



VOLUNTEER TRAINIG

August 19, 2025













Ordinary people
Doing ordinary things
Extraordinarily Well





SMILE!

These







Not These









COUGAR FIRST IMPRESSIONS SHOW ENTHUSIASM!

This







COUGAR FIRST IMPRESSIONS SHOW INTEREST!

This







COUGAR FIRST IMPRESSIONS GREET PEOPLE!

This







Be proactive—Offer directions!

This



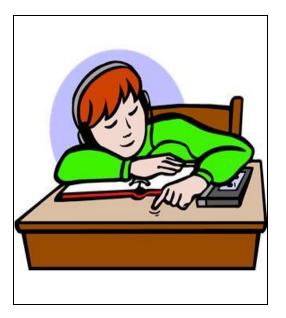




COUGAR FIRST IMPRESSIONS HAWK YOUR WARES!

This







ESPECIALLY, HAVE FUN!







Remember— You Are the One with the Answers!





SO ROLL OUT THE RED CARPET!





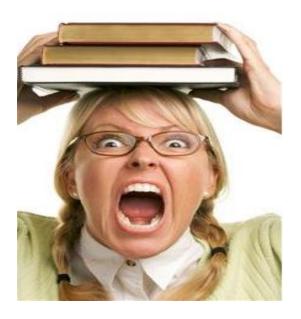


Let's make our students feel...

Like This



Not Like This









- Become familiar with construction zones and ways to navigate around construction
- Check out all the resources at: https://uh.edu/centennial-project/
 - Updated construction map
 - Drop-off, pick-up & loading zones
 - OPedestrian/driver etiquette, and more!
- Be proactive in giving directions & advice





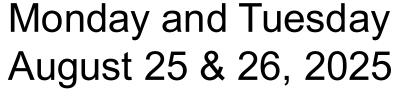


MISSION STATEMENT

 To create a sense of community among staff, faculty and students by providing new and returning students with resources and qualitative customer service at key areas on the campus grounds during the first and second days of class.

 To ultimately increase the retention of **students** at the University of Houston.





8:00 a.m. to 4:00 p.m.

11 locations across campus2 locations at Sugar Land campus1 at UH Katy

For locations and more info: www.uh.edu/sc/cfi







Ice Cream Giveaway

- Ice cream & non-dairy frozen treats
- Butler Plaza in front of MD Anderson Library
- Both days from 11:00 a.m. until the ice cream is gone!







ROLE OF CFI VOLUNTEERS

- Help students find their way around campus
- Answer questions
- Inform about campus resources
- Hand out materials (maps, etc.)
- Wear a red shirt

DON'T

- •Promote your department or solicit for your organization's events
- •Just sit there!





CARE OF SELF

- •It's going to be HOT!
- Make sure to keep some water for volunteers
- •Stay hydrated!







VIRTUAL VOLUNTEER BINDER

- https://uh.edu/sc/cfi/cfi-volunteer-binder
- •Links for:
 - Volunteer Sign-In
 - Student Tally
 - Table Locations Map
 - Frequently Asked Questions
 - Academic & Event Calendars
 - What's in this Building?
 - University Services
- •Please familiarize yourself with the volunteer binder before your shift!







COUGAR CUDOS VOLUNTEER RECOGNITION

- Cougar Cudos allows staff to recognize other staff members for exceptional service to UH
- Nominate fellow volunteers who deserve special recognition
- You are in the best position to observe your fellow volunteers
 - •Who is particularly helpful to students?
 - •Who comes up with better ways of doing things?
 - •Who provides great service year after year?
- •https://uh.edu/sc/CougarCudos/





WHAT TO DO AT THE TABLE

- •**Sign in:** Complete the form at the Check-In link in the virtual volunteer binder or at the QR code at your table.
- •Click the Counter: Every time you answer a student's question, click the counter. Never clear the tally counter. Before you leave your shift, make sure to complete the Student Tally form at the link in the virtual volunteer binder or at the QR code at your table.
- Never leave the table nor the radio unattended!







RADIO ETIQUETTE

Push the button on the side when you want to speak and release when you are finished speaking.

Example: Table 12 to Base, over.

Base to Table 12, over.

Table 12 needs water, over.

Base to Table 12, that 's clear, out.

Never leave the radio alone! At the end of the day, we will pick up the radio.







TEAMS RADIO

We will be testing out the Walkie Talkie feature in Microsoft Teams

If you would like to participate, join the CFI Planning Committee team:

- Click "Join or Create Team"
- Under "Join a team with a code," type: z02d3vp
- Open Teams on your mobile device, choose the Walkie Talkie app and connect to the "SC: CFI..." channel







EVENTS FOR VOLUNTEERS

Volunteer Appreciation Luncheon Information will be provided to volunteers who sign in for their shifts using the QR Code!





THANKS for volunteering and have fun!

Remember,
Give our students
a Tier One experience!

http://www.uh.edu/sc/cfi

