

# Changing the world online



**UN**

**Volunteers**

inspiration in action

[onlinevolunteering.org](http://onlinevolunteering.org)

**“When I first discovered the UNV Online Volunteering service a few years ago, my organization changed. I could rely on a pool of talented individuals who want to contribute their skills to the world!”**

Marc Schaeffer, Founder and President of RESPECT International, a Canadian NGO that links refugee communities with distance learning courses





## Effective

Nothing counts more in peace and development work than the people in the field – onsite.

But there's a way to leverage additional skills from anywhere in the world – online.

The UNV Online Volunteering service connects non-profit development organizations with highly capable and motivated individuals who provide their support over the Internet.

It's easy to use and it's fast. Most of all, it's effective.

Many non-governmental organizations (NGOs), governments and United Nations agencies already recognize the value of online volunteering.

The numbers speak for themselves. Every year, more than 11,000 online volunteers complete about 17,000 assignments. Satisfaction with those assignments runs at more than 94 percent.

Support the power of online volunteering. Read on to find out how it works, to discover its success stories and to learn how organizations can benefit.





## Simple

Non-profit development organizations log on to [www.onlinevolunteering.org](http://www.onlinevolunteering.org) – in English, French and Spanish – and register their details.

The tools to manage online volunteers are available on the website. All organizations have to do is provide opportunity descriptions explaining what they need from online volunteers.

Online volunteers search for opportunities that match their profiles and interests, and submit their applications through the UNV Online Volunteering service website. Organizations then select the people they would like to involve, and work with them over the Internet. Our dedicated team is available online to provide guidance and support.

It's that simple. Organizations retain the power of choice, while online volunteers themselves find a world of opportunities for doing good in our 'one-stop shop'.

For more information, see [www.onlinevolunteering.org](http://www.onlinevolunteering.org)





## Universal

Anyone can be an online volunteer via the UNV Online Volunteering service. All they need is a computer, an Internet connection and skills to offer.

Online volunteers are professionals, students, homemakers, retirees, people with disabilities and expatriates from across the globe. They all have one thing in common – a commitment to making a real difference to peace and development.

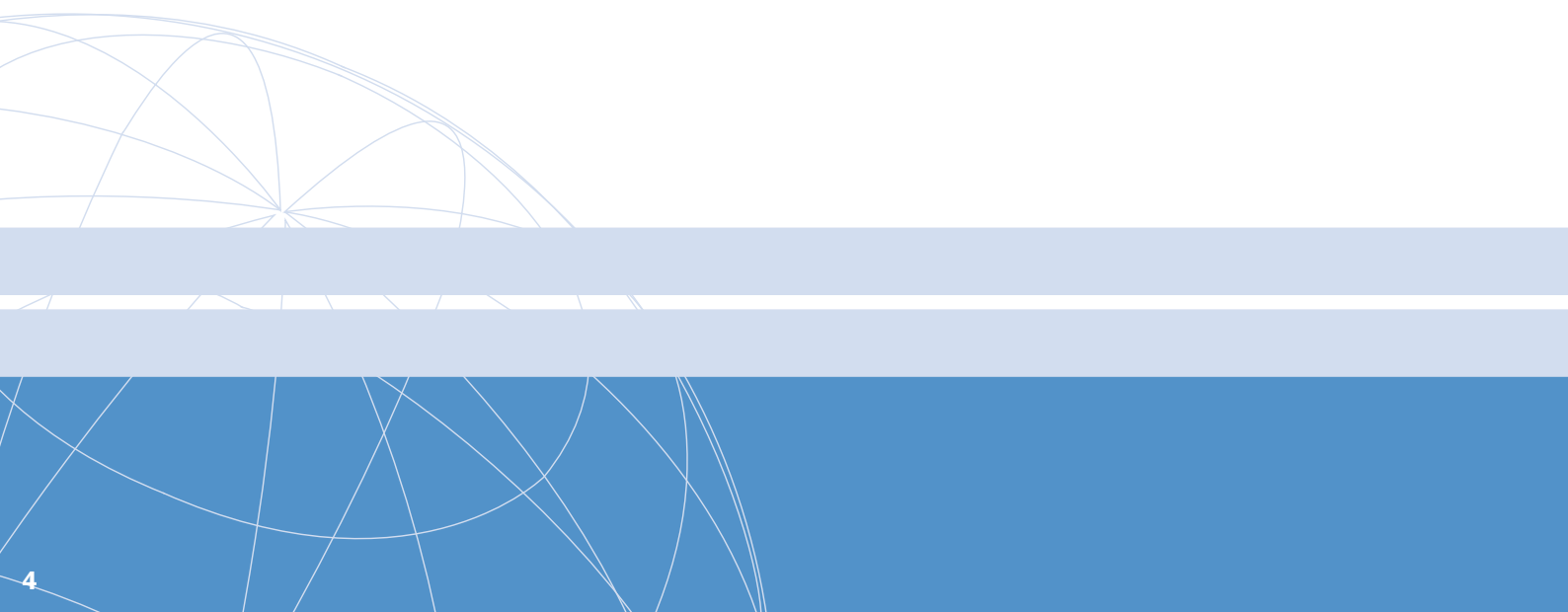
There are no costs involved. Online volunteers cooperate across the world, without ever leaving their own homes.

Online volunteers not only provide valuable skills and expertise. Coming from various backgrounds and cultures, they also bring new ideas and fresh perspectives.

And they can help develop capacity in the organizations they work with, training staff, teaching new skills or providing guidance and advice.

It's a virtuous circle: online volunteers learn about the development world and the people they serve, and in turn share this information with their friends and colleagues, thereby mobilizing additional support.

Read on to find out what online volunteers can do...







## A stepping stone

### Empowering youth

During 2008, more than 40 online volunteers assisted Young People We Care (YPWC), a youth-led NGO based in Ghana that empowers young people to get involved in community development and take a lead on the Millennium Development Goals.

When YPWC decided to develop a programme on youth empowerment, online volunteers helped manage the website, draft project proposals, write newsletters, design publications and connect schools from developed and developing countries.

The proposals that the online volunteers helped develop led to the creation of the first youth statement at the Global Forum on Migration and Development in Manila and attracted funding and support from UNICEF, the Global Youth Action Network and other partners.



**Online volunteer  
Laurene Graziani,  
Law Teacher,  
France**

"As a postgraduate in international and human rights law, I was very interested to work on the specific issue of children and immigration. I wrote the part of the proposal related to the legal aspects of migration... I think it had a real impact on youth in Ghana and helped to strengthen the potential of YPWC."



**Online volunteer  
Tizeta Getaneh  
Yewediane,  
Refugee Worker,  
Ethiopia**

"I chose YPWC to volunteer online because their need was something I was interested in, and I had experience in working with youth... I added my ideas from Ethiopia's youth perspective and this volunteering has impacted on my life as a young Ethiopian."



**Online volunteer  
Rebecca Grant,  
Translator,  
UK**

"I was diagnosed with Crohn's disease in December 2007 and have been unable to work formally so far this year. So it's been great to still have been able to be involved in a project online, which is hopefully going to be beneficial to many."



**“The different ideas that the members of this intercultural team brought to the programme led to an outstanding proposal that has served as a stepping stone for YPWC, helping the organization work in a sustainable way in addressing issues of youth migration.”**

YPWC Founder Michael Boampong, Ghana



Online volunteering connected Ghana with Australia, Bulgaria, Ethiopia, France, the Netherlands, Singapore, Sweden, the USA and the UK



## A sustainable solution

### Promoting renewable energy

With backgrounds in engineering, life sciences and international commerce, seven online volunteers joined forces to help the NGO Africavenir develop a sustainable solution to environmental pollution caused by pig breeding.

Africavenir developed an idea to turn pig waste into energy to provide electricity for public schools and health centres in Benin. Working as a team, online volunteers developed the project outline and produced the technical project document, including an analysis of the environmental impact, the biogas generation process and cost estimates. They identified the type of generator required and located a potential supplier in China.



**Online volunteer  
Hippolyt Fogaing,  
Electrical Engineer,  
Cameroon**

"This was a rich experience; my research on the use of biogas helped me learn a lot about this renewable energy source."



**Online volunteer  
Andrea Rudin  
Montes de Oca,  
Industrial Engineer,  
Costa Rica**

"I am an engineer and I am very passionate about renewable energy. I am someone who had the chance to be able to study to make a better future for myself, and I believe that I should give something back to society. At present, my job and responsibilities do not permit me to work abroad as a volunteer, so online opportunities are perfect for me."



**Online volunteer  
Amandine Hourt,  
Agro-Development  
Specialist,  
French expatriate  
in Spain**

"We organized our collaboration in such a way that first each of us drafted a proposal with our own ideas, which we then exchanged and discussed."

**“Through our collaboration with the online volunteers, we learned about the complexity of such a project, the range of tasks and activities involved and the necessary elements to be covered by the project document.”**

Africavenir Director Megan Stanislaus Afan, Benin



Online volunteering connected Benin with Cameroon, Costa Rica, the Democratic Republic of the Congo, Côte d'Ivoire, Spain and the UK



## No longer just another producer

### Enabling market access

In the western highlands of Guatemala, 97.7 percent of the population of the Altiplano Marquense lives in poverty. The Asociación de Desarrollo Integral Comunitaria (ADICTA) helps its members process and sell the fruit and vegetables they grow.

The association's board agreed that a first step towards opening new markets was to redefine the image of their products. Through [onlinevolunteering.org](http://onlinevolunteering.org), they were able to find a graphic designer based in London. In less than six weeks she sent newly-designed stickers with a new logo ready for printing.

Online volunteer Lilian Yip designed the layout of ADICTA's new brochure, in coordination with marketing expert Angélica María Hernández Balderas from Mexico, who wrote the content. Francesco Bailo, a UNV volunteer working with the United Nations Food and Agriculture Organization (FAO) in Guatemala, coordinated the online activities.

A team of 13 online volunteers from six countries is now exploring ways to take the ADICTA products to international markets, and will assist the association in identifying suitable marketing channels and conforming to regulations.



**Online volunteer  
Angélica María  
Hernández Balderas,  
Business Development Consultant,  
Mexico**

"Working with the ADICTA team was wonderful and rewarding. To me, volunteering online means discovering a spirit of service and seeing that we're not alone; that an energy flows through us for crossing borders, breaking down barriers and making us feel alive."



**Online volunteer  
Lilian Yip,  
Communications Designer,  
Malaysia**

"As we were trying to convey messages about the benefits of organic products and a healthy diet, we worked at keeping the leaflet to-the-point. This was achieved through a combination of minimal copy and easy-to-understand graphics."

**“We are now proud to present our products at fairs.  
We have nothing less than what the biggest producers  
have. We are no longer just another informal producer.”**

ADICTA Coordinator Victor Ramirez, Guatemala



Online volunteering connected Guatemala with Argentina, Australia, Brazil, Colombia, Spain, France, Ireland, Israel, Japan, Malaysia, Mexico, the UK and the USA



## Transforming local into global

### Building peace

'Life's Roulette' is a film written, acted and filmed by Colombian ex-child soldiers in collaboration with the NGO Shine A Light. A team of 13 online volunteers translated it into nine languages, including Pashto, Tamil, Serbian, Arabic and Hebrew.

Today, hundreds of NGOs worldwide are using the film in their peacebuilding work. The online volunteers also translated instructions on how to use the film, which has been shown at almost a dozen film festivals. A thousand copies have been sent to organizations working with former child soldiers in conflict zones around the globe.



**Online volunteer  
Khalid Ahmad,  
Economics and  
Development  
Student,  
Afghan expatriate  
in the UK**

"For more than 10 years, I had worked for UNICEF and other international aid organizations in Afghanistan to educate children. I personally saw young kids of 15 to 17 years carrying guns... I believe that as a result of our collaboration, this project will have a great impact on the lives of street children in Afghanistan and Pakistan, and will prevent them from falling into the hands of terrorists."



**Online volunteer  
Irena Kotarska,  
Interpreter,  
Serbia/Kosovo**

"I was happy to be a part of this project that will have a positive impact on many young lives and future decisions they will make."



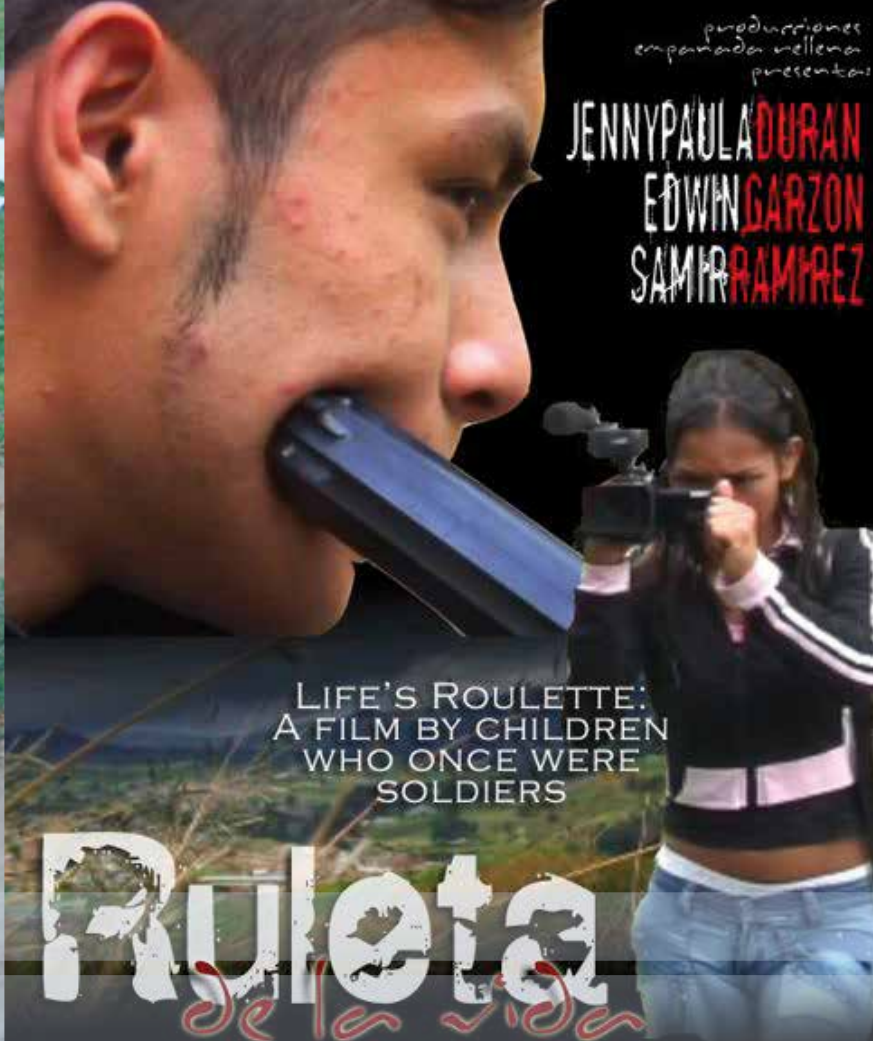
**Online volunteer  
Sathish Kumar,  
Medical Doctor,  
India**

"My task was to translate from English to Tamil the subtitles of the movie, trailer and also a short video on how the kids conceptualized and made the movie. This translated version would be used to educate and rehabilitate such kids who were involved in the Sri Lankan conflict... Online volunteering showed me how technology can be used to realize the dreams of people walking the hardest paths of life."



“Without the volunteers, we might have reached child soldiers in Colombia, but with the help of these volunteers, we were able to also reach children in Afghanistan, Palestine, Iraq, francophone Africa and Sri Lanka, amongst others. Shine A Light exists to transform local innovations into global solutions, something we could do thanks to these volunteers.”

Shine A Light Director Kurt Shaw, USA



Colombia

Online volunteering connected Colombia with China, Egypt, Germany, India, the Netherlands, the occupied Palestinian territory, Portugal, Serbia/Kosovo, Spain, Sweden, the UK and the USA



## Putting women's rights on the agenda

### Promoting gender equality

The Association of Global Humanists and Ethics (AGHE), an NGO based in the remote Northern Areas of Pakistan, involved online volunteers in their women's rights projects.

Online volunteers developed a training manual used to help community trainers disseminate knowledge on women's rights and the changing role of women. Ria Wilson and Bastien Bandi developed funding proposals for AGHE's Women and Family Assistance project, which aims at reducing violence against women, and for a Women's Development Centre that AGHE had established in a village in north Pakistan.



**Online volunteer**  
**Ria Wilson,**  
**External Funding Manager,**  
**UK**

"Ria Wilson's role has been very impressive. Even after the completion of her online assignment, she is working with us on the women's development project as a volunteer. She also plans to initiate a project in the UK for the promotion of handicrafts made by women. We really pay tribute to her attachment with us for such a long time." Syed Ijaz Hussain Shah, AGHE president



**Online volunteer**  
**Bastien Bandi,**  
**Economist,**  
**Switzerland**

"I had just left Pakistan where I had worked in the area of child protection. Working with AGHE on the development of a proposal was a very positive experience that helped me go further in my understanding of Pakistan and my contribution to the work done there."



**“The manual developed by the online volunteers was very useful for us to make the master training programme more successful and interactive. This initiative has encouraged other local and regional NGOs to put women’s rights on their agenda.”**

AGHE President Syed Ijaz Hussain Shah, Pakistan



Online volunteering connected Pakistan with Switzerland and the UK



## Opening training to all

### Developing local capacity

UNESCO's Open Training Platform (OTP) aims to build the capacities of local communities, trainers and decision-makers to help them address development challenges. The Open Training Platform provides access to 3,426 free online learning resources, and around 90 online volunteers have been involved in its expansion.

A team of online volunteers built a business model for the OTP. They used an online collaboration tool to distribute the various components of the task, and debated options for the OTP's future sustainability.

By contributing to the translation of the website into French, online volunteer Nathalie Yakovleff helped strengthen the platform's outreach to francophone Africa. She continued her involvement and translated a project document to help attract donors for the French website. Other online volunteers researched contacts for the database of local community centres in developing countries, facilitating outreach to target audiences.



**Online volunteer  
Nathalie Yakovleff,  
Information Specialist,  
France**

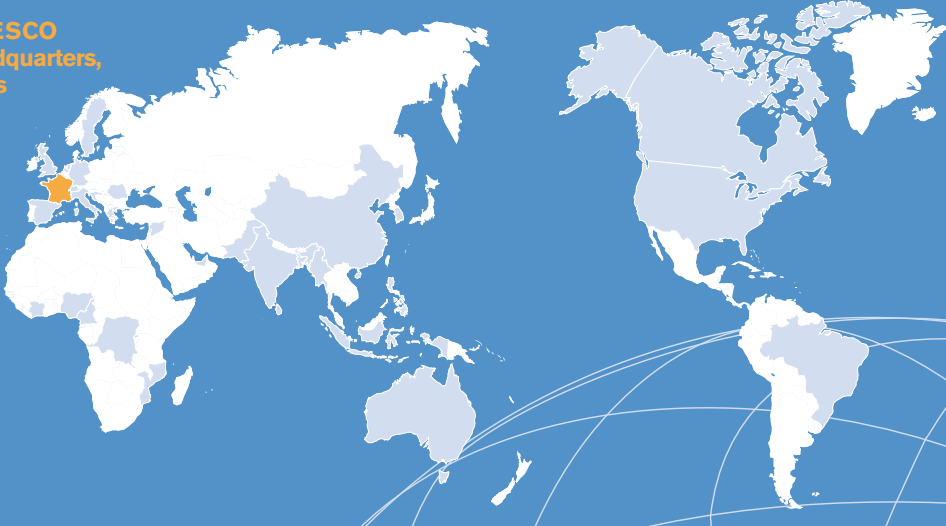
"I knew that my collaboration was useful and expected, I have worked on it conscientiously and invested myself in it."



**“We are a small team. Online volunteers complemented our competencies, took part in our team and contributed to the success of the OTP. They engaged in many ways, from researching new learning resources to reviewing the project document that we then presented to potential donors... Online volunteers contributed differently according to their availability and personality, and gave our team the chance to rely on highly professional, rigorous and friendly people worldwide. They helped us face the challenge of an ambitious project and made a real impact!”**

UNESCO OTP Programme Officer Armelle Arrou, France

**UNESCO  
headquarters,  
Paris**



Online volunteering connected Australia, Bangladesh, Brazil, Cameroon, Canada, China, Côte d'Ivoire, Croatia, the Democratic Republic of the Congo, France, Germany, Greece, India, Indonesia, Italy, Jamaica, Lebanon, Malta, Mozambique, Myanmar, the Netherlands, Nigeria, Pakistan, the Philippines, Romania, the Republic of Korea, Rwanda, Singapore, Spain, Sri Lanka, Sweden, Switzerland, the Syrian Arab Republic, the United Arab Emirates, the UK and the USA



## An extraordinary result

### Fostering South-South learning

The UNDP International Policy Centre for Inclusive Growth (IPC-IG) aims to expand the knowledge and capacity of developing countries to design and implement nationally-owned poverty reduction strategies.

The IPC-IG's directory of 2,800 research centres dealing with poverty and social development was built by 23 online volunteers from 17 countries. The result is a key tool for fostering South-South learning and global knowledge-sharing on development issues by building bridges between academia, the UN and policy makers. It covers 27 countries in Latin America and the Caribbean, 38 countries in sub-Saharan Africa, and 27 countries in Asia and the Pacific.

In addition, the subsequent work of hundreds of online volunteers contributed to IPC-IG's increased outreach, enabling it to share publications and information with researchers and stakeholders in 189 countries.



**Online volunteer  
Gesthimani Mirsli,  
Medical Doctor,  
Greece**

"Being part of a multicultural team that is spread around the globe was a unique experience. It's an indescribable feeling to work with people you have never met and to accomplish even a small beneficial thing for the people on this planet, especially the ones in need."

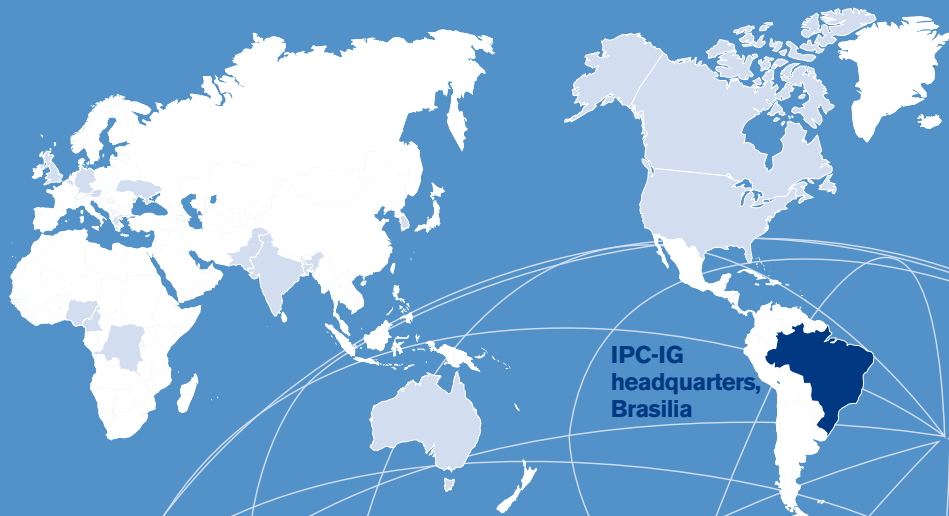


**Online volunteer  
Sabria Regragui Mazili,  
International Affairs Student,  
Moroccan German expatriate  
in the UK**

"However tiny my contribution might be given the scale of issues the host organizations deal with, it's something practical that they need to get done, and if I can do that for them – well, that's fantastic!"

**“This directory of poverty research centres covers all UN member states and is probably one of the most complete directories in the world... The result was extraordinary and could only be achieved by involving online volunteers.”**

IPC-IG Outreach and Media Specialist Francisco Filho, Brazil

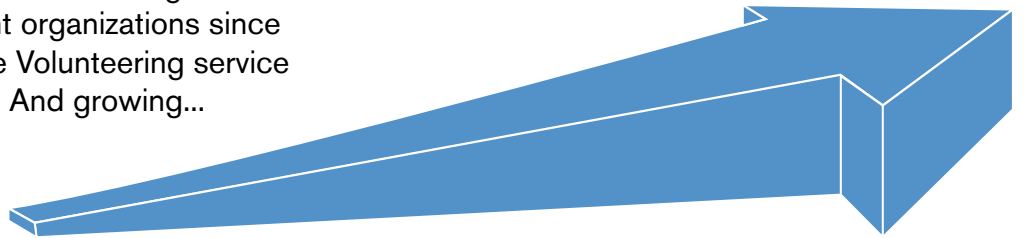


Online volunteering connected Australia, Austria, Bangladesh, Belgium, Brazil, Canada, Cameroon, the Democratic Republic of the Congo, Germany, Greece, India, Nigeria, Pakistan, the Republic of Korea, Ukraine, the UK and the USA



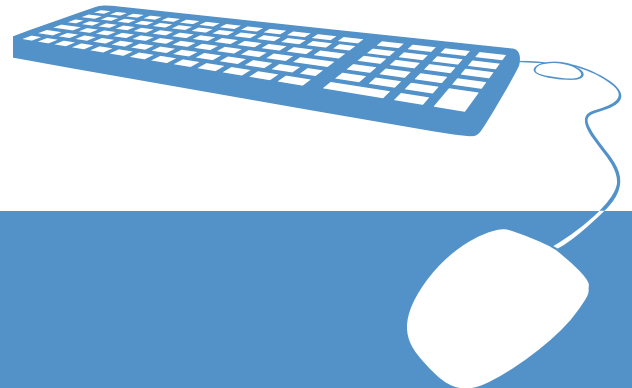
## Making a difference

**97,425** assignments  
for development organizations since  
the UNV Online Volunteering service  
began in 2000. And growing...



**11,000**  
online volunteers complete a total of

**17,000** assignments  
per year



Non-profit organizations  
supported by the UNV Online  
Volunteering service:

**72%**

are NGOs  
or other civil society  
organizations,

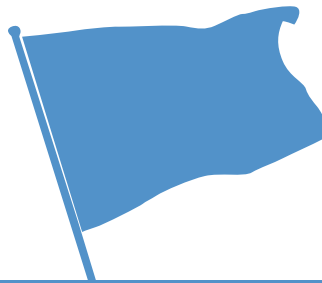
**25%**

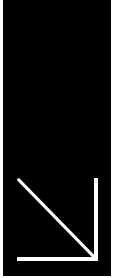
are United Nations or  
other intergovernmental  
organizations,



**3%**

are governments or  
other public institutions.





## Empowering participation

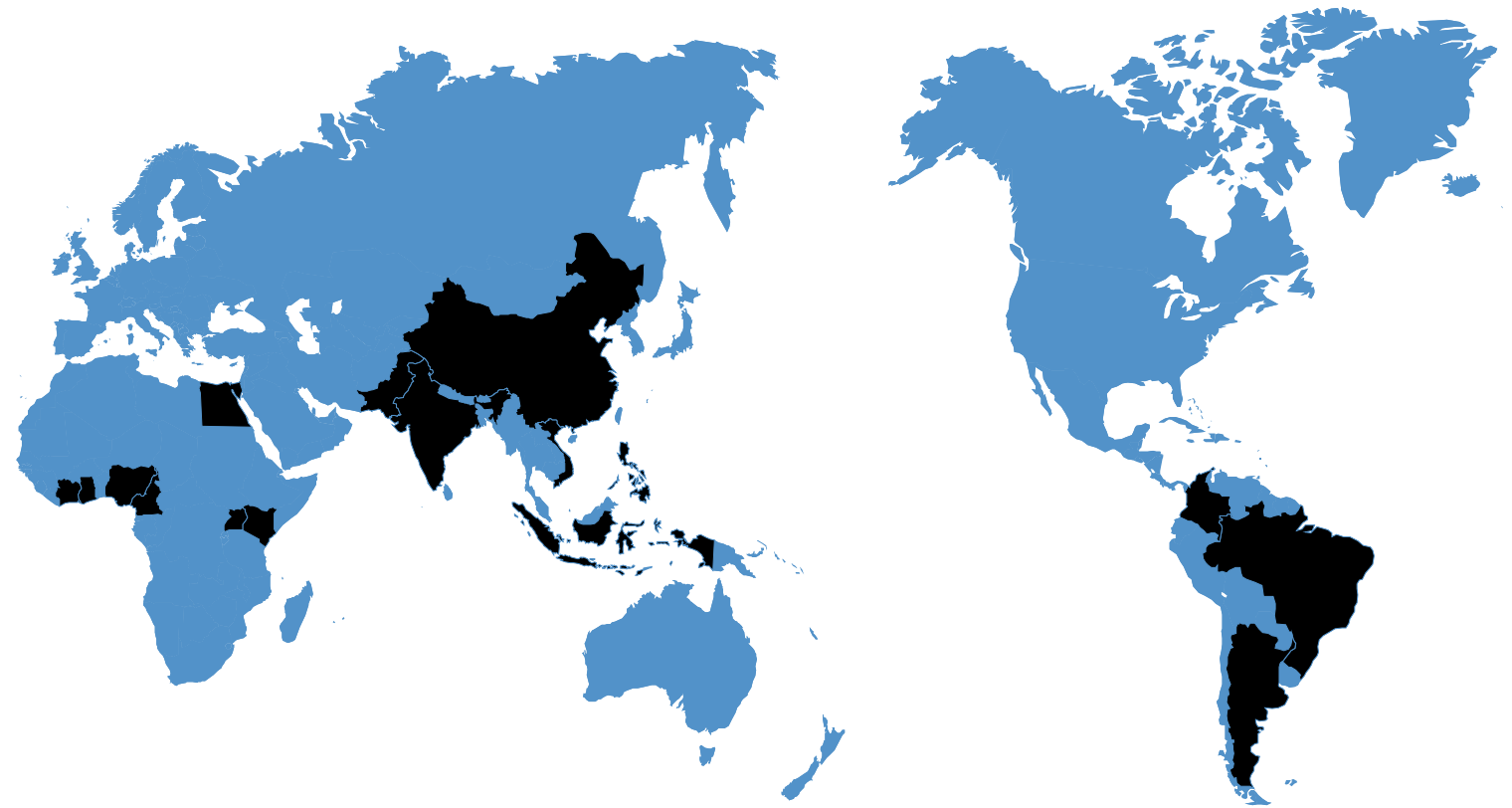
Online volunteers  
come from  
**187**  
countries.



**58%**  
of online volunteers  
are female.







**60%** of online volunteers come from developing countries. Among the most common origins of online volunteers are **Argentina**, Australia, **Brazil**, **Cameroon**, Canada, **China**, **Colombia**, **Côte d'Ivoire**, **Egypt**, France, Germany, **Ghana**, **India**, **Indonesia**, Italy, **Kenya**, **Nigeria**, **Pakistan**, **the Philippines**, Portugal, Spain, **Uganda**, the UK, the USA and **Viet Nam**.



The United Nations Volunteers (UNV) programme is the UN organization that promotes volunteerism to support peace and development worldwide. Volunteerism can transform the pace and nature of development, and it benefits both society at large and the individual volunteer. UNV contributes to peace and development by advocating for volunteerism globally, encouraging partners to integrate volunteerism into development programming, and mobilizing volunteers.

[www.unvolunteers.org](http://www.unvolunteers.org)

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**“It felt sometimes as if Reach Out was groping in the dark with no external help or exposure... Thanks to the UNV Online Volunteering service, receiving advice from all parts of the world is now as easy as saying ‘good morning’.”**

Esther Omam Njomo, Coordinator of the community-based NGO Reach Out that brings education, information and skills to women in remote areas of Cameroon





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Buitenlandse Handel en  
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DE ASUNTOS EXTERIORES  
Y DE COOPERACIÓN



**Irish Aid**  
Department of Foreign Affairs  
An Roinn Gnóthaí Eachtracha

With the continued generosity of our partners and donors, UNV and the Online Volunteering service carry on their work for peace and development across the world.

Support this global volunteer initiative.

Contact us at [info@onlinevolunteering.org](mailto:info@onlinevolunteering.org)

Visit us at [www.onlinevolunteering.org](http://www.onlinevolunteering.org)



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