Volunteer Manager Survey Codebook
Version 1.01

id   [*Respondent ID*]
        Integer

date   [*Date and time respondent submitted survey*]
        Timestamp

A. Organization Characteristics

mission   [*What is your organization's mission area?*]
              1. Arts & Culture
              2. Advocacy/Public Societal Benefit
              3. Community Development
              4. Economic Development
              5. Education
              6. Environment
              7. Health
              8. Human Services
              9. International
              10. Legal
              11. Other

mission_oth   [*What is your organization's mission area? - Other*]
              String

identity   [*Is your organization's work centered on serving a particular identity-based community (e.g. religious/faith community, youth, minorities, seniors, LGBT, etc.)?*]
              0. No
              1. Yes

identityname [*What is the name of the identity-group?*]
              String

directservices [*Does your organization provide direct services?*]
              0. No
              1. Yes

customers   [*How many people do you serve on an annual basis? (Directly and indirectly -- counting people just once)*]
              Integer

How many paid staff does your organization have?

empfulltime [*Number of full-time employees*]
　　　　　　　Integer

empparttime [*Number of part-time employees*]

How many volunteers does your organization have (including RSVP volunteers)?

volprog 　　[*Number of volunteers with program*]
　　　　　　　Integer

volboard 　　[*Number of volunteers on Board*]
　　　　　　　Integer

volother 　　[*Number of volunteers in Other*]
　　　　　　　Integer

volnatserv 　[*In addition to community volunteers, how many stipended national service participants does your organization have?*]
　　　　　　　Integer

volepisod 　[*How many short-term episodic* volunteers does your organization have?*]
　　　　　　　Integer

volworkhours [*On average, how many total hours do ALL of your volunteers (including board members and national service participants) work in a typical week?*]
　　　　　　　Integer

What is the approximate ethnic make-up of your volunteers and national service members?

volrace1 　　[*% Caucasian or white*]
　　　　　　　Integer

volrace2 　　[*% African American or black*]
　　　　　　　Integer

volrace3 　　[*% Latino or Hispanic*]
　　　　　　　Integer

volrace4 　　[*% Asian or Asian American*]
　　　　　　　Integer

volrace5 　　[*% Other*]
　　　　　　　Integer

yearfounded [*In what year was your organization founded? (e.g. 1980)*]

Integer

fiscalexpenses [*What were your organization's total expenses from your most recently completed fiscal year?*]
Integer

volprogram [*In the most recent fiscal year, what was the total budget for your organization's volunteer program? Please include all applicable staff salaries and fringe benefits.*]
Integer

What percentage of your annual operating budget comes from the following revenue sources?

funding1 [*Percent from government sources*]
Integer

funding2 [*Percent from fees, sales, or dues*]
Integer

funding3 [*Percent from foundations*]
Integer

funding4 [*Percent from corporations or businesses*]
Integer

funding5 [*Percent from individual donations*]
Integer

funding6 [*Percent from The United Way*]
Integer

funding7 [*Percent from other sources*]
Integer

revshortfall [*Has your organization had a cash shortfall in the past three (3) years?*]
0. No
1. Yes

orgcollab [*Does your organization currently collaborate with other organizations to deliver core programs and services?*]
0. No
1. Yes

pastyearcollab [*How many collaborations occured in the past year?*]
Integer

orgmerger [*Has your organization merged with another organization in the last three (3) years?*]
0. No
1. Yes
.d Don't know

funderadapt [*Has your organization ever adapted programs or services to meet funders' interests?*]
0. No
1. Yes
.d Don't know

funderadaptmission [*Were such changes consistent with your organization's mission?*]
0. No
1. Yes
.d Don't know

eduemppay [*Does your organization reimburse continuing education expenses for employees?*]
0. No
1. Yes
.d Don't know

eduvolpay [*Does your organization reimburse continuing education expenses for volunteers?*]
0. No
1. Yes
.d Don't know

B. Volunteer Manager Characteristics

isvm [*Are you a volunteer manager for this organization?*]
0. No
1. Yes

vmotherpos [*What is your position in your organization?*]
String.

How long have you served in this position?
yearsserved [*# of years*]
Integer

monthsserved [*# of months*]
Integer

americorp [*Are you an AmeriCorps member serving as a volunteer manager?*]

0. No
1. Yes

vista [*Are you a VISTA member serving as a volunteer manager?*]
0. No
1. Yes

fulltime [*Is the volunteer manager position a full-time position?*]
0. No
1. Yes
.a N/A, no such position exists in our organization

parttime [*What percentage of time do you devote to volunteer management?*]
1. Less than 30%
2. Between 30% and 50%
3. More than 50% but less than 70%
4. 70% or more
.d Don't know

How is your time utilized for non-volunteer management activities?

nonvmtime1 [*Direct Services %*]
Integer

nonvmtime2 [*Public Relations %*]
Integer

nonvmtime3 [*Fund Development %*]
Integer

nonvmtime4 [*General Administration %*]
Integer

nonvmtimeother [*Other*]
String

salary [*What is your annual salary (excluding benefits)?*]
1. I am not paid, this is a volunteer position.
2. Less than $25,000/year
3. 25,000 – 49,999
4. 50,000 – 74,999
5. 75,000 – 99,999
6. 100,000 or more

What training or preparation in volunteer management did you have prior to assuming this job?

vmprep1   [*Prior paid work as a volunteer manager*]
    0. No
    1. Yes

vmprep2   [*Prior unpaid work as a volunteer manager*]
    0. No
    1. Yes

vmprep3   [*For-credit college coursework*]
    0. No
    1. Yes

vmprep4   [*Continuing education from conferences*]
    0. No
    1. Yes

vmprep5   [*Continuing education from colleges/universities*]
    0. No
    1. Yes

vmprep6   [*Continuing education from professional associations, such as DOVIAs*]
    0. No
    1. Yes

vmprep7   [*Self-education through books and journals*]
    0. No
    1. Yes

vmprep8   [*Active volunteering*]
    0. No
    1. Yes

vmprep9   [*Membership in civic groups such as Jr. League, Kiwana's, etc.*]
    0. No
    1. Yes

vmprep10   [*None*]
    0. No
    1. Yes

volprepother [*Other*]
    String

assocmember [*Are you a member of any professional associations for volunteer managers such as DOVIAs, or national organizations such as Points of Light Foundation, etc.?*]

> 0. No
> 1. Yes

whatorg [*What organization(s)?*]
String

whynoassoc [*Please briefly describe why not:*]
String

gender [*What is your gender?*]
> 0. Male
> 1. Female
> .a Other

ethnicity [*What is your ethnicity?*]
> 1. African American
> 2. Asian or Asian American
> 3. Caucasian/White
> 4. Hispanic/Latino
> 5. Other

ethnicityother [*What is your ethnicity? - Other*]
String

age [*What is your age?*]
Integer

How many years have you been employed in each of the following sectors?

empsector1 [*# of years in government*]
Integer

empsector2 [*# of years in other nonprofits*]
Integer

empsector3 [*# of years in the private sector*]
Integer

empsector4 [*# of years in religious organizations*]
Integer

C. Volunteer Engagement

What kinds of duties do volunteers perform in your organization?

volduty1 [*Volunteers are involved in direct services to clients, patrons or members.*]

0. No
1. Yes

volduty2 [*Volunteers fundraise for our organization.*]
0. No
1. Yes

volduty3 [*Volunteers provide office support or clerical duties.*]
0. No
1. Yes

volduty4 [*Volunteers plan special events or work at these events.*]
0. No
1. Yes

volduty5 [*Volunteers provide technical assistance such as legal, financial, or computer services.*]
0. No
1. Yes

volduty6 [*Volunteers manage other volunteers.*]
0. No
1. Yes

volduty7 [*Volunteers (other than board members) provide leadership or management to the overall organization.*]
0. No
1. Yes

volduty8 [*Volunteers engage in advocacy activities such as lobbying or other promotion of the agency's mission.*]
0. No
1. Yes

volduty9 [*Volunteers perform short-term, time-limited work, such as Days of Caring projects of other episodic tasks.*]
0. No
1. Yes

voldutyother [*Other*]
String

In what ways do volunteers benefit your organization?

volbenefit1 [*Volunteers bring a cost savings to our organization*]
0. No benefit

1. Moderate benefit
2. Great benefit
.d Don't know of N/A

volbenefit2 [*Volunteers enable us to provide more detailed attention to the people/cause we serve*]

volbenefit3 [*Volunteers increase public support or improve public relations for our program*]

volbenefit4 [*Volunteers increase the quality or levels of service that we could not otherwise provide*]

volbenefit5 [*Volunteers provide access to specialized skills possessed by volunteers such as legal, financial, management or technology*]

volbenefit6 [*Volunteers bring other benefits to our organization*]

What factors, if any, constrain your organization's ability to engage volunteers?

constraint1 [*We are unable to recruit a sufficient number of volunteers*]
0. Not a constraint
1. Minor constraint
2. Major constraint
.d Don't know or N/A

constraint2 [*We are unable to recruit volunteers with the right skills or expertise*]

constraint3 [*We are unable to recruit volunteers available during the work-day*]

constraint4 [*Paid staff or board members are indifferent or resistant to the use of volunteers*]

constraint5 [*Our agency lacks adequate funds to support volunteer involvement*]

constraint6 [*Regulatory, legal or liability concerns constrain our involvement of volunteers*]

constraint7 [*Volunteers exhibit poor work habits (absent, unreliable, etc.)*]

volprofdev [*On average, how much time per month do volunteers dedicate to professional development?*]
0. None
1. Less than ½ day
2. Less than one full day
3. One full day
4. More than one full day
.d Don't know

volcapacity   [*If many more volunteers were to become available to your organization, given your present capacity to engage volunteers, about how many more volunteers do you think your organization could absorb and effectively utilize?*]
Integer

volcost   [*If your organization were in a position to hire staff to perform the tasks regularly done by volunteers in your organization now, how much money would be required on an hourly basis to engage staff in lieu of volunteers? In other words, on average, what is one hour of volunteer time worth to your organization in dollars?*]
Integer

sigchange   [*If you could make one significant change that would enhance your organization's capacity to effectively engage volunteers, what change would you make?*]
1. A full-time, paid staff person dedicated to volunteer management
2. More volunteers available to serve during the day on a regular, ongoing basis
3. Staff better prepared to work creatively with volunteers
4. Enhanced organizational capacity to effectively engage volunteers
5. Other

Sigchangeother [*Other*]
String

D. Hurricane Relief

hurrelief   [*Did your organization provide emergency relief, assistance, or services related to either Hurricanes Rita or Katrina?*]
0. No
1. Yes
.d Don't know

relifwhy   [*Why?*]
String

reliefwhynot [*Why not?*]
String

relieforgmission [*Was the provision of such emergency relief, assistance, or services related to your organization's mission?*]
0. No
1. Yes

relieffirst [*Was this the first time your organization was involved in such emergency relief, assistance, or services?*]
0. No
1. Yes

What kinds of emergency relief, assistance, or services did your organization provide?

reliefserv1 [*Housing/Shelter*]
0. No
1. Yes

reliefserv2 [*Financial assistance to victims*]
0. No
1. Yes

reliefserv3 [*Financial assistance to other support organizations*]
0. No
1. Yes

reliefserv4 [*Goods such as food, clothing, household items, etc.*]
0. No
1. Yes

reliefservother [*Other*]
String

Over what time period did your organization provide this emergency relief, assistance, or services?

reliefweeks [*Weeks*]
Integer

reliefdays [*Days*]
Integer

reliefexistvol [*Did your organization engage existing volunteers in your relief effort?*]
0. No
1. Yes

reliefnewvol [*Did your organization enlist new volunteers for your relief effort?*]
0. No
1. Yes

reliefnumnew [*How many new volunteers were enlisted?*]
Integer

relieffective [*How effectively did you engage **new** volunteers in your relief efforts?*]
String

reliefcapacity [*Did your organization have sufficient capacity to provide the emergency relief, assistance, or services related to Hurricanes Rita and Katrina?*]
0. No
1. Yes

reliefhow [*How or how not?*]
String

reliefhelpers [*What elements (internal or external to your organization) helped your organization better provide this needed emergency relief, assistance, or services?*]
String

reliefhinders [*What elements (internal or external to your organization) hindered your organization's ability to better provide this needed emergency relief, assistance, or services?*]
String

relieflearned [*Based on this experience what, if anything, is your organization doing to be more prepared to provide emergency relief in the future?*]
String