## Contents

Welcome to the Mount Holyoke College Volunteer Hub ................................................................. 3
Web Browsers .................................................................................................................................. 3
Logging in to the Volunteer Hub ....................................................................................................... 4
Navigating the Volunteer Hub .......................................................................................................... 5
Volunteer Groups ............................................................................................................................. 9
Help .................................................................................................................................................. 14
Search Center .................................................................................................................................. 16
Advancement Volunteers ................................................................................................................ 18
Admission Volunteers .................................................................................................................... 30
Alumnae Volunteers ...................................................................................................................... 42
Welcome to the Mount Holyoke College Volunteer Hub!

The Mount Holyoke Volunteer Hub is a central, online resource that provides a comprehensive toolkit for all alumnae volunteers, regardless of role, who share their time and expertise with the College and/or the Alumnae Association.

This manual will help you get acquainted with how the Volunteer Hub works.

Web Browsers

The Volunteer Hub is a web-based system that makes it easy to access volunteer information whether you are on a Macintosh, Windows or Chromebook computer. To access the Volunteer Hub, you will need to use a web browser. There are quite a few to choose from, and you can decide which browser to use from the chart below:

<table>
<thead>
<tr>
<th>Browser</th>
<th>Microsoft Windows</th>
<th>Apple Macintosh</th>
<th>Chromebook</th>
</tr>
</thead>
<tbody>
<tr>
<td>Google Chrome</td>
<td>Recommended</td>
<td>Recommended</td>
<td>Recommended</td>
</tr>
<tr>
<td>Apple Safari</td>
<td>Unavailable</td>
<td>Recommended</td>
<td>Unavailable</td>
</tr>
<tr>
<td>Mozilla Firefox</td>
<td>Recommended</td>
<td>Recommended</td>
<td>Unavailable</td>
</tr>
<tr>
<td>Microsoft Edge</td>
<td>Not Recommended</td>
<td>Unavailable</td>
<td>Unavailable</td>
</tr>
<tr>
<td>Internet Explorer</td>
<td>Not Recommended</td>
<td>Unavailable</td>
<td>Unavailable</td>
</tr>
</tbody>
</table>

The Volunteer Hub will work with Microsoft Surface tablets. You can use the chart above to decide which web browser you would like to use with the Surface. The Volunteer Hub will also work with Apple iPads, however, some features may not work as expected.
Logging in to the Volunteer Hub

To log in to the Mount Holyoke Volunteer Hub, please go to https://my.mtholyoke.edu/ and then input your username and then password.

If you need to register, or are having trouble logging in, please contact the helpdesk at volunteer@mtholyoke.edu or call 413-538-2736.

In order for you to use the Volunteer Hub, you must accept the User Agreement. Check the I agree to the terms of service box and click Agree to continue.

Always be sure to sign out when you are finished in the Hub. Click on the down arrow next to your name, and then click Sign Out.
Navigating the Volunteer Hub

In the top right corner of all volunteer pages is a Notifications area. This will alert you to items that need your attention. Click the number to see your messages.

On the left of the screen you will see the “Menu” button. This is also called a “Hamburger” button or “Pancake” button.
On each page, you will see announcements.

When you log in, you will see the “Dashboard” which will tell you important details and Tools/Resources that you might need.
You will also be able to see any relevant member/contact information for your work and any documents that you might need.

The Tasks area will list all the tasks, who is responsible for each task, due date and completion details—as well as notes.
The Discussion board is a good way to interact with other volunteers.
Volunteer Groups

By clicking on *My Volunteer Work*, you can view a list of all volunteer activities that you are presently working on.

This page will allow you to see your volunteer roles as well as other volunteers and their tasks.
This will allow you to look up other volunteers. You can look up by an individual, volunteer role, or region.

*Note:* Please keep this information confidential and only share while working with other volunteers.
This will inform you of any alumnae who have passed away.

The Lost Alumnae Report is a list of alumnae for whom the College does not have contact information. Should you happen to come across anyone on this list, please be in touch with Alumnae Information Systems (ais@mtholyoke.edu).
You can also narrow your search by clicking on a particular year or by entering a person’s name. Please keep in mind that alumnae coded as lost may be listed under a former name.

Using the Volunteer Hub will give you some basic navigation tips.

When clicking on the Menu button at the top left of the browser, you are given a choice of places that you can go.
You can choose where you need to go from here. If you need to go back, click on the left facing arrow at the top of the menu.

Click on whatever area you need to go into.
Help

There are several places that you can get help if you need to.

Click on the **Menu** button.

Click on **Help Site**.
Click on what you might need help with.
Search Center

To search, click on *Menu* button.

Then click on *Search Center*.
Type in what you would like to search and then click on the button.
Advancement Volunteers

On the two Advancement pages—Advancement Volunteers and ###-MHF Volunteers—you can see your class dollar and donor totals, your assigned classmates’ giving history and contact information, and your own giving history (New Feature!)."

To get to the Volunteer Section of the Volunteer Hub, please click on Advancement Volunteers under the Advancement section.

To the right of the Mount Holyoke Fund graphic is the Announcements section. Check here for announcements and updates from the Office of Advancement.
When you arrive on the Advancement Volunteers page, you will see the graphic above, showing the current totals for the Mount Holyoke Fund.

Below the Mount Holyoke Fund Totals graphic is the Class Totals and Comparison Report. This is the same report that you saw in the old Volunteer Hub. It shows each class’s goals and their progress toward those goals.

You can sort each column of this report by clicking on the heading of each column.
By clicking on **Select Year**, you can see information for one or more particular years.

You can also take the information from each class and:

1. Download the list in an Excel format. Click on **Excel** and it will download an Excel spreadsheet.

2. Click on the **PDF** button and it will download a PDF for you that you can open.

3. Click on the **Print** button and you can print the list.
Below the Class Totals and Comparison Report is the Advancement Discussion Board (New Feature!). All Mount Holyoke Fund volunteers across all classes have access to this discussion board.

You can ask and respond to questions by typing your message in the text box and clicking Post.

The Tools section contains links to pages where you can make your gift, find the contact information for Mount Holyoke Fund staff members, and access the Volunteer Expense Reimbursement Form.

The Resources section contains links to information that will help you do your volunteer work, like the Calendar of Appeals.
The Quick Links section contains links to helpful webpages, like the Giving Programs page that describes the Cornerstone Program, Laurel Chain Society, and Mary Lyon Society.

#### MHF Volunteers Page
This page has information about your list of assigned classmates and your own giving history.

On the top right-hand side of the page under My Volunteer Roles, you will see #### - MHF Volunteers under the Advancement heading.

Click on #### - MHF Volunteers to access the giving history and contact information for your assigned classmates and your own giving history.
At the top of the **Class of ####—MHF Volunteers** page is a graph on the left showing your class’s progress towards its dollar goal and a graph on the right showing progress toward your participation goal. The tables below the graphs show the same information displayed in the graphs.

Click on **####—MHF Volunteers** to access the giving history and contact information for your assigned classmates and your own giving history.

To the right of the Goals and Progress graphic is the Announcements section. These Announcements are accessible only by Mount Holyoke Fund volunteers in your class.

Head Class Agent(s) and the Office of Advancement can post class-specific announcements here.

Below the **Goals and Progress** graphs is your list of assigned classmates.
The **Class of #### Classmates** table shows the following information for each assigned classmate: ask amount, giving history for this fiscal year and last fiscal year, pledge balances, Laurel Chain Society membership, and last gift date.

You can decide what information you would like to see in this table. Click on the **Hide/Show Column** and check or uncheck the fields that you want to see or hide.

Note that there are some additional fields that you can choose to see that are hidden by default.
You can download into Excel a list of classmates and their donation status.

In the Tools column, there are five icons that you can click on to see more information about your assigned classmates, record notes about your contact with them, and reach out to them via email.

- **Expand Record** to see Gift History and Contact History (New Feature!). The Gift History tab shows a classmate’s current fiscal year giving. The Contact History tab shows any contact that you or other Class Agents have had with this classmate in the past.

- **Add Contact Note**: Enter a note when you contact an assigned classmate (via phone call, email, etc.) (New Feature!). The contact notes you enter will show up in the Contact History tab. They will also appear on the Profile Report for each classmate.

- **Send Email**: Send an email to an assigned classmate. (New Feature!)

- **Ask**: Send an email to an assigned classmate asking for support. An editable template is provided. (New Feature!)

- **Thank You**: Send a thank-you email to an assigned classmate. An editable template is provided. (New Feature!)
Expand Record to see Gift History and Contact History. The Contact History tab shows the contact that you or other Class Agents have had with this classmate in the past.

**Gift History**

<table>
<thead>
<tr>
<th>DATE</th>
<th>TYPE</th>
<th>AMOUNT</th>
<th>SUSTAINING</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>$100</td>
<td></td>
</tr>
</tbody>
</table>

No data available in table

**Contact History**

<table>
<thead>
<tr>
<th>DATE</th>
<th>CONTACT TYPE</th>
<th>SUBJECT</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/12/2018 Email</td>
<td>now</td>
<td></td>
</tr>
<tr>
<td>01/09/2018 Email</td>
<td>Class of ****</td>
<td></td>
</tr>
<tr>
<td>01/07/2018 Email</td>
<td>testing note</td>
<td></td>
</tr>
<tr>
<td>01/28/2018 Email</td>
<td>text3</td>
<td></td>
</tr>
<tr>
<td>01/28/2018 Email</td>
<td>text3</td>
<td></td>
</tr>
</tbody>
</table>

To see a detailed Profile Report for each assigned classmate, click on their name in the Assignment column. Each name is a hyperlink, and clicking on it will bring up that person’s Profile Report on a new tab in your browser.

The Profile Report contains detailed biographical and contact information as well as giving and contact history.
Below the list of your assigned classmates is a map that shows where your assigned classmates are currently living (New Feature!). The map reacts based on your sort in the Class of #### Classmates table.

Below the Classmates Map is My Class #### Tasks (New Feature!). By clicking on Add Task, Head Class Agent(s) can assign tasks to Class Agents or to themselves.

When a Head Class Agent assigns a task to a Class Agent, that Class Agent will receive an email notification.

Class Agents can also assign tasks to themselves.
My Class of #### Giving Details (New Feature!) shows your recent giving history, including your recent Mount Holyoke Fund gifts (on the left) and your gifts to designations outside of the Mount Holyoke Fund (on the right).

To the right of the Classmates Map is the Class of #### Discussion Board (New Feature!). You can use this discussion board to share best practices and communicate with each other. Only Mount Holyoke Fund volunteers in your class have access to this discussion board.
By clicking on **Comments**, you can reply or answer.

Type your reply in the space and then click on ✉️

Below the Discussion Board is the **Advancement Tools Section**. This is like the Tools section on the Advancement landing page, but it contains an additional feature, the checkbox that you can check off to receive an email notification when one of your assigned classmates makes a gift.
Admission Volunteers

To get to the Admission Volunteers section of the Volunteer Hub, please click on the *Menu* button.

Click on the *Mount Holyoke Volunteers* section.
Click on Admission Volunteers.
Prospective Student Tables

The Current Admission Cycle and Future Admission Cycle tables are only available to AARs. These tables include contact information for all prospective or admitted students in your region.

Current Admission Cycle displays information for current seniors in high school. Transfer and Frances Perkins applicants can also be found here.

Future Admission Cycle displays information on high school juniors, sophomores, and any other non-senior that has expressed interest in Mount Holyoke.
My Students displays information for students assigned to you. This table will be available to both AARs and Assistant Volunteers.

**Alumnae Admission Volunteer List**

The Alumnae Admission Volunteer List is the master list of admission volunteers. Location, roles, and responsibilities of each alumna can be found here.

Use the dropdown menu to filter this list by volunteer roles.
Parent Admission Volunteer List

In addition to the Alumnae Admission Program, the Admission Office also utilizes Parent Volunteers to assist with recruiting. This program is comprised of parents of current MHC students. They volunteer to attend college fairs, events, and participate in online chats with prospective/admitted students and families.

Download/Search a Report
Click on 📋 to download an Excel spreadsheet. You can also use the Search Report to find something specific.

Note: Download location varies depending upon browser. Please navigate to your downloads folder to open your file.
Contact Notes

Contact notes show a student’s interaction with the Office of Admission. They are visible in all three student tables (Current, Future, and My Students) by clicking the plus sign 🎉.

This button 🎉 will allow you to update what contacts have been made.

Please put in the date of contact (this may be from a previous day).

Please choose how you made contact:

Please put in the Subject of conversation.
Please write a brief note about what was said.
Emailing Prospective Students and Volunteers

When you click on this email symbol, it will open the following:

- Please put in a subject.
- Then write your message to the student.
- You can also upload and send a document.
- Please be sure to click **Send**.

To send one email to multiple students or volunteers:

- Check off those that you want to message.
- Click on the **to compose your message.**
- Compose your email (see instructions above).
Assign a Prospective Student to a Volunteer

AARs are able to assign students in their region to other volunteers. All assigned students will show in the My Students Table. Assistant volunteers will only see students assigned to them. (They do not have the Current and Future Admission Cycles Tables.)

Place a ☑️ by the prospective student(s) name.

Click Add.

Click on the down arrow and choose a volunteer.

Click Save.

The Future Admission Cycles shows prospective students beyond the current year.
To Remove an Assigned Student

AARs are able to remove a student from any volunteer in the Future or Current Admission Cycles tables. Assistant volunteers are able to remove students assigned to them in the My Student Table.

To remove an assigned volunteer from a student, click the **Remove** button next to the volunteer’s name.

My Students Map

My Students Map shows students listed in the My Students table. This visual is helpful for finding locations for interviews or events.
Admission Discussion Board

The Admission Discussion Board allows you to communicate with all Alumnae Admission Volunteers to ask questions and share ideas.

Type in your question or comment, then click **Post**.

Click on **Comments** to reply.

![Admission Discussion Board]

Admission Tools

These are links to forms that volunteers must complete for admission-related activities.

![Admission Tools]

- College Fair Evaluations
- Interview Reports
- Event Request Form
- Event Report Form
Admission Quick Links

These are links to useful websites.

Quick Links
- Alumnae Directory
- Admission Staff
- Admission Website
- MHC Website

Admission Resources

These are links to important training material for the activities you may participate in as a volunteer. This section will answer many of your how-to questions.

Resources
- Overview of AAP
- Common Student Questions
- Attending College Fairs
- Conducting Interviews
- Hosting Events
Admission Calendar of Events

The Calendar will list the events the Office of Admission is hosting, important admission deadlines and dates, as well as your Alumnae Admission events! To have your event added, email aap@mtholyoke.edu.
Alumnae Volunteers

To get to the Alumnae Volunteer section, click on the *Menu* button.

Click on the *Mount Holyoke Volunteers* area under the Menu.
Click on the volunteer activity that you need to work on.
For reunion planners, you can look at all members in the Reunion Members.

You can also download the list by clicking on the Excel button.

An Excel spreadsheet will then download.

**Note:** Download location varies depending upon browser. Please navigate to your downloads folder to open your file.
You also have a couple of options within the Reunion Members list:

By clicking on you can expand that member’s information.

By clicking on the envelope, you can send an email to that member.

Put in a description in the Subject Field and then write your message.

You can also send an attachment from here by clicking on the CHOOSE FILE FROM YOUR COMPUTER button.

Click Send when you are ready to send the email.
If you need to send one email to multiple volunteers:

Check off all volunteers that you want to send an email to.

Click on the email button to compose your message.

Compose your email (see instructions above).

The Reunion Officers section shows all the Officers for Reunion as well as any information that you may need.
You can download them into an Excel spreadsheet.

Click on the Excel Button

An Excel spreadsheet will then download.

**Note:** Download location varies depending upon browser. Please navigate to your downloads folder to open your file.

By clicking on the envelope, you can send an email to that member.

Put in a description in the Subject Field and then write your message.

You can also send an attachment from here by clicking on the *CHOOSE FILE FROM YOUR COMPUTER* button.

Click *Send* when you are ready to send the email.
The Reunion Discussion Board will allow you to ask general questions, make a statement, or answer another volunteer’s question. Type in your question or statement and then click on Post.

If you would like to comment or answer, click on Comments.

Type on your answer or comment and then click on to send it.

Reunion Documents allows volunteers to upload essential documents that are needed by a committee to a central location.
To upload a document, click on **New Document**.

Click on **Choose File** and then highlight the file that you want to upload from your computer and then click on **Open**. The file will then upload to the Reunion Documents area. You can assign or look up tasks that were assigned to you.

The Task area is a great way to assign tasks to other volunteers or allow members to see what they still need to do.
You can search for a task by typing it in the Search box and clicking *Search*.

You can also add a task by clicking on *Add Task*. Assign a task to a volunteer. You can add dates and details. Then click on *Update*.

When you have finished with a task, click on the check box. This will let everyone know that you have completed this task.

When you check off that you completed a task, a green box will appear briefly within the web browser confirming that you have clicked the check off box.
Should you realize that you need to change the status of the task or need to change it (change due date, change description, etc.), click on the *Edit* button.

You can add or delete a description, change the dates or even change the status. When you are done, be sure to click on the *Update* button.
The Calendar of Events allows volunteers to see at a glance all upcoming events.

You can also switch your view between month, week, and day.

You can add an event by clicking on Add Event.
Put in the title of your event.

Put in the start and stop dates of the even.

Click on Save.

Your event will be in the calendar.

Note: This event will be broadcast to any volunteer within this organization. It is not a personal calendar.

You can click on the event to edit it.
When the event opens, click on **Edit Item**.

Change what you need to and then click on **Save**.

Your event will be updated in the calendar.