



NTU Welfare Services Club

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13th & 14th Management Committee Strategic Discussion

Aloha Loyang
Bungalow 11

Agenda

1. Sharing from 13th Management Committee (Review of past experiences)
2. Review of the problems raised
3. Review of Retreat

esprit de volontaires

WINNER OF SINGAPORE YOUTH AWARD 1999- COMMUNITY AND YOUTH SERVICES (TEAM)

RECIPIENT OF THE COMMONWEALTH YOUTH GOLD AWARD 2004

13th & 14th Management Committee Strategic Discussion

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Minutes

ITEM	ACTION BY
The discussion was called to order at 1315 hrs	
<p>1. Sharing from 13th Management Committee</p> <p>1.1 Review: Hits and Misses</p> <p>1.2 Review of 3Rs from 13th Comm.</p> <p style="padding-left: 40px;">- Focus of 13th Comm. was on the 3Rs and Ignite Change</p> <p>Elders:</p> <p style="padding-left: 40px;">Recruitment :Volunteers consist of few freshmen, more seniors</p> <p style="padding-left: 40px;">Retention: Decrease from 70 to 20</p> <p>Problems: Distance, foreign students(language barrier), commitment problem during holidays</p> <p>FOC:</p> <p style="padding-left: 40px;">Retention: Decrease from 120 to 90 (Retention of one programme is poor)</p> <p>Problems: Lack of bonding, volunteer-beneficiary imbalance</p> <p>VM:</p> <p style="padding-left: 40px;">Retention: Decrease from 41 to 39</p> <p>Problems: -</p> <p>MI:</p> <p style="padding-left: 40px;">Retention :Decrease from 40 to 20</p> <p>Problems: some members join to learn the skills and leave after that</p> <p>PR:</p> <p style="padding-left: 40px;">Retention: Decrease from 14 to 9</p> <p>Problems: -</p> <p>PnP:</p> <p style="padding-left: 40px;">Retention: Decrease from 50 to 25</p> <p>Problems: foreigners return to their home countries and are unreachable during the holidays</p>	All to note

COR:

Retention: 30 unchanged

ID:

Retention: Decrease from 60 to 40

Problems: Volunteer-Beneficiary Imbalance, disinterested volunteers quit at the initial phase

SE:

Retention: Decrease from 20 to 10

Problems: Seniors do not stay on in the committee

Patchworks:

Retention: Decrease from 24 to 23

Problems: -

HI:

Retention: Decrease from 83 to 80

Problems: -

Youth:

Retention: Decrease from 110 to 100

Problems: Volunteering is delayed due to delayed clearance

1.3 Other points to note:

All to note

- Upcoming Ignite Change should work on retaining participants as volunteers/members
- WSC websites should include more photos depicting interaction among volunteers and beneficiaries.
- More recognition should be given to volunteers – Provide opportunities to lead and recognize their efforts with awards.
- Food Donation Drive was unnecessary due to surplus of help given from other organizations.
- Over-recruitment may pose a problem to retention due to insufficient beneficiaries
- WSC is a NTU-supported VWO. More can be discussed with SAO.
- Recruitment Drive: traffic control; revise layout; info booth; include a theme; include more elements of fun; activities prior to WSC Fair to build up atmosphere; slideshow; goodie bags; more photo displays
- Appoint WSC Ambassadors: have ample knowledge of WSC committees and history – in charge of info booth & creating FAQs
- Spreading of word of President's Social Service Award to members
- Provision of a regular President's Address to members to update members of recent milestones, upcoming events, etc

- NTU Freeze should send a clear message to public.
- Engage in strategic pitching of projects/events to companies; PR will sustain relationship with sponsor companies and provide them with publicity
- Every committee should have a smooth handover, documentation and a standard operating procedure (SOP).

2. Review of the problems raised

2.1 Recruitment

- Website: Gives a good overview about the various portfolios and a chance for new students to know more about what we do
- Channelling of people: Should be done during the interview, Cross-referencing
- Ignite Change: Orientation Camp (22 – 25 July) – Showcase committees (Sharing sessions, etc)
- Standardized Application Form (rank in priority, time available, interests, etc)
- Planning for recruitment drive should involve representatives from each committee.
- Comprehensive WSC brochures and recruitment flyers should be distributed to reduce conflict of interest among committees.
- Implement more stringent selection criteria in order to recruit the best volunteers for the beneficiaries (experience, passion, etc)

2.2 Retention

- Involvement in RSPs: Members should be encouraged to join the Special Projects and Supporting Committees concurrently to feel a greater sense of belonging.
- Retain people within WSC, reducing the number of people flowing out of WSC
- To organise WSC bonding events with meaning: Sign Language learning session, etc
- To let the volunteers to have more recognition in the committees – Presenting of 'Outstanding Volunteer Award' in levels of commitment during Appreciation Dinner
- Bonding within committees
- HAS: standardised guidelines on attendance

- Online database to keep record of all members

2.3 Recognition

- Testimonials: fixed guidelines and systems, endorse by the president, authenticity has to be checked, awards can be mentioned
- Videos of our beneficiaries' stories
- Contacts/other VWOs: Approach NCSS for viable options
- Update of Facebook group, blog
- Distribution of E-Newsletter
- Include a Welfare column in NTU's print media

2.4 Restructuring

- Change of constitution: reducing the size of the management committee to be more efficient
- Specification of job scope of SE in the next committee to include sourcing of sponsorships and beneficiaries
- Formation of a new committee from existing members to source and research on a new RSP (Hospice, etc)
- Every committee should appoint a SE Liaison Officer, MI Liaison Officer and Finance Officer so as to be more efficient.

3. Review of Retreat

- It is a good avenue to raise and discuss issues.
- Sharing session improves communication within the main committee.
- Food and drinks can be provided during session.
- It should be held in early December to allow ample time for planning.
- **Remember and reflect on the points discussed.**

4. Date of next meeting

- 4.1 Date of next meeting: 9 January 2009, 7.30pm, WSC room.

All to note

Recorded by:

esprit de volontaires

Cheng Lin Shi Dency

Vetted by:

Low Ren Feng Gina

President