

# VOLUNTEER COMMUNICATION GUIDE



## Volunteers' Guide to Communicating with ENGIN

Have a question and not sure who to ask? We hope this guide will help you find the information or assistance you need.

### Your First Resource: ENGIN's Volunteer Resources & FAQs

When you have a question, you should first check our Resources tab on [app.enginprogram.org](http://app.enginprogram.org) or our [FAQ page](#). Many times, the answer to your question can be found here, avoiding a wait for an answer!

### General Questions + Session Tips: Volunteer Communities

ENGIN volunteer communities are a great place to ask general questions related to your sessions, communicating with your buddy, tips, and best practices. You'll hear from other volunteers sharing their personal perspectives and experiences. Our community moderators also keep an eye on all posts and answer when they can.

However, moderators are volunteers, not ENGIN staff members. They cannot help resolve specific challenges or issues with your student, the platform, etc. If you have a specific question, please contact our support team (see below).

Direct messaging moderators should only be reserved for reporting inappropriate behavior.

Here are the links to our volunteer communities:

- [Facebook](#)
- [Discord](#)
- [Telegram \(All Volunteers\)](#)
- [Telegram \(High School Volunteers\)](#)
- [Reddit](#)

## **ENGIN Ambassador Program, ENGIN Clubs, ENGIN Chapters**

- If you have questions directly related to the ambassador program please email Erin Hogane.hogan@enginprogram.org
- If you have questions directly related to the clubs or chapters, please email Ilona Misko at [i.misko@enginprogram.org](mailto:i.misko@enginprogram.org)

## **Volunteer Hours Certification**

Do you have questions about volunteer hours certification? Please read the volunteer hours certification [file here](#).

If you have any questions about volunteer hours certification, please email our Volunteer Support Specialist, Yana Voloshyna at [info@enginprogram.org](mailto:info@enginprogram.org).

## **ProLearning for Students**

ENGIN has partnered with Udemy to provide online courses at no fee to our students. We call this program ProLearning. You can find more information about ProLearning [here](#). If you have any questions regarding this opportunity, please email Oleksandra Vasylykivska at [o.vasylykivska@enginprogram.org](mailto:o.vasylykivska@enginprogram.org).

## All Other Questions or Issues: Our Support Team

If you have a question or issue that is not addressed above, the ENGIN support team is ready to help at [info@enginprogram.org](mailto:info@enginprogram.org). Our dedicated and knowledgeable team is generally able to reply to your request within 1-2 business days.

You should also contact our support team if you are having issues using the ENGIN platform.

## Our Bi-Weekly Newsletter

We share loads of information in our volunteer email which gets sent out on the 15th and last day of the month. Please be sure to read each newsletter we send to stay up to date on important announcements and opportunities.

## ENGIN Office Hours

Our Volunteer Experience Manager is available to answer your questions, explain the details, and provide live support. Sign up here for [Office Hours with ENGIN](#) and we'll help clarify all of your concerns!