Create Organizational Change by Focusing on Diversity in Volunteer Programs

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Fleet Science Center

128 Employees
& 468 Volunteers
● Sensory tools
● Cool down space
● Park/ community network
● Training Resources
● Evaluation
New York Hall of Science
Science Career Ladder

**Signature program**
- Career development
- College access
- Museum facilitators

**Partnership with schools**
- Immigrant youth
- Students with learning challenges

**Pipeline to employment**
- 21 alumni are full time staff
- Alumni employed in other cultural institutions
Citywide Outreach

Science Ambassador
Community engagement
- Environment of shared cultural identity
- Multi-generational approach

STEM Nights/Expo
STEM career pathways
- Representation of diverse communities
- Opportunity to network with professionals

Trips & Site Visits
Access & opportunity
- Visit companies and programs in NYC
- Organization lead workshops on site
Organizational Impact & Development

- Do we know our audience?
- Are we sending a unified message?
- Are our programs inclusive?
- How do we support our partners?
- Who can support our work?
Catalyst Volunteer Track

- Event & Exhibit Hall Volunteer
- Visitor Experience Volunteer
  - NatureWorks
  - The Hive

Catalyst Development Track

- The Academy
- Catalyst Internship
  - Catalyst Scholars
21st Century Skills
- Collaboration
- Communication
- Critical Thinking
- Creativity

24 Workshops @ 6 Gay-Straight Alliances
- Reaching 249 students

13 Workshops @ Orlando Science Center
- Approx. 20 students per workshop
Catalyst Internships

Cohort Building and Classroom Learning

Hands-On Facilitation and Teaching

Job Shadowing and Career-Readiness
A catalyst for organizational change...

- Series of staff workshops on identity
  - Facilitated by Zebra Coalition

- Engaging teenagers in meaningful ways

- A safe space to express your identity
  - Volunteer & Human Resources procedures

- Adopting Group Norms
  - More ways to use intentional conversations
Volunteer Programs

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By The Numbers

- MCM serves about 220,000 visitors/year
- 250 Volunteers/Year
- 70 at any given time
Strategic Retooling

Foundational Documents
- Mission Vision Values and Inclusion

Recalibrating Program to be in Education
- primary focus = diversifying pipelines to employment
Volunteer Programs - Driving Diversity

Partnerships

• AVID/TOPS with Boys and Girls Club
• Escalera with Centro Hispano
• High School Special Ed Department
• YWCA – W2 requirements
• Deferred Prosecution
• EmployABILITY
Visit, Volunteer, Connect!
Thank You!
The Center of Science & Industry
located in downtown Columbus, Ohio

COSI is about inspiring interest in science and learning more about our world.

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BY THE NUMBERS
FY17: JULY 1, 2016-JUNE 30, 2017

VISITORS
717,637 Onsite Visitors
288,119 Learners Engaged Offline
Since opening in 1964 we have served 35,106,299 guests!
1,005,756 People Engaged

MEMBERSHIP
20,803 Member Households
3,410 Family Access Member Households

VOLUNTEERS
9,733 Total Volunteers
115,512 Total Volunteers Hours
This is equivalent to 55.53 full-time employees
Total Value to COSI $1,758,721

This incredible commitment from volunteers greatly enhances our guest experience every day.
3,410 receive a subscription annual membership for $49 per year.
Community Partners and Volunteer Opportunities

Each year, we work with our Community Partners to bring individuals with developmental and physical disabilities to COSI to volunteer.
How COSI has made a welcome environment for volunteers with disabilities.

★ Developed a interview process that is user friendly by scheduling extra time
★ Taking time to answer questions
★ Prioritize next steps for volunteers
★ Help coordinate formal/informal support systems
★ Develop a personalized volunteer experience
There is no universal design, as each Museum is different. How we can be the same is by…

★ Building flexibility to your volunteer program

★ Letting the team know that it is ok to not have all the answers, and it is ok to seek help

★ Work with the liaison that initiated the opportunity to help shape your program
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