



# Assessing MU Extension's Volunteer Mgmt. Capacity

# 2017 SURVEY RESULTS

## 60

Faculty & staff responded to an anonymous survey in spring 2017. Respondents reported on a variety of programs: Community Development, Councils, Garden n' Grow, Master Gardener, Master Naturalist, the MU Family Impact Center and Volunteer Income Tax Assistance (VITA).

## 97%

Respondents said that volunteers are critical to the MU Extension mission.

IN

## VOLUNTEER MGMT. SKILL STRENGTHS

## 62%

Respondents say that they use research-based resources for volunteer training.

62% of respondents also report their volunteer corps is representative of the community.

69% Communicating benefits to potential volunteers

73% Explaining expectations to volunteers

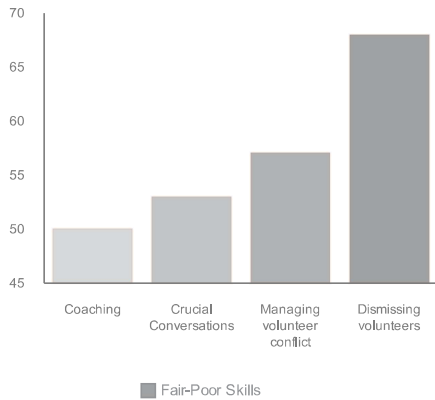
76% Explaining how volunteer engagement relates to Extension mission

## STAFF REPORT THEY NEED TRAINING IN THESE TOPICS

STAFF SELF REPORT ON SKILLS  
Respondents are in need of personnel skills in order to manage volunteers. See

## 97%

the chart below for the greatest needs.



Staff report they prefer face to face training for themselves

60%

Staff report that live, online trainin

60%

Staff report that live, online (e.g., Adobe Connect) is their second most preferred training format.

55%

Staff report that print is the third most preferred training format.

## VOLUNTEER ORIENTATION PRIORITIES

STAFF WANT POTENTIAL VOLUNTEERS TO BE AWARE OF BEHAVIORAL EXPECTATIONS

Percent who agree this topic should be in the orientation

Volunteer Code of Conduct 98

MU Extension Vision & Mission 93

Mandated Child Abuse and Neglect Reporting 92

### SOURCES

[https://kindredhealthcare.files.wordpress.com/2013/05/2012-qr-infographic\\_rev.png](https://kindredhealthcare.files.wordpress.com/2013/05/2012-qr-infographic_rev.png)

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Create Presentation

