

# TECH EXPERT VOLUNTEER POLICIES and PROCEDURES



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July 27, 2022

Dear Volunteer,

Thank you for volunteering as a Tech Expert with Bean Path. Bean Path is a 501(c)(3) non-profit organization based in Jackson, Mississippi. Founded by myself, Dr. Nashlie Sephus, our mission is to sow technical expertise in order to grow networks and fertilize communities. We essentially provide technical advice and guidance to individuals and small businesses in the community. Our initiatives include Tech Help Desk at The Makerspace, engineering and coding programs for youth, and scholarships/grants for students and community organizations.

Thank you for agreeing to provide your knowledge and expertise to those who may be intimidated by technology, are unaware of such technologies, or are willing but have no guidance. We look forward to building a long-standing relationship with you.

Sincerely,



*Nashlie Sephus*

Nashlie Sephus, Ph.D.  
Founder & CEO, The Bean Path

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Nonprofit organizations, small businesses, and individuals do not always have access to the technology resources they need to tackle the issues of their communities. Volunteers, like you, will help budding entrepreneurs vet the technology behind their business ideas through our signature initiative, *Tech Help Desk* formally known as Tech Office Hours. This program provides a wide range of advice and consultation on topics such as basic computer skills, smartphone usage, social media strategies, building mobile apps and tech ideas, business mentoring and more.

## Opportunities

The Bean Path opens the *Tech Help Desk* on the second Saturday of every month from 1:40 PM - 3:30 PM Central Time. Each will be held virtually via Zoom as well as at The Makerspace located at 451 N Gallatin St in Jackson. If you have not done so, please complete the [Tech Expert Volunteer Form](#). Once you've submitted your form, you will not need to sign up again for future Tech Help Desk events. We will email you more details about the event and continue to check-in with you each month concerning future participation and feedback from your experience as a Tech Expert. The help we receive from our Tech Experts truly makes an impact in our community and is greatly appreciated.

As a volunteer, your goal is to help “sow” *your* technical expertise into our community. During *Tech Help Desk*, you will be responsible for helping organizations, small business and individuals brainstorm, troubleshoot, and/or diagnose technological challenges.

- **Qualifications:** Volunteers must be in the technology field or someone who is considered tech savvy.
- **Time Involvement:** Because *Tech Help Desk* times are advertised to the public, it is essential that you be present when scheduled. If you are not available to attend your session(s), then please let us know as soon as possible. Inform us of any changes to your schedule that may prevent you from being on time for your session(s). We request that you are prompt. If you are meeting in-person, please try to arrive at least 10 minutes before *Tech Help Desk* begins.
- **Dress Code:** There is no dress code; however, please keep in mind that as representatives of The Bean Path, volunteers, like staff, are responsible for presenting a good image to participants and to the community.

## Support

The Bean Path staff will be there to assist you in any capacity. We are committed to doing all we can to make your volunteering experience an enjoyable and meaningful one. If you have questions or concerns at any time pertaining to Tech Help Desk or The Bean Path, please contact us at [techexpert@thebeanpath.org](mailto:techexpert@thebeanpath.org).

## Equality, Diversity, and Inclusion

The Bean Path is committed to embracing diversity and promoting equality and inclusion. While representing The Bean Path as a volunteer we expect you to support our commitment to promoting these key elements as well.

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## Confidentiality

We expect all volunteers to adhere to confidentiality guidelines which will be explained to you before you begin volunteering with us. Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as volunteers, whether this information involves a participant, employee, volunteer, or other person, or involves Bean Path's overall business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with Bean Path or other corrective action. This policy is not intended to prevent disclosure where disclosure is required by law. Volunteers, employees, and board members are cautioned to demonstrate professionalism, good judgment, and care to avoid unauthorized or inadvertent disclosures of confidential information.