# Supporting Volunteer Operations at Baltimore SquashWise

## What is Baltimore SquashWise?
- Baltimore SquashWise is a community-based organization that aims to serve as a long-term support system for Baltimore youth from middle school to young adulthood.
- Baltimore SquashWise helps students realize their academic, athletic, and personal potential.
- Students are trained in the sport of Squash and receive academic support and guidance.
- Baltimore SquashWise staff are supported by an amazing team of volunteers, that help with everything from squash lessons to academic tutoring, test prep, and mentoring for college and career readiness.

## Project Goals:
To increase volunteer support and recognition we aimed to do the following:
- Assess volunteer satisfaction in a survey to better inform programming.
- Spotlight a volunteer of the month on SquashWise social media pages.
- Create a volunteer appreciation event with the help of students to recognize volunteer efforts.

## Scholar Activities:
- Met with SquashWise staff to review current volunteer procedures and practices.
- Worked with SquashWise students to brainstorm Volunteer Appreciation ideas.
- Designed social media templates for SquashWise Volunteer of the Month.
- Created volunteer satisfactions survey to be distributed to volunteers of squash and academic supports.
- Synthesized survey data to share with SquashWise staff.

## Outcomes and Accomplishments:
- Created social media template and volunteer survey that can be utilized by SquashWise staff in the future years.
- Provided opportunity for volunteers to provide feedback on program and highlight strengths of program and room for improvement.
- Celebrated the hard work of volunteers through social media.

## Lessons Learned:
- Things don’t have to be complex or extravagant to make a difference.
- Always say “thank you”, it goes a long way.
- Learn to improvise and adjust plans along the way especially during global pandemic.

## Acknowledgements:
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