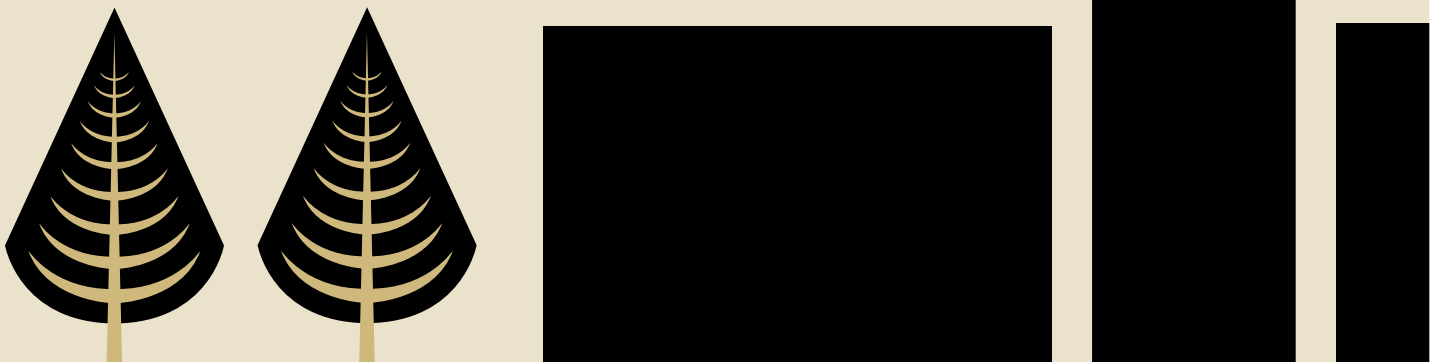




University of Colorado
Colorado Springs

— 2025 —

VOLUNTEER HANDBOOK





WELCOME

Hello and thank you for choosing to participate in the University of Colorado Colorado Springs (UCCS) Alumni & Friends Volunteer Program!

Your decision to participate is incredibly impactful. In the last year alone, nearly 1,000 dedicated individuals have generously contributed close to 500 hours of their time and talents to support our students, programs, and projects. This amazing commitment has made a significant difference in our community, and we are profoundly grateful for your support.

This handbook will guide you through the program, providing you with valuable insights into UCCS and the expectations we have of our volunteers. Inside, you'll find answers to frequently asked questions, making it easier than ever to give your time and talents to the UCCS community.

Your commitment as a volunteer is deeply appreciated, and we cannot thank you enough for your contributions. Together, we are making a lasting impact on the lives of our students and the broader UCCS community.

Thank you for volunteering with UCCS!

Best,



Christy Iacobbo
Alumni Relations Program Manager
ciacobbo@uccs.edu

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PURPOSE OF THIS VOLUNTEER HANDBOOK

This Resource Handbook will help you to become a successful UCCS volunteer. This guide will provide information on the different volunteer opportunities we offer, how to choose the best one for you, and what it means to be a UCCS volunteer. We hope this Resource Handbook will help you feel comfortable and confident volunteering with UCCS. We believe you will find UCCS a rewarding place to volunteer. We ask that you read this Resource Handbook carefully and refer to it whenever questions arise. If you cannot find the answers in this handbook, please reach out to the Volunteer Manager for your opportunity or contact uccsvol@uccs.edu.

UCCS MISSION STATEMENT

The Colorado Springs campus of the University of Colorado shall be a comprehensive baccalaureate and specialized graduate research university with selective admission standards.

The Colorado Springs campus shall offer liberal arts and sciences, business, engineering, health sciences, and teacher preparation undergraduate degree programs, and a selected number of master's and doctoral degree programs.

UCCS VISION STATEMENT

UCCS, a premier comprehensive undergraduate and specialized graduate research university, provides students with academically rigorous and life-enriching experiences in a vibrant university community. We advance knowledge, integrate student learning with the spirit of discovery, and broaden access to higher education for the benefit of southern Colorado, the state, the nation, and the world.

UCCS CORE VALUES

We see these values of excellence as our guiding principles:

- Student Focus
- Inclusive Diversity
- Integration
- Dynamic Responsible Growth
- Innovation
- Integrity
- Collaboration

UCCS VOLUNTEER PROGRAM MISSION STATEMENT

The mission of the UCCS Alumni & Friends Volunteer Program is to support student success and enhance programs across campus by bringing together alumni and friends of UCCS to share their time and talents in meaningful ways.

UCCS ALUMNI & FRIENDS VOLUNTEER CODE OF CONDUCT

- Student Focus
- Integration
- Innovation
- Collaboration
- Inclusive Diversity
- Dynamic Responsible Growth
- Integrity
- Enthusiasm
- Good intent – positivity

VOLUNTEER AGREEMENT

As a UCCS Volunteer, I agree to:

1. Participate in any training sessions required for specific volunteer opportunity/opportunities prior to the first date of service.
2. Complete required waivers and/or background checks.
3. Participate only in volunteer opportunities for which I am qualified.
4. Notify the Volunteer Manager if I am unable to fulfill my volunteer commitment.
5. Fulfill all my chosen volunteer commitments as indicated in the opportunity postings.
6. Perform all assigned tasks with a high standard of professionalism, customer service, ethical conduct, and accountability.
7. Comply with all UCCS Volunteer Policies and Procedures.
8. Honor all confidential information and comply with standards.
9. Uphold the University's mission, vision and values

HOW TO USE THE UCCS ALUMNI & FRIENDS VOLUNTEER SITE

The UCCS Alumni & Friends Volunteer website is the gateway to all upcoming volunteer opportunities. The site is a central place for you to connect with our campus, identify your volunteer interests, view, and sign up for volunteer opportunities. We have a robust self-paced training video series available to get you started on the site and navigating with confidence.

WEB LINKS TO TRAINING MODULES:



ABOUT THE UCCS ALUMNI & FRIENDS VOLUNTEER PROGRAM

bit.ly/3Ncqfid

HOW TO MAKE A VOLUNTEER PROFILE

bit.ly/3HLcwOm



HOW TO BUILD OUT YOUR VOLUNTEER PROFILE

bit.ly/3OFfLt5

HOW TO SIGN-UP FOR A VOLUNTEER OPPORTUNITY

bit.ly/3Niq05x



HOW TO SUBMIT YOUR VOLUNTEER HOURS

bit.ly/3QNrKXs

GENERAL VOLUNTEER WEBSITE NAVIGATION

bit.ly/3tWQIKa



HOW TO CHECK YOUR VOLUNTEER INBOX

bit.ly/3HPWYJ3

WHAT VOLUNTEERS CAN EXPECT FROM UCCS

As a volunteer with UCCS you can expect to be given responsibilities according to your skills, interests, availability, and training. Additionally, as a volunteer with UCCS you can expect the following standards to be upheld during your volunteer experience:

- Volunteers will receive necessary orientation, training, timely communication, and supervision based on the nature of the volunteer opportunity.
- UCCS will put forth reasonable efforts to adequately plan, coordinate, and cooperate with you during your volunteer experience.
- Volunteers will be able to access their volunteer records (housed on their volunteer profile within the www.uccsvolunteers.org website) documenting their personal volunteer experience (including the opportunities they volunteered for and volunteer hours).
- Volunteers will be treated with respect.

WHAT UCCS EXPECTS FROM VOLUNTEERS

UCCS expects the following standards to be upheld by volunteers:

- Volunteers should be familiar with UCCS volunteer policies and procedures.
- Volunteers will cooperate with UCCS faculty, staff and their fellow volunteers and maintain a positive team-oriented attitude.
- Volunteers will complete all required training which may include additional sessions depending on the volunteer opportunity.
- Volunteers will report for all activities on time.
- Volunteers will dress appropriately for each activity and comply with the volunteer Code of Conduct. Remember, as a volunteer, you are a role model for our students and a representative of UCCS.

TYPES OF VOLUNTEER OPPORTUNITIES

At UCCS, we offer a multitude of short and long-term volunteer opportunities. Both options offer a variety of ways to give back to UCCS. Depending on your schedule and where you live there is an opportunity for everyone!

Short-Term Volunteering is defined as volunteer activity that happens one time OR for a period less than seven days. Examples of short-term volunteering include volunteering to plant trees for an afternoon or helping at the registration table for a two-day career fair.

Long-Term Volunteering is defined as volunteer activity that happens more than once OR over a period longer than seven days within one month or longer. Examples of long-term volunteering include mentorship programs.

In-Person Volunteering is the traditional type of volunteering where you arrive at a designated physical location to donate your time and talents.

Virtual Volunteering has become increasingly popular on our campus. Opportunities offered in this format happen completely online. Sometimes these opportunities happen at a designated day/time online, other times they are self-paced to allow you to do your volunteer work on your own time by a specified due date.

Hybrid Volunteering is a combination of in-person and virtual volunteering. Sometimes the opportunity will be offered in both delivery formats to allow more participants to engage. Other times the opportunity might necessitate that a volunteer support both virtual and in-person tasks for the selected activity.

WAIVER REQUIREMENTS

Depending on the type of volunteer activity you are engaging in (in-person, virtual, hybrid, short-term, long-term) you may be required to review and sign a volunteer waiver indicating you acknowledge the risks and policies associated with being a UCCS volunteer. Additional waivers might include, but are not limited to, photo release documents and privacy policy acknowledgements. These waivers serve to keep our students, staff, and volunteers safe. You will be notified if you need to complete any waivers. If you register on the volunteer website, waiver prompts will appear during the registration process.

BACKGROUND CHECKS

Certain types of volunteer activities may also require a background check. Background checks are a means to ensure the safety of both our volunteers and campus community. UCCS covers all background check costs. The background check process is as follows:

- Volunteers are entered by the department HRL or requestor by going to the HR Website / Document Library / Search & Hire Process / Background Check and completing the form. There is no longer a need to get a form signed by the volunteer since they sign something in HireRight giving permission to run the check.
 - Once the background check is complete, the HRL or requestor will get the results emailed to them.
1. You will be emailed a background check initiation form. This form asks you to provide contact information and permission to start the background check process.
 2. Once the initiation form is complete you can submit it directly to your volunteer coordinator's email address or if you do not know that email address, please send it to uccsvol@uccs.edu.
 3. The supervisor will route the initiation form through UCCS Human Resources (HR). The HR team works with a company called HireRight. HireRight will email you directly to the address provided to obtain their required information. Please note: HireRight can only complete their check if provide ALL the information requested. Omitting information will prolong the background check process.
 4. The pass/fail results of your background check will be sent to both you and your volunteer coordinator within a few weeks.
 5. Pending your pass/fail results, you will be eligible for the volunteer opportunity you planned to participate in and can get started once you hear back from the volunteer coordinator.

CONFIDENTIAL INFORMATION

We have an obligation to our students, staff, and the university to maintain confidentiality and respect privacy. As you work with the students and/or staff, you may have access to information that is confidential and/or protected by law. Such information is not to be shared with anyone outside of the UCCS employees overseeing your volunteering activities, including your family, friends, or acquaintances. Any violation is subject to volunteer termination and other possible repercussions, depending on the nature and severity of the disclosure.



ABSENCE AND LATENESS

Please be prompt and consistent! We know there will be times when you will be ill or unable to volunteer for one reason or another. However, please let the Volunteer Coordinator know as far in advance as possible if you will be absent or late for your volunteer opportunity. If you are unable to report to volunteer for your chosen activity, or if you will arrive late, please notify the volunteer coordinator or on-site supervisor for your opportunity.

DISCRIMINATION, HARASSMENT, AND SEXUAL MISCONDUCT

The University prohibits protected class discrimination and harassment based on race, color, national origin, sex, pregnancy or related conditions, age, disability, creed, religion, sexual orientation, gender identity, gender expression, veteran status, political affiliation or political philosophy in admission and access to, and treatment and employment in, its educational programs and activities. Additionally, the University prohibits all forms of sexual misconduct, including sexual assault, sexual harassment (verbal and nonverbal), sexual exploitation, and dating and domestic violence. Retaliation under these and other University policies is also prohibited.

The **Office of Institutional Equity (OIE)** is the campus office responsible to address all reports of protected class discrimination and harassment and sexual misconduct involving members of the UCCS community on and off-campus. Please review the **University of Colorado (CU) Sexual Misconduct, Intimate Partner Violence, and Stalking Policy**, and the **CU Protected Class Nondiscrimination Policy**, and the **OIE Resolution Procedures**. The OIE also supports access to lactation spaces across campus, and a **map to Lactation Rooms** is posted.

If you witness or experience prohibited conduct, we encourage you to report it to OIE. *UCCS employees are required to report conduct prohibited by these policies to the OIE, including when a volunteer may be believed to be experiencing or engaged in prohibited conduct.*

Reports may be filed online: **Reporting to OIE | Office of Institutional Equity** or you can contact the OIE at: **equity@uccs.edu**, or 719-255-4324. Title IX Coordinator: Laura Emmot, 719-255-3725.

Volunteers should always call 911 or the police if you or someone else is in danger. To report non-emergency crimes, you are encouraged to contact police:

- UCCS Police Department 719-255-3111 (text or call), or via **UCCS Safe App**
- Colorado Springs Police Department 719-444-7000

The OIE has many confidential and other resources posted here: **Resources | Office of Institutional Equity**

CONDUCT EXPECTATIONS

UCCS Volunteers are expected to comply with all applicable state and federal laws, regulations, and University policies. Volunteers are expected to conduct themselves ethically. The UCCS Campus is both drug and violence free. Any possible criminal behavior can be reported to the UCCS Police. Other concerning behavior can be reported to the UCCS employee(s) overseeing your volunteer experience or in accordance with other reporting avenues as described in this handbook.

- For any suspicious or concerning behavior toward or involving minors, please see the UCCS Minors on Campus Policy for reporting information.

<https://compliance.uccs.edu/news/minors-protection-children-campus-resources>

- The University of Colorado Colorado Springs is committed to providing a safe environment. It is a violation of UCCS policy for student, employees, or volunteers to use, possess, sell, trade, offer to buy illegal drugs or otherwise engage in the use of illegal drugs on or off UCCS' property. It is also a violation for you to possess, to volunteer under the influence of, or be impaired by illegal drugs or alcohol.

SOLICITATION POLICY

Volunteers are prohibited from soliciting any products, goods, or services to UCCS students, employees, staff and/or faculty members. This also includes distributing marketing materials, sales brochures, or flyers for goods, products, services, or events.

PARKING GUIDELINES

Parking at UCCS is NOT free on weekdays. Weekend parking is free. If UCCS is covering the cost of your parking for the opportunity, you may be asked for information about your vehicle in order for the cost to be covered. If you have signed up for a volunteer opportunity in which you are notified by your volunteer coordinator that parking is not covered by UCCS, you will be responsible for covering your own parking fees. There are several ways to pay for parking on campus. They Include:

- **The ParkMobile app.** This phone app is by far the easiest option. To use the app, you must first download it by visiting parkmobile.io (or by scanning this QR code), from there you can easily park all over campus and pay for your parking right from your phone while still sitting inside your vehicle.
- **Kiosks.** Another parking option is to locate a kiosk on campus and pay that way by entering your car information and parking by credit card at the kiosk. LOT 220, the Gateway parking garage, and the Alpine parking garage.
- **On-Arrival Parking Tags.** Other events or volunteer opportunities might distribute parking tags for you upon arrival at the event to be placed in your vehicle on the day of the event.
- To learn more about campus parking options for visitors visit pts.uccs.edu (or scan this QR code).



The parking constraints and coverage for each volunteer opportunity will be clearly stated and communicated before your activity. Please note, if we do cover your parking costs for an activity it is only for the location and time specified. If you choose to leave the opportunity and go to another area of campus and park again that location and time will not be covered by your pass and any tickets issued to you will be your responsibility.

The campus maps on the next page will be a handy guide for you to navigate the campus. Visit map.uccs.edu (or scan this QR code) to learn more.



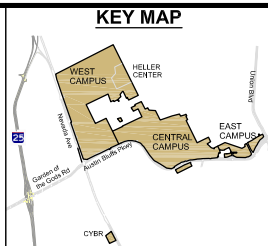
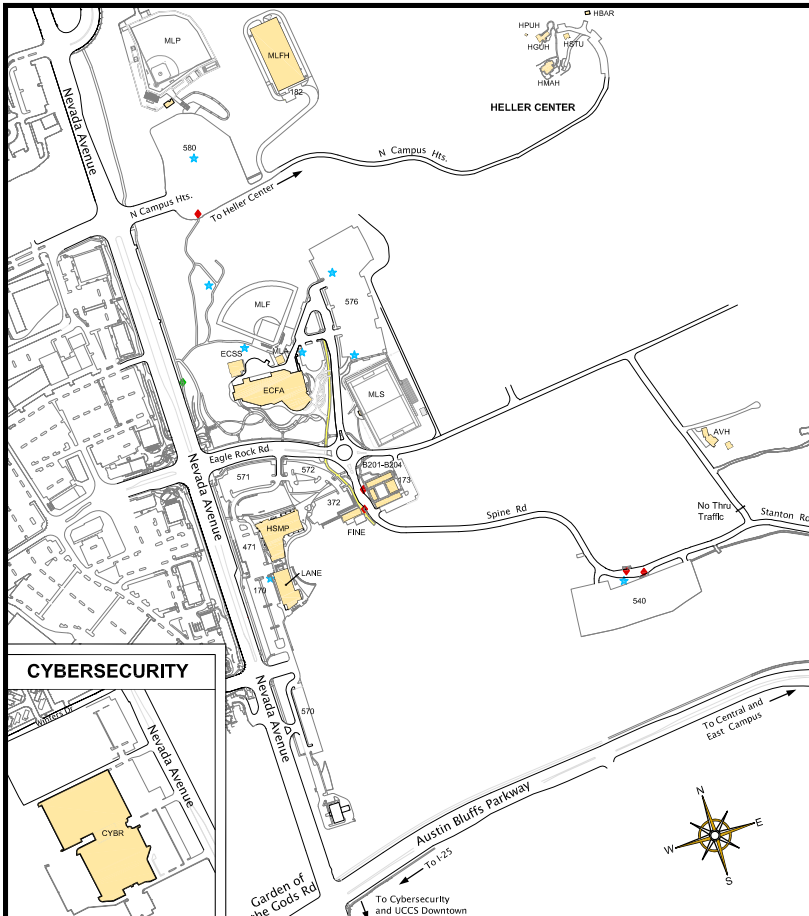
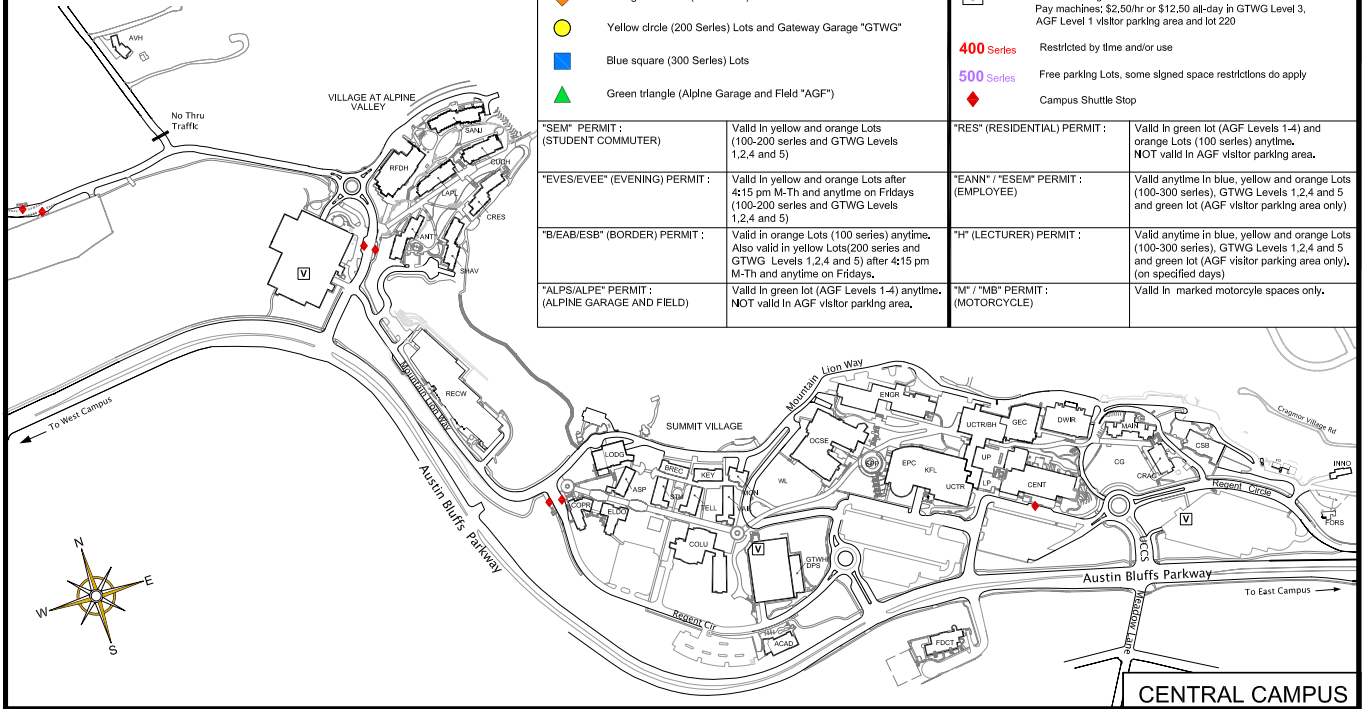
PARKING PERMIT LEGEND

(PERMITS ARE VALID ONLY DURING THE DAYS, TIMES, SEMESTERS AND LOCATIONS INDICATED ON THE PERMIT)

- Orange diamond (100 Series) Lots
- Yellow circle (200 Series) Lots and Gateway Garage "GTWG"
- Blue square (300 Series) Lots
- Green triangle (Alpine Garage and Field "AGF")

- V** Visitor Parking:
Pay machines: \$2.50/hr or \$12.50 all-day in GTWG Level 3, AGF Level 1 visitor parking area and lot 220
- 400 Series** Restricted by time and/or use
- 500 Series** Free parking Lots, some signed space restrictions do apply
- ◆** Campus Shuttle Stop

SEM PERMIT : (STUDENT COMMUTER)	Valid in yellow and orange Lots (100-200 series and GTWG Levels 1,2,4 and 5)	*RES* (RESIDENTIAL) PERMIT :	Valid in green lot (AGF Levels 1-4) and orange Lots (100 series) anytime. NOT valid in AGF visitor parking area.
EVES/EVEE (EVENING) PERMIT :	Valid in yellow and orange Lots after 4:15 pm M-Th and anytime on Fridays (100-200 series and GTWG Levels 1,2,4 and 5)	*EANN* / *ESEM* PERMIT : (EMPLOYEE)	Valid anytime in blue, yellow and orange Lots (100-300 series), GTWG Levels 1,2,4 and 5 and green lot (AGF visitor parking area only).
B/EAB/ESB (BORDER) PERMIT :	Valid in orange Lots (100 series) anytime. Also valid in yellow Lots (200 series and GTWG Levels 1,2,4 and 5) after 4:15 pm M-Th and anytime on Fridays.	*H* (LECTURER) PERMIT :	Valid anytime in blue, yellow and orange Lots (100-300 series), GTWG Levels 1,2,4 and 5 and green lot (AGF visitor parking area only). (on specified days)
ALPS/ALPE PERMIT : (ALPINE GARAGE AND FIELD)	Valid in green lot (AGF Levels 1-4) anytime. NOT valid in AGF visitor parking area.	*M* / *MB* PERMIT : (MOTORCYCLE)	Valid in marked motorcycle spaces only.



BUILDING DIRECTORY

- | | |
|------------|---|
| 4010 HOUSE | ACADEMIC OFFICE BUILDING |
| ACAD | ALPINE GARAGE & FIELD |
| AGF | ANTERO HOUSE |
| ANT | ASPEN HOUSE |
| ASPN | ALPINE VALLEY HOUSE |
| AVH | BERGER HALL (INSIDE UCTR) |
| BH | BRECKENRIDGE HOUSE |
| BREC | EAGLE ROCK MODULARS |
| B201-B204 | CENTENNIAL HALL |
| CGT | CAGMOR GREEN |
| CG | CAMPUS GREENHOUSE |
| CGH | COLUMBINE HALL |
| COPR | COPPER HOUSE |
| CORAG | CAGMOR HALL |
| CRES | CRESTONE HOUSE |
| CSB | CAMPUS SERVICES BUILDING |
| CUCH | CUCARAS HOUSE |
| CYBR | CYBERSECURITY BUILDING |
| DPS | DEPT OF PUBLIC SAFETY (INSIDE GTWG) |
| DWR | DWIRE HALL |
| ECFA | ENT CENTER FOR THE ARTS |
| ECSS | ENT CENTER SET SHOP |
| ELDO | ELDORA HOUSE |
| ENGR | ENGINEERING & APPLIED SCIENCE BUILDING |
| EPC | EL POMAR CENTER |
| EPP | EL POMAR PLAZA |
| FARM | FARMHOUSE |
| FDCT | FAMILY DEVELOPMENT CENTER |
| FNE | FINE ARTS BUILDING |
| FORS | FORSTER HOUSE |
| GEC | GALLOGLY EVENTS CENTER |
| GRWC | GALLOGLY RECREATION AND WELLNESS CENTER |
| GTWG | GATEWAY GARAGE |
| GTWH | GATEWAY HALL |
| HBAR | HELLER BARN |
| HGUH | HELLER GUEST HOUSE |
| HMAH | HELLER MAIN HOUSE |
| | HYBL SPORTS MEDICINE PERFORMANCE CENTER |
| | HELLER PUMP HOUSE |
| HPUH | HELLER STUDIO |
| HSTU | INNOVATION HOUSE |
| INNO | KEYSTONE HOUSE |
| KEY | KRAEMER FAMILY LIBRARY |
| KFL | LANE CENTER |
| LANE | LA PLATA HOUSE |
| LAPL | THE LODGE |
| LODG | LOVER PLAZA |
| LP | MAIN HALL |
| MLA | MOUNTAIN LION ANNEX |
| MLF | MOUNTAIN LION FIELD |
| MLFH | MOUNTAIN LION FIELD HOUSE |
| MLP | MOUNTAIN LION PARK |
| MLS | MOUNTAIN LION STADIUM |
| MON | MONARCH HOUSE |
| OCSE | OSBORNE CENTER |
| RDH | ROARING FORK DINING HALL |
| SANU | SAN JUAN HOUSE |
| SHAV | SHAVANO HOUSE |
| STM | STEAMBOAT HOUSE |
| SUST | SUSTAINABILITY DEMONSTRATION HOUSE |
| | TELLURIDE HOUSE |
| TELL | TELLURIDE-VAIL QUAD |
| TVO | UNIVERSITY CENTER |
| UCTR | UNIVERSITY HALL |
| UOPK | UNIVERSITY OFFICE PARK |
| UP | UPPER PLAZA |
| VAIL | VAIL HOUSE |
| WL | WEST LAWN |

PARKING INFORMATION

All campus parking is by permit only unless otherwise specified.

VISITOR HOURLY PARKING:

- Pay machines are \$2.50/hr or \$12.50 all-day in GTWG level 3, AGF level 1 visitor parking area and Lot 220

VISITOR METERED PARKING:

- Lot 100 and 224

FREE PARKING:

- Central Campus - Lot 540
- West Campus - Lots 570, 571, 572, 576 & 580.
- Free shuttle to Central Campus during fall, spring and summer semesters.
- West, Central and East Campuses - Fridays after 4:00 pm, weekends and during breaks between semesters.

CONTACT

Department of Public Safety: (719) 255-3111
Parking & Transportation: (719) 255-3528

RESOURCES

UCCS VOLUNTEER HUB

www.uccsvolunteers.org



UCCS OFFICE OF INSTITUTIONAL EQUITY

equity.uccs.edu/resources

UCCS ALUMNI RESOURCES AND BENEFITS

alumni.uccs.edu



UCCS ALUMNI & FRIENDS VOLUNTEER PROGRAM

alumni.uccs.edu/volunteer

UCCS CAMPUS ALERTS

alerts.uccs.edu



UCCS ENVIRONMENTAL HEALTH AND SAFETY INFORMATION

ehs.uccs.edu

UCCS POLICE DEPARTMENT

police.uccs.edu



Have questions? Reach out to Alumni Relations Program Manager,
Christy Iacobbo at ciacobbo@uccs.edu or 719-255-3145