

# Volunteer Handbook

**approved by iLRN Board of Directors {September 14, 2023}**

Welcome! iLRN's goal is to continuously improve the volunteer experience. iLRN recognizes that our volunteers are crucial to the viability of the organization. In order to accomplish our strategic goals, we need volunteers such as yourself. iLRN appreciates your time, contribution, and dedication. Thank you for helping us advance the science and practice of immersive learning.

We provide this handbook to help volunteers be successful, understand expectations, and know where to go for assistance.

- [Introduction to iLRN](#)
  - [About](#)
  - [Mission Statement](#)
  
- [Volunteering with iLRN](#)
  - [iLRN Volunteers](#)
  - [What Volunteers Do](#)
  - [Attendance & Conduct](#)
  - [Recognition & Giving Feedback](#)

# Introduction to iLRN

# About

The Immersive Learning Research Network (iLRN) is an international organization of developers, educators, and research professionals collaborating to develop the scientific, technical, and applied potential of immersive learning. iLRN supports innovation, research, and development using emerging and evidence-based practice leading to shared high quality Immersive Learning experiences. iLRN is a place where we can compare and contrast immersive learning experiences and host rich dialogue & rich understandings.

To fulfill this ideal, the network serves the professional goals and needs of those in formal and informal education, training, and instructional designers of various learning contexts. Immersive Learning can be applied and design patterns understood & practiced - that is, organizational/cultural processes developed to improve learning within and across many diverse contexts. We are a Tech4Good organization, contributing to the betterment of the world's learning outcomes in ways that are beneficial to all. We promote the broad pursuit of the United Nations Sustainability Goals through immersive UX and grounded in the science of how people learn.

Each member of the iLRN network community is called to contribute and help co-create a knowledge base and conceptual framework for mapping knowledge and tools in the field. We call it the Knowledge Tree and together, we grow it through collecting and sharing evidence, sharing patterns within and across immersive learning experiences and contexts. These are framed within their definitions, methods, and instruments, helping envision knowledge across disciplines. iLRN offers immersive learning practitioners a variety of ways to learn and share their thoughts and connect through practices about providing and improving learning. Therefore, the viability and success of iLRN depends on its members and the many people who volunteer their time to the organization. iLRN encourages its members to seek formal and informal professional development; to network with others; to collaborate on presentations, research, and/or publications; and to be engaged in all that iLRN has to offer. iLRN has a Board of Directors that manages the Network and consists of 12-15 members, including the President, Treasurer, Publications Director, Student Network Director, and others - each with a particular specialty and focus on serving the network.

More information about iLRN:

History, Legal, Board of Directors, Bylaws, Organizational Chart may be found on our website.

Introduction to iLRN

# Mission Statement

Our mission is, “to seek out, innovate, and showcase “what works” in Immersive Learning”. You can find out more about iLRN’s Strategic Goals aligned with this mission by visiting [www.immersivelrn.org](http://www.immersivelrn.org)

# Volunteering with iLRN

# iLRN Volunteers

iLRN welcomes any member in good standing to become a volunteer. Volunteer opportunities include contributing time to support iLRN conferences or events, contributing to events and activities in immersive environments, working on the conference organizing committee, and becoming a Board member.

Our volunteers come from professional diverse backgrounds and include:

- Professional Computer Scientists, Game Designers, or Educators
- Undergraduate or Graduate students
- Industry Professionals in immersive technologies
- Futurists and others interested in emerging technologies and their applications

There are three (3) general types of iLRN Volunteers: Pro bono, Student, and Drop-in volunteers. iLRN members may volunteer in one, two, or all three categories - depending on their choice and the circumstances for the volunteer work.

**Pro Bono Volunteers:** Specific, skilled work performed by professionals of many kinds for the benefit of the iLRNNetwork. Volunteering for the iLRN Organizing Committee for the annual conference, developing and helping manage a network initiative, application, or event requiring expert level leadership, collaborating with the iLRN Executive Team to apply specialized skills on behalf of the network would be considered "Pro bono" work. These roles may encompass a range of applied tasks such as research, marketing, project management, or accounting.

**Student Volunteers:** Tasks suitable for students seeking mentorship or an opportunity to practice skills they are learning. Supervised internships, tech support, event development and coordination, or participation in research, marketing, or project management are possible student volunteer opportunities.

**Drop-in Volunteers:** Relatively low commitment opportunities that allow volunteers to participate on a floating / flexible basis. Welcoming guests at local or online events, tech support, event support staff, assistance with online tours or tutorials are examples of Drop-in Volunteer opportunities.

Qualities of effective iLRN volunteers include creativity, team orientation, innovation, good work ethic, passion for learning, a working understanding of Immersive Learning technologies, reliability, and a willingness to dedicate time to the organization.



# What Volunteers Do

3



## What Volunteers Do

Volunteers do many different things, and there is something for everyone.

Pro Bono	Student	Drop-in
Chairing Organizing SubCommittee	Organizing Committee members	Provide tours and training for people using the iLRN Virtual Campus or other environs
Co-leading an iLRN Initiative	Help get the word out for events and opportunities	Act as event greeters and guides
Designing an iLRN application	Participate in iLRN Student Internships	Provide tech support during virtual events
Providing accounting, marketing or other professional services	Create, review, and edit website and social media content	Scout virtual and other digital locations to determine suitability for an iLRN presence or event
Performing peer-review for conference or journal publications	Provide assistance for iLRN user research	Submit content for the iLRN website or social media
Facilitating a workshop or tutorial	Perform analytics on website traffic, social media, and surveys	Refer immersive learning expertise to the network for future events &/or content
Identify potential partners and sponsors	Recruit new members to iLRN	Beta-testers for new or emerging iLRN projects

### How to Volunteer and Length of Service

iLRN members volunteer by completing the current Volunteer Form. The form is updated every year and must be completed by all volunteers. The Volunteer Coordinator matches the volunteer

with an appropriate assignment, taking the volunteer's experience and the iLRN needs into consideration. A standing committee assignment is a one-year commitment, September 1 - August 31, however, we highly encourage volunteers to remain on a committee for at least three years for continuity of work. In addition, this allows for the natural progression to the Vice Chair and Chair roles. For example, year one (member of committee), year two (vice-chair of committee), and year three (Chair of the committee). Task forces and ad hoc committee assignments may be less than one year.

4



Volunteers unable to meet the term length should inform their chair immediately.

When you have completed your service with iLRN, please complete the iLRN Volunteer Exit Survey, describing your experience and indicating to the Volunteer Coordinator that your role is now open to someone else.

#### Expected Workload for Volunteers

By serving, volunteers enter into an agreement with the organization. iLRN is a vibrant, healthy organization because its volunteers and staff are committed, team-oriented, and hard working. There is plenty to do, and iLRN wants volunteers it can rely on to see tasks through. iLRN has

multiple ways of recognizing and rewarding volunteers for their service and we hope you will find it fulfilling and meaningful to you and your career.

Volunteer roles vary by role, time of year, and task environment. To estimate the number of hours expected of a particular volunteer role, please check our volunteer website page with volunteer examples <https://www.immersivelrn.org/volunteer/>.

# Attendance & Conduct

As a volunteer, it is important that you:

- Honor your commitments to iLRN (attending events, fulfilling role requirements)
- Communicate with iLRN Team Lead or Volunteer Coordinator if unforeseen circumstances change your availability (48 hours prior to event, if possible)

If a volunteer misses three consecutive committee meetings and/or five within an academic year (September - August), they may be removed from the committee upon consultation with the committee chair. Note, some committees may have more stringent requirements - such as iLRN Board of Directors or the iLRN Conference Organizing Committee.

iLRN Volunteers typically lead very busy, full lives. Things happen. While we hope you'll make time for your volunteer commitments, if you anticipate missing committee meetings or are unable to complete your assigned tasks, please contact your team leader and let them know. Circumstances and workload permitting, we will do our best to accommodate.

Please make sure to log your hours using our Volunteer Timekeeping Form so that we can help you report your hours to schools or employers. The record of hours generously donated by volunteers also helps us gain valuable insight into our shared successes.

5



## Expected Conduct from Volunteers

iLRN strives to offer an exceptionally high-quality environment for its volunteers. To that end, iLRN volunteers are expected to participate in and conduct any iLRN business in a professional manner, emphasizing the highest ethical standards. Essential qualities expected in all volunteers include:

Integrity	Volunteers are good stewards of iLRN resources and try to do what is right.
Honesty	Volunteers tell the truth. Both research and education are grounded in honesty and fidelity. Please keep this in mind.
Courtesy	Disagreement and debate, even strong disagreement and debate, is expected and even welcomed. However, at all times volunteers are expected to be civil, show good manners, be polite, and treat others with respect.

Respect for others	The Immersive Learning Research Network does not discriminate on the basis of the following characteristics including, but not limited to race, color, ethnicity, national origin, citizenship status, religion, sex, age, affectional/sexual orientation, gender identity or expression, pregnancy, veteran status, personal appearance, genetic information, political affiliation, familial status, marital status, or disability in any of its policies, procedures or practices. Volunteers are expected to avoid disrespectful behaviors, such as dismissal of design or teaching practices offhand; shunning; offensive jokes; yelling or screaming; bullying behavior; abusive language or behavior; name calling; unwanted physical contact; or rude gestures.
Avoidance of conflicts of interest	Conflicts of interest arise when volunteers' financial, personal, or professional interests prevent them from performing their volunteer duties in an unbiased manner. Volunteers are expected to disclose possible conflicts of interest and to remove themselves from situations where conflicts of interest prevent them from acting in the best interest of iLRN (link to our Conflict of Interest policy).
Completion of work in a timely manner	If circumstances change and a volunteer is unable to complete work on time, we ask the volunteer to communicate this with the appropriate committee/subcommittee chair.

6



Protecting the rights of students and others when engaged in research	Volunteers, when engaged in research, are expected to uphold the highest standards of protection for research participants. Volunteers are expected to protect the rights of students by avoiding disclosure of confidential student information including following the appropriate guidelines and regulations such as the Protection of Human Subjects (45 CFR 46) and the Family Educational Rights and Privacy Act (20 U.S.C. § 1232g; 34 CFR Part 99).
---	---

<p>Confidentiality and privacy of iLRN members</p>	<p>There are times where member names, institutions, email addresses, or other sensitive information about iLRN members may be made available to volunteers. Volunteers must keep all member information confidential and at no time are volunteers allowed to use member information for any purposes beyond the scope of their volunteer duties, including but not limited to: forwarding, sharing, selling, or disclosing any member information to others (including active iLRN members and/or members within your assigned committee, as well as vendors or other associations). The Board liaison will determine information to be shared and will arrange for the information to be directly sent to those who need such information.</p>
--	---

Volunteers who do not abide by these expectations may be removed from their volunteer position by the committee/subcommittee Chair or by the Chief Executive Officer.

# Recognition & Giving Feedback

## **Volunteer Timekeeping & Recognition**

iLRN is an organization run by and for volunteers. We understand the dedication and commitment it takes to sacrifice personal time for our organization. By recording your time, you allow us to quantify your (and your team's) contribution to iLRN's goals as a non-profit devoted to understanding and improving immersive learning and its associated technologies. Your time sheets and yearly volunteer agreement confirmation allow us to accurately report your time with us on certificates for your conference contributions and everything you have done over your time with iLRN. At each yearly conference, we also recognize outstanding contributions from members and volunteers, including a Rookie of the Year Award for new volunteers who go above and beyond.

## **How to provide feedback on the volunteer experience**

iLRN's goal is to continuously improve the volunteer experience. iLRN recognizes that our volunteers are crucial to the viability of the organization. In order to accomplish our strategic goals, we need volunteers such as yourself. Communication is key in helping us to improve your experience. To this end, the Membership Happiness Committee will survey each active volunteer annually for volunteer experience feedback. In addition, iLRN encourages its volunteers to reach out to their committee chair/vice-chair, Board liaison, or any member of the Board of Directors to discuss their experiences anytime throughout the year. If you, as an iLRN volunteer, experience or witness harassment or disrespectful treatment, please report it immediately to the iLRN Chief Executive Officer, iLRN's Volunteer Coordinator, and/or any member of the iLRN Board of Directors. We are always open to feedback. Please submit your comments and suggestions to [volunteers@immersivelrn.org](mailto:volunteers@immersivelrn.org). Please look for the updated Annual Survey to be e-mailed in Summer 2024 following the virtual and in-person conferences. Regrettably, if you are leaving us, we request that you spend a few moments letting us know about your experience by filling out the Volunteer Exit Form.