

**Volunteer Program
Assessment (VPA)
at George Mason University**



VPA Overview

- VPA: Service provided to nonprofits to improve their volunteer management programs
 - Online survey
 - Volunteer coordinators distribute the survey
 - Results are presented to volunteer coordinators

The service is entirely **free!**

VPA Explained (History)

- **Dr. Steven Rogelberg** - University of North Carolina at Charlotte
 - Funded by The Humane Society of the United States
 - Developed from published research
 - Data from over 70 volunteer programs

VPA Explained (History)

- VPA program started at UNCC
- Administered to over 350 organizations
 - Animal shelters, police departments, fire & rescue departments, parks & recreation departments, etc
- VPA branches:
 - George Mason University
 - Illinois State University
 - Northern Illinois State University
 - University of South Florida
 - University of Nebraska Omaha

Our Motivation

- Opportunity to:
 - Support the nonprofit community
 - Implement theory to practice
 - Develop relevant skills

VPA Vision

- Help nonprofit leaders understand the strengths and weaknesses of their volunteer programs
- Provide organizations with critical information to enable them to make data-driven decisions
- Offer insights into the strategic management of volunteer resources

VPA Process

1. Organization matched with VPA consultants (like us!)
2. Initial contact & paperwork: (1-2 weeks)
3. Survey data collection: (2 weeks)
4. Data analysis: (1-2 weeks)
5. Final report: (1-2 weeks)

Total Project Timeline: ~ 5-8 weeks

VPA Process

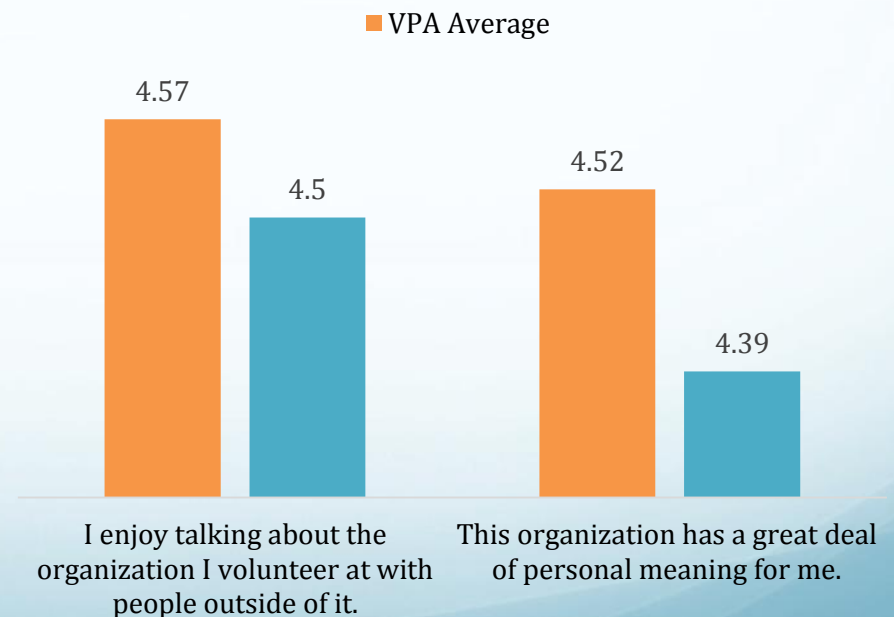
- Norms
 - Over 20,000 individual responses to the VPA survey
 - Across general domains:
 - Animal Shelters
 - Arts, Sciences, & Culture
 - Health & Human Services
 - Police Organizations

VPA Content

- Comprehensive
 - 15 Dimensions across 4 categories
 - Each dimension has several questions

VPA Content

- *Perceptions of the Organization*
 - Organizational Commitment
 - Recognition
 - Satisfaction with Communication
 - Perception of Voice

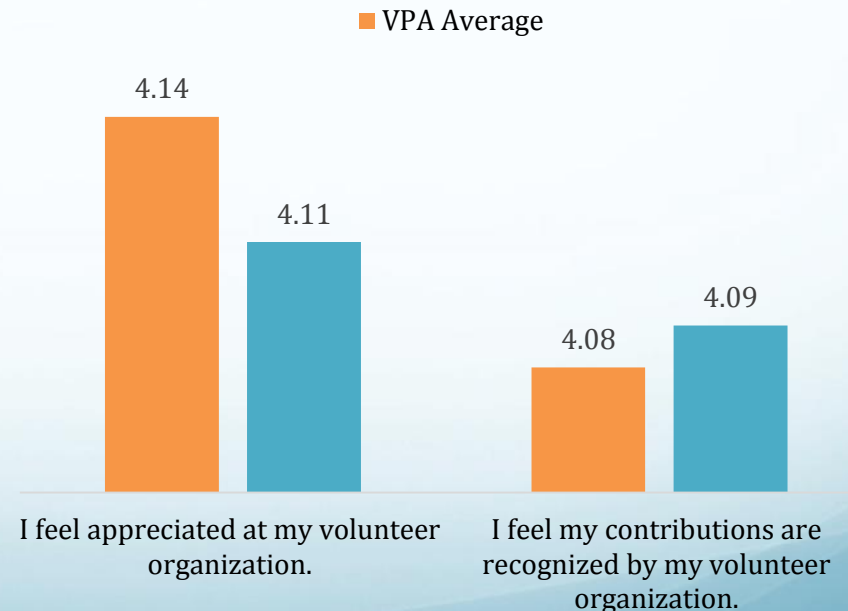


Organizational Commitment

VPA Content

- *Perceptions of the Organization*

- Organizational Commitment
- Recognition
- Satisfaction with Communication
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Recognition by Volunteer Organization

VPA Content

- *Perceptions of the Organization*

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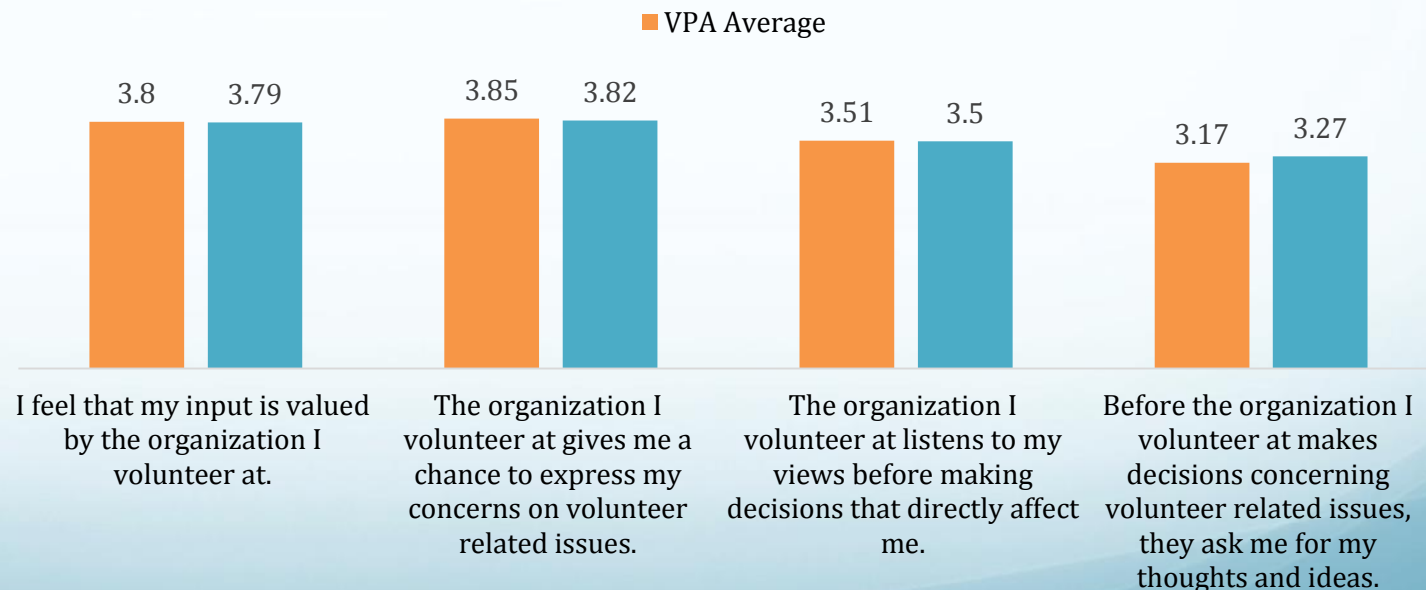


Satisfaction with Communication

VPA Content

- *Perceptions of the Organization*

- Organizational Commitment
- Recognition
- Satisfaction with Communication
- Perception of Voice



Perception of Voice

VPA Content

- *Perceptions of the Volunteer Work*
 - Competence
 - Role Ambiguity
 - Satisfaction of Volunteer Work
 - Engagement

VPA Content

- *Interpersonal Perceptions*
 - Satisfaction with Paid Staff
 - Satisfaction with Volunteer Colleagues
 - Satisfaction with Volunteer Coordinator

VPA Content

- *Constraints*
 - Organizational Constraints
 - Burnout
 - Intentions to Quit

VPA Content

- *Open-ended questions*
 - *Strengths*
 - *Weaknesses*
 - *Customized questions*

Final Report

- The final report compares survey findings to national norms to identify:
 - Areas where the organization is doing well
 - Areas where there exist opportunities to improve (if any)

Final Report

- In the end, VPA consultants summarize findings and make specific recommendations

Final Report

- Annual participation with VPA program encouraged!
 - We recommend organizations participate in a follow-up survey 6 months/1 year after the original survey to measure effectiveness of the service

Thank You!

- Contact Information:
 - Client Outreach Coordinator
 - Leah Alley: lalley2@gmu.edu
 - VPA Senior Consultants
 - James Wilcox: jwilcox4@gmu.edu
 - Stephen Tyler: styler5@gmu.edu