



COVID Scheduling Checklist

A guide to transitioning back to more active ministry scheduling with MSP.

Chances are that the way ministry looks has changed a lot in the last year. Use the checklist below to stay up to date on those changes — even as the situation continues to evolve.

Ministries

Have the positions or duties of some ministries changed?

Check [labels](#) and [subdivisions](#) to make sure they meet your current needs.

Are you trying to identify those volunteers who have been trained in new procedures?

Consider creating [new ministries](#) -- or using [titles](#) -- to allow you to distinguish between those volunteers who have not yet returned and those that have and are trained. Doing so allows you to easily check in with volunteers who are not ready to serve again, while only scheduling those who are ready.

Service Times

Have your service times or the number of volunteers required changed?

Check to make sure your services are at the correct time and require the correct number of volunteers in the Service Times pane.

Are you done with temporary changes and returning to your original schedule?

Delete any services you used just for COVID that are no longer needed.

Volunteers

Do you want to remove old “can’t serve” times from volunteer profiles?

With so many pre-COVID requests likely piled up, now is a good time to [clean volunteer “Can’t Serve Times”](#).

Are there inactive volunteers in the program that may be ready to return?

If anyone wasn't comfortable serving and was marked as inactive, now is a good time to [contact inactive volunteers](#) to see if they want to return. You can [send a poll](#) and manually adjust based on their choices, or [let them update the information themselves](#) in the My Profile tab of the Web Terminal.

Looking to recruit new volunteers?

Make a bulletin announcement, ask existing members, or recruit new members. However you recruit, [use Enrollment Forms](#) to cut down on paperwork and track new volunteers' progress as they go through training.

Has it been a while since volunteers have used MSP?

If so, many volunteers may have forgotten their password. Help them navigate the process by [sending out the “Lost login information” template](#) in the Announcements pane. For those who need a little extra help, check out how you can [reset a password for a volunteer](#).

Schedules

Are you asking volunteers to sign up to serve online?

Consider [creating a schedule of only unfilled positions](#) to make it easier for volunteers to see where help is needed.

Settings

Did you turn off reminder emails when services were cancelled?

If so, you will want to check your Web Terminal Settings to ensure that [reminders are on](#) and the [available positions email is set to go out](#) weekly.

Did you change what appears on the app when fewer ministries were required?

[Check the token options](#) to make sure you are including all ministries if you adjusted for a lighter schedule during COVID.

Attendance

Do you need to know who is at each service?

[Use the Sign-in Kiosk](#) or [print sign-in sheets](#) so you know who is scheduled to serve and who showed up. Many churches find the Sign-in Kiosk helpful in cutting down on data entry.

Did a volunteer not show up to serve when they were scheduled?

[Follow up with no shows](#) to encourage communication and let them know they were missed.