

Subcommittee on Docents and Volunteers at SDBG

Report and Recommendations

Subcommittee Charged in October 2019

► Charge:

- What steps can the Docent Society take to ensure that all volunteers feel welcomed and valued by the Society and the Garden?

► Members:

- Susan Starr (Chair), Brian Burke (V), Jeff Clingan (D), Karen May (V), Liz Rozycki (D), Sandy Shapiro (V), Sally Willis (D)

Work of the Subcommittee : October 2019 - February 2020

- ▶ Final report submitted in February 2020
- ▶ **Six** recommendations accepted by the DEB.
- ▶ **Three** require a vote of the membership
- ▶ **Three** can be handled by the DEB.

Six Recommendations

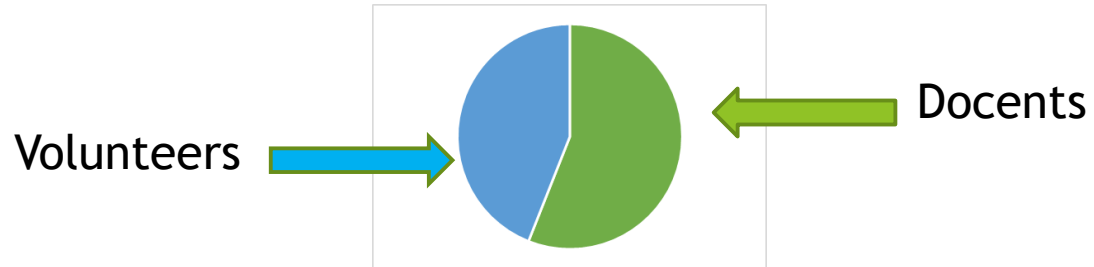
- ▶ Change name to SDBG Volunteer Society*
- ▶ Add a Volunteer Coordinator
- ▶ Do not establish a formal Mentoring Program
- ▶ All Active Volunteers can Vote*
- ▶ All Active Volunteers are eligible to hold office*
- ▶ Report Docent and Volunteer milestones together

Here's the Plan

- ▶ *Today:* Review all **six** recommendations
- ▶ *In September:* Vote on the **three** requiring changes to the Operating Regulations.
- ▶ Please use Chat to submit your questions and comments.
- ▶ Phone participants: please email questions/comments to me after the meeting.

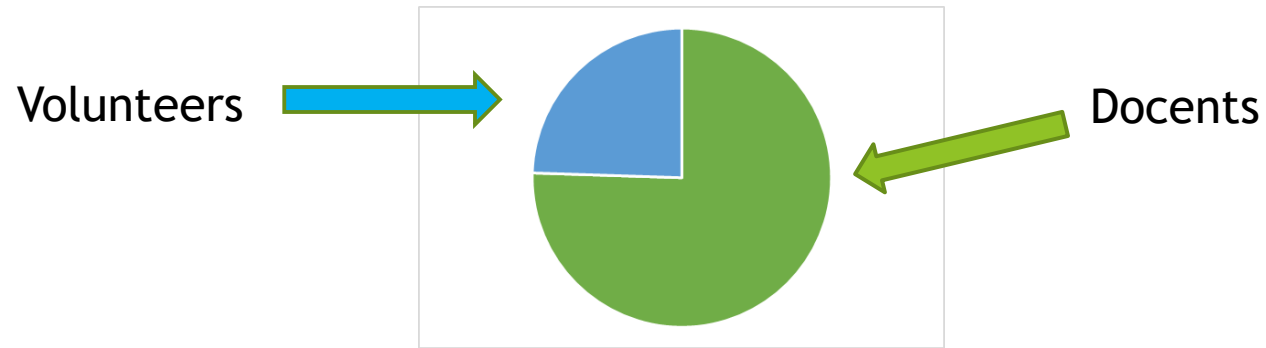
Background: Who We Are

- ▶ All volunteers are members of the Docent Society
- ▶ Around 350 volunteers worked in the Garden in 2018
 - ▶ 56% were **Docents** and 44% **Volunteers**



Background: What we do

- ▶ Those 350 volunteers worked almost 50,000 hours
 - ▶ *74% of the hours were worked by **Docents** and 24% by **Volunteers***



What is the New Volunteer Retention Rate?

- ▶ 217 New Volunteers
- ▶ 50% retention rate*
- ▶ Compares with 65% for San Diego/Carlsbad**

*Mid 2017 to Fall 2019

**2015 National survey



Recommendation #1

- ▶ Change name to SDBG Volunteer Society
 - ▶ Half of Docent Society's members are Volunteers
 - ▶ Volunteers contribute a quarter of all hours (12,500 in 2018)
 - ▶ DEB focuses on all volunteers
 - ▶ Change makes clear that the Society works on everyone's behalf.
- ❖ **Status: Endorsed by the DEB. Requires a vote of the membership.**

Recommendation #2

- ▶ Establish a Volunteer Coordinator position with a focus on retaining new volunteers
 - ▶ Purpose: integrate new volunteers into the Garden
 - ▶ Parallel to current Docent Coordinator position
 - ▶ Would contact new volunteers and help them get settled in the Garden
- ❖ **Status: Accepted by the DEB. Appointment on hold during the pandemic.**

Recommendation #3

- ▶ **Do not create a formal mentoring program at this time**
 - ▶ Mentoring programs require considerable structure and oversight
 - ▶ Often such programs are unsuccessful
 - ▶ Recommend Volunteer Coordinator position.
- ❖ **Status: Accepted by the DEB. No further action required.**

Recommendation #4

- ▶ **Revise the Operating Regulations to allow all active Docents and Volunteers to vote.**
 - ▶ Volunteers are close to half the Society's membership and work close almost a quarter of the hours,
 - ▶ Volunteers are represented by the Officers and most of the Coordinators of the Society.
 - ▶ Active volunteers should be able to vote for those who represent them
 - ❖ **Status: Endorsed by the DEB. Requires a vote of the membership.**

Recommendation #5:

- ▶ **Revise the Operating Regulations to allow all active Docents and Volunteers to hold office.**
 - ▶ Increases options for Nominating Committee
 - ▶ Makes it clear that all volunteers are welcome in the group.
 - ▶ Qualifications would not change: still requires appropriate knowledge and substantial time commitment.
 - ❖ **Status: Endorsed by the DEB. Requires a vote of the membership.**

Recommendation #6:

- ▶ **Continue to record hours separately for Docents and Volunteers but report all milestones (Docents and Volunteers) together.**
 - ▶ Committee reviewed procedures for other ways to make all volunteers feel welcome.
 - ▶ Recommending this small change to emphasize that everyone's hours are valued
 - ❖ **Status: Accepted by the DEB in principle. Details still need to be worked out.**

Next steps

- ▶ Active Docents will vote in September (Zoom Poll) on the three items requiring a change to the operating regulations:
 1. Should the name change to SDBG Volunteer Society?
 2. Should all Society members be allowed to vote?
 3. Should all Society members be able to hold office?

Six Recommendations

- ▶ Change name to SDBG Volunteer Society*
- ▶ Add a Volunteer Coordinator
- ▶ Do not establish a formal Mentoring Program
- ▶ All Active Volunteers can Vote*
- ▶ All Active Volunteers are eligible to hold office*
- ▶ Report Docent and Volunteer milestones together