# **MEETING 2 AGENDA**

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| **IUCG x Big Brothers Big Sisters of Eastern Massachusetts Meeting** | **Wed Sept 27, 2023****9 a.m. EST –10 a.m. EST** |

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| **9:00 – 9:10** | **Introductions** Get to know the BBBSEM Team Better |
| **9:10 – 9:30** | **BBBSEM Process Flows** |
| **9:30 – 9:50** | **Initial Questions** **Outstanding Questions for BBBSEM:**   * **First Communication -> Match (Spencer):**   + Do we have access to the external survey about volunteer dissatisfaction that is mentioned in the SOW?   + Have there been any steps taken since the McKinsey engagement? * **Software Tools (Meredith):**   + How do people self-select for being willing to interview candidates?   + Would there be a possibility for automation of scheduling interviewers?   + What kind of documentation exists for Standard Operating Practices (SOPs) on how to use all the tools and how to make regular changes/updates? * **Communications (Selvana):**   + What is the current post interview outreach process? Who should we talk to about it?   + What kind of information is distributed leading up to an interview? Does this information contain anything to help interviewees prepare?   + What is the process after a person has been approved for a match? How are both sides notified? |
| **9:50 – 10:00** | **Next Steps & Closing Thoughts**  * Setting up Calls with program coordinators * Marketing Team Calls |