LAUNCH MONTH VOLUNTEER GUIDE

- delawarestudentsuccess.org/launch-volunteer/

Preparing to Support Students During Launch Month

WHY LAUNCH VOLUNTEERS MATTER

Launch Month gives Delaware high school seniors school-day time to take concrete steps toward college, technical training, an apprenticeship, military service, or the workforce. Volunteers expand school capacity by encouraging students and supporting general tasks - while school staff retain supervision and student-specific decision support.

WHO IS THIS GUIDE FOR?

Community volunteers, employers, and HR representatives review the statewide volunteer guide and information before serving.

College students are generally not eligible to volunteer, except those specifically approved through an established program partnership with DHEO.

All volunteers still receive school-specific arrival, task, supervision, safety, and contact information.

VOLUNTEER ROLE

1. **Guide and encourage.** Help the student move one clear next step forward.
2. **Use approved resources**. Rely on official or school-approved information.
3. **Refer when needed.** Connect specialized or student-specific questions to staff or the appropriate expert.
4. **Celebrate progress.** Reinforce the student's effort and completion milestones.

VOLUNTEER SHIFT AT A GLANCE

Before Your Shift

- Confirm date, time, school, role, and site contact.
- Review parking and check-in directions.
- Bring photo ID and arrive 10 minutes early.

During Your Shift

- Check in and confirm your assigned task.
- Circulate, ask open questions, and guide without taking over.
- Protect privacy and refer when unsure.

At the End of Your Shift

- Help students save confirmation details or note any next steps before leaving.
- Check out with the site coordinator and sign out as directed.
- Never take student records or identifying information with you.

SUPPORTING STUDENTS: *What You Can Do and When to Refer*

How You Can Help:

1. **Greet** students and support sign-in procedures.
2. **Help students navigate** general online forms and understand general prompts**.**
3. Practice **interview questions** and support **resume** formatting.
4. **Review application essays** for clarity without rewriting the student's work.
5. Share relevant educational or career **experience** neutrally.
6. Distribute **school-approved materials** and celebrate student progress

When to Refer:

Connect the student with the site coordinator, counselor, or appropriate expert when a question involves:

- GPA or official transcripts
- FAFSA contributors or financial-aid eligibility
- Disability accommodations
- Social Security numbers
- Student-specific admissions decisions
- Immigration status or documentation
- Job or apprenticeship eligibility/decisions
- Password or account recovery
- Safety concerns or personal crises

NON-NEGOTIABLE: SCHOOL STAFF SUPERVISION

A school or district employee **must remain present** whenever volunteers are working with students. Volunteers support students but do not replace school supervision.

IMPORTANT VOLUNTEER BOUNDARIES

1. **Decide or recruit.** Do not make a postsecondary decision for a student or steer them toward a particular institution, employer, military branch, or pathway.
2. **Promise an outcome.** Do not promise admission, financial aid, scholarships, employment, placement, or eligibility *(unless an official representative from the institution)*.
3. **Access sensitive information.** Do not request or view passwords, Social Security numbers, detailed financial information, GPAs, official transcripts, or other private records.
4. **Guess.** If you are unsure, say so and connect the student with the appropriate person or approved resource.

VOLUNTEER DAY-OF RESOURCE HUB

tinyurl.com/Volunteer-Resources-2026

Quick access to resources for all Launch pathways while you're supporting students.

College • Financial Aid • Technical Training & Apprenticeships • Military • Workforce

Scan the QR code for mobile-friendly resources.