SCORE Helps College Students Learn Business Basics

Grace S. Thomson, Nevada State College

Available at: https://works.bepress.com/grace_thomson/6/
Dear Grace,

Welcome to Volunteer Direct, the e-newsletter for SCORE counselors. This monthly communication shares counseling and training ideas, as well as SCORE news and resources. If you do not wish to receive this e-newsletter, please click on the unsubscribe link.

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[COUNSELING]

SCORE Helps College Students Learn Business Basics
By Grace Thomson, Henderson, NV

Last summer, I organized a partnership between Nevada State College, where I am an economics professor, and Southern Nevada SCORE where I am a volunteer, to train students to write business plans. Academic learning is not everything. You can give them the best books to study, but there is a point where this knowledge has to be complemented. That is what SCORE did for 24 seniors taking my business management course. Following eight weeks of instruction, the students met with SCORE counselors every other week, receiving the same guidance SCORE offers actual business start-ups. SCORE again will work with my students this fall. For more information, contact Grace Thomson at grace_thomson@nsc.nevada.edu.

[BEST PRACTICES]

WebIt Aids Client Scheduling and Increases Quality
By Bob Steinman, Cincinnati, OH

Greater Cincinnati SCORE uses WebIt to arrange client sessions, providing major customer service advantages over the use of other systems. First, clients visit our chapter Web site, which is linked to the WebIt Request for Counseling form. Next, our "Assignment Case Team" of four counselors checks for new requests daily through the WebIt Admin section. Each case team member can access the skills of our counselors, and they match a counselor to the client based on availability and geographic area. The selected counselor receives an automatic email with client information. Then, the counselor contacts the client to schedule a meeting, wherever works best for the client. This is a great way to improve service quality. For more information, contact Bob Steinman at bobsteinman@scorechapter34.org.

[FEATURED RESOURCE]

Volunteer Center Adds Online Counseling Help Page
The new Ask SCORE online counseling system launched July 1. More than 900 volunteers signed up to continue as online counselors. SCORE has added an Online Counseling Help resource page in the Volunteer Center for online counselors. Your username is your member ID and your password is your last name, all in lowercase letters. Volunteers can download an online counseling manual, guidelines and FAQ. SCORE also offers other counseling tools online.

 BaseService Legend

SCORE Selects Darel Burns as a Service Legend
By John Anderson, Storm Lake, IA

Darel Burns, a Vista SCORE leader for the past ten years, recently received Volunteer of the Year honors at an annual community event. He was nominated by his fellow counselors at the chapter. Darel, the chapter's secretary and IT manager, handles the chapter's finances in addition to taking his turn counseling clients. His computer skills were instrumental in Vista SCORE winning the Iowa SCORE Chapter of the Year Award. Darel Burns is a true SCORE Service Legend.

Tech Tip

IRS Answers Small Business Tax Questions

The Internal Revenue Service (IRS) offers online information to help small businesses. You can use these links as resources for your clients. Check out the Small Business and Self-Employed One-Stop Resource. Learn more about business taxes. Download IRS forms and publications. Take advantage of several electronic filing options for businesses. Work with the Taxpayer Advocate Service, an independent organization within IRS, to help resolve problems. Contact your local IRS office for more information.

If you'd like to share a best practice for publication in this e-newsletter or if you'd like to nominate a "Service Legend" from your chapter, email Michael Keaton at michael.keaton@score.org.