



Volunteer Engagement Survey Results

Effectively engaging volunteers is important to the City of Plano. Below are the results of surveys sent out to VIPs active for 5 years or more.

43% of those receiving the survey responded in the following way:

- 45% have been VIPs for 6-9 years, while 19% have been VIPs for 10-15 years.
- 81% felt there was a positive atmosphere among paid and volunteer staff.
- 82% said their supervisor showed appreciation for the work they do.
- 79% felt their role was important to the department and supported the mission of the City.
- 24% are employed full-time in addition to volunteering.
- 36% respondents were men.
- On average, VIP volunteers donate 16 hours a month.

Comments from VIPs:

"The staff at the animal shelter makes us feel very appreciated."

"Deb Bliss (Environmental Services) never misses an opportunity to make volunteers feel appreciated."

"Sgt Privett (Plano Police Department) allows us to use our own initiative to make improvements to the various volunteer programs."

"Clare Hunter (Haggard Library) is always upbeat and appreciates any volunteer time I give."

"Sara Deats (Plano Senior Recreation Center) is very helpful and interacts well with volunteers."

Your contact information:

		Response Percent	Response Count
Name:		100.0%	58
Email Address:		55.2%	32
Department:		87.9%	51
Supervisor:		79.3%	46
		answered question	58
		skipped question	1

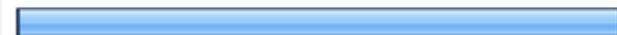
How long have you been a City of Plano VIP?

		Response Percent	Response Count
5 years		30.4%	17
6-9 years		44.6%	25
10-15 years		19.6%	11
No longer an active volunteer		5.4%	3
		answered question	56
		skipped question	3

How many hours do you volunteer?

		Response Average	Response Total	Response Count
In a week		28.58	1,086	38
In a month		16.85	573	34
answered question				56
skipped question				3

Do you understand the VIP mission and how your volunteer assignment fits in?

		Response Percent	Response Count
Yes		92.2%	47
No		7.8%	4
answered question			51
skipped question			8

My Role

	1	2	3	4	Rating Average	Response Count
I received timely responses to my inquiries when I first signed up.	0.0% (0)	9.8% (5)	27.5% (14)	62.7% (32)	3.53	51
I feel I was placed correctly.	1.9% (1)	3.8% (2)	18.9% (10)	75.5% (40)	3.68	53
I was given opportunities to make good use of my skills and experience.	1.9% (1)	1.9% (1)	25.9% (14)	70.4% (38)	3.65	54
The work I did was important in supporting the mission and goals of the department/program.	1.9% (1)	3.7% (2)	14.8% (8)	79.6% (43)	3.72	54
answered question						54
skipped question						5

My Motivation

	1	2	3	4	Rating Average	Response Count
Receive personal satisfaction.	3.6% (2)	3.6% (2)	14.3% (8)	78.6% (44)	3.68	56
Working with the staff and other volunteers.	3.8% (2)	3.8% (2)	26.4% (14)	66.0% (35)	3.55	53
Opportunity to make a difference.	1.9% (1)	0.0% (0)	20.8% (11)	77.4% (41)	3.74	53
Associate with others.	0.0% (0)	8.8% (5)	21.1% (12)	70.2% (40)	3.61	57
Learn more about City government	17.6% (9)	31.4% (16)	19.6% (10)	31.4% (16)	2.65	51
answered question						57
skipped question						2

My Goals

	1	2	3	4	Rating Average	Response Count
Increase my self-confidence and interpersonal skills.	5.6% (3)	31.5% (17)	25.9% (14)	37.0% (20)	2.94	54
Help me develop a social network with other volunteers and paid staff.	9.1% (5)	18.2% (10)	21.8% (12)	50.9% (28)	3.15	55
Help me develop new job-related skills.	11.3% (6)	28.3% (15)	30.2% (16)	30.2% (16)	2.79	53
Increase my involvement with other opportunities in the community.	7.5% (4)	20.8% (11)	28.3% (15)	43.4% (23)	3.08	53
answered question						55
skipped question						4

My Supervisor

	1	2	3	4	Rating Average	Response Count
Clearly explains my tasks and responsibilities.	2.0% (1)	3.9% (2)	15.7% (8)	78.4% (40)	3.71	51
Gave me training and information which prepared me for my assignment.	3.9% (2)	7.8% (4)	15.7% (8)	72.5% (37)	3.57	51
Had realistic expectations of what I can accomplish.	3.9% (2)	0.0% (0)	19.6% (10)	76.5% (39)	3.69	51
Made the best use of my time.	3.9% (2)	3.9% (2)	17.6% (9)	74.5% (38)	3.63	51
Shows appreciation for the work I do.	1.9% (1)	3.8% (2)	11.5% (6)	82.7% (43)	3.75	52
answered question						52
skipped question						7

Work Environment

	1	2	3	4	Rating Average	Response Count
The volunteer activities/assignments are well organized.	1.9% (1)	3.8% (2)	17.0% (9)	77.4% (41)	3.70	53
Is a positive climate of teamwork among paid and volunteer staff.	3.8% (2)	1.9% (1)	13.2% (7)	81.1% (43)	3.72	53
Had the support and guidance I need to accomplish my volunteer activities.	1.9% (1)	5.7% (3)	13.2% (7)	79.2% (42)	3.70	53
The City of Plano is an excellent place to volunteer.	0.0% (0)	1.9% (1)	13.0% (7)	85.2% (46)	3.83	54
answered question						54
skipped question						5

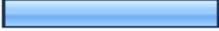
Volunteer Recognition

	1	2	3	4	Rating Average	Response Count
My skills and background are recognized and respected.	7.4% (4)	1.9% (1)	16.7% (9)	74.1% (40)	3.57	54
My contributions are valued by the department and organization.	5.7% (3)	0.0% (0)	13.2% (7)	81.1% (43)	3.70	53
answered question						54
skipped question						5

You are:

		Response Percent	Response Count
Male		36.2%	21
Female		63.8%	37
answered question			58
skipped question			1

Your age group:

		Response Percent	Response Count
13 to 18		0.0%	0
19 to 40		3.4%	2
40 to 65		32.8%	19
65+		63.8%	37
answered question			58
skipped question			1

Employment Level

		Response Percent	Response Count
Full-Time		24.6%	14
Part-Time		5.3%	3
Unemployed		3.5%	2
Retired		68.4%	39
Student		0.0%	0
Other		0.0%	0
answered question			57
skipped question			2

How likely is it that you will continue volunteering?

		Response Percent	Response Count
Very Likely		96.4%	54
Not Likely		3.6%	2
answered question			56
skipped question			3

How likely is it that you would recommend volunteering at the City of Plano to a friend?

		Response Percent	Response Count
Very Likely		98.2%	56
Not Likely		1.8%	1
answered question			57
skipped question			2