agree as follows:

1. I am donating my time and services without any compensation and shall at no time be considered an employee or independent contractor of the university, and the university will not provide insurance coverage for me;
2. I know of no reason, medical or otherwise, that would prevent me from performing the tasks required to participate in this volunteer activity;
3. I assume all risks of participating in this volunteer activity and full responsibility for my conduct and actions, including any injury to myself or others or damage to property that may result while volunteering, and I understand that the university is not responsible for conditions that I create myself or those created by other volunteers or participants;
4. I, binding my heirs, executors, administrators and assigns, hereby agree to release, hold harmless and indemnify the university, its officers, officials, employees, agents and volunteers, from and against any and all loss, damage, expense or cost (including attorneys' fees) of any kind for injuries (including property damage, personal injury, disability and death) arising out of this volunteer activity, whether caused by the negligence of the university or otherwise.

I have carefully read this release and understand and agree with all of its terms and conditions.

Signature of Volunteer Date

QUESTIONS?

Whether you are looking to engage fellow alumni or connect with students, we have an opportunity for you.
Review the volunteer opportunities here to find rewarding activities that meet your interest, experience, and schedule!

To get involved contact:

Jessica Horton, Alumni Relations Officer
Office of Alumni Relations
Dillard University
2601 Gentilly Blvd.
New Orleans, LA 70122
504-816-4182