



**ACPE**  
**COLLEGE GOAL ALASKA**  
800 East Dimond Blvd, Suite 200  
Anchorage, Alaska 99515  
**1-800-441-2962**  
IN JUNEAU 907-465-2962  
FAX 907-269-7991  
**CollegeGoalAK.org**



## College Goal Alaska – Sample Volunteer Orientation

Covering these topics with your volunteers before the event begins will 1) help your volunteers feel comfortable knowing what expectations for them are at the event, 2) help ensure your attendees get the information they need, and 3) ensure your event meets national College Goal Sunday Guidelines.

### Role today:

- *Explain to every volunteer what role you, the CGA site coordinator, have assigned to them (refer to “Tips for Managing Volunteers” for ideas).*
- *Make sure every volunteer knows where the restrooms and exits are located.*
- *Let your team know to whom they should direct any media inquiries, rather than attempt to address their questions (this may be you as the site coordinator).*
- All CGA site team members should wear the CGA lanyard provided to them. This helps participants in knowing who to ask for help.
- Today, you are representatives speaking on behalf of the national and statewide College Goal Sunday/College Goal Alaska effort!
- Please help us ensure all students complete the registration form upon arrival, and that all families complete an evaluation before they leave (and are entered for the prize drawing!). One survey per FAFSA filer. Volunteers are not eligible to enter the prize drawing.

### When assisting students, keep in mind:

- CGA site experts may not complete the FAFSA (paper or online) for the families. Liability for the data must rest with the family, not with CGA site team members.
- CGA site team members, other than IRS representatives, may not volunteer opinions or assistance on tax matters.
- Lenders may not market and colleges may not recruit at the CGA event. If you see this happening, make the site coordinator aware ASAP.
- Student and family information provided for the registration and evaluation will not be used for any other purpose than for event statistics and demographics for the purpose of planning for future CGA events in Alaska.
- Some families may think that since they are getting professional help, that automatically means they will receive financial aid. Remind families that eligibility is determined through the FAFSA process - CGA experts are here to help with timely and correct completion of the FAFSA.

### Remember - after the event:

- *Remind team members of their after-event clean-up roles (if any).*
- We need to ensure we treat all personal information as confidential, and ensure confidential or personal information left behind accidentally (for example on FAFSA worksheets) is disposed of properly (i.e. shredded, not simply thrown in the waste basket).

*Thank you for your support!*

