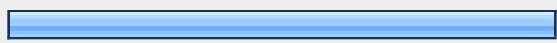
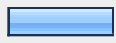
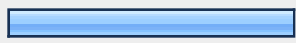
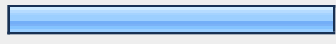


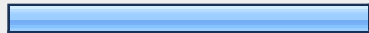









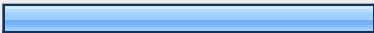
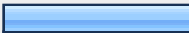
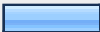
## 2009 NOVAA Membership Survey






1. Are you currently employed or volunteering in the field of volunteer management?			
		Response Percent	Response Count
Yes		84.2%	112
No		15.8%	21
		<i>answered question</i>	133
		<i>skipped question</i>	0



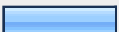
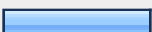
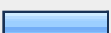



2. You are not currently employed in the field of volunteer management, but you are:			
		Response Percent	Response Count
Looking for paid employment.		43.8%	7
<b>Not looking for paid employment.</b>		50.0%	8
Retired and looking for paid employment.		6.3%	1
Retired and not looking for paid employment.		0.0%	0
		<i>answered question</i>	16
		<i>skipped question</i>	117


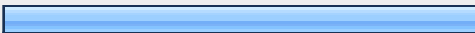
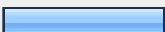

3. What is the title of your position?			
		Response Percent	Response Count
Assistant		2.2%	2
<b>Coordinator</b>		<b>55.4%</b>	<b>51</b>
Assistant Manager		1.1%	1
Associate Manager		0.0%	0
Manager		22.8%	21
Director		12.0%	11
Vice President		0.0%	0
Executive Director		6.5%	6
		Other	23
		<b><i>answered question</i></b>	<b>92</b>
		<b><i>skipped question</i></b>	<b>41</b>

4. Which statement best describes this position?			
		Response Percent	Response Count
<b>This is a full-time paid staff position (35 or more hours per week).</b>		<b>67.0%</b>	<b>69</b>
This is a part time paid staff position (less than 35 hours per week).		20.4%	21
This is an unpaid volunteer position.		12.6%	13
		Other (ex. independent contractor)	8
		<b><i>answered question</i></b>	<b>103</b>
		<b><i>skipped question</i></b>	<b>30</b>

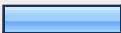




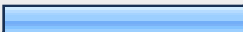


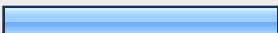



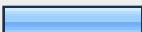


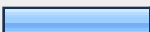
5. If you are a member of National Service, which program are you a member of?			
		Response Percent	Response Count
AmeriCorps		57.1%	4
VISTA		28.6%	2
Senior Corps		14.3%	1
		<i>answered question</i>	7
		<i>skipped question</i>	126

6. What percentage of your time is spent on volunteer management activities?			
		Response Percent	Response Count
100%		34.0%	36
75%		24.5%	26
50%		19.8%	21
25%		8.5%	9
Less than 25%		13.2%	14
		Comments	15
		<i>answered question</i>	106
		<i>skipped question</i>	27

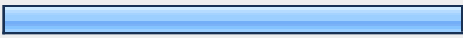
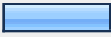


7. How many years have you worked in the field of volunteer management?			
		Response Percent	Response Count
Less than 1 year		8.4%	9
1-2 years		13.1%	14
3-4 years		16.8%	18
<b>5 or more years</b>		<b>22.4%</b>	<b>24</b>
10 or more years		15.9%	17
15 or more years		9.3%	10
20 or more years		6.5%	7
25 or more years		7.5%	8
		<i>answered question</i>	<b>107</b>
		<i>skipped question</i>	<b>26</b>

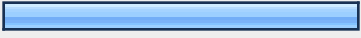
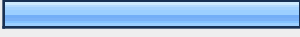
8. What sector do you work in?			
		Response Percent	Response Count
For profit, private		0.9%	1
<b>Nonprofit</b>		<b>72.9%</b>	<b>78</b>
Government		24.3%	26
Faith-based		1.9%	2
		Other	3
		<i>answered question</i>	<b>107</b>
		<i>skipped question</i>	<b>26</b>

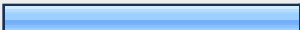
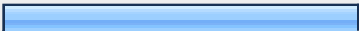
9. What are the primary issue areas that your organization addresses? (Select the top three please)

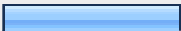
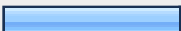
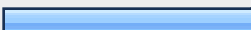

		Response Percent	Response Count
Advocacy/Activism		17.8%	16
Affordable Housing		7.8%	7
Animals		8.9%	8
Arts		2.2%	2
Building maintenance		3.3%	3
Children and youth		36.7%	33
Disability services		10.0%	9
Diversity		3.3%	3
<b>Education</b>		<b>42.2%</b>	<b>38</b>
Environment and sustainability		12.2%	11
Family Services		11.1%	10
Gardening		3.3%	3
Health		21.1%	19
Homelessness		13.3%	12
Hunger		8.9%	8
Seniors		22.2%	20
Other (please list)			31
		<b><i>answered question</i></b>	<b>90</b>
		<b><i>skipped question</i></b>	<b>43</b>

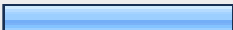
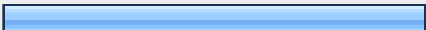
10. What is the name of the agency where you are employed?		
		Response Count
		97
		<b>answered question</b>
		<b>97</b>
		<b>skipped question</b>
		<b>36</b>

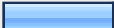
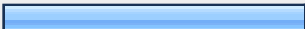
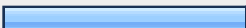
11. What is the location of your primary workplace?			
		Response Percent	Response Count
Multnomah County		70.7%	70
Washington County		16.2%	16
Clackamas County		8.1%	8
Clark County		5.1%	5
		Other	7
		<b>answered question</b>	<b>99</b>
		<b>skipped question</b>	<b>34</b>

12. Are you currently a member of NOVAA?			
		Response Percent	Response Count
Yes		54.5%	67
No		45.5%	56
		<b>answered question</b>	<b>123</b>
		<b>skipped question</b>	<b>10</b>

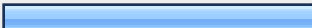
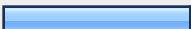
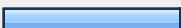



13. Have you been a member of NOVAA in the past?			
		Response Percent	Response Count
Yes		45.3%	24
No		54.7%	29
		<i>answered question</i>	53
		<i>skipped question</i>	80


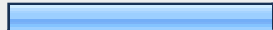



14. You are not currently a member of NOVAA because:			
		Response Percent	Response Count
I did not know about it.		27.0%	10
The membership fee is too expensive.		27.0%	10
<b>I don't have time.</b>		37.8%	14
I'm not interested in being a member.		8.1%	3
		Other	22
		<i>answered question</i>	37
		<i>skipped question</i>	96

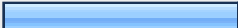
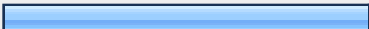


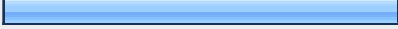

15. Would you like to receive information about joining NOVAA?			
		Response Percent	Response Count
Yes, please email me!		35.2%	19
<b>No, thanks.</b>		64.8%	35
		Please include your email address here;	17
		<i>answered question</i>	54
		<i>skipped question</i>	79

16. How long have you been a member of NOVAA?			
		Response Percent	Response Count
Less than 1 year		16.4%	11
1-5 years		46.3%	31
More than 5 years		37.3%	25
		<b>answered question</b>	<b>67</b>
		<b>skipped question</b>	<b>66</b>

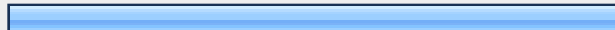

17. What other professional organizations are you a member of or have you been a member of in the past?		
		Response Count
		31
		<b>answered question</b>
		<b>31</b>
		<b>skipped question</b>
		<b>102</b>



18. How did you learn about becoming a member of NOVAA?			
		Response Percent	Response Count
Colleagues/Supervisor		47.6%	30
Another NOVAA member		28.6%	18
My agency was already a member.		27.0%	17
At a volunteer management training workshop		7.9%	5
NOVAA brochure		4.8%	3
NOVAA website		3.2%	2
		Other (please specify)	5
		<b>answered question</b>	<b>63</b>
		<b>skipped question</b>	<b>70</b>



19. Indicate the SINGLE, most important reason why you are a member of NOVAA.			
		Response Percent	Response Count
Resume builder		1.5%	1
<b>Networking/socializing/idea sharing</b>		<b>40.3%</b>	<b>27</b>
Educational presentations at monthly meetings/skill development		16.4%	11
Annual NOVAA conference		11.9%	8
To be active in the local volunteer management organization		29.9%	20
CVA (Certified in Volunteer Administration) Certification Assistance		0.0%	0
Other (please list)			1
		<b>answered question</b>	<b>67</b>
		<b>skipped question</b>	<b>66</b>

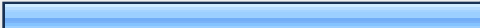
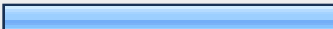
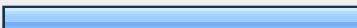
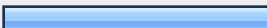
20. Choose three other reasons why you are a member of NOVAA.			
		Response Percent	Response Count
Resume builder		35.9%	23
Networking/socializing/idea sharing		56.3%	36
<b>Educational presentations at monthly meetings/skill development</b>		<b>60.9%</b>	<b>39</b>
Annual NOVAA conference		46.9%	30
<b>To be active in the local volunteer management organization</b>		<b>60.9%</b>	<b>39</b>
CVA (Certified in Volunteer Administration) Certification Assistance		23.4%	15
		Other (please list)	2
		<b>answered question</b>	<b>64</b>
		<b>skipped question</b>	<b>69</b>

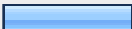
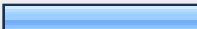
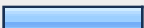


21. Current Membership dues are \$40.00 per year. Do you feel like this is a good value for what you get out of your membership?			
		Response Percent	Response Count
Yes		95.5%	63
No		4.5%	3
		Please explain	13
		<b>answered question</b>	<b>66</b>
		<b>skipped question</b>	<b>67</b>

22. Do you read the NOVAA e-newsletter?				
			Response Percent	Response Count
Yes		93.9%	62	
No		6.1%	4	
Why or why not?			24	
			<b>answered question</b>	<b>66</b>
			<b>skipped question</b>	<b>67</b>

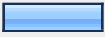
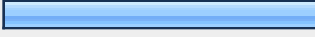

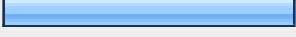
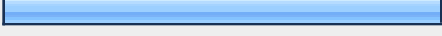

23. Have you ever visited the NOVAA website?				
			Response Percent	Response Count
Yes		94.0%	63	
No		6.0%	4	
			<b>answered question</b>	<b>67</b>
			<b>skipped question</b>	<b>66</b>






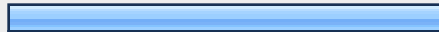
24. Have you ever visited the Members Only section of the website?				
			Response Percent	Response Count
Yes		85.1%	57	
No		14.9%	10	
			<b>answered question</b>	<b>67</b>
			<b>skipped question</b>	<b>66</b>

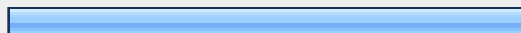
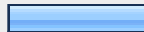
25. Which of the following resources of the Members Only section of the website have you used?			
		Response Percent	Response Count
Calendar of Events		73.7%	42
NOVAA member list		50.9%	29
Job announcements		54.4%	31
NOVAA file archive (past newsletters, Board minutes, etc.)		40.4%	23
		Other	5
		<b>answered question</b>	<b>57</b>
		<b>skipped question</b>	<b>76</b>

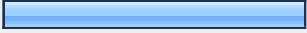
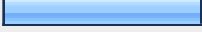

26. In the last year, I have attended the following number of NOVAA monthly meetings:			
		Response Percent	Response Count
None, I haven't had the opportunity to participate yet.		19.4%	13
1-2		29.9%	20
3-4		20.9%	14
5 or more		20.9%	14
I have only attended the Advanced Volunteer Management Conference (co-sponsored by NOVAA)		9.0%	6
		<b>answered question</b>	<b>67</b>
		<b>skipped question</b>	<b>66</b>

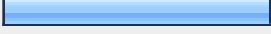
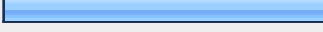
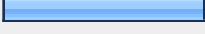

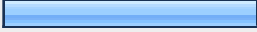
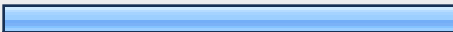
**27. The most important reasons why I attend (or plan to attend) monthly NOVAA meetings are: (mark no more than 2 please)**

		Response Percent	Response Count
N/A - I do not attend monthly meetings		14.9%	10
Network with volunteer managers from other organizations.		47.8%	32
Socialize with other volunteer managers.		6.0%	4
Share ideas with volunteer managers from other organizations.		44.8%	30
<b>Learn from educational presentations/build my skills.</b>		<b>67.2%</b>	<b>45</b>
Represent my organization at the meeting.		10.4%	7
Other (please list)			1
		<b><i>answered question</i></b>	<b>67</b>
		<b><i>skipped question</i></b>	<b>66</b>

28. The most important reasons why I DO NOT attend monthly meetings are: (mark no more than two please)			
		Response Percent	Response Count
N/A - I do attend monthly meetings.		3.5%	2
Time is not convenient.		26.3%	15
Location is not convenient.		24.6%	14
Educational presentations are not of interest.		19.3%	11
Educational presentations are not at the appropriate level for my years of experience in volunteer management.		8.8%	5
<b>Too busy to attend</b>		<b>66.7%</b>	<b>38</b>
Have no desire to attend; I belong to NOVAA for other reasons.		0.0%	0
		Other	11
		<i>answered question</i>	<b>57</b>
		<i>skipped question</i>	<b>76</b>

29. Do you have enough time to network/socialize at the monthly meetings?			
		Response Percent	Response Count
Yes		79.3%	46
No		20.7%	12
		<i>answered question</i>	<b>58</b>
		<i>skipped question</i>	<b>75</b>

30. The ways I prefer to network at monthly meetings are:			
		Response Percent	Response Count
Table topics at monthly meetings		46.4%	26
Ice breakers at monthly meetings		30.4%	17
<b>No structured networking activity at monthly meetings - just provide some time</b>		<b>48.2%</b>	<b>27</b>
		Other (please explain)	6
		<b>answered question</b>	<b>56</b>
		<b>skipped question</b>	<b>77</b>

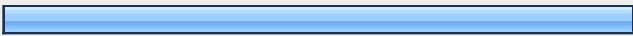

31. What program topics are of interest to you for monthly meetings?			
		Response Percent	Response Count
Recruitment		40.7%	44
Retention		49.1%	53
Recognition		30.6%	33
Marketing your volunteer program		49.1%	53
Risk Management		38.9%	42
<b>Training staff to work with volunteers</b>		<b>69.4%</b>	<b>75</b>
		Other	22
		<b>answered question</b>	<b>108</b>
		<b>skipped question</b>	<b>25</b>

32. What is your #1 challenge regarding volunteer management at work at this time?		
		Response Count
		99
	<i>answered question</i>	99
	<i>skipped question</i>	34

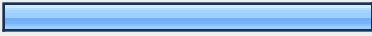
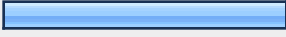
33. What program topic could NOVAA offer that would help you with that challenge?		
		Response Count
		70
	<i>answered question</i>	70
	<i>skipped question</i>	63

34. What programs are you able to present or what person(s) can you suggest as presenter?		
		Response Count
		28
	<i>answered question</i>	28
	<i>skipped question</i>	105

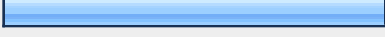
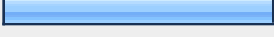
**35. Should NOVAA provide a recap of the program each month, including links to copies of handouts, if available, in the Members section of the NOVAA website for members who could not attend?**

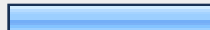
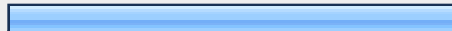
		Response Percent	Response Count
Yes		97.3%	107
No		2.7%	3
		Comments	23
		<i>answered question</i>	110
		<i>skipped question</i>	23

**36. Have you ever attended NOVAA's annual conference?**

		Response Percent	Response Count
Yes		56.4%	66
No		43.6%	51
		<i>answered question</i>	117
		<i>skipped question</i>	16

**37. Are you aware that NOVAA currently has study groups for members who are pursuing the CVA (Certified in Volunteer Administration) credential?**

		Response Percent	Response Count
Yes		58.6%	68
No		41.4%	48
		<i>answered question</i>	116
		<i>skipped question</i>	17

38. Are you interested in learning more about this credential?			Response Percent	Response Count
Yes			31.2%	34
No, thanks			68.8%	75
Please email me with information on the CVA				29
			<i>answered question</i>	109
			<i>skipped question</i>	24

39. How can NOVAA educate local employers about the importance of having professional volunteer administrators and help them understand the CVA credential?			Response Count	
			47	
			<i>answered question</i>	47
			<i>skipped question</i>	86

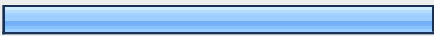
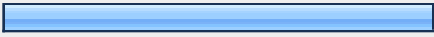
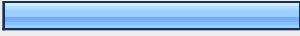
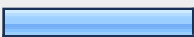

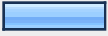
40. What do you think is the biggest need in the profession of volunteer management that is not being addressed in our community?			Response Count	
			67	
			<i>answered question</i>	67
			<i>skipped question</i>	66

41. What could NOVAA, as an organization, do to promote volunteer management as a profession in our community?		
		Response Count
		48
<i>answered question</i>		<b>48</b>
<i>skipped question</i>		<b>85</b>



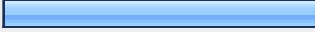
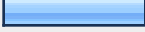


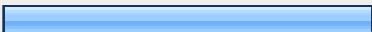

42. Would you request a mentor if NOVAA had a mentoring program?			
		Response Percent	Response Count
Yes		8.8%	10
No		42.5%	48
Maybe		48.7%	55
<i>answered question</i>			<b>113</b>
<i>skipped question</i>			<b>20</b>



43. What types of mentoring interests you? (mark all that apply)			
		Response Percent	Response Count
One-on-one		27.4%	26
Group		29.5%	28
<b>Occasional advice</b>		<b>57.9%</b>	<b>55</b>
Mentoring through the CVA process		20.0%	19
None		20.0%	19
Other			5
<i>answered question</i>			<b>95</b>
<i>skipped question</i>			<b>38</b>

**44. When you seek out trainings for your position (in volunteer management and other areas), where do you look for training offerings?**



		Response Percent	Response Count
NOVAA		66.0%	64
TACS		66.0%	64
Local colleges		45.4%	44
Oregon Volunteers website (www.oregonvolunteers.org)		28.9%	28
Online training opportunities		35.1%	34
Local Volunteer Center		15.5%	15
Other (please list)			31
		<b><i>answered question</i></b>	<b>97</b>
		<b><i>skipped question</i></b>	<b>36</b>



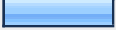

**45. Of all the things that NOVAA could do to encourage professional development, please select the FIVE that would be the most important to you.**




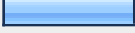
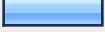
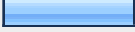

		Response Percent	Response Count
<b>Provide a 1 -2 day conference for volunteer management professionals.</b>		62.2%	69
Provide educational programs at monthly NOVAA meetings.		48.6%	54
Facilitate 1 - 2 days training workshops for new volunteer management professionals.		25.2%	28
Facilitate 1 - 2 days training workshops for more advanced volunteer management professionals.		47.7%	53
Provide mentors to new volunteer management professionals.		21.6%	24
Coordinate a study group for volunteer management professionals who want to pursue their CVA.		23.4%	26
Provide scholarships to enable NOVAA members to attend professional development opportunities.		43.2%	48
Provide regular (monthly, quarterly) meetings with educational programs specifically for advanced volunteer management professionals.		56.8%	63
Coordinate the nomination and selection process to recognize members with awards for their contributions to NOVAA, to the NOVAA board, and to the volunteer management profession.		4.5%	5
Provide networking events outside of the monthly NOVAA meetings for volunteer management professionals of all levels of		34.2%	38

experience to get together.			
Provide networking events outside of the monthly NOVAA meetings for volunteer management professionals who are new to the field.		17.1%	19
Provide networking events outside of the monthly NOVAA meetings for volunteer management professionals with 3 or more years of experience in the field.		27.9%	31
	<b>answered question</b>		<b>111</b>
	<b>skipped question</b>		<b>22</b>

<b>46. What other types of professional development opportunities would you like to see NOVAA offer?</b>		
		<b>Response Count</b>
		17
	<b>answered question</b>	
	<b>skipped question</b>	
		<b>116</b>

<b>47. Are you a member of a NOVAA committee (Conference, Membership, Program, Professional Development, Communications)</b>			
		<b>Response Percent</b>	<b>Response Count</b>
Yes		13.0%	15
No		87.0%	100
	<b>answered question</b>		<b>115</b>
	<b>skipped question</b>		<b>18</b>

48. If you are NOT a member of the NOVAA committee, mark ALL that apply			
		Response Percent	Response Count
I am unaware of the NOVAA committees.		28.2%	24
<b>I don't have the time.</b>		<b>60.0%</b>	<b>51</b>
I'm not interested.		16.5%	14
I am willing to provide occasional assistance; however, I don't want to attend committee meetings.		17.6%	15
		Other (please explain)	22
		<b><i>answered question</i></b>	<b>85</b>
		<b><i>skipped question</i></b>	<b>48</b>

49. I am interested in the following committee(s):			
		Response Percent	Response Count
Conference: Plans and coordinates NOVAA's annual fall conference.		35.0%	7
Library: Promotes professional growth of volunteer managers through reviewing, selecting and advertising the NOVAA collection at the Lake Oswego Public Library.		5.0%	1
Membership: Recruits, welcomes and orients new members and facilitates retention of members.		25.0%	5
Communications: Gathers information, writes, edits and sends monthly e-newsletter, press releases, and other communication materials.		20.0%	4
Marketing: Promotes NOVAA as an organization to the community.		15.0%	3
Program: Designs, promotes and coordinates interesting educational programs for members and others in the volunteer management profession.		20.0%	4
Professional Development: Coordinates professional development opportunities including the Volunteer Management 101 and 201 workshops, a study group to support members who would like to obtain their CVA, the annual NOVAA awards selection process, awarding of NOVAA scholarships for professional development, and professional development opportunities for advanced volunteer management practitioners.		25.0%	5
Please email me more information about committee positions			7

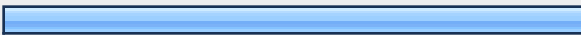


	<i>answered question</i>	20
	<i>skipped question</i>	113

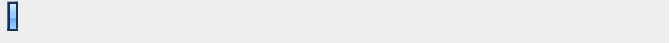
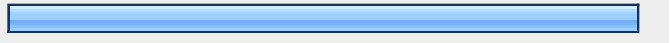



50. I am interested in serving on the NOVAA Board of Directors. Mark ALL positions that interest you.			
		Response Percent	Response Count
President		0.0%	0
President Elect		0.0%	0
Fiscal Officer	<input type="checkbox"/>	14.3%	1
Secretary		0.0%	0
Professional Development Chair	<input type="checkbox"/>	14.3%	1
Communication Chair		0.0%	0
Membership Chair	<input type="checkbox"/>	14.3%	1
Program Chair		0.0%	0
Marketing Chair		0.0%	0
Conference Committee Chair		0.0%	0
<b>Member at Large</b>	<input type="checkbox"/>	<b>71.4%</b>	<b>5</b>
	Please email me more information about Board positions		6
	<i>answered question</i>		7
	<i>skipped question</i>		126

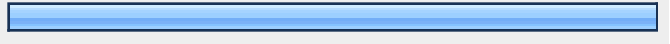
51. What concerns, if any, do you have with NOVAA?		
		Response Count
		35
	<i>answered question</i>	35
	<i>skipped question</i>	98

52. What recommendations do you have for improving NOVAA?		
		Response Count
		34
	<i>answered question</i>	34
	<i>skipped question</i>	99

53. What year were you born?		
		Response Count
		101
	<i>answered question</i>	101
	<i>skipped question</i>	32


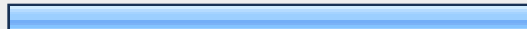
54. How do you identify?			
		Response Percent	Response Count
Female		89.4%	101
Transgendered		0.9%	1
Male		9.7%	11
		<i>answered question</i>	113
		<i>skipped question</i>	20

55. Do you consider yourself: (please select all that apply)			
		Response Percent	Response Count
Latino/Hispanic		0.9%	1
<b>White/Caucasian</b>		<b>97.2%</b>	<b>103</b>
Black/African American		0.0%	0
American Indian/Alaska Native/Native American		0.9%	1
Hawaiian/Pacific Islander		0.9%	1
Asian		0.9%	1
		Other	4
		<b>answered question</b>	<b>106</b>
		<b>skipped question</b>	<b>27</b>

56. What is your primary language?			
		Response Percent	Response Count
<b>English</b>		<b>100.0%</b>	<b>112</b>
Spanish		0.0%	0
Russian		0.0%	0
Vietnamese		0.0%	0
		Other	0
		<b>answered question</b>	<b>112</b>
		<b>skipped question</b>	<b>21</b>

57. What is the highest level of education you have completed?			
		Response Percent	Response Count
Grade school or less		0.0%	0
Some high school		0.0%	0
Graduated high school (diploma or GED)		0.0%	0
Some college (including Associate's degree)		11.5%	13
<b>Graduated college (Bachelor's degree)</b>		<b>39.8%</b>	<b>45</b>
Some graduate study		19.5%	22
Graduate degree		32.7%	37
		<i>answered question</i>	<b>113</b>
		<i>skipped question</i>	<b>20</b>

58. If you have a college degree, what did you major in (for example, social sciences, teaching, communications, business, etc.)?		
		Response Count
		97
		<i>answered question</i>
		<b>97</b>
		<i>skipped question</i>
		<b>36</b>

59. Do you have your CVA (Certified in Volunteer Administration) credential?			
		Response Percent	Response Count
Yes		20.0%	22
No		80.0%	88
		<i>answered question</i>	110
		<i>skipped question</i>	23