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.

VOLUNTEER MGMT. SKILL STRENGTHS

62%
Respondents say that they use research-based resources for volunteer training.

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

97%
STAFF SELF REPORT ON SKILLS
Respondents are in need of personnel skills in order to manage volunteers. See
the chart below for the greatest needs.

Staff report they prefer face to face training for themselves

60%
Staff report that live, online training (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

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