



# Synopsis

## Research Briefs from Institutional Research

### Volunteer Fair Survey Results Fall 2010

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#### *Overview*

The Office of Institutional Research (OIR) worked with Student Activities to develop a brief survey for those attending the Fall 2010 Volunteer Fair. The purpose of the survey was to gauge the extent to which attendees felt that they benefitted from the event and to obtain some feedback about how to best improve the event. A total of 76 Attendees completed the survey. Findings indicate that attendees recognized the myriad of volunteer opportunities that exist in the local area, found the presenters to be highly informative, and recognized the important role they can serve in helping others. On the other hand, many attendees felt there was not a sufficient amount of space to fully accommodate all attendees.

#### *Means of Assessment*

The four item survey was comprised of two scaled items and two open-ended items. The scaled items asked respondents to indicate the extent to which the fair increased their awareness of available volunteer services (see Table 1 for the specific item language); the open-ended questions asked respondents to (a) describe what they liked most about the volunteer fair, and (b) offer any suggestions for improving the event. A total of 76 attendees completed and returned the survey.

#### *Summary of Evidence*

**Scaled Items.** Table 1 illustrates the percentage of respondents that agreed and disagreed with each of the two scaled items and it displays the corresponding item means. Findings indicate that attendees strongly believed that the fair increased their awareness of the services offered in their community (Mean = 3.43) and that it helped them recognize how their actions can affect others (Mean = 3.74).

**Open-Ended Items.** Open-ended responses were examined utilizing standard qualitative procedures that entail the identification of groups or categories of responses (Giles, 2002); thus, for the present analyses, the goal was to identify the categories that best characterized respondents' views regarding each of the above-mentioned questions. While every effort was made to group such responses into meaningful categories, not all responses could be categorized – this was due to isolated comments that could not be grouped in a meaningful manner or to categories that would otherwise reflect less than 5% of responses (for instance, in cases with 76 responses, a category with four or fewer responses would not be reported).

A total of 71 responses addressed the first question ("Please describe what you liked most about the Volunteer Fair"). A total of 54 of the 71 responses (76%) were successfully categorized. However, there was some overlap of responses in categories; specifically, four of the 54 categorized responses were placed into two categories (responses placed into two or more categories are referred to as 'shared' responses). This resulted in a total of 58 responses that were subsequently grouped into categories. As Table 2 indicates, these 58 responses were grouped into four categories: (a) Volunteer Opportunities (20

responses), (b) Helpful Information (18 responses), (c) Variety of Organizations (14 responses), and (d) Helpful People (six responses). Table 3 illustrates all categorized responses by corresponding category.

A total of 54 responses addressed the second question (“Please offer us suggestions for how we can improve the Volunteer Fair”) and 37 of the 54 responses (69%) were successfully categorized. As illustrated in Table 4, these 37 responses were grouped into two categories: (a) Lack of Space (32 responses), and (b) Invitation of More Organizations (five responses). Meanwhile, Table 5 illustrates all categorized responses by corresponding category.

For additional information you may contact the Office of Institutional Research at: (909) 652-6464 or send an e-mail request to giovanni.sosa@chaffey.edu.

## Reference

Giles, D. C. (2002). *Advanced research methods in psychology*. London: Routledge.

**Table 1**

*Attendees’ Responses to Survey Items Concerning the Volunteer Fair (Number of Respondents = 76)*

Survey Item	Strongly Disagree/Disagree	Strongly Agree/Agree	Mean
The Volunteer Fair:			
Provided me with an awareness of the volunteer services offered in our community	6.6%	93.4%	3.43
Helped me to see how my actions affect others	1.3%	98.7%	3.74

Note. Both items were based upon a response scale of 1 (Strongly Disagree) to 4 (Strongly Agree)

**Table 2**

*Frequency Distribution of Categories for Question 1: Please describe what you liked most about the Volunteer Fair (Number of Responses = 58)*

Category	Frequency	Percent of Total Categorized Responses
Volunteer Opportunities	20	34.5%
Helpful Information	18	31.0%
Variety of Organizations	14	24.1%
Helpful People	6	10.3%
Total (unique and shared responses)	58	100%

Note. There were 54 uniquely categorized responses, four of which were placed into two categories, resulting in a total of 58 categorized responses.

**Table 3**

*Responses to Question 1 Organized by Identified Categories: Please describe what you liked most about the Volunteer Fair (Number of Responses = 58)*

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**Category**

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Volunteer Opportunities

1. ABOUT HOW MUCH TO SAVE THE CHILDREN, AND HOW I CAN HELP OTHERS.
2. I LIKE EXPANDING OPPORTUNITIES ON WHAT I CAN BE DOING.
3. THE MOTIVATION IF PROVIDED TO ME TO VOLUNTEER.
4. I LIKED THE DIVERSITY OF VOULUTEER OPPORTUNITIES THAT WERE OFFERED.
5. GREAT VOLUNTEER OPPORTUNITIES COURTEOUS STAFF.
6. GREAT VOLUNTEER OPPORTUNITIES.
7. WHAT I LIKED MOST WAS ALL THE DIVERSE HELPFUL OPPORTUNITES FOR US AND THE COMMUNITY.
8. VOLUNTEER FAIR WAS VERY INTERESTING, IT HELPED ME DISCOVER MANY OPPORTUNITIES THERE IS TO HELP OTHERS.
9. HELP ME GET TO SEE WHAT I CAN DO TO HELP OTHERS.
10. THIS WAS AMAZING. TO OFFER AN OPPORTUNITIES FOR STUDENTS TO CONNECT WITH THEIR COMMUNITY IS SO.....
11. THE OPPORTUNITIES TO HELP OTHER.
12. THIS FAIR WAS A GREAT OPPORTUNITY TO GET A VOL. JOB IN ONE PLACE.
13. THE OPEN COMPASSION OF THE VOLUNTEERS. I ALSO LOVED THAT THIS FAIR IS OFFERED ON CAMPUS.
14. THE VARIOUS OPPORTUNITIES TO VOLUNTEER LOCALLY AND AFAR.
15. THAT IT HAS SO MANY OPERTUNITIES.
16. I LIKED HOW MY ACTIONS CAN REALLY CHANGE A PERSON LIFE.
17. ALL THE VOLUNTEER OPPORTUNITIES THIS IS AVAILABLE WHICH I WAS NOT AWARE OF.
18. I LEARNED HOW MUCH VOLUNTEERS ARE REALLY NEEDED FOR MANY ASPECTS OF OUR COMMUNITY AND LIKED THAT I CAN HELP MAYBE DIFFERENC IN OTHER'S LIFE.
19. IT'S EASIER FOR STUDENTS TO GET INFO. ON HOW TO VOLUNTEER & ACTUALLY BE ABLE TO GO THROUGH WITH IT.
20. I WANT TO HELP PEOPLE OR ANIMALS.

Helpful Information

1. I LOVE ALL INFORMATION THAT THEY GAVE ME. AND THEY HAVE A REALLY GOOD OF EACH PROGRAM.
2. PEOPLE WERE VERY INFORMATIVE
3. EVERYBODY WAS VERY INFORMATIONAL ABOUT THEIR PARTICULAR FIELD AND OTHER AREAS THEY MAY BE ASSOCIATED WITH.
4. WHAT I LIKED MOST WAS LEARNING ABOUT ALL THE DIFFERENT THINGS I CAN COLUNTEER IN, IN MY COMMUNITY.
5. THE FAIR HELPED ME REALIZE THERE ARE NUMBERS OF ORGANIZATIONS THAT WORK TO HELP TO MAKE A BETTER COMMUNITY.
6. I LIKED THE INFO THAT WAS GIVEN TO ME.
7. THE GOODNESS BUT THE WELL PROFESSIONAL INFORMATION GIVEN.
8. I LIKED ON HOW I LEARNED THAT I CAN DO MORE AROUND THE COMMUNITY LIFE TUTORING AT SCHOOLS AND HELPING ANIMALS.
9. ALL OF THE INFORMATION THATS AVAILABLE.
10. VOLUNTEER FAIR WAS VERY INTERESTING, IT HELPED ME DISCOVER MANY OPPORTUNITIES THERE IS TO HELP OTHERS.
11. THIS WAS A LOT OF FUN AND INFORMATIVE.
12. VERY INFORMATIONAL AND PROFESSIONAL PEOPLE CAME TO AQUIRE VOLUNTEERS FOR GREAT CAUSES.
13. AMOUNT OF INFO TO HELP OTHER IN OTHER COMMUNITY.
14. EASYNESS OF INFORMATION GARTHERING.
15. MANY INFORMATION, FOUND A GROUP I WOULD BE INTERESTED IN.

16. I LIKED ALL THE INFORMATION, IT WAS HELPFUL AND SHOWED ME THAT THERE IS HELP NEEDED.
17. I LIKE ALL THE INFORMATION I LIKE
18. IT'S EASIER FOR STUDENTS TO GET INFO. ON HOW TO VOLUNTEER & ACTUALLY BE ABLE TO GO THROUGH WITH IT.

Variety of Organizations

1. ITS VARIETY
2. I LIKED THE DIFFERENT BOOTH
3. THE VARIETY OF PLACE I DIDN'T KNOW ABOUT.
4. I LIKED THAT THEY WERE VARIOUS ORGANIZATIONS THAT WORKED IN DIFFERENT AREAS. THEY ALL PROVIDED TONS OF INF.
5. VARIETY OF ORGANIZATIONS.
6. THE DIFFERENT TYPES OF VOLUNTEER WORK & THE FACT THAT YOU BRING THEM TO US.
7. THAT IT WAS FILLED WITH PEOPLE AND HOW THIS EVENT SHOWS ALL THE DIFFERENT VOLUNTERING ACTIVITIES YOU CAN PARTICIPATE.
8. A BETTER AWARENESS OF ALL THE DIFFERENT POSITIVE ORGANIZATION IN THE SURROUNDING COMMUNITIES.
9. I LOVE THAT LEARN ABOUT DIFFERENT PROGRAMS.
10. I LIKE HOW DIFFERENT ORGANIZATIONS CAME AND GIVE STUDENT DIFFERENT OPTIONS TO CHOOSE FROM.
11. WE HAVE SO MANY PROGRAMS THAT WE DON'T TAKE ADVANTAGE OFF.
12. I LIKED THE MANY ORGANIZATIONS THAT WERE PROVIDED.
13. THEIR WAS A LOT OF VARIETY IN THE TYPES OF GROUPS.
14. WHAT I REALLY LIKED ABOUT THIS FAIR WAS THE VARIETY OF ORGANIZATIONS/INSTITUTES THERE WERE AVAILABLE.

Helpful People

1. PEOPLE WERE VERY INFORMATIVE
2. I LIKED HOW POLITE AND KNOWLEDGABLE THE PEOPLE WERE.
3. THE DIFFERENT GROUPS WILLINGNESS TO REPEAT THEM SELVES OVER AND OVER. THE CHANCE TO SEE A LOT OF FELLOW STUDENTS TAKING PART.
4. THEY WERE REALLY HELPFUL.
5. VERY INFORMATIONAL AND PROFESSIONAL PEOPLE CAME TO AQUIRE VOLUNTEERS FOR GREAT CAUSES.
6. VERY FRIENDLY

**Table 4**

*Frequency Distribution of Categories for Question 2: Please offer us suggestions for how we can improve the Volunteer Fair (Number of Responses = 37)*

<b>Category</b>	<b>Frequency</b>	<b>Percent of Total Categorized Responses</b>
Lack of Space	32	86.5%
Invite More Organizations	5	13.5%
Total ( all unique responses)	37	100%

**Table 5**

*Responses to Question 2 Organized by Identified Categories: Please offer us suggestions for how we can improve the Volunteer Fair (Number of Responses = 37)*

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**Category**

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Lack of Space

1. YOU NEED A LARGER PLACE TO DO THE VOLUNTEER FAIR.
2. BIGGER SPACE NEEDED.
3. DO IT IN A BIGGER ROOM.
4. IT WAS TO CROWDED
5. MORE ROOM IS NEEDED! IT WAS GET CROWDED.
6. TRY TO OPEN IT IN BIGGER AREA.
7. MORE SPECIOUS FAIR ENVIROMENT.
8. BIGGER SPACE.
9. WE COULD USE SOME MORE ROOM FOR THE FAIR AND ADD MORE ACTIVITIES.
10. MAYBE A BIGGER SPACE. IT WAS A BIT CROWDED.
11. MORE SPACE.
12. LARGER SPACE.
13. MORE SPACE.
14. NONE SPACING BETWEEN BOOTHS WAS A PROBLEM THOUGH.
15. MORE ROOM TO WORK AROUND.
16. MORE SPACE
17. MORE SPACE, GIANT TENTS NEEDED IN CASE OF THIS RAINY WEATHER.
18. MORE SPACE IN BETWEEN MAYBE JUST ANOTHER HALF AN HOUR LONGER.
19. I THINK IT SHOULD HAVE BEEN IN A MORE OPEN AREA FOR MORE STUDENTS TO SEE.
20. MORE SPACE.
21. BECAUSE THE BIG TURN OUT. A BIGGER SPACE WAS NEEDED.
22. MORE ROOM.
23. MORE ROOM
24. BIGGER SPACE
25. MORE SPACE TO WALK AND GET BY.
26. MORE ROOM
27. MORE SPACE/WE COULD BARELY WALK.
28. PUT MORE SPACE.
29. MORE SPACE. IT WAS TOO CROWDED TO GET AROUND ALL VOLUNTEER STATIONS.
30. A LITTLE BIGGER SPACE, BUT OVERALL VERY FUN.
31. MAYBE IN A LARGER ROOM AND FOR A LONGER DURATION OF TIME, BUT EVEN W/OUT THIS IMPROVEMENT, IT IS GREAT.
32. PUT IT IN THE ACTUAL PLACE WITH MORE SPACE.

Invite More Organizations

1. BRING MORE COMMUNITY STANDS.
  2. MORE OPPORTUNITIES.
  3. HAVE MORE.
  4. MORE VENDORS.
  5. CONTACT VOLUNTEER SERVICES THAT WORK WITH OLDERLY PEOPLE.
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